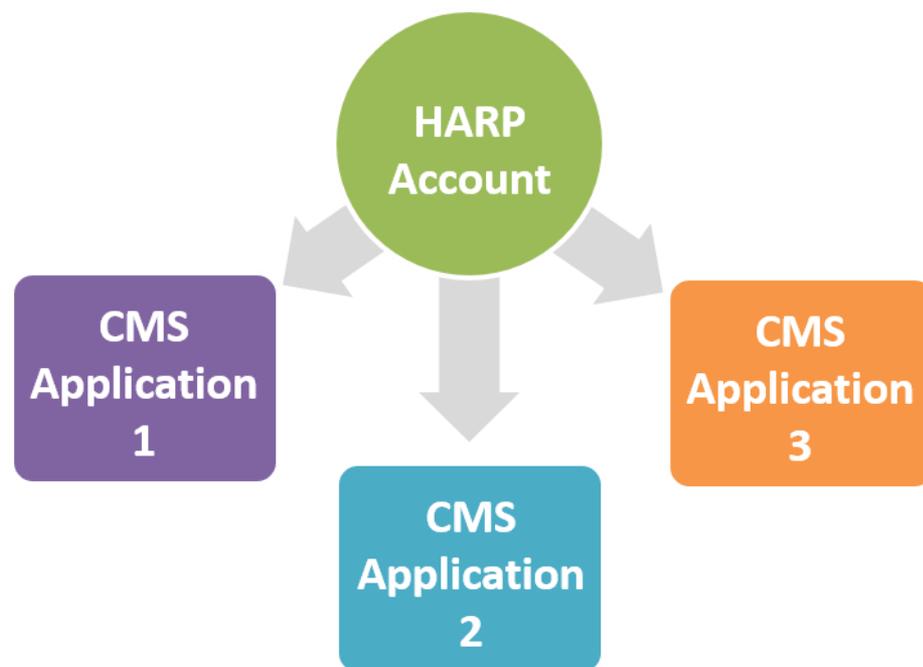




# HARP Overview

# What is HARP?

HARP is a secure identity management portal provided by the Centers for Medicare and Medicaid Services (CMS). Creating an account via HARP provides users with a user ID and password that can be used to access many CMS applications.



# HARP Overview and Benefits

- HARP provides a single location for users to:
  - Modify their user profile.
  - Change their password.
  - Update their Challenge Question.
  - Add or remove two-factor authentication devices.
- All ESRD Quality Reporting System (EQRS) users must complete a HARP account setup.
- Users can manage their profile information via HARP and manage roles via EQRS. Previously, users created accounts through the Enterprise Identity Data Management (EIDM) system.
- When registering for a HARP account, users complete identify proofing via Remote Identity Proofing (RIDP) or manual proofing.

# What is RIDP?

- Anyone requesting electronic access to protected CMS information or systems must be identity proofed to gain access.
- RIDP is the process of validating sufficient information that uniquely identifies you (e.g., credit history, personal demographic information, and other indicators).
- This method is used for verifying the identity of a user as opposed to manual or in-person proofing.
- CMS uses the Experian identity verification system to identity proof remotely.
- **HARP does NOT store your personal information.**
- **RIDP does NOT affect your credit.**



# What is Manual Proofing?

Users who are unable to be proofed remotely, or do not wish to enter their social security number, may initiate manual proofing.

## Initiate Manual Proofing ×

**It is not recommended to initiate manual proofing if you are able to complete remote proofing, as manual proofing takes longer to complete.**

To initiate manual proofing, you will need to complete the following steps:

1. Submit your Profile Information and Account Information via HARP (SSN is optional)
2. Send the following documents to your application's help desk via email, fax, or mail
  - **One** of three approved forms of Government Photo IDs:
    - Current driver's license issued by state or territory; OR
    - Federal or State government issued photo identification card; OR
    - U.S. Passport
  - **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The help desk will contact you via email if they need to request additional information.

