Register for a HCQIS Access Roles and Profile (HARP) Account

Updated: 3/20/2020

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Introduction
You will create an account and establish credentials in the HCQIS Access Roles and Profile system (HARP), and you will manage access to organizations by signing in to the Quality Payment Program on qpp.cms.gov. This document will take you through the steps of registering for a HARP account and provide information on the remote identity proofing process that’s a part of the registration process.

What is HARP? HARP is a secure identity management portal provided by us. New users who want to sign in to qpp.cms.gov will create their account in the HARP system.

If you already have an EIDM account and have verified you can sign in to qpp.cms.gov with your EIDM User ID and password, you can stop here.

You DO NOT need to register for a HARP account.
Register for a HARP Account: Instructions and Screenshots

Sign In to the Quality Payment Program

Go to qpp.cms.gov, and click Sign In on the upper right-hand corner.

You do NOT need to register if you have credentials that let you sign in to qpp.cms.gov.

Enter your User ID and Password in the requested fields to sign in and stop here.

You need to register if you have never signed in to qpp.cms.gov. Register with HARP to obtain appropriate credentials in order to sign in.

1. Go to https://qpp.cms.gov/login
2. Click the Register tab or the Register link next to Sign In (see next page)

Have questions? Contact the Quality Payment Program
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: QPP@cms.hhs.gov
Monday – Friday, 8 a.m. – 8 p.m. ET

Updated: 3/20/2020
Register for QPP
Click Register with HARP at the bottom of the page, you will be redirected to the HARP site to complete your registration.

Returning users:
Sign in with the same credentials you've always used

New users:
Sign in with your newly created HARP credentials

Don't have an Account?
Click Register next to Sign In

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Updated: 3/20/2020
HARP Account Registration

The HARP registration process will take between 5 and 15 minutes, depending on how quickly your identity can be verified.

All fields with an asterisk (*) are required.

To gain access to qpp.cms.gov, your identity must be verified.

- HARP uses Experian remote identity proofing to verify your identity.
- For more information about remote identity proofing visit the FAQs.

For a video walking you through the HARP registration process visit the HARP YouTube Playlist.

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Updated: 3/20/2020
Step 1: Profile Information

Enter your account information, like your:

- Legal name;
- Date of birth;
- Residential address; and
- Social Security Number (SSN).

You must provide all required information identified with an asterisk (*).

Tip: Enter your personal home address, not your organization’s address or an address provided in Provider Enrollment, Chain and Ownership System (PECOS).

This information is used to confirm your identity.
**Why do I have to enter my personal information?**

Because your HARP credentials are used to sign in to Centers for Medicare & Medicaid Services (CMS) applications (e.g., [qpp.cms.gov](http://qpp.cms.gov)), that handle sensitive information like personally identifiable information (PII) and personal health information (PHI), you must complete identity proofing.

The personal information that uniquely identifies you, like your SSN, is used to verify your identity through Experian’s remote proofing process.

This information is used to create personalized remote proofing questions later in the registration process that you will answer to verify your identity.

**Don’t want to provide your SSN or live outside of the United States?**

A manual proofing process is available. However, it is not recommended to initiate the manual proofing if you are able to complete the remote proofing process.

To initiate the manual proofing process, you will:

1. **Initiate** the manual proofing process
2. **Provide all the information on the Profile Information page** (you can leave SSN blank)
3. **Skip ahead** (click [here](http://example.com)) for more information.

**Want to learn more about the manual proofing process?**

[Skip ahead](http://example.com) (click here) for more information.

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Have questions? Contact the Quality Payment Program

By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)

Monday – Friday, 8 a.m. – 8 p.m. ET

*Updated: 3/20/2020*
Review the Terms and Conditions
After you enter your profile information, you will review the HARP terms and conditions.

Then you will check the Terms & Conditions box to confirm that you read the conditions and select Next.

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
**Experian Reference Number**

If you have already spoken with Experian, you may enter the reference number provided by Experian.

Enter the reference number and your email address to continue with the registration process.

**Important**: Make sure your Profile Information contains the same first name, last name, and SSN verified by Experian.

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*Updated: 3/20/2020*
Step 2: Account Information

User ID and Password

Create a User ID and Password.

When creating your User ID and Password, use the criteria below.

<table>
<thead>
<tr>
<th>Your HARP User ID must meet the following criteria:</th>
<th>Your HARP password must meet the following criteria:</th>
</tr>
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<tbody>
<tr>
<td>Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.</td>
<td>Be a minimum of 12 characters, and include the following:</td>
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<td>• A lowercase letter</td>
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<td>• A symbol (e.g., !, @, #, $, %, ^, &amp;, *)</td>
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**NOTE:** Your User ID and Password cannot contain PII or PHI. In addition, your Password cannot contain your User ID, first name or last name, or the following special characters: ‘+’, ‘(‘, ‘)’, ‘>’, ‘<’.

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*Updated: 3/20/2020*
**Challenge Question**
Choose a challenge question and provide an answer, then select Next.

