



# QualityNet Identity Provisioning System (QIPS)

Release 1.1.01 Notes

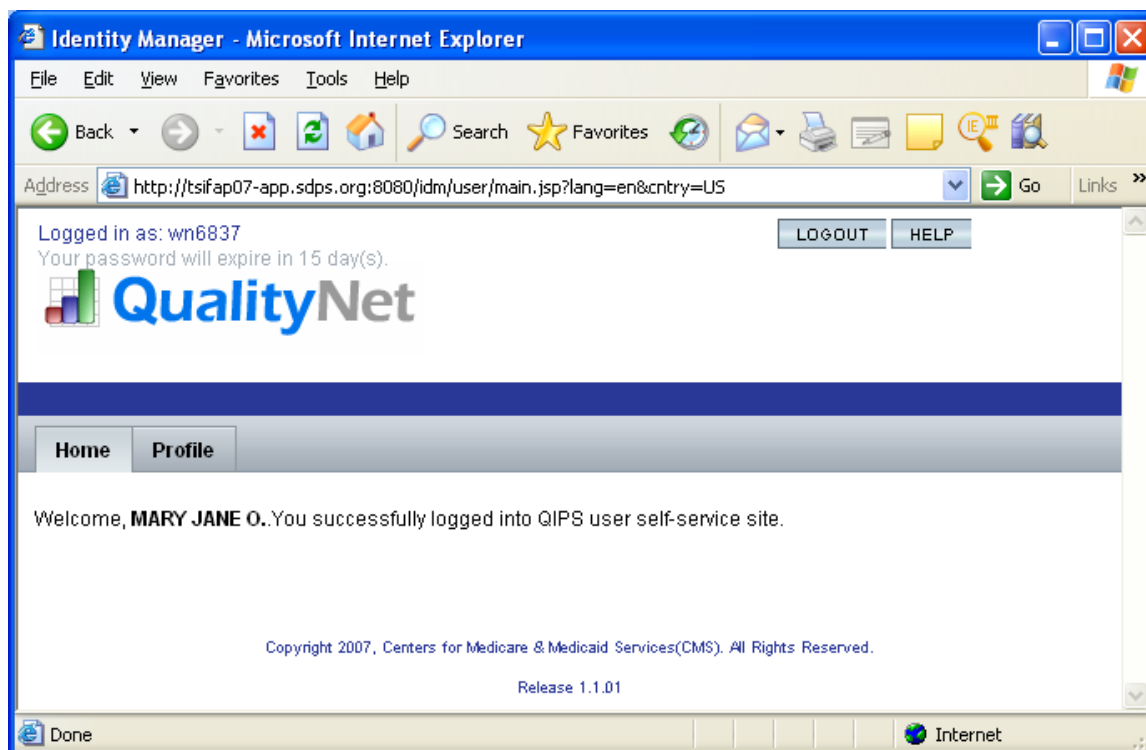
November 3, 2009

# Table Of Contents

1.0 Password Expiration Warning Message .....	3
2.0 Forgot Password.....	3
2.1 Internet Explorer (IE) Settings.....	3
2.2 Forgot Password Process .....	5
3.0 Change Password.....	10
4.0 Other Functionality Changes .....	13
4.1 Changes for Security Administrators.....	13
4.2 Changes for Users .....	14
4.3 Changes for Security Administrators and Users .....	14
4.4 Changes for Help Desk and/or Help Desk Support Users .....	14

## 1.0 Password Expiration Warning Message

A warning message of pending password expiration is visible on the home page beginning 15 days prior to expiration date. Refer to the screen below.

