

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

[Updated: 09/13/2024](#)

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### Did you know?

You **must live in the United States** or in a U.S. territory to obtain a HARP account.

### Attention Representatives of Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs):

Shared Savings Program ACOs have a different Health Care Quality Information System (HCQIS) Access Roles and Profile system (HARP) account creation and Quality Payment Program (QPP) role management process. ACOs will no longer be able to perform these actions on [qpp.cms.gov](http://qpp.cms.gov).

If your organization is a Shared Savings Program ACO, please **DO NOT** follow the information in this document. Instead, please refer to the **Medicare Shared Savings Program ACOs: Creating and Managing a HARP Account with a QPP Role in ACO-MS document (PDF)** in the [QPP Access User Guide](#) (ZIP file) for information on how to obtain a HARP account with a QPP Security Official or Staff User role and manage your role in the [ACO Management System \(ACO-MS\)](#). If you are your ACO's QPP Security Official or Staff User contact in ACO-MS, then you can sign in to [qpp.cms.gov](http://qpp.cms.gov) using your ACO-MS Username and Password.

Please note that the ACO-MS process only applies to representatives of a Shared Savings Program ACO, and not to the Participant TINs in the ACO. Representatives of a Participant TIN will still need to create an account on [harp.cms.gov](http://harp.cms.gov) and request and manage their QPP role on [qpp.cms.gov](http://qpp.cms.gov), using the information in this resource.

[Updated 09/13/2024](#)





## Introduction

You will create an account and establish credentials in the HCQIS Access Roles and Profile system (HARP) on [harp.cms.gov](https://harp.cms.gov). Then you will manage access to organizations by signing in to the Quality Payment Program on [qpp.cms.gov](https://qpp.cms.gov).

This document will take you through the steps of registering for a HARP account on [harp.cms.gov](https://harp.cms.gov) with screenshots and provides 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](https://qpp.cms.gov) will create their account in the HARP system on [harp.cms.gov](https://harp.cms.gov).

If you already have an account and have verified you can sign in to [qpp.cms.gov](https://qpp.cms.gov) with your User ID and password, you can stop here.

You **DO NOT** need to register for another HARP account.

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

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## Register for a HARP Account: Instructions and Screenshots

### Sign In to the Quality Payment Program

Go to [gpp.cms.gov](https://gpp.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 [gpp.cms.gov](https://gpp.cms.gov). If you have credentials, sign in to [gpp.cms.gov](https://gpp.cms.gov). and skip to Step 2: Connect to an Organization in the [QPP Access Guide](#) (ZIP file).

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 [gpp.cms.gov](https://gpp.cms.gov). **Register** with HARP to obtain appropriate credentials in order to sign in.

1. Go to <https://gpp.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  
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to a TRS Communications Assistant) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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Quality Payment PROGRAM

Home | About | MIPS | APMs | Resources | **Sign In**

## QPP Account

**Sign in** | **Register**

### Sign in to QPP

**USER ID**

User ID

**PASSWORD**

Password

☐ Show password

Forgot your user id or password? [Recover ID or reset password](#)

If you are a representative of a Shared Savings Program ACO and can access the ACO Management System (ACO-MS), then you can sign in to QPP using the same User ID and Password.

**STATEMENT OF TRUTH**

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

☐ Yes I agree

**Sign in** | **Don't have an account?** | **Register**

This warning banner provides privacy and security notice consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

This system is provided for Government-authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.