Note: This challenge question will be used if you need to reset your password.

**Choosing a Challenge Question and Answer:**
Select one challenge question and provide an answer.
The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.
A manual proofing process is available.
1. Provide all of the information on the Profile Information page (you can leave SSN blank)
2. **Skip ahead** (click here) for more information.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: QPP@cms.hhs.gov  
Monday – Friday, 8 a.m. – 8 p.m. ET

*Updated: 3/20/2020*
Step 3: Remote (Identity) Proofing

Based on the information provided in Profile Information, Experian will generate personalized remote identity proofing questions unique to you.

Answer the remote proofing questions for Experian to confirm your identity, check I'm not a robot, then click Next.

For additional information on the remote identity proofing process visit the FAQs.

“I'm not a Robot?”

ReCAPTCHA is a challenge-response test that determines whether a user is human or a bot. It offers an extra layer of security, protecting both users and websites from spam and abuse by allowing valid users to continue.

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Updated: 3/20/2020
Step 4: Confirmation

Your HARP account has been created!

Click Login to Complete Setup to set up a device for two-factor authorization.

You will also receive an email confirming your registration which contains your User ID.

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Updated: 3/20/2020
Step 5. Set Up Two-Factor Authentication

Enter your newly created User ID and Password, agree to the Terms and Conditions, and then click Login.

Future Login and Two-Factor Authentication:

We use two-factor authentication every time you access your HARP account. This means that each time you login, you will be prompted to enter a new security code sent to the device you set up in the following steps.

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
**Add Device**

After logging in, you will be prompted to set up **two-factor authentication**. All accounts are required to set up two-factor authentication for additional security. Add your preferred **device type**.

**Recommended Device Options:**

1. Choose **SMS** when you want to receive your security code via text message.
2. Choose **Voice** when you want to receive your security code via phone call.

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*Updated: 3/20/2020*
Next, you will be prompted to enter either your phone number or set up Google Authenticator, where you will receive your code. Once complete, click **Send Code**.

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*Updated: 3/20/2020*
Then, enter the **code** you received via text or phone call and click **Submit**.

Your device has been added! You can **add** another device, **remove** the device you just entered, or click **Complete Setup**.

Can I update devices later?

Yes, you can always log back in later to update your device(s).

Have questions? Contact the Quality Payment Program

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Monday – Friday, 8 a.m. – 8 p.m. ET

*Updated: 3/20/2020*
Once your account setup is complete, you will be able to sign in to QPP or go back and sign in to your HARP user profile.

Errors with the Remote Proofing Process

If your identity cannot be verified based on the answers you provided, you will receive an error message prompting you to contact Experian Verification Support Services at 1-866-578-5409 and provide your review reference number.

If Experian cannot verify your identity, you will need to initiate the manual proofing process. For more information on manual proofing, click here.

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
If you believe you made an error answering one or more Remote Proofing questions, you can also click Back. You will return to the Profile Information page, where you can start the process again.

**Manual Identity Proofing**

If you do not want to provide your SSN or if you live outside of the United States, you will need to go through a manual proofing process to verify your identity.

**Note:** It is not recommended to initiate manual proofing if you are able to complete the remote proofing process because it takes longer to be approved and verified than remote proofing.

**Don’t want to provide your Social Security Number?**

Complete the required (*) Profile Information fields (you can leave SSN blank). Check that you agree to the terms and conditions and click the link to Initiate Manual Proofing below the SSN field.

**Don’t live in the United States?**

If you don't have an address in the United States, complete all the required (*) Profile Information fields (SSN will be optional).

Select No to the question regarding your address in the U.S., and check that you agree to the terms and conditions.

Then, click the link to Initiate Manual Proofing below the SSN field.

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*Updated: 3/20/2020*
Initiate Manual Proofing

Once you click **Initiate Manual Proofing**, additional information about manual proofing will display.

- Review the **manual proofing guidance** and **required documentation** needed in order to complete the manual proofing process.
- Then, click **Submit Info for Manual Proofing** to begin the manual proofing process or you may **Cancel** your request.

You will only be able to click **Submit Info for Manual Proofing** if you have entered your Profile Information completely (with the exception of the SSN).

You will send a copy of **ONE** of these approved forms of government issued identification:
- Driver’s license;
- Federal or State Photo ID; or
- U.S. Passport

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
After clicking **Submit Info for Manual Proofing**, you will create a User ID and Password, select a Challenge Question, and provide a Challenge Question Answer.

**User ID and Password**

Create a **User ID** and **Password** using the criteria below.

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**NOTE:** Your User ID and Password cannot contain PII or PHI. In addition, your Password cannot contain your User ID, first name or last name, or the following special characters: 
‘+’, ‘(’, ‘)’, ‘>’, ‘<’.

Have questions? Contact the Quality Payment Program
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: **QPP@cms.hhs.gov**
Monday – Friday, 8 a.m. – 8 p.m. ET

*Updated: 3/20/2020*
**Challenge Question**

Choose a challenge question and provide an answer, then click I'm not a Robot and Next.