[Submit Info for Manual Proofing](#) [Cancel](#)



# HARP Roles

# HARP Roles

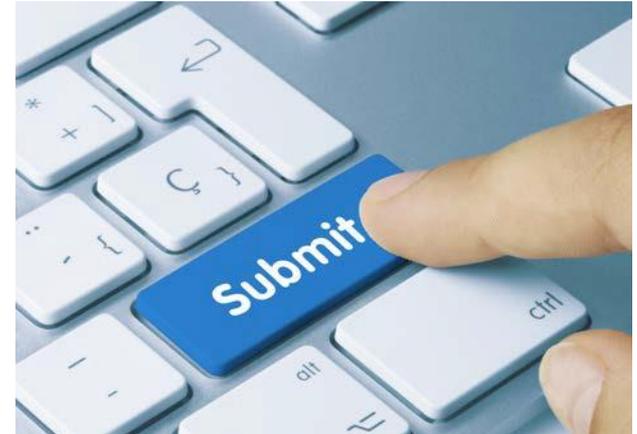
<b>User Role</b>	<b>Description</b>
Security Official (SO)	<ul style="list-style-type: none"><li>• Can serve as the SO over multiple organizations.</li><li>• Approves or denies additional SO and End User role requests for a specific organization.</li><li>• Must have an End User role to perform tasks in the EQRS application.</li><li>• Cannot approve their own End User role request.</li></ul>
End User	<ul style="list-style-type: none"><li>• Performs tasks within CMS applications, such as EQRS.</li><li>• May have a user role and scope over multiple organizations.</li></ul>



# Registering for a New HARP Account

# New HARP Account Registration

- New users can create a HARP account by going to <https://harp.qualitynet.org/register/profile-info>.
- When creating a HARP account, users must:
  - Enter profile information, which includes: name, date of birth, social security number, and home address.
  - Create a user ID, password, and Challenge Question.
  - Complete RIDP or manual proofing.
  - Register additional two-factor authentication devices, if desired.



# Enter Profile Information

1. Go to:  
<https://harp.qualitynet.org/register/profile-info>.
2. Enter your Profile Information to begin the account creation process. The following fields are required:
  - a. First Name
  - b. Last Name
  - c. Date of Birth
  - d. Email Address
  - e. Home Address
  - f. City
  - g. State
  - h. ZIP Code
  - i. Social Security Number (SSN)
3. Agree to the Terms & Conditions, and click “Next.”

**Create an Account**  
HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

### Profile Information

Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? [Enter Reference Number](#)

Want to retry a previously failed registration attempt? [Retry Remote Proofing](#)

All fields marked with an asterisk (\*) are required.

Legal First Name *	Legal Last Name *
<input type="text"/>	<input type="text"/>
Middle Initial	Date of Birth *
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
Email Address *	Confirm Email Address *
<input type="text"/>	<input type="text"/>
Phone Number	Is your address in the United States? *
<input type="text" value="( ) - -"/>	<input type="button" value="Yes"/> <input type="button" value="No"/>
Home Address Line 1 *	Home Address Line 2
<input type="text"/>	<input type="text"/>
City *	State *
<input type="text"/>	<input type="text"/>
ZIP Code *	ZIP Code Extension
<input type="text"/>	<input type="text"/>
Social Security Number *	
<input type="text"/>	

Don't want to enter your SSN?  
[Initiate Manual Proofing](#)

I agree to the [Terms & Conditions](#) \*

# Enter Account Information

4. Enter a valid User ID, Password, and complete the Challenge Question fields.
5. Click “Next.”

**Create an Account**  
HCQIS Access Roles and Profile

Progress: 1 Profile Information, **2 Account Information**, 3 Remote Proofing, 4 Confirmation

### Account Information

Create your user ID, password, and challenge question.  
All fields marked with an asterisk (\*) are required.

User ID \*

User ID must be between 6-100 characters.

Password \* Confirm Password \*

Password must be at least 12 characters and include a lowercase letter, uppercase letter, number (0-9), and symbol (!@#%\*&\*). Cannot contain first name, last name, or part of user ID.

Challenge Question \* Challenge Question Answer \*

Challenge Question Answer must be at least 4 characters and cannot contain the challenge question, user ID, or password.

