5 SECURE QUALITYNET PORTAL

Note: This section applies only to ASCQR, PCHQR, and IPFQR program users who will access the new Secure QualityNet Portal.

This section provides the following instructions:

- How to prepare for first-time login
- First-time login process: proofing one's identity and enrolling a credential
- Logging into Secure QualityNet Portal
- Navigating Secure QualityNet Portal
- Managing users of Secure QualityNet Portal
- Logging out of Secure QualityNet Portal

There is no file exchange capability within the Secure QualityNet Portal. Security Administrators are able to access the QualityNet System File Exchange applications (see Section 7.5 in this manual) and can securely exchange files for users if this capability is required prior to Data Service availability with the portal.

5.1 New User Enrollment Process - Prerequisite for Secure Portal Usage

Before you log in to the Secure QualityNet Portal for the first time, you must complete the New User Enrollment Process. The prerequisites for this process are:

- A completed QualityNet Registration that in turn has allowed your organization's Security Administrator to provide you with a QualityNet user ID and password.
- A Symantec VIP multifactor credential application downloaded to your PC, tablet, or smartphone.
  - To download the multifactor authentication application to your PC or tablet, access the Verisign ID Protection Center web site: https://idprotect.verisign.com/desktop/download.v
  - To download the multifactor authentication application directly to your smartphone, type the following into your default mobile browser: m.verisign.com

Important:

You will only complete this new user enrollment process once; you will not do this every time you log into the Secure QualityNet Portal. This one-time process is a six-step procedure that should take you no longer than five minutes to complete if you have all of your prerequisites in hand.

Some users will find they cannot complete the proofing part of the new user enrollment process as they will experience errors. Here are some explanations of why this might happen:

- The identity proofing steps of this process include identity verification by Experian, an external service that CMS has engaged to verify user identities. Experian uses your credit

history within their extensive financial databases to confirm that you are who you say you are. If you do not have much credit history or if you have had problems with credit in the past, the online steps of the process may not work for you. If this happens, there are alternative options. If you find you cannot complete the proofing process online, you may be given the option to complete the proofing process with Experian via a phone call. This option will be offered if you have some credit history.

- If you have little or no credit history, you will be offered the option to prove your identity directly, in-person, with your Security Administrator.

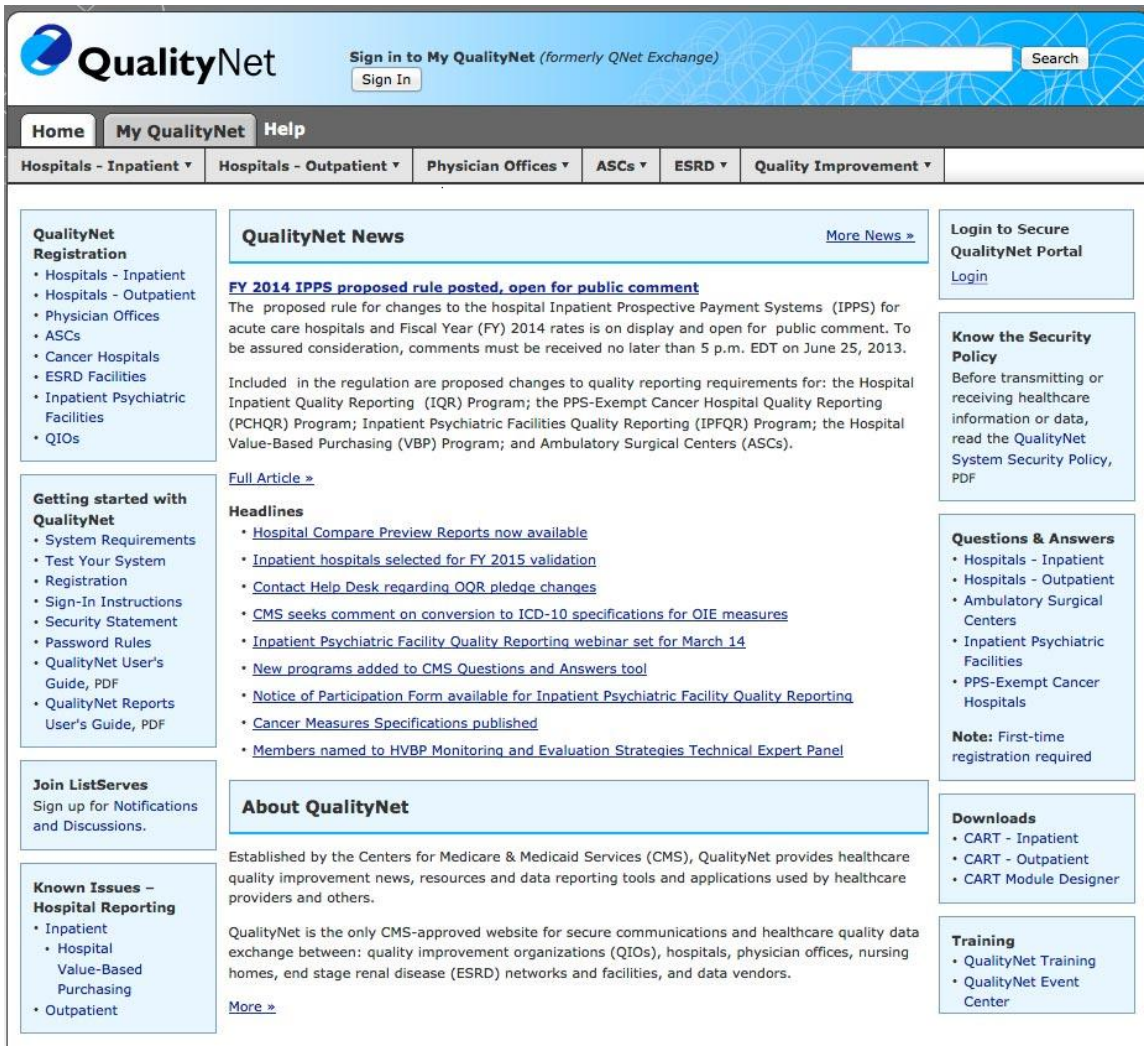
While you are on the Identity Proofing screen during the enrollment process (see Figure 5-4), please review the **Remote Proofing FAQ** link for more details and Q&A about the proofing process. You may also visit Experian's PreciseID web site, http://www.experian.com/whitepapers/precise_id_whitepaper.pdf, for more details about the proofing process.