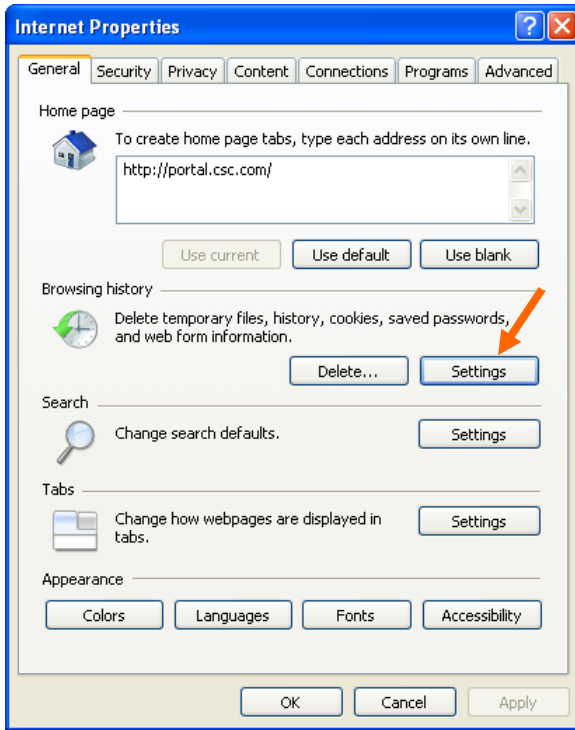


## 2.0 Forgot Password

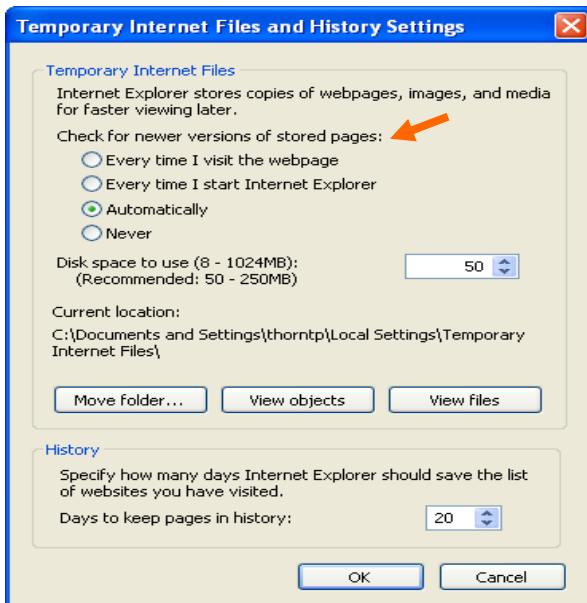
### 2.1 Internet Explorer (IE) Settings

#### **IMPORTANT:**

If you are using IE , the browsing setting to check for newer versions of stored pages should **NOT** be set to "Never". All of the other setting options are acceptable. To view your setting, go to your Internet Properties. On the General tab, select the settings button under the Browsing history section.



Review your options. Remember, “NEVER” should **NOT** be selected.



**NOTE:** Screen images may vary slightly depending on the version of Internet Explorer.

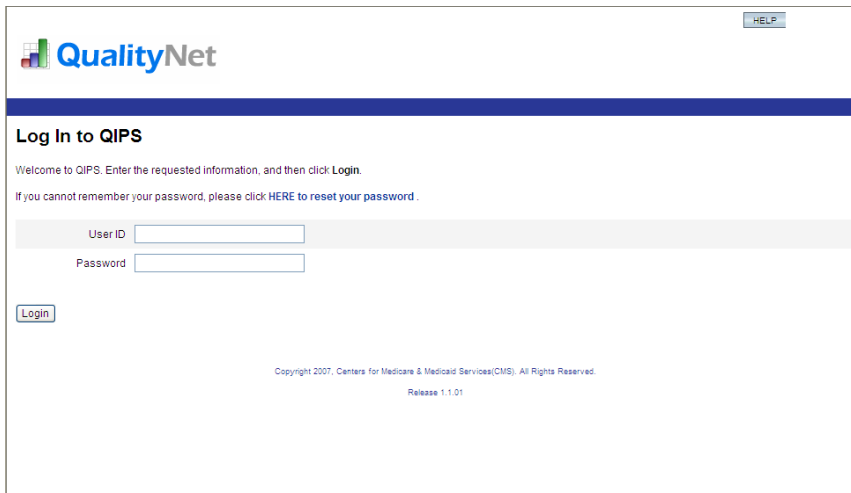
## 2.2 Forgot Password Process

In the event that a user forgets their password and has previously answered the authentication questions, the user can use the self service password process to generate a new password.

Note: The user can only use if he has not entered the wrong password 3 times. Entering the incorrect password 3 times causes the account to be locked. If the user's account is locked, he will have to request a password reset from his SA or the Help Desk. If the user contacts the Help Desk, he will be required to answer three randomly selected security questions. The user will receive an email containing a temporary password. Upon login the user will be required to change the temporary password.