[Back](#) [Next](#)

# Complete Remote Proofing

6. Answer the Remote Proofing questions.
7. Click “I’m not a robot,” and click “Next.”

**Note:** Users who receive an error message while remote proofing are directed to contact Experian to verify their information. If, after contacting Experian and verifying their information, users continue to experience issues with HARP registration, they should contact the QualityNet Service Desk via email at [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org) or via phone at (866) 288-8912.

**Create an Account**  
HCQIS Access Roles and Profile

Profile Information   Account Information   **3 Remote Proofing**   4 Confirmation

### Remote Proofing

All fields marked with an asterisk (\*) are required.

1. You may have opened a mortgage loan in or around February 2018. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'. \*

- BANK OF AMERICA
- FLEET MORTGAGE
- BANK ONE
- WASHTENAW MTG CO
- NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan in or around December 2015. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'. \*

- HOUSEHOLD BK
- QNYX ACCEPT

NONE OF THE ABOVE/DOES NOT APPLY

4. You may have opened a Home Equity Line of Credit type loan in or around July 2016. Please select the lender to whom you currently make your payments or made your payments. \*

- FLEET MORTGAGE
- PARKWAY MTG
- ROCK FINANCIAL CORP
- FREDDIE MAC
- NONE OF THE ABOVE/DOES NOT APPLY

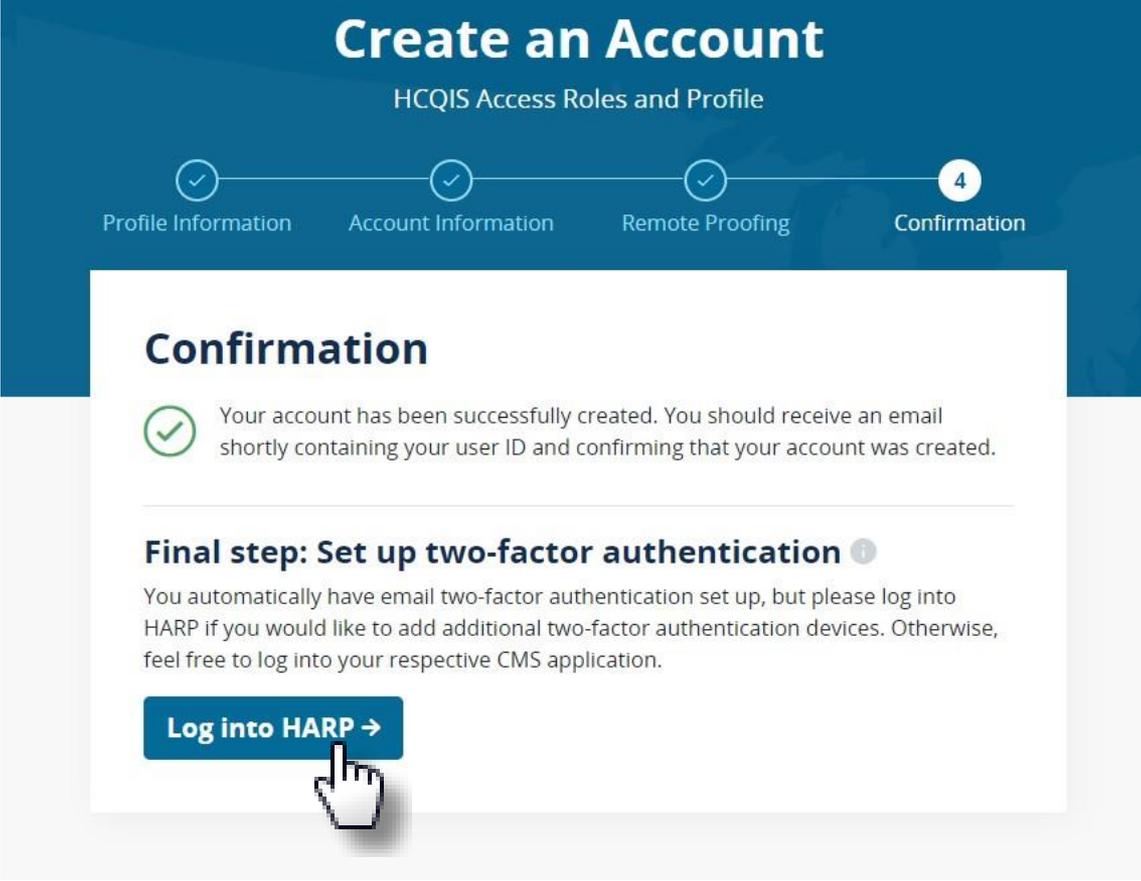
5. Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'. \*