Note: The proofing process makes what is known as a soft inquiry on your credit history. The process will not adversely affect your credit rating.

5.2 First-Time Login to Secure QualityNet Portal

1. Have your Symantec VIP multifactor authentication application open and ready to use.
2. Access the QualityNet web site: https://www.qualitynet.org. The QualityNet home page appears, with a link to the Secure QualityNet Portal in the upper-right corner of the page.

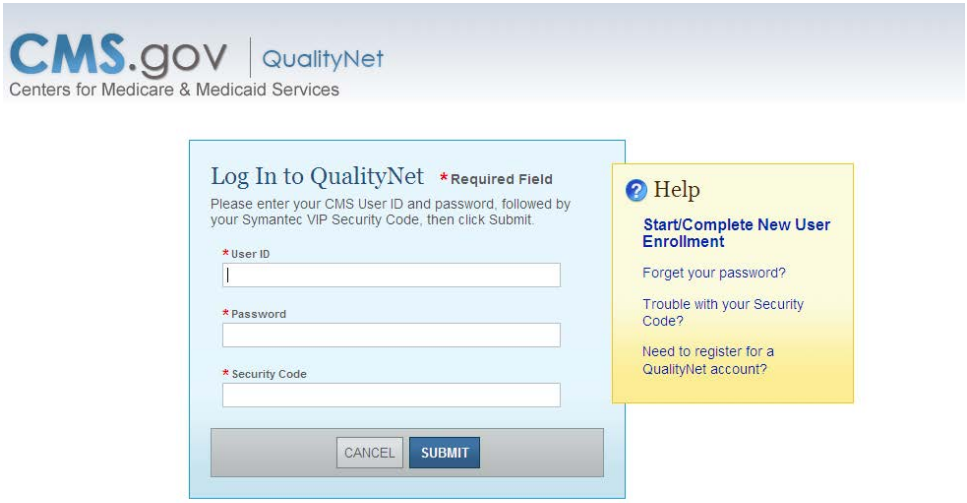
Figure 5-1. QualityNet Home Page and LOGIN Link



3. Click the Secure QualityNet Portal **Login** link.

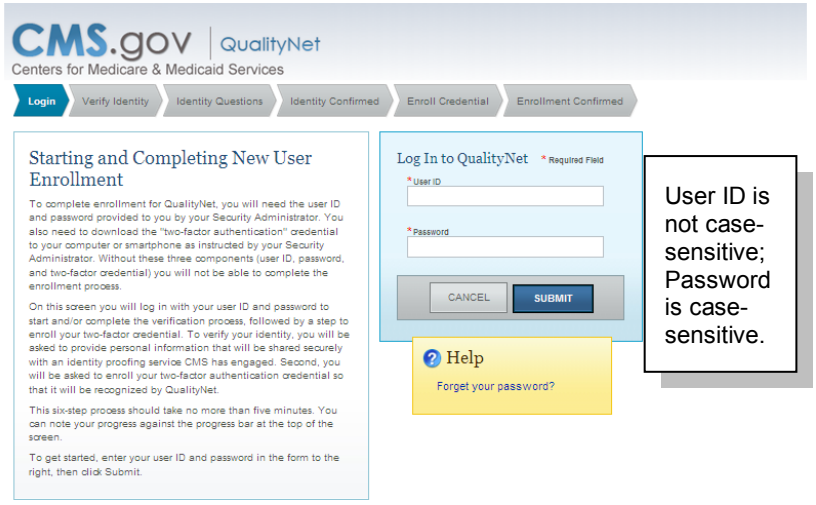
4. **ASCQR, IPFQR,** and **PCHQR Program users will** see the following two-factor authentication login page. Note that this is not the same as a MyQualityNet login page.

Figure 5-2. Secure QualityNet Portal Log In Page – New User



5. Click **Start/Complete New User Enrollment** in the yellow **Help** box. The following page appears (see Figure 5-3):

Figure 5-3: Starting and Completing New User Enrollment



6. Type your User ID, which is not case-sensitive, and your password, which is case-sensitive, and then click **SUBMIT**. The Verify Identity page appears (see Figure 5-4).