The challenge question will be used if you need to reset your password.

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**Choosing a Challenge Question and Answer:**

Select one challenge question and provide an answer.

The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.

A manual proofing process is available.

1. Provide all of the information on the Profile Information page (you can leave SSN blank)
2. **Skip ahead** (click [here](#)) for more information.

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Have questions? Contact the Quality Payment Program

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**Updated: 3/20/2020**
Confirmation

After creating your Account Information, you will arrive at the Confirmation page, notifying that you have successfully completed the Profile Information and Account Information steps of your HARP registration.

To complete the process, you must send the required documentation to the Quality Payment Program within the designated time period to verify your identity. If the Quality Payment Program does NOT receive your required documentation, your account will be closed and you will need to begin the HARP account creation and manual proofing process again.

Note: You will not be able to use your HARP account or sign into qpp.cms.gov until you have completed the manual proofing process.

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
Forgot User ID or Password

If you forget your User ID or Password, click the **Recover ID or reset password** at the bottom of the [qpp.cms.gov](http://qpp.cms.gov) sign in page.

If you need to reset your password, **you cannot reuse your last three passwords** and your new password must meet the HARP password criteria below:

**Your HARP password must meet the following criteria:**

Be a minimum of 12 characters and include the following:

- A lowercase letter
- An uppercase letter
- A number (0-9)
- A symbol (e.g., !, @, #, $, %, ^, &, *)

**NOTE:** Your password cannot contain part of your User ID, first name or last name, or the following special characters (+, (, ), >, <).

Have questions? Contact the Quality Payment Program

By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: QPP@cms.hhs.gov

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*Updated: 3/20/2020*
What’s Next?
Now that you have completed your HARP registration and set up your device for two-factor authentication, you will be able to sign in to qpp.cms.gov with your newly created User ID and password.
Once there you will need to Connect to an Organization.

Review the Connect to an Organization document in this guide to learn how to request access to an organization(s) so you can view, submit, and manage data on behalf of that organization(s).

Frequently Asked Questions

1. What is remote identity proofing?
Remote identity proofing (RIDP) is the process of validating personal information that uniquely identifies you. For example, your credit history, personal demographic information, Social Security Number (SSN), and other indicators. This information will be used to locate your information in Experian and to create questions that only you can answer to verify your identity.

2. What happens to the data I submit for remote identity proofing?
The personal information you provided, such as your personal address and contact information, is stored in your HARP profile account. The information that uniquely identifies you, such as your Social Security Number (SSN) and credit history that Experian used to confirm your identity, is not retained by us. For more information regarding how we use the information you provide, please read the CMS Privacy Act Statement.

3. Who do I contact if my identity can’t be verified during the remote identity proofing process?
If your identity can’t be verified through the online remote identity proofing process, you will be prompted to contact Experian Verification Support Services and provide the Review Reference Number included in the notification. For security purposes, Experian Support Services can’t assist you if you don’t have a reference number.

Experian Verification Support Service representatives are available Monday through Friday from 8:30 a.m. to 10:00 p.m., Saturday from 10:00 a.m. to 8:00 p.m., and Sunday from 11:00 a.m. to 8:00 p.m., Eastern Time. Call (866) 578-5409. The Experian website can be accessed at www.experian.com.
All other questions on the HARP Account Registration process should be directed to the Quality Payment Program via phone at 1-866-288-8292 or email at gpp@cms.hhs.gov.

Have questions? Contact the Quality Payment Program
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Updated: 3/20/2020
4. What if my identify can’t be verified during the Experian phone proofing process?
If you contact the Experian Verification Support Services Help Desk at (866) 578-5409 and your identity can’t be confirmed, you will be encouraged to complete the manual identity proofing process. Please note that you will have to send required documentation to the Quality Payment Program Service Center through one of the approved delivery methods within 30 days of your account creation.

5. What if I don’t send the required manual proofing documentation to the Service Center within the designated time period?
If you fail to submit the required documentation to the Quality Payment Program to complete the manual proofing process within the designated time period, your request will be closed. If your request is closed, you will need to start the account creation process and manual proofing process again.

In order to complete your HARP account creation and gain QPP Account access, your identity must be verified. In order to complete this process, you must send the required documentation to the Quality Payment Program within the designated time period to complete the manual proofing process and verify your identity.

6. Will remote identity proofing affect my credit score?
No, this will not impact your credit score. Experian creates a “soft” inquiry, which is only visible to you and the requesting consumer. Soft inquiries have no impact on your credit report, history, or score.

### Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Change Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/20/2020</td>
<td>• Moved Terms and Conditions step to reflect correct location in registration process.</td>
</tr>
<tr>
<td></td>
<td>• Added Quality Payment Program contact information for those who are hearing impaired.</td>
</tr>
<tr>
<td>12/2/2019</td>
<td>Added link to HARP Youtube videos</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>• Added version history</td>
</tr>
<tr>
<td></td>
<td>• Corrected stretched images</td>
</tr>
<tr>
<td>12/18/2018</td>
<td>Original posting</td>
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