- LAKELAND BANK
- SOURCE ONE MANAGMNT
- MOUNTAIN RESPIRATORY
- SEMINOLE MOSU
- NONE OF THE ABOVE/DOES NOT APPLY

I'm not a robot 

# Account Created Confirmation

- Your account is created. Click “Log into HARP” to access HARP and register additional two-factor authentication devices, if desired.



The screenshot shows a web interface for creating an account. At the top, the title is "Create an Account" with the subtitle "HCQIS Access Roles and Profile". Below this is a progress bar with four steps: "Profile Information", "Account Information", "Remote Proofing", and "Confirmation". The "Confirmation" step is the current step, indicated by a circled "4" and a checkmark. The main content area has a "Confirmation" heading, a green checkmark icon, and the text: "Your account has been successfully created. You should receive an email shortly containing your user ID and confirming that your account was created." Below this is a section titled "Final step: Set up two-factor authentication" with an information icon. The text reads: "You automatically have email two-factor authentication set up, but please log into HARP if you would like to add additional two-factor authentication devices. Otherwise, feel free to log into your respective CMS application." At the bottom of this section is a blue button labeled "Log into HARP →" with a hand cursor icon pointing to it.

## Create an Account

HCQIS Access Roles and Profile

Profile Information Account Information Remote Proofing **4** Confirmation

### Confirmation

 Your account has been successfully created. You should receive an email shortly containing your user ID and confirming that your account was created.

#### Final step: Set up two-factor authentication

You automatically have email two-factor authentication set up, but please log into HARP if you would like to add additional two-factor authentication devices. Otherwise, feel free to log into your respective CMS application.

[Log into HARP →](#)

# Log in to HARP

1. Enter your newly created User ID and Password. Agree to the Terms & Conditions, and click “Login.”

**CMS.gov** | HARP  
HCQIS Access Roles and Profile

## Login

Enter your user ID and password to login.

User ID \*

Password \*

[Having trouble logging in?](#)

I agree to the [Terms & Conditions](#) \*

**Login**

Don't have an account? [Sign Up](#)

# Two-Factor Authentication Drop-Down

2. A Two-Factor Authentication screen displays. Click the Device drop-down.
3. “Email” displays as the only two-factor authentication device option. Select “email.”

CMS.gov | HARP

HCQIS Access Roles and Profile

## Two-Factor Authentication

Select a device to verify your account.

Device \*

email

Send Code Cancel

Don't have your device handy? [Add New Device](#)

**NOTE:** HARP automatically sets the email address used to establish the account as the initial two-factor authentication device. Users must select email during the initial HARP login attempt. The email address may be changed after the initial log in.

# Enter Security Code

4. Click “Send Code.” A one-time verification code is sent to the email address associated with the account. The Enter Code screen displays.
5. Enter the one-time verification code. Click “Submit.” The User Profile screen displays.

CMS.gov | HARP  
HCQIS Access Roles and Profile

### Two-Factor Authentication

Select a device to verify your account.

Device \*

email

**Send Code** Cancel

[Don't have your device handy? Add New Device](#)

CMS.gov | HARP  
HCQIS Access Roles and Profile

### Enter Code

Enter the security code to verify your account.