Figure 5-4. Verify Identity Page

7. Enter your personal information in all the required fields (those marked with a red asterisk).

   Notes:

   There is a link in the left column of this page for **Remote Proofing FAQs** in the left column on the screen. Access this link if you have questions or concerns about the proofing process.

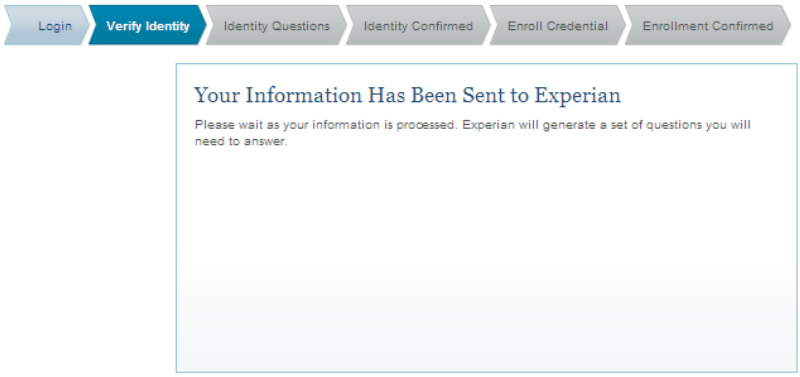
   Although not marked with a red asterisk, the **Social Security Number** must be entered for all users except those from Canada. If you are entering your country as Canada, you cannot complete online identity proofing; **you must complete this process in person with your Security Administrator**.

   In the **Full Social Security Number** field, enter your Social Security Number. Hatch marks (###) will mask the number from view after you tab to the next field.

8. Next, place a checkmark in the checkbox at the bottom of the page that advises how CMS protects personal data.

9. Click **SUBMIT**. The following acknowledgement page appears (see Figure 5-5):

Figure 5-5. Identity Information Submittal Acknowledgement



You will continue to see this screen until Experian is able to either send you identity questions (success), or will provide an informative error message that gives you alternatives for completing the proofing process.

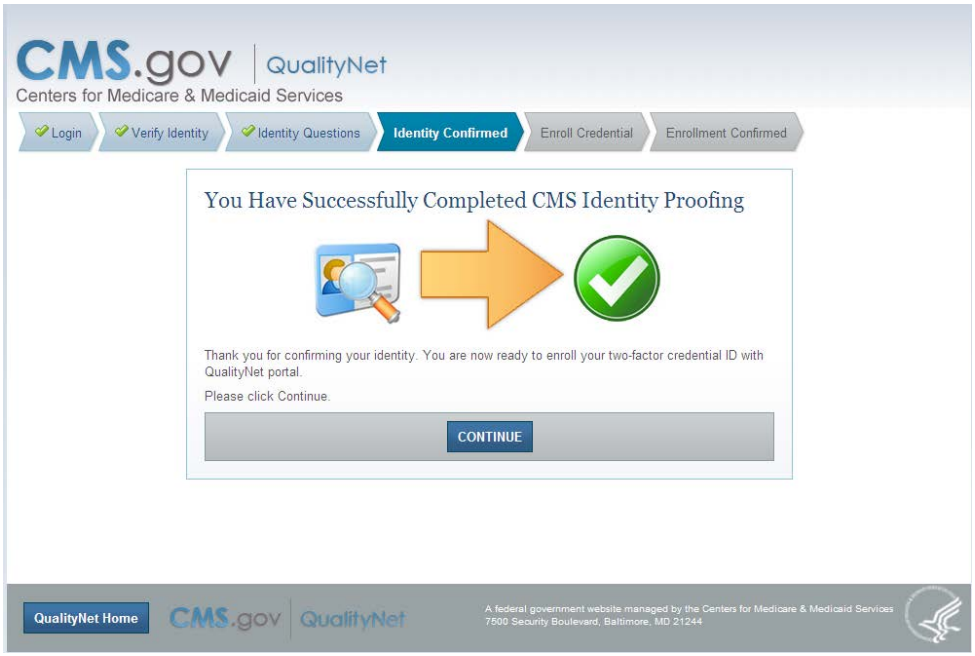
If you are offered an alternative method for proofing, you will be asked to either call the Experian service directly via a toll-free number or you will be directed to meet with your Security Administrator to prove your identity in-person.

10. Next, a series of four identity questions appear (see Figure 5-6). These questions are specific to your credit history and will ask you for details about purchases you have made or other facts Experian would have in their financial databases. The intent of these questions are that they ask you information only *you* should know, thus if you answer them correctly, you have "proven" your identity. For technical detail on the identity proofing process, please visit the Experian PreciseID website, http://www.experian.com/whitepapers/precise_id_whitepaper.pdf

Figure 5-6. Identity Challenge Questions

Click the radio button next to the correct answer for each question, then click **SUBMIT** when you have answered all of the questions. The following screen appears (see Figure 5-7):