By using this system, you understand and consent to the following:

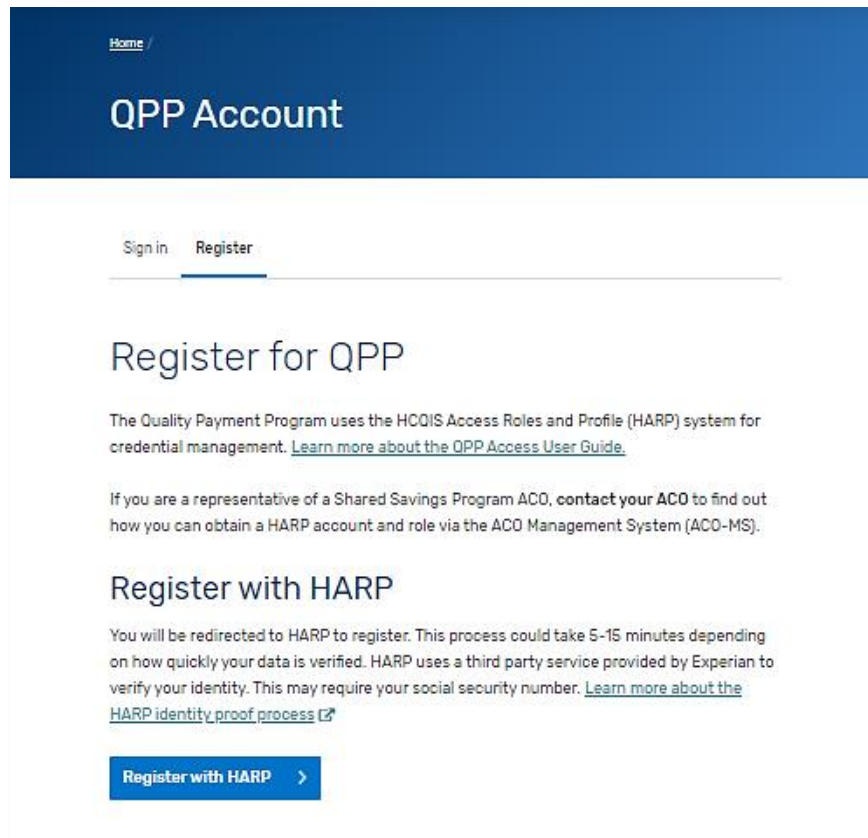
- The Government may monitor, record, and audit your system usage, including usage of personal devices and external systems for official duties or to conduct PHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this system.
- Any communication or data transmitted or stored on this system may be disclosed or used for any lawful Government purpose.

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)  
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## 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.



[Home /](#)

## QPP Account

[Sign in](#) [Register](#)

### Register for QPP

The Quality Payment Program uses the HCQIS Access Roles and Profile (HARP) system for credential management. [Learn more about the QPP Access User Guide.](#)

If you are a representative of a Shared Savings Program ACO, **contact your ACO** to find out how you can obtain a HARP account and role via the ACO Management System (ACO-MS).

### Register with HARP

You will be redirected to HARP to register. This process could take 5-15 minutes depending on how quickly your data is verified. HARP uses a third party service provided by Experian to verify your identity. This may require your social security number. [Learn more about the HARP identity proof process](#)

[Register with HARP](#) >

#### **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**

Have questions? Contact the Quality Payment Program  
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## 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 [gpp.cms.gov](http://gpp.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](#).

Have questions? Contact the Quality Payment Program  
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## 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.

The screenshot shows a web form titled "Create an Account" with the subtitle "HCQIS Access Roles and Profile". A progress bar at the top indicates four steps: 1. Profile Information (active), 2. Account Information, 3. Remote Proofing, and 4. Confirmation.

The "Profile Information" section includes the following text: "Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? Enter Reference Number." and "Want to retry a previously failed registration attempt? Retry Remote Proofing". A note states: "All fields marked with an asterisk (\*) are required."

The form fields are as follows:

- Legal First Name \* (text input)
- Legal Last Name \* (text input)
- Middle Initial (text input)
- Date of Birth \* (calendar picker, format mm/dd/yyyy)
- Email Address \* (text input)
- Confirm Email Address \* (text input)
- Phone Number (text input, format ( ) - - -)
- Is your address in the United States? \* (radio buttons: Yes, No)
- Home Address Line 1 \* (text input)
- Home Address Line 2 (text input)
- City \* (text input)
- State \* (dropdown menu)
- ZIP Code \* (text input)
- ZIP Code Extension (text input)
- Social Security Number \* (text input, masked with dots)

Below the fields, there is a link: "Don't want to enter your SSN? Initiate Manual Proofing". At the bottom, there is a checkbox: "I agree to the Terms & Conditions \*". A "Next ->" button is located at the bottom right.