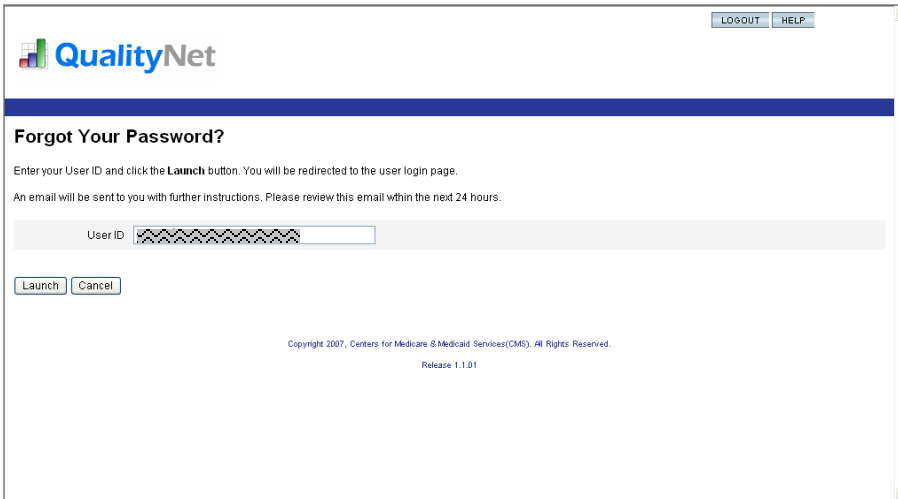
At the login screen for the QIPS User or the QIPS Security Administrator interface,

**Required Action (1):** Click on ***Here to reset your password.***

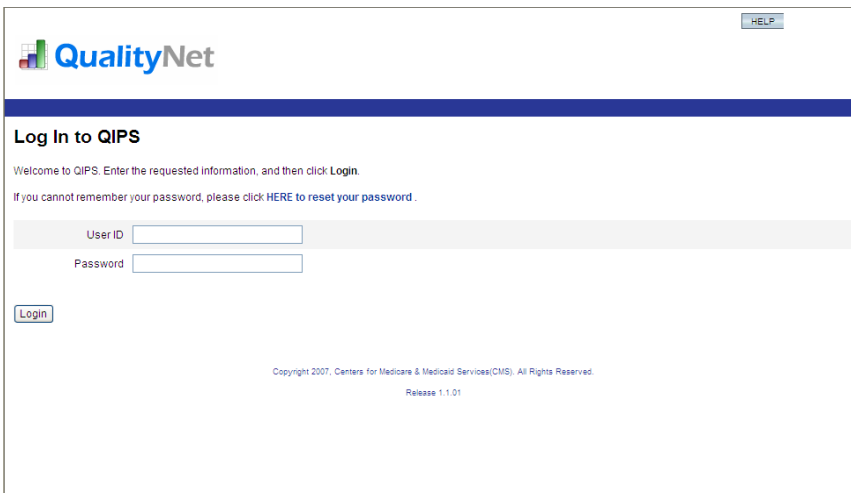


The The Forgot Your Password page will be displayed as shown below.