Figure 5-7. Successful CMS Identity Proofing



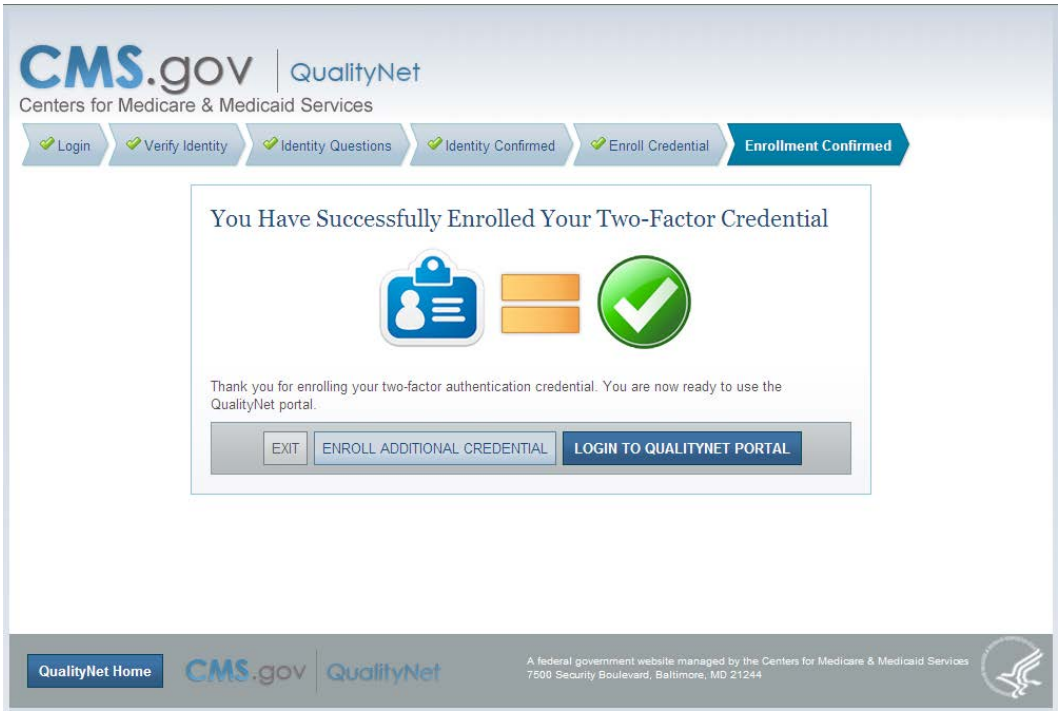
11. Click **Continue**. The Enroll Two Factor Credential page appears (see Figure 5-8):

Figure 5-8. Enroll Two-Factor Credential Entry Page

12. Please ensure that you have your Symantec VIP application available and running. It can be on the PC you are using, on a tablet, or on a smartphone.
13. Type your Symantec VIP Credential ID (the static blue number on the application screen), and a fresh security code, and then click **SUBMIT**. A fresh security code is one that has not expired. Each security code presented on the application screen is valid for 30 seconds. A timer appears above the field with the security code. It counts down from 30 seconds to zero. Once the timer is under 10 seconds, you might want to wait for the next code to appear (unless you are a very fast typist!)

    Upon submission of a fresh security code, the following screen appears (see Figure 5-9):

Figure 5-9. Successful Two-Factor Enrollment Screen



14. You can now enroll an additional credential for your User ID, log in to the QualityNet Portal System, or exit.

    Note: You are able to enroll up to five credentials for use with your QualityNet ID. You might have one on a work PC, one on a smartphone, and one for use at home if you do any work with QualityNet at home. You have the option now to enroll the additional credentials now or you can do so later from within the Portal (see Section 5.4.4.1).

Table 5-1. Online Proofing Errors and Required User Action

Issue	On-Screen Message	User Action	Security Administrator Action
Your identity cannot be verified via online authentication.	REFERENCE ID Experian is unable to verify your identity using the remote proofing service. Please write down the reference number provided above and phone Experian's support center at (855)339-7880 to complete identity proofing over the phone.	Contact Experian Verifications Support Services at the support center number provided in the error message; give the Customer Service Representative the Reference ID received in the error message and continue the proofing process via a phone process with Customer Service.	Not applicable
You have entered Canada as your country of residence.	Experian is unable to verify the identity of individuals who reside in Canada. Because you live in Canada, you will be required to complete an in-person identity verification process. Please contact the QualityNet Help Desk or your Security Administrator for more information.	Contact your Security Administrator to complete the proofing process.	Complete the proofing process with the user in question, using the In-Person Proofing application within the Secure QualityNet Portal (Section 5.4.4.2).

Issue	On-Screen Message	User Action	Security Administrator Action
Identity questions cannot be generated for you	REFERENCE ID Experian is unable to generate Identity Challenge Questions to verify your identity using the remote proofing service. Please write down the reference number provided above and phone Experian's support center at (855)339-7880 to complete identity proofing over the phone.	Contact Experian Verification Support Service at the support center number provided in the error message; give the Customer Service Representative the reference ID received in the error message and continue the proofing process via a phone process with Customer Service.	Not applicable
	Experian has indicated that you did not complete the phone proofing session with them successfully. To complete proofing, you will be required to complete an in-person identity verification process. Please contact the QualityNet Help Desk or your Security Administrator for more information.	Contact your Security Administrator to complete the proofing process.	Complete the proofing process with the user in question, using the In-Person Proofing application within Secure QualityNet Portal (Section 5.4.4.2) .