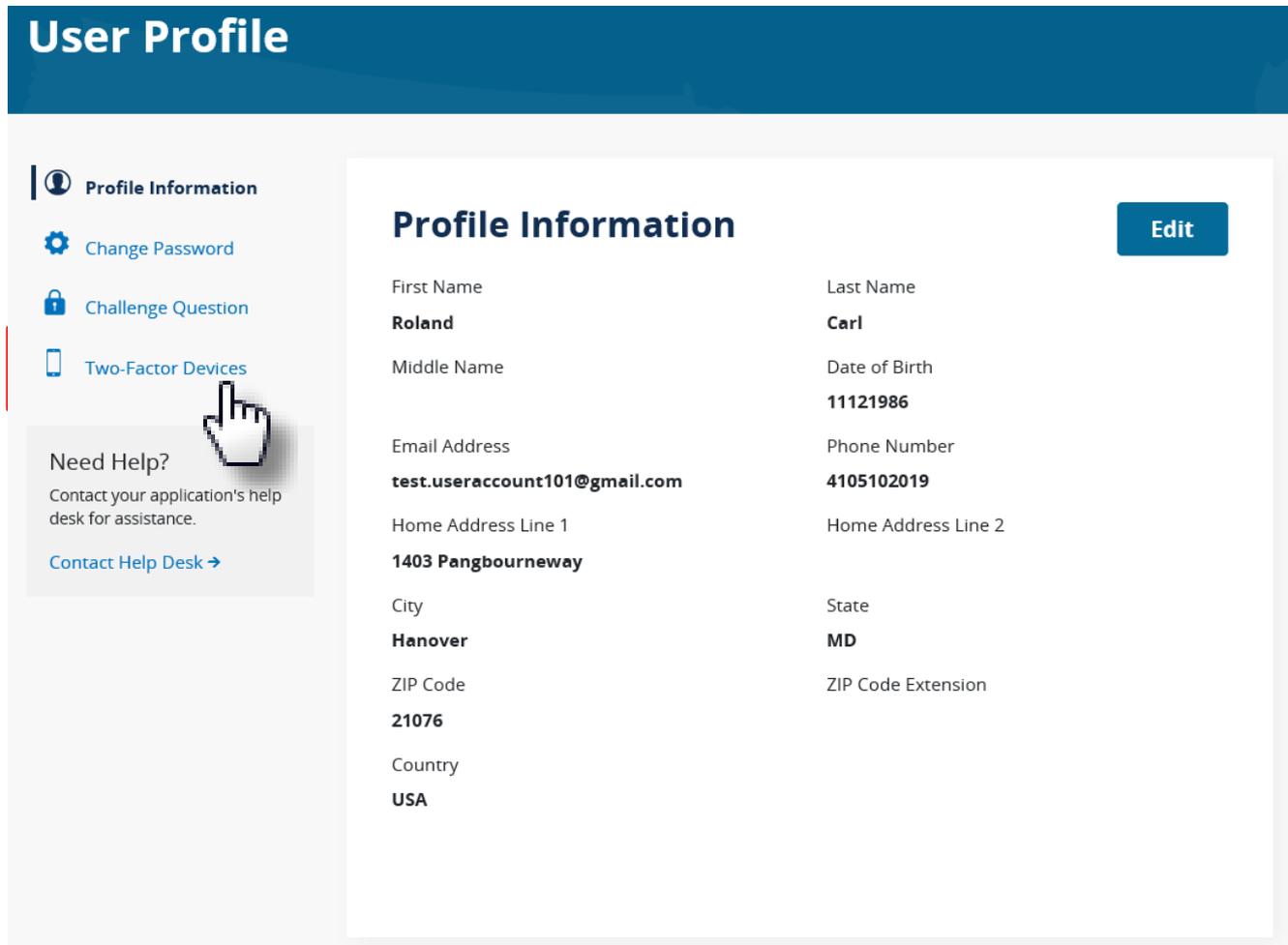
Security Code \*

123456

**Submit** Cancel

# Setting Additional Two-Factor Device

- Review the profile information for accuracy. Click “Two-Factor Device.” A list of current two-factor authentication devices displays.