**Required Action (2):** Enter your User Id and Click ***Launch.***



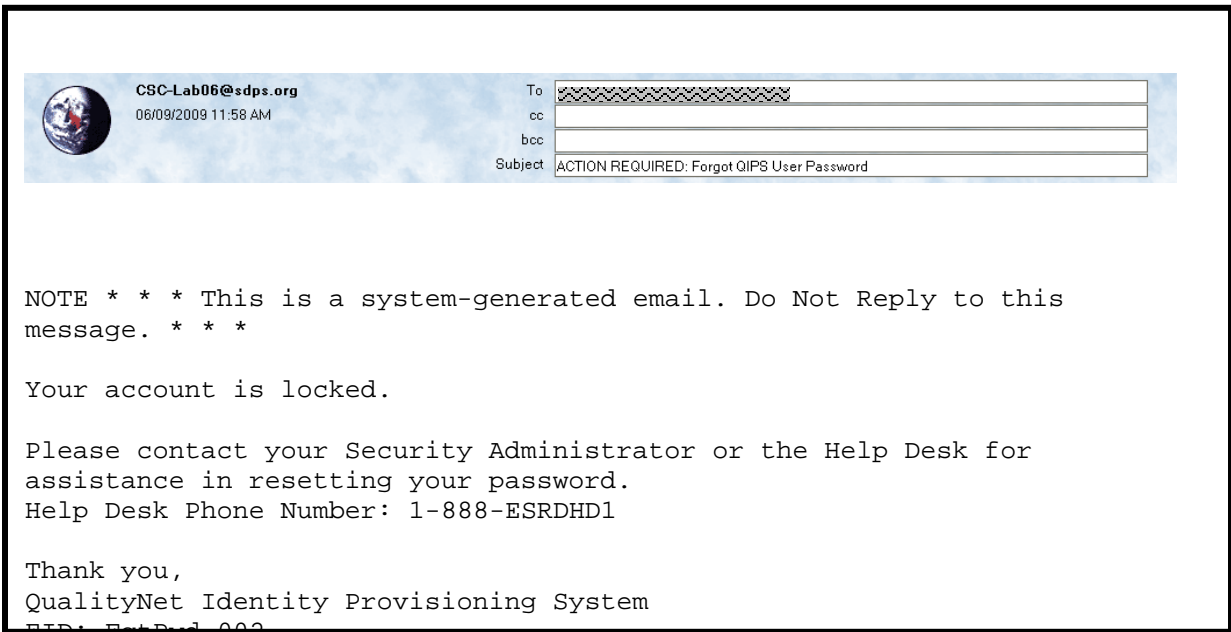
The QIPS Log page will be displayed.



**Required Action (3):** Close the internet session.

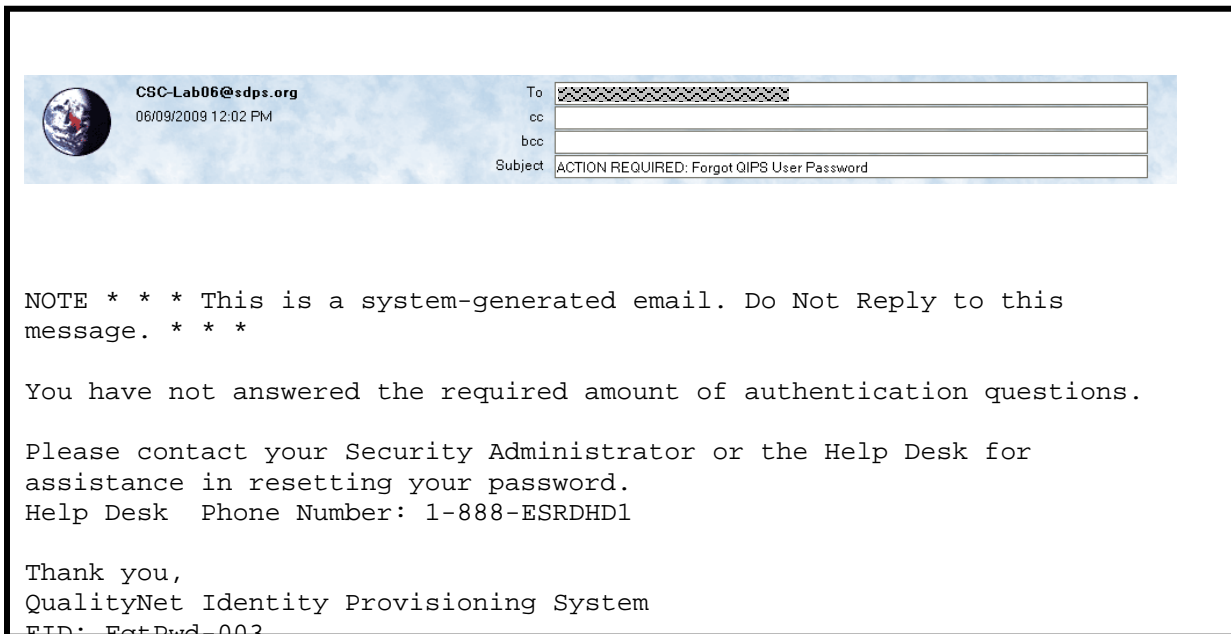
**Required Action (4):** Check your email. The user will receive one of the following emails.

Example Email 1: The user can not use the Forgot Password Process if his account is locked. If the user's account is locked, he will receive the following email and will have to request his SA or the Helpdesk to reset his password.