Issue	On-Screen Message	User Action	Security Administrator Action
Depending on the error encountered, the associated error message will be displayed along with text that provides a description of the error	There was a problem with your entries on the previous page. To correct the errors and resubmit, click Previous.	Click the PREVIOUS button. Do not use the back button on the browser.	Not applicable

5.3 Logging In to Secure QualityNet Portal

Note: To log in to the Secure QualityNet Portal, you must have a QualityNet user ID and password provisioned by your Security Administrator, and you must complete the New User Enrollment Process that includes identity proofing and multifactor credential enrollment. Please turn to Section 5.2 if you still need to prove your identity and enroll your credential.

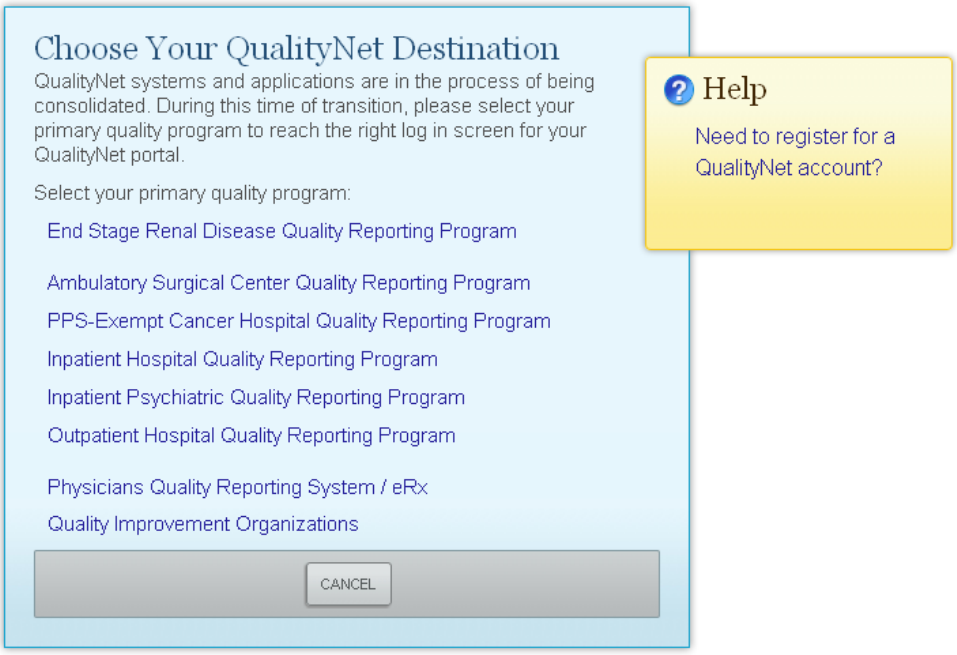
To log in:

1. Open your choice of Internet Browser (such as Internet Explorer).
2. Enter the QualityNet web site address into your internet browser's web site address field: https://www.qualitynet.org/.
3. The QualityNet Home page appears, with a LOGIN link at the upper-right corner of the page (see Figure 5-10).

Figure 5-10. QualityNet Home Page-LOGIN button

4. Click **LOGIN**. The Destination Page appears (see Figure 5-11).

Figure 5-11. QualityNet Destination Page



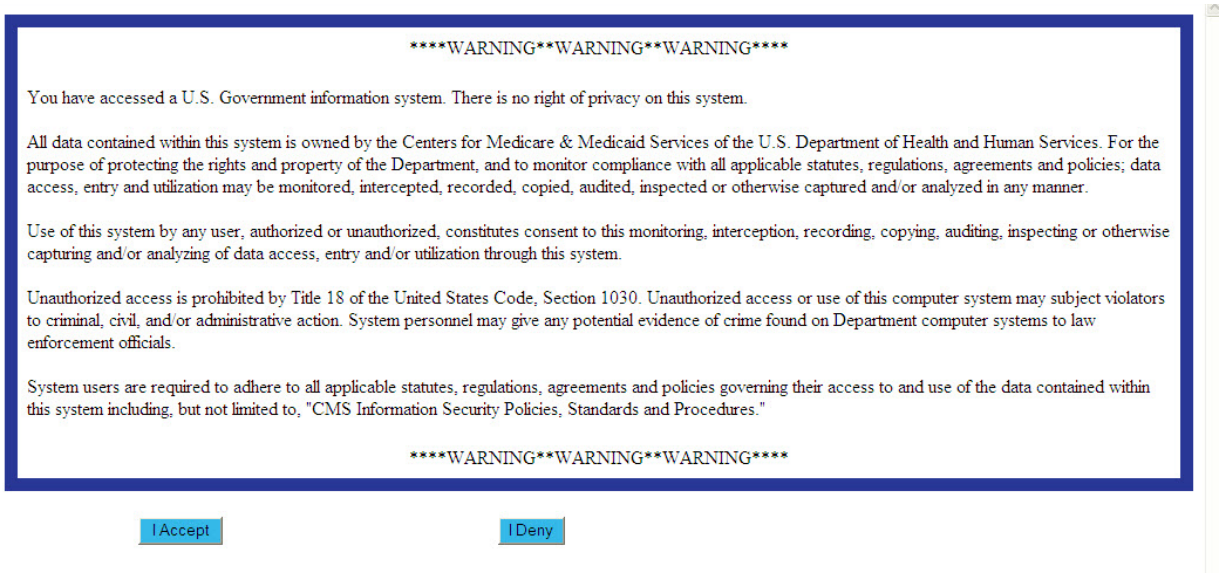
5. The Destination page provides links to all QualityNet systems and applications. The ASCQR Program link leads to the Secure QualityNet Portal login page, shown in Figure 5-12.