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)  
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### ***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., [gpp.cms.gov](https://gpp.cms.gov)), that handle sensitive information like personally identifiable information (PII) and personal health information (PHI), you must complete identify 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 in a U.S. territory outside of the United States?***

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

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

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](#)) for more information.

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

**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](mailto:QPP@cms.hhs.gov)  
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## Review the Terms and Conditions

After you enter your profile information, you will review the HARP **terms and conditions**.

Terms and Conditions

OMB No.0938-1236 | Expiration Date: 03/31/2021 | [Paperwork Reduction Act](#)

**Consent to Monitoring**

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986, Title 18 U.S.C. Sec. 1001, and Title 18 U.S.C. Sec. 1030. We encourage you to read the [HHS Rules of Behavior](#).

**Protecting Your Privacy**

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to HARP. Please read the [CMS Privacy Act Statement](#) which describes how we use the information you provide.

**Collection Of Personal Identifiable Information (PII)**

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number and date of birth (DOB).

CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal data to uniquely identify the user registering with the system. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID/Password.

I have read the [HHS Rules of Behavior \(HHS RoB\)](#) and understand and agree to comply with its provisions. I understand that violations of the HHS RoB or information security policies and standards may lead to disciplinary action, up to and including termination of employment; removal or debarment from work on Federal contracts or projects; and/or revocation of access to Federal information, information systems, and/or facilities; and may also include criminal penalties and/or imprisonment. I understand that exceptions to the HHS RoB must be authorized in advance in writing by the OPDIV Chief Information Officer or his/her designee. I also understand that violation of laws, such as the [Privacy Act of 1974](#), [copyright law](#), and [Title 18 U.S.C. Sec. 2071](#), which the HHS RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

Close

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

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

Next →

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)  
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## Experian Reference Number

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

The screenshot shows a registration progress bar with four steps: 1. Profile Information, 2. Account Information, 3. Remote Proofing, and 4. Confirmation. The 'Profile Information' step is active. Below the progress bar, the title 'Profile Information' is displayed. The text below the title reads: 'Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? Enter Reference Number'. The text 'Enter Reference Number' is highlighted with a red box.

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

The screenshot shows a dialog box titled 'Experian Reference Number'. The text inside reads: 'If you have already spoken to Experian and were able to be identity proofed over the phone, enter your reference number and associated email address to continue with the registration process.' Below this text are two input fields: 'Reference Number \*' and 'Email Address \*', both highlighted with red boxes. At the bottom of the dialog box, there is an 'IMPORTANT' note: 'On the next page, make sure to update your Profile Information with the same first name, last name, and SSN verified by Experian.' Below the note are 'Cancel' and 'Submit' buttons. At the very bottom of the dialog box, there are labels for 'Legal First Name \*' and 'Legal Last Name \*'.

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

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## Step 2: Account Information

### *User ID and Password*

Create a **User ID** and **Password**.

The screenshot shows a four-step registration process. Step 2, 'Account Information', is active. The form title is 'Account Information'. Below the title, it says 'Create your user ID, password, and challenge question. All fields marked with an asterisk (\*) are required.' The form contains three input fields: 'User ID \*', 'Password \*', and 'Confirm Password \*'. The 'User ID \*' field has a red border and a hint icon. Below it, a note states 'User ID must be between 6-100 characters.' The 'Password \*' and 'Confirm Password \*' fields also have hint icons. Below them, a note states '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.'