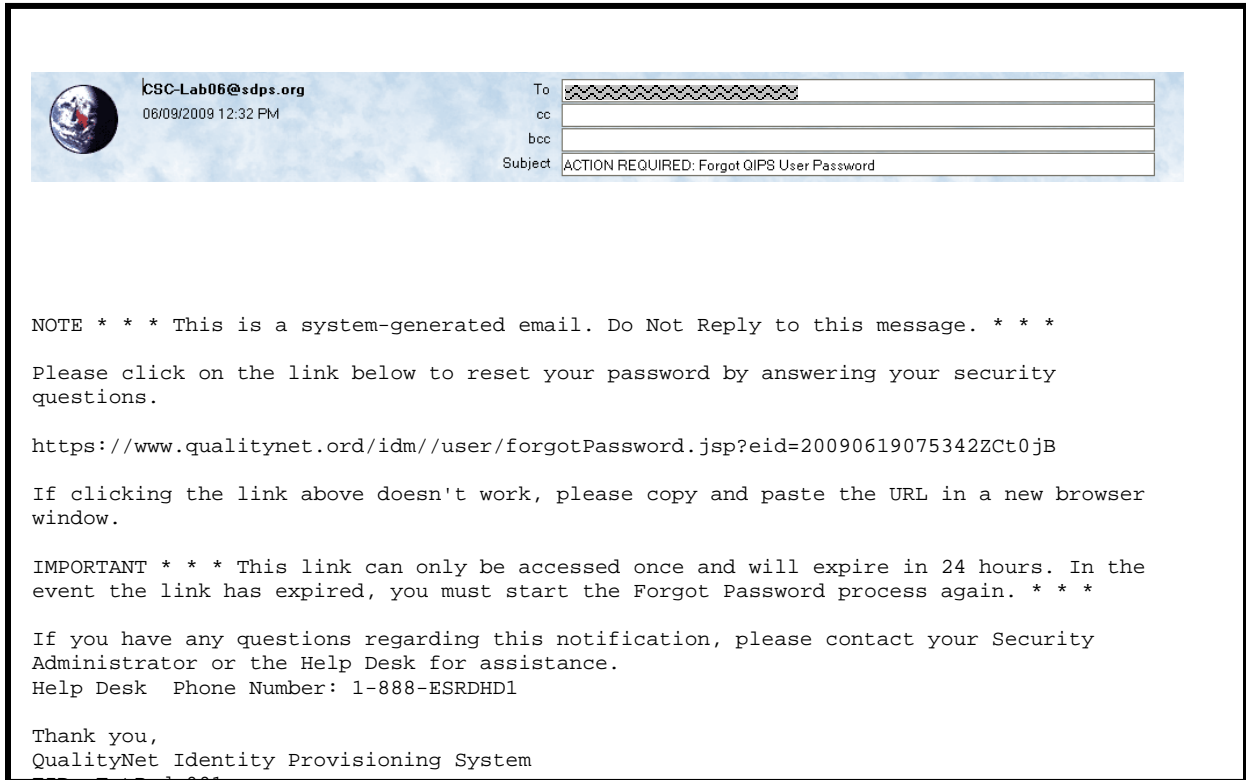
Example Email 1: Forgot Password Process email sent to user when his account is locked

Example Email 2: The user can not use the Forgot Password Process if he has not answered at least 6 authentication questions. If the user has not answered at least 6 authentication questions, he will receive the following email and will have to request his SA or the Help Desk to reset his password.



Example Email 2: Forgot Password Process email sent to user the required number of authentication questions are not answered.

Example Email 3: If the user is able to use the Forgot Password Process, he will receive the following email.




Example Email 3: Forgot Password Process email sent to user to continue the process

**Required Action (5):** Follow the instructions in Example Email 3 above and click on the link.

The Identify User page will be displayed as shown below.

LOGOUT HELP



### Identify User

Please answer the following questions. Answers will be automatically converted to upper-case.

Account ID

What year did you graduate from high school

What is your father's middle name

What was the name of the first elementary school you attended

Login Back


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**Required Action (6):** Provide the answers to the Authentication Questions displayed. Enter the same answers as you did when setting them up. The answers are not case sensitive. The fields are display-protected, just as a password field would be.