Figure 5-12. QualityNet Login Page

6. Type your User ID, Password, and Security Code (accessible via the Verisign web site or mobile phone application) and click **SUBMIT**.

The following Warning page appears, advising you that you have accessed a U.S. Government system. Click I **Accept** to continue. Click **I Deny** if you choose not to accept the displayed terms and conditions (see Figure 5-13).

Figure 5-13. CMS Warning Page



You arrive on the Secure QualityNet Portal Landing/Home Page, as shown in Figure 5-14.

Figure 5-14. Secure QualityNet Portal Landing/Home Page

Upon a successful login, users can access the landing page.

5.3.1 Security Error Messages and Required User Action

The following table displays security error messages along with their accompanying user actions:

Table 5-2. Security Error Messages and Required User Action

Issue	On-Screen Message	User Action	Security Administrator Action
Unable to sign in to My QualityNet	JavaScript is Required to Access QualityNet. To enable JavaScript, follow these instructions: (displayed instructions)	Follow the displayed instructions to enable JavaScript	Not applicable
Unable to sign in to My QualityNet	This site requires the ability to open pop-up windows for communication. Please disable your pop-up blocker and reload this page	Click OK to close the message. Enable pop-ups for qualitynet.org and retry signing in	Not applicable
Unable to sign in to My QualityNet and answer the new security questions or create new password	Please contact your organization's QualityNet Security Administrator to request a temporary password	Contact your organization's QualityNet Security Administrator (SA)	Access Edit Users and complete Reset Password for Selected User
Unable to sign in to My QualityNet	User ID or Password is incorrect. Check for accuracy and re-enter your User ID and Password	Re-enter your User ID and Password	Not applicable

Issue	**On-Screen Message**	**User Action**	**Security Administrator Action**
Unable to sign in to My QualityNet (has previously signed-in successfully to the new QualityNet)	Your account has been temporarily locked because multiple attempts to sign in were unsuccessful. Click the 'Forgot your Password?' link to continue	Access and complete Forgot My Password, located on the Sign-In page for My QualityNet	Not applicable
Unable to successfully use the "Forgot My Password" feature	Your account has been locked. Please contact your organization's QualityNet Security Administrator to unlock your account	Contact your organization's QualityNet Security Administrator	Access Edit Users and complete Reset Password for Selected User
Unable to sign in to My QualityNet	Your account is in pending status. It must be approved by your Security Administrator before you will be allowed to sign in	Complete registration paperwork. Contact your organization's QualityNet Security Administrator with questions on the pending status	Send completed registration paperwork to the QualityNet Help Desk if not already done. If the account is pended for other reasons, access Approve User and approve the account.
Unable to sign in to My QualityNet	Your account has been locked due to invalid user status. Contact the QualityNet Help Desk at 1-(866)-288-8912 for assistance	Contact your organization's QualityNet Security Administrator	SA contacts the QualityNet Help Desk (Potential security issue or deactivated account after > 120 days of non-use)

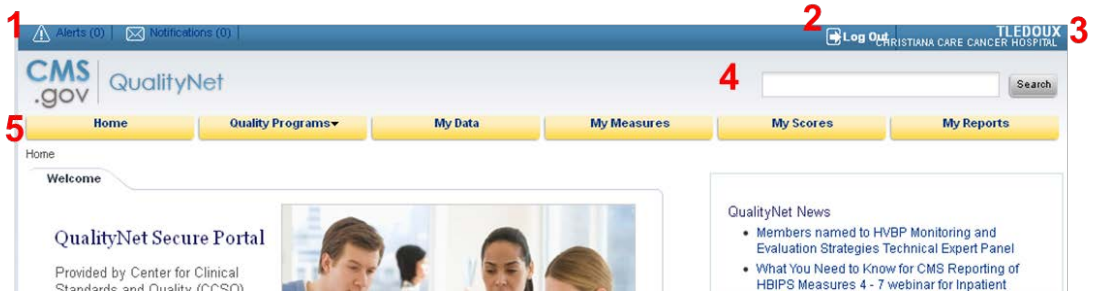
Issue	On-Screen Message	User Action	Security Administrator Action
Unable to sign in to My QualityNet	Account for user: "name" is not activated. Please contact your QualityNet Security Administrator	Contact your organization's QualityNet Security Administrator	SA contacts the QualityNet Help Desk
Unable to sign in to My QualityNet	Your account could not be accessed because it contains multiple token records. Contact the QualityNet Help Desk at 1-(866)-288-8912 for assistance	Contact your organization's QualityNet Security Administrator	SA contacts the QualityNet Help Desk

5.4 Navigating the Secure QualityNet Portal

The Secure QualityNet Portal Landing/Home Page has the following functionality:

5.4.1 Header

Figure 5-15. Header Section of the Secure QualityNet Portal Landing/Home Page



1. **Alerts and Notifications** are noted in the header ribbon—these are messages from applications to which a user has access. For example, a user might see a notification that a report s/he ran is ready to view, or an alert that s/he is approaching the deadline to confirm participation in a Quality Reporting program.
2. The **Log Out** link/button enables you to exit the Portal.
3. The **User's Name and Organization** information confirms who is logged in for this particular portal session.