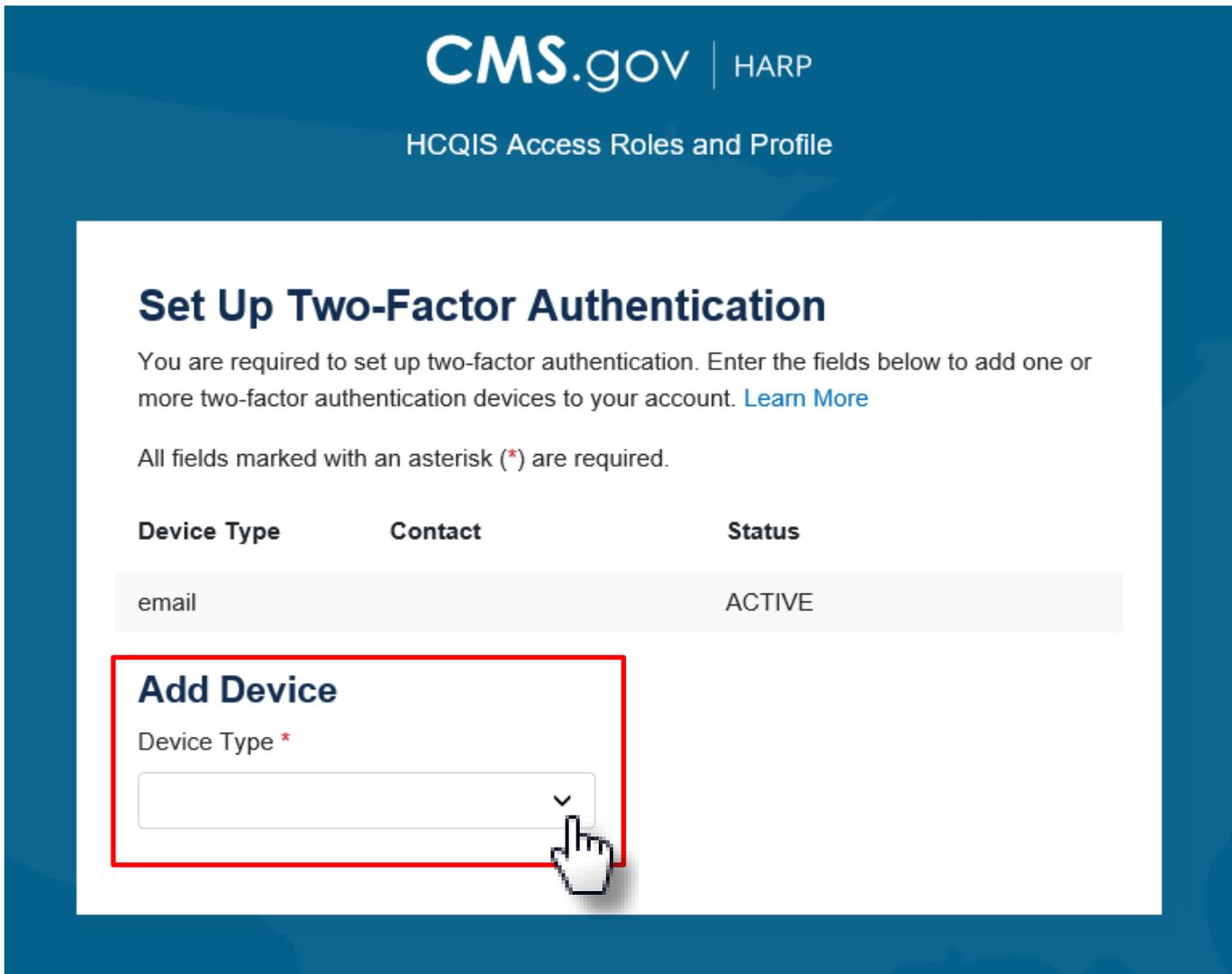


The screenshot shows a user profile page with a dark blue header labeled "User Profile". On the left, there is a sidebar with navigation options: "Profile Information" (selected), "Change Password", "Challenge Question", and "Two-Factor Devices" (indicated by a mouse cursor). Below the sidebar is a "Need Help?" section with a "Contact Help Desk" link. The main content area is titled "Profile Information" and includes an "Edit" button. The profile details are as follows:

Profile Information	
First Name	Last Name
<b>Roland</b>	<b>Carl</b>
Middle Name	Date of Birth
	<b>11121986</b>
Email Address	Phone Number
<b>test.useraccount101@gmail.com</b>	<b>4105102019</b>
Home Address Line 1	Home Address Line 2
<b>1403 Pangbourneway</b>	
City	State
<b>Hanover</b>	<b>MD</b>
ZIP Code	ZIP Code Extension
<b>21076</b>	
Country	
<b>USA</b>	

# Selecting Additional Device

7. Click the Device Type drop-down arrow.



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HCQIS Access Roles and Profile

## Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#)

All fields marked with an asterisk (\*) are required.