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

Your HARP User ID must meet the following criteria:	Your HARP password must meet the following criteria:
Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.	Be a minimum of 15 characters, and include the following: <ul style="list-style-type: none"><li>• A lowercase letter</li><li>• An uppercase letter</li><li>• A number (0-9)</li></ul>
<b>NOTE:</b> Your <b>User ID and password</b> can't contain PII or PHI. In addition, your <b>password</b> can't contain your User ID, first name or last name, the following special characters: '+', '(', ')', '>', '<', or more than 4 sequential numbers (e.g. 1234).	

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## Challenge Question

Choose a challenge question and provide an answer, then select Next.

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 →](#)

**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.

### Manual Proofing

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](mailto:QPP@cms.hhs.gov)  
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### 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.

The screenshot shows a 'Remote Proofing' interface with a progress bar at the top indicating four steps: Profile Information, Account Information, Remote Proofing (current), and Confirmation. The main content area contains four questions with radio button options:

- 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  
☐ ONYX ACCEPT  
☐ AMERICAN HONDA FIN  
☐ NOWCOM/NEW YORK MOTORC  
☒ NONE OF THE ABOVE/DOES NOT APPLY
- 3. You may have opened a (BANK CREDIT CARD) credit card. Please select the year in which your account was opened. \*  
☐ 2009  
☐ 2011  
☐ 2013  
☐ 2015  
☒ 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

At the bottom, there is a ReCAPTCHA 'I'm not a robot' checkbox with a green checkmark, and two buttons: 'Back' and 'Next'.

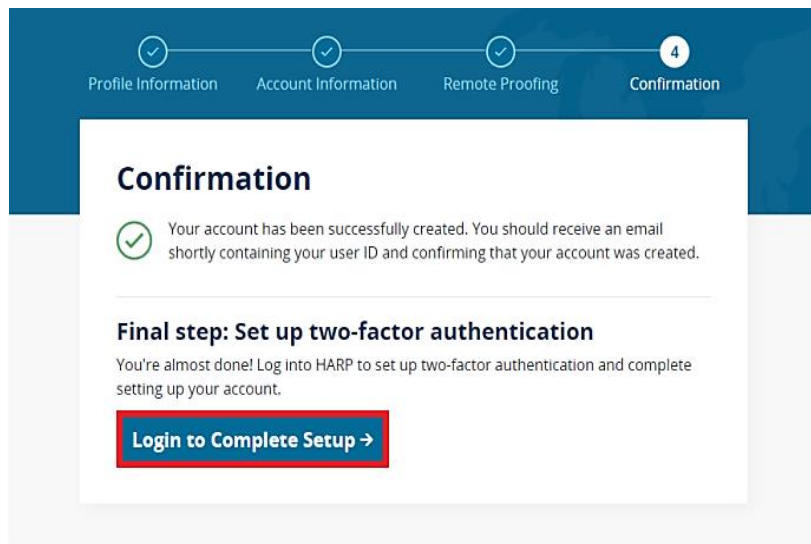
Have questions? Contact the Quality Payment Program  
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## Step 4: Confirmation

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.