4. The **Search** feature enables you to search for information available on the QualityNet.org information website, such as Specification Manuals.
5. The **Global Navigation Menu** enables you to access specific sections of the portal offering reporting, measures, data, scoring, and Quality Reporting program functionality. **Important**: There is no File Exchange capability within the portal. Security Administrators are able to access the QualityNet System File Exchange applications and can securely exchange files for users if this capability is required.

5.4.2 Content Window

The Content window contains the following information:

Figure 5-16. Content Window

1. The **Welcome** area presents information for users who are new to the portal.
2. **News**, **announcements**, and **events** from the QualityNet team appear on the right side of the page. A link to QualityNet training events (live and recorded WebEx events) also appears here.

5.4.3 Footer

Figure 5-17: Footer

1. The **QualityNet Home** button takes users back to the portal's landing page from any location.
2. **QualityNet Helpful Links** list the standard footer links including QualityNet contact information, the About QualityNet statement, the QualityNet Accessibility Statement, QualityNet Privacy Policy, and QualityNet Terms of Use, all of which open in a separate browser tab when clicked.
3. **QualityNet Help** links to QualityNet help documents, including a link to this user guide and other QualityNet training materials. The **FAQs** link opens a new browser tab that leads to the CMS Q&A tool for Quality Reporting Program questions and answers provided by Quality Reporting support contractors.
4. **CMS Sites** provides links to the QualityNet.org information web site and the www.cms.gov web site.
5. The **Adobe Acrobat Reader** link provides a direct path to download Adobe's Acrobat Reader application.

5.4.4 Managing Security in the Secure QualityNet Portal

All Secure QualityNet Portal users are able to add and remove multifactor credentials.

In addition, Security Administrators are able to perform in-person proofing of user identity. Other security tasks that Security Administrators may need to do, such as manage users (create, update, or delete their accounts) or help users reset passwords, must be done in the QualityNet System. See the details below.

5.4.4.1 Managing Multifactor Credentials

1. Navigate to the **Quality Programs** tab and click **Hospital Quality Reporting Programs**.
2. The **My Tasks** page appears. Click **Manage Multifactor Credential**. The **Add/Remove Credential** screen appears.

   To add a credential, proceed to step 3. To remove a credential, proceed to step 4.
3. To add a credential:

   Have the new Symantec VIP application open and running.

   Enter the static (blue) credential ID, then enter a fresh security code and click **ADD CREDENTIAL**.

   A confirmation appears, stating that your user ID is now linked to the new credential. You can link up to five credentials to a single user ID.
4. To remove a credential:

   Enter the credential ID of the Symantec VIP application that you want to unlink from your user ID.

   Enter a fresh security code and click **REMOVE CREDENTIAL**.

A confirmation appears, stating that this credential is no longer linked to your user ID.

Note: if you lose a credential (if your phone is stolen, for example), please call the QualityNet Help Desk to report the lost credential. You cannot remove a credential unless you can access the VIP application and record both the credential ID and a valid security code.

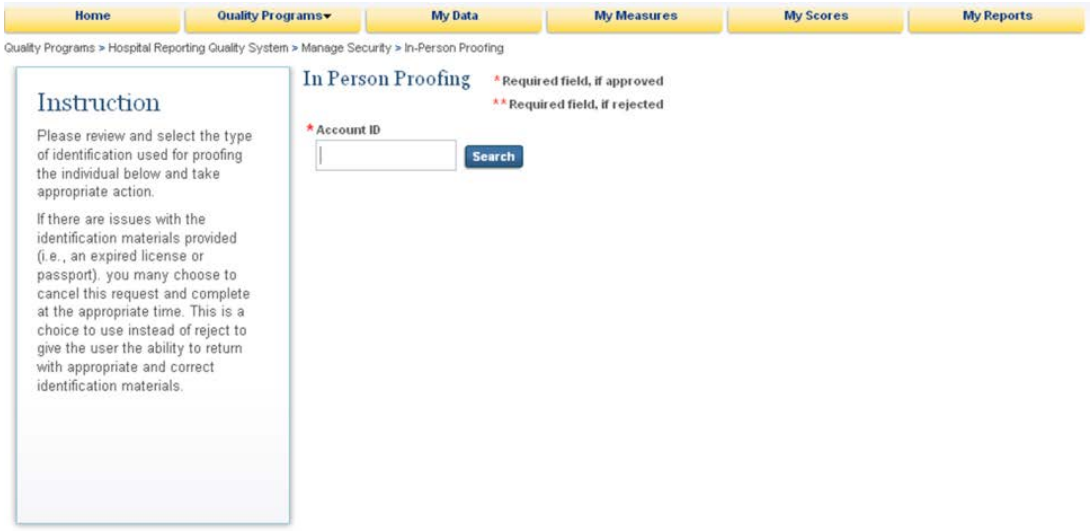
5.4.4.2 In-Person Proofing

Important: In order to complete this procedure, the individual who requires in-person proofing must be physically present in the room with the Security Administrator.