**Required Action (7):** Click *Login*.

The Change Password screen will be displayed as shown below.

HELP



### Change Password

**Password Policy:**

- The minimum length is: 8
- The maximum length is: 16
- It must begin with 1 alpha character.
- It must contain at least 1 special character, 1 upper case letter, 1 lower case letter, and 1 number.
- It can not contain space(s).
- It can not contain 3 repetitive numbers, letters or special characters (i.e. 222, CCC, aaa, \$\$\$).
- It can not contain your QIPS Account User ID.
- It can not contain your first name, your last name, or your first and last name combined (i.e. John, Doe, JohnDoe).
- It can not contain your email address.
- It must be different from the previous 6 passwords.
- It can not contain 4 consecutive characters from your previous password.
- It can not contain a reserved word. Consult the QIPS Users Guide for a list of reserved words.

Password

Confirm Password

Change Password Cancel

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**Required Action (8):** Enter a new password, according to the password policy provided, and confirm it in the fields provided. The fields are display-protected.

**Required Action (9):** Click *Change Password*.

The system will display the Home Page.



### 3.0 Change Password

Log onto the QIPS User application. The Home screen will be displayed.



Click on the Profile tab. The following screen will be displayed.

Logged in as: [redacted]

**QualityNet**

Home Profile

Authentication Questions Change Password Account Attributes

### Change Answers to Authentication Questions

You are required to answer at least six authentication questions to use the **Self-service Forgotten Password** process.

When using the Forgotten Password process, you will be required to answer three questions randomly selected from the answered questions before you can change your password. In addition, these question and answers will be used by the helpdesk to verify your identity when calling for assistance.

**Authentication Questions**

For Login interface Default

**Constraints**

No two questions can have the same answer.  
 Minimum Length: 4  
 Must Not Contain Attribute values: accountid, email, firstname, fullname, lastname  
 Must Not Contain Words: what, mother, mother's, maiden, name, year, graduate, from, high, school, city, were, born, make, your, first, father, father's, middle, elementary, a

Please answer the following questions. Answers will be automatically converted to upper-case.

Question	Answer
What is your mother's maiden name?	NELSON
What year did you graduate from high school?	1973
What city were you born in?	CHARLESTON
What sport did you play in high school?	CHEERLEADER
What is the year of birth of your first child?	1980
What was your high school mascot?	BEARS
What was the make of your first car?	
What is your father's middle name?	
What was the name of the first elementary school you attended?	
What is your oldest siblings birth year?	

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Click on the Change Password tab. The Change Password screen will be displayed.

Logged in as: ml188 [redacted] LOGOUT HELP

**QualityNet**

Home Profile

Authentication Questions Change Password Account Attributes

### Change Password

To change your password, enter and confirm a new password, and then click **Change Password**.

**Password Policy:**

- The minimum length is: 8
- The maximum length is: 16
- It must begin with 1 alpha character.
- It must contain at least 1 special character, 1 upper case letter, 1 lower case letter, and 1 number.
- It can not contain space(s).
- It can not contain 3 repetitive numbers, letters or special characters (i.e. 222, CCC, aaa, \$\$\$).
- It can not contain your QIPS Account User ID.
- It can not contain your first name, your last name, or your first and last name combined (i.e. John, Doe, JohnDoe).
- It can not contain your email address.
- It must be different from the previous 6 passwords.
- It can not contain 4 consecutive characters from your previous password.
- It can not contain a reserved word. Consult the QIPS Users Guide for a list of reserved words.

Password

Confirm Password

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**Required Action (1):** Enter the new password in the Password field. Note: The new password must conform to the Password Policy.

**Required Action (2):** Re-enter the new password in the Confirm Password field.

**Required Action (3):** Press the Change Password button.

The following screen will be displayed.

Logged in as: [redacted] [LOGOUT](#) [HELP](#)

**QualityNet**

[Home](#) [Profile](#)

### Enter Your QIPS Password

You are required to enter the password you logged in with before the requested action can be completed.

Password:

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**Required Action (4):** Enter the password you logged in with(old password).

**Required Action (5):** Press the OK button.

The CMS confirmation page will be displayed.

\*\*\*\*WARNING\*\*WARNING\*\*WARNING\*\*\*\*

You have accessed a U.S. Government information system. There is no right of privacy on this system.