Device Type	Contact	Status
email		ACTIVE

### Add Device

Device Type \*

A hand cursor is pointing to the drop-down arrow of the 'Device Type' field in the 'Add Device' section.

# Select Two-Factor Authentication Device

8. Select the desired additional two-factor authentication device.



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HCQIS Access Roles and Profile

## Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#)

All fields marked with an asterisk (\*) are required.

Device Type	Contact	Status
email		ACTIVE

### Add Device

Device Type \*

- SMS
- Voice
- Google Authenticator
- Okta Verify
- Okta Verify Push

# Click Complete Setup

9. Follow the configuration requirements for the selected two-factor authentication device. The Status indicates “ACTIVE” once successfully configured.
10. Click “Complete Setup.”

The screenshot shows the CMS.gov HARP HCQIS Access Roles and Profile page. The main heading is "Set Up Two-Factor Authentication". Below this, there is a paragraph explaining the requirement to set up two-factor authentication and a link to "Learn More". A note states that all fields marked with an asterisk (\*) are required. Below this is a table with three columns: "Device Type", "Contact", and "Status". The table contains two rows: one for "Voice" with contact number "+18135551234" and status "ACTIVE", and one for "email" with status "ACTIVE". A "Remove" link is present next to the "Voice" row. Below the table is a section titled "Add Device" with a "Device Type \*" dropdown menu. At the bottom of the page, there is a blue button labeled "Complete Setup" with a hand cursor icon pointing to it.

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HCQIS Access Roles and Profile

## Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

All fields marked with an asterisk (\*) are required.

Device Type	Contact	Status	
Voice	+18135551234	ACTIVE	<a href="#">Remove</a>
email		ACTIVE	

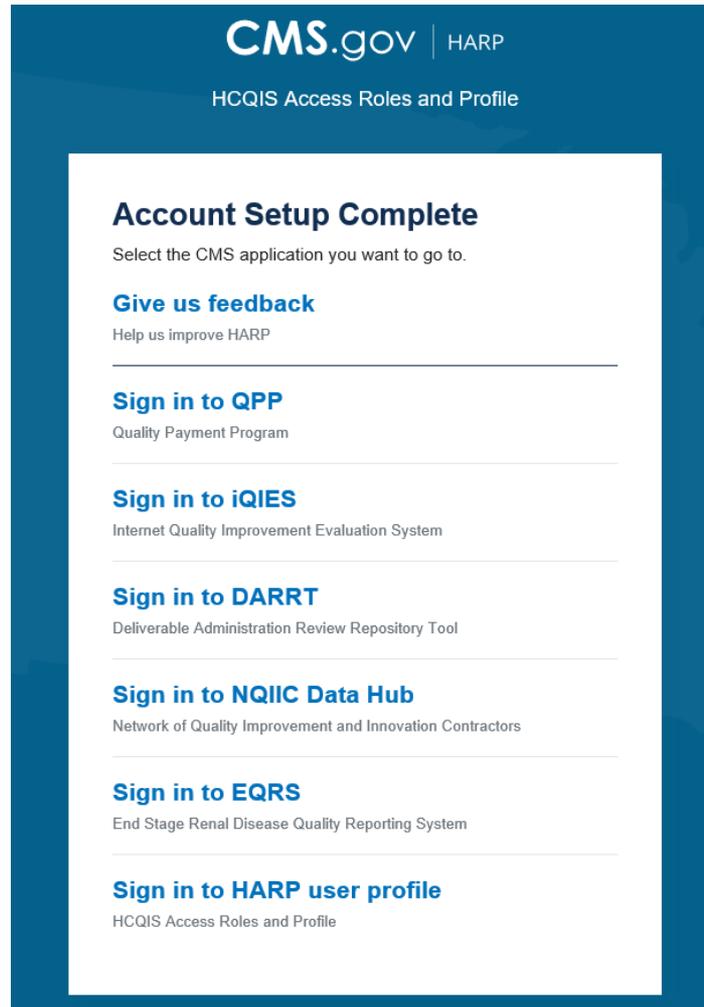
### Add Device

Device Type \*

[Complete Setup](#)