Security Administrators who perform in-person proofing of users who could not complete the online proofing process will use the In-Person Proofing application to record the user's identity credentials. The application also records the Security Administrator's proofing decision (approves, rejects, or cancels).

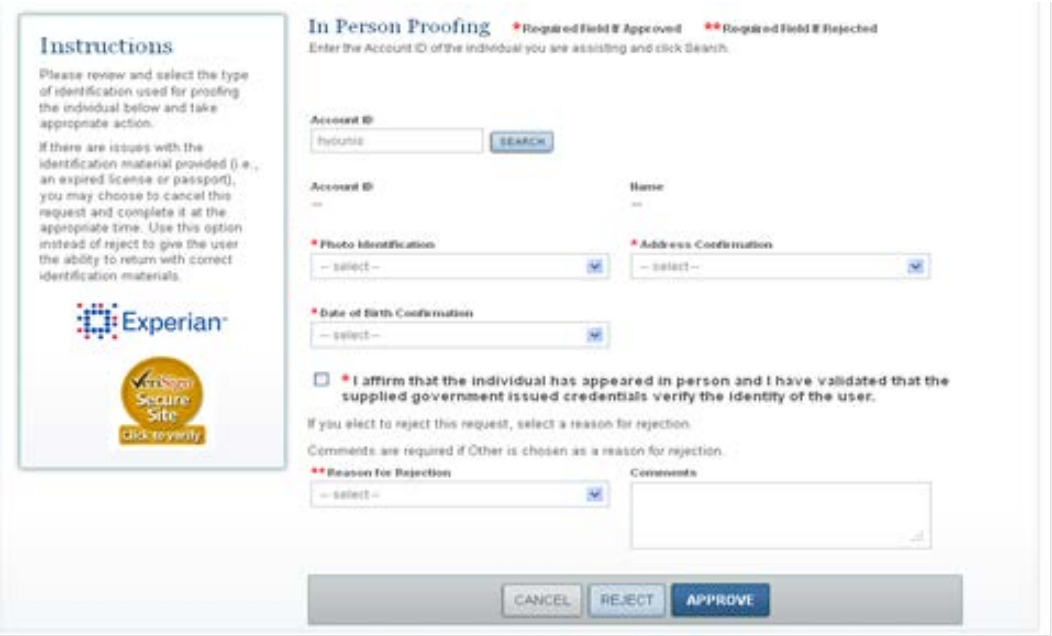
1. Navigate to the **Quality Programs** tab and click **Hospital Quality Reporting Programs**.
2. The **My Tasks** page appears. Click **In-Person Proofing**. The following screen appears:

Figure 5-18. In Person Proofing Screen-Account ID Entry



3. Enter the user ID for the individual who needs to prove his/her identity to you and click **Search**. The following screen appears:

Figure 5-19. In Person Proofing Screen – Verification of ID Type



4. You are asked to record the authenticity of and type of ID used to confirm the user's identity. Choose the correct documents the user presented to you for each documentation type.
5. Place a checkmark in the Confirmation checkbox.
6. If the user brings incorrect documentation, do not REJECT the request, instead CANCEL it. This allows the request to be opened again when the user ca produce the right documentation.
7. Click the button that confirms your decision (**Approve**, **Cancel**, or **Reject**). If you reject the user, you must explain why in the **Comments** field provided.

5.4.4.3 Creating, Updating, and Removing Users

See Section 7.4 for detailed instructions on creating, updating, and removing users. Security Administrators must log into MyQualityNet (IQR or OQR) to access the Security applications to manage users.

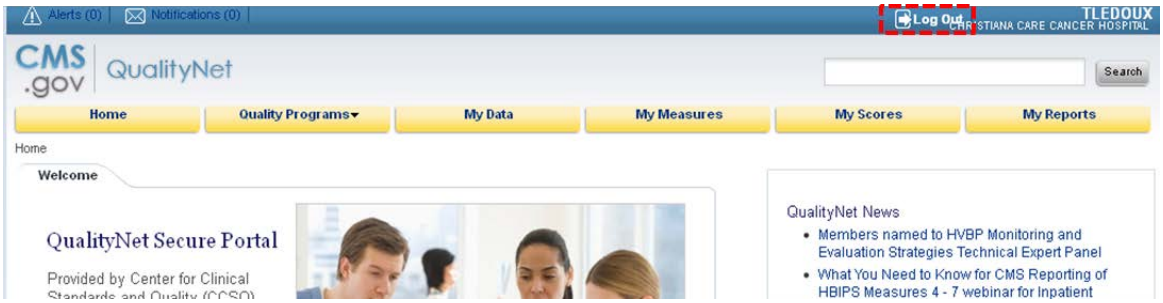
5.4.4.4 Assisting Users with Password Resets

See Section7.4.2 for detailed instructions on resetting passwords. Security Administrators must log into My QualityNet (IQR or OQR) to access the Security applications to manage users.

5.4.5 Logging Out of Secure QualityNet Portal

The **Log Out** link is located on the Portal screen's blue ribbon, in the upper- right corner (see Figure 5-20).

Figure 5-20. Log Out Link Location



Click **Log Out** to exit the portal. A dialog box appears, asking you to confirm that you want to exit. When you click **Yes**, you will return to https://www.qualitynet.org and your portal session will be terminated.