

Reference #: 2024-80-IP

From: Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor

Sent: June 5, 2024

To: IQR, OQR, ASC, VBP, IPF, PCH and EHR ListServe Recipient Lists

Subject: Reminder: CCSQ Support Central Self-Service Account Recovery Options



The Self-Service Account Recovery banner on CCSQ Support Central includes a HARP Account Recovery link. The HARP Account Recovery link enables users to handle HARP account-related issues like password resets, account unlocks, and other account updates.

Users can access HARP Self-Service from multiple locations on the CCSQ Support Central site. Users can click the **Request Support** item in the menu at the top, the **Get Password Assistance** button in the Self-Service Account Recovery banner, or the **Account Recovery** button under HARP Password Help as shown in in Figure 1.

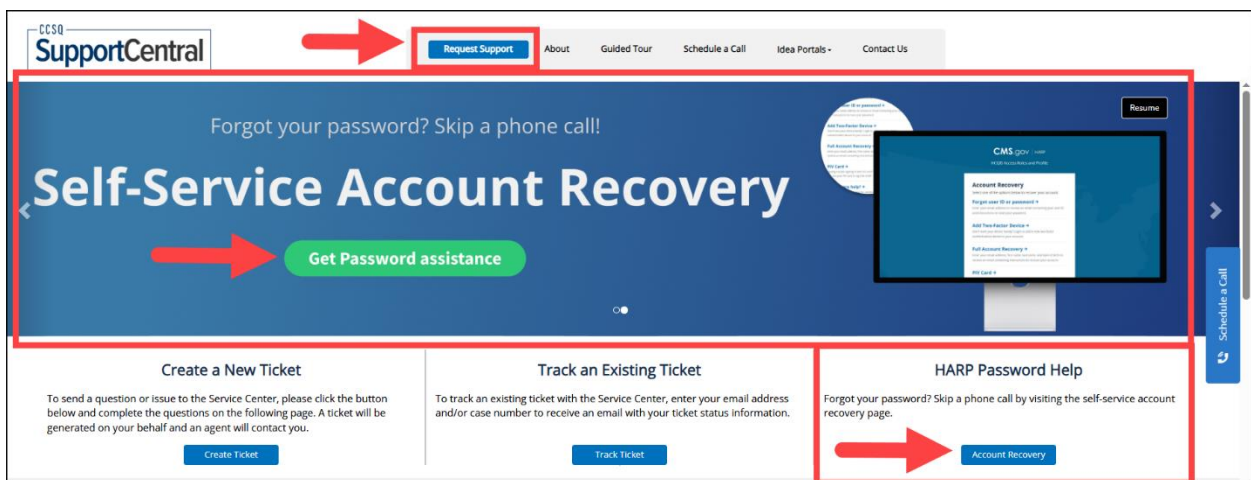


Figure 1 – Various options to access HARP Self-Service

Users can also access HARP Self Service within CARL (the CCSQ Service Center virtual agent) via the **click here for account recovery** link as shown in Figure 2.

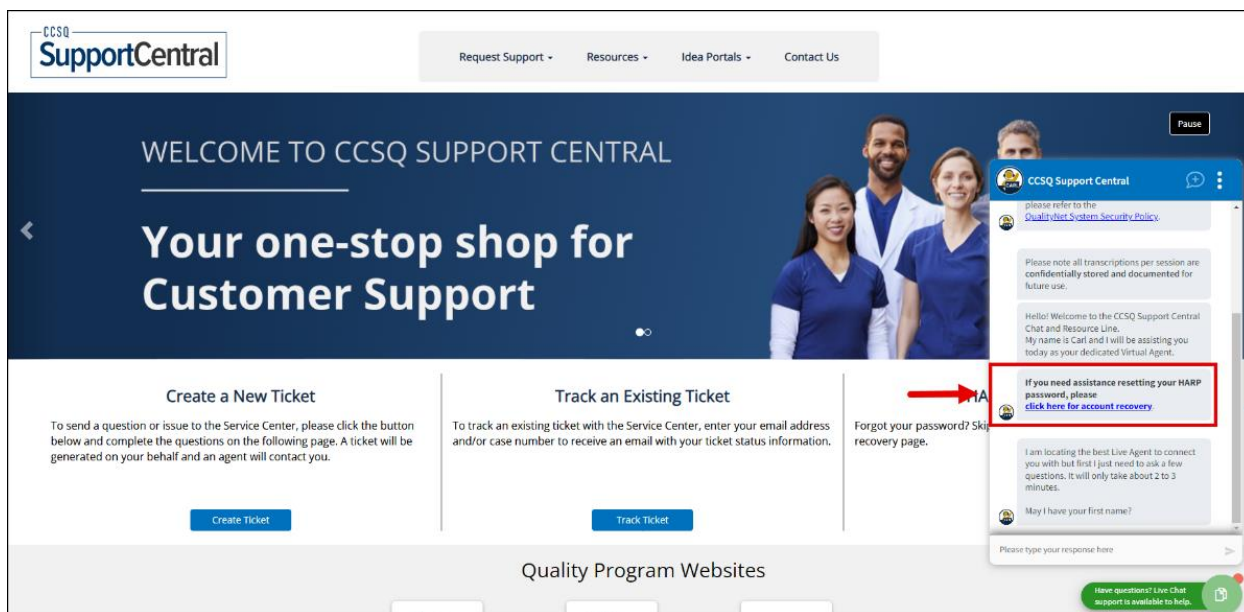


Figure 2 – Click Here for Account Recovery link on the CCSQ Service Center virtual agent

These links will direct users to the Account Recovery page that offers users the following options to manage their HARP account:

- **Forgot user ID or password:** Enter your email address to receive an email containing your user ID and instructions to reset your password.
- **Add Two-Factor Device:** Login to add a new two-factor authentication device to your account.
- **Full Account Recovery:** Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.
- **PIV Card:** Learn more about how you can use your PIV card to log into HARP.
- **Need more help?** Please contact the Service Center for additional assistance.

### For Questions or Technical Assistance

For assistance with HQR technical issues, please contact the Center for Clinical Standards and Quality (CCSQ) Service Center. The CCSQ Service Center is open Monday-Friday 8 a.m. to 8 p.m. Eastern Time and can be reached via phone at 866-288-8912, email at [qnetssupport@cms.hhs.gov](mailto:qnetssupport@cms.hhs.gov) or online at the [CCSQ Support Center](#).