# Account Setup Complete

11. You have successfully created your account and can log in to your desired CMS application.



The screenshot shows a web page with a dark blue header. At the top left of the header is the logo 'CMS.gov | HARP'. Below the logo, the text 'HCQIS Access Roles and Profile' is centered. The main content area is white and contains the following elements: a bold heading 'Account Setup Complete', a sub-heading 'Select the CMS application you want to go to.', a link 'Give us feedback' with the text 'Help us improve HARP' below it, a horizontal separator line, a link 'Sign in to QPP' with the text 'Quality Payment Program' below it, another horizontal separator line, a link 'Sign in to iQIES' with the text 'Internet Quality Improvement Evaluation System' below it, a third horizontal separator line, a link 'Sign in to DARRT' with the text 'Deliverable Administration Review Repository Tool' below it, a fourth horizontal separator line, a link 'Sign in to NQIIC Data Hub' with the text 'Network of Quality Improvement and Innovation Contractors' below it, a fifth horizontal separator line, a link 'Sign in to EQRS' with the text 'End Stage Renal Disease Quality Reporting System' below it, and a sixth horizontal separator line. At the bottom, there is a link 'Sign in to HARP user profile' with the text 'HCQIS Access Roles and Profile' below it.

**CMS.gov | HARP**  
HCQIS Access Roles and Profile

## Account Setup Complete

Select the CMS application you want to go to.

**Give us feedback**  
Help us improve HARP

---

**Sign in to QPP**  
Quality Payment Program

---

**Sign in to iQIES**  
Internet Quality Improvement Evaluation System

---

**Sign in to DARRT**  
Deliverable Administration Review Repository Tool

---

**Sign in to NQIIC Data Hub**  
Network of Quality Improvement and Innovation Contractors

---

**Sign in to EQRS**  
End Stage Renal Disease Quality Reporting System

---

**Sign in to HARP user profile**  
HCQIS Access Roles and Profile



# HARP Resources

# HARP YouTube Videos

The screenshot displays a YouTube channel page for 'CMSHHSgov' with the 'Playlists' tab selected. The main playlist is titled 'HARP' and contains 6 videos. The video thumbnails are blue with white text. The video titles and durations are as follows:

Video Number	Video Title	Duration
1	HARP Registration	4:36
2	HARP User Profile	3:17
3	HARP Password Reset	1:22
4	HARP Manual Proofing	2:16
5	HARP Security Official	2:48
6	HARP User Roles (HERA)	1:45

<https://www.youtube.com/playlist?list=PLaV7m2-zFKphoCXj7sIx2G1fwMZQQ0EJP>

# HARP Help Webpage

## HARP Help

### Frequently Asked Questions (FAQ)

Check out our HARP training videos on [Youtube](#).

#### HARP Overview

- > [What is HARP?](#)
- > [Which CMS applications use HARP?](#)

#### HARP Registration

- > [How do I create a HARP account?](#)
- > [Why do I need to enter my personal information to register?](#)

#### Remote Identity Proofing (RIDP)

- > [What is Remote Identity Proofing \(RIDP\)?](#)
- > [What happens to the data submitted for identity proofing?](#)

<https://harp.qualitynet.org/login/help>

# For Further Information...

Help Me Form: <http://help.MyCROWNWeb.org>

Website: <https://www.mycrownweb.org/>

QualityNet Service Desk: 1-866-288-8912

QualityNet Service Desk Email: [qnetsupport-esrd@hcqis.org](mailto:qnetsupport-esrd@hcqis.org)

ESRD QIP Questions: [ESRD QIP ServiceNow Q&A Tool](#)

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A survey will pop up in your browser when the session ends.

**Please follow the link and let us know what you think and what you would like to be covered in future training events, thank you!**