All data contained within this system is owned by the Centers for Medicare & Medicaid Services of the U.S. Department of Health and Human Services. For the purpose of protecting the rights and property of the Department, and to monitor compliance with all applicable statutes, regulations, agreements and policies; data access, entry and utilization may be monitored, intercepted, recorded, copied, audited, inspected or otherwise captured and/or analyzed in any manner.

Use of this system by any user, authorized or unauthorized, constitutes consent to this monitoring, interception, recording, copying, auditing, inspecting or otherwise capturing and/or analyzing of data access, entry and/or utilization through this system.

Unauthorized access is prohibited by Title 18 of the United States Code, Section 1030. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. System personnel may give any potential evidence of crime found on Department computer systems to law enforcement officials.

System users are required to adhere to all applicable statutes, regulations, agreements and policies governing their access to and use of the data contained within this system including, but not limited to, "CMS Information Security Policies, Standards and Procedures."

\*\*\*\*WARNING\*\*WARNING\*\*WARNING\*\*\*\*

**Required Action (5):** Press the I Accept button.

The QIPS user home page will be displayed.

## 4.0 Other Functionality Changes

### 4.1 Changes for Security Administrators

The following changes pertain to Security Administrators only.

- 1) Spaces are allowed in job title, manager name, and manager job title fields.
- 2) The special characters @,\_,.,-,+.=,^,{,},and ~ are allowed in the user's email address and the manager's email address.
- 3) QIPS Security Administrator Guide was updated to include the "unlock" functionality.
- 4) QIPS Security Administrator Guide was updated to show the number of days before the SA is alerted that an account request is pending termination.
- 5) If the Security Administrator business changes, and the Security Administrator attempts to edit or add a user in the previous business, they will receive the following message:

Your business name is no longer valid. Your Security Administrator must update your business selection before you can add or modify users.

- 6) The following defects identified from Verification & Validated testing were resolved.
  - a) The e-mail subject line of ADD-001 contains the name of the Security Administrator that created the account.
  - b) All changes made on the Identity Info tab are reflected.
  - c) The Comment field accepts 256 characters.
  - d) If all Selected Applications are removed, the form will refresh to display the required default of QIPS Account Management System in the Selected Applications field
  - e) Error message is displayed when a Security Administrator attempts to re-enable a user for the reason of "No Longer Requires Access".
  - f) The PaperWork Info tab references the "QIPS" account form rather than a "CAS" account form.
  - g) The closing line of email ADD-001 is "Thank you" instead of "Regards".
  - h) The user and the user's manager are in the .cc field for email DIS-001.
  - i) When using the disable user process, the manager's name and the manager's email address fields are validated appropriately.
  - j) When creating a user, the first and last name fields that contains more then 50 characters is correctly processed.
  - k) When creating a user, the user email address field that contains more than 75 characters is correctly processed.

## 4.2 Changes for Users

The following change pertain to Users only.

1) Userids and email addresses are blocked out in the QIPS Users Guide per ST&E recommendation.

## 4.3 Changes for Security Administrators and Users

The following changes pertain to both Security Administrators and Users.

- 1) The valid special characters for the password fields were changed to be the same as the default Sun IdM special characters ~!@#%&\*( )\_+==` {}[]\|: ";'<>,.? and /.
- 2) Embedded space(s) is/are not allowed in password.
- 3) The new password will allow only 3 or less consecutive repeating characters from the previous password.
- 4) The QIPS Security Administrator Guide was updated to include the "unlock" functionality.
- 5) The QIPS Security Administrator Guide was updated to show the number of days before the Security Administrator is alerted that an account request is pending termination.
- 6) The Helpdesk is in the .cc field for email ENB-001.

## 4.4 Changes for Help Desk and/or Help Desk Support Users

The following changes pertain to both Security Administrators and Users.

- 1) The following defects identified from IV&V were resolved.
  - a) The PaperWork Info form references the "QIPS" account form rather than a "CAS" account form.
  - b) The user and the user's manager are in the .cc field for email DIS-001.
  - c) The Helpdesk is in the .cc field for email ENB-001.
  - d) When using the disable user process, the manager's name and the manager's email address fields are validated appropriately.
  - e) The colon was removed and the missing parenthesis was added to the subject line for email ADD-008.