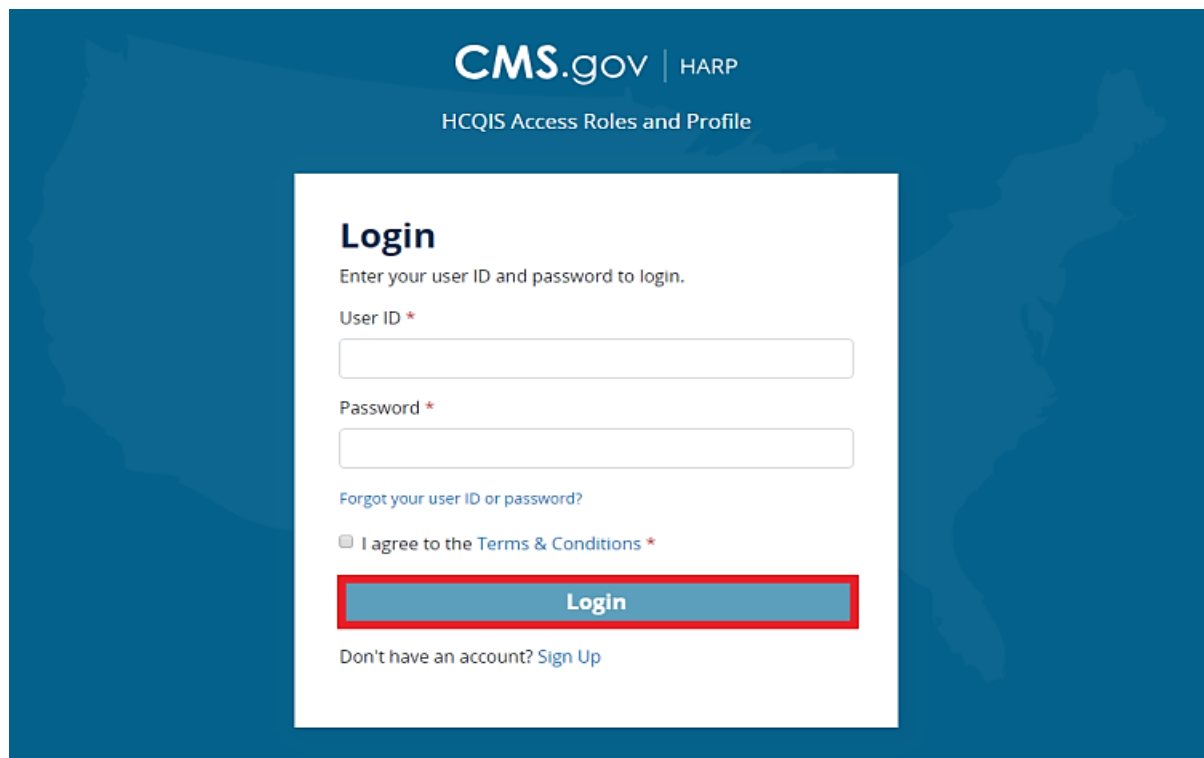
Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Step 5. Set Up Two-Factor Authentication

Enter your newly created **User ID** and **Password** on [harp.cms.gov](https://harp.cms.gov), agree to the **Terms and Conditions**, and then click **Login**.



**CMS.gov** | HARP

HCQIS Access Roles and Profile

### Login

Enter your user ID and password to login.

User ID \*

Password \*

[Forgot your user ID or password?](#)

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

**Login**

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

### 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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## Step 5. Set Up Two-Factor Authentication (continued)

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.

The available two-factor authentication methods for HARP are as follows:

- Short Message Service (SMS) (text message)
- Voice (phone call)
- [Google Authenticator](#)
- [Okta Verify](#)
- Okta Verify Push

### SMS (Text Message) Example

Step 5a	<p><b>Set Up Two-Factor Authentication</b></p> <p>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. <a href="#">Learn More →</a></p> <p>All fields marked with an asterisk (*) are required.</p> <div><b>Add Device</b></div> <div>Device Type *</div> <div></div>	Select your preferred device type (listed above).
Step 5b	<p><b>Set Up Two-Factor Authentication</b></p> <p>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. <a href="#">Learn More →</a></p> <p>All fields marked with an asterisk (*) are required.</p> <p><b>Add Device</b></p> <p>Device Type *</p> <p>SMS</p> <p>Please enter your phone number to receive a text with a security code.</p> <p>Phone Number *</p> <div><div></div><div>Send Code</div></div>	<p>Enter your phone number where you would prefer to receive your code (note, must be a mobile device if using SMS).</p> <p>Once complete, click <b>Send Code</b>.</p>

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Step 5c	<div><h3>Enter Code</h3><p>Enter the security code to verify the device.</p><p>Security Code *</p><div><input type="text"/></div><div><div>Submit</div><div>Cancel</div></div><p>Need a new code? <a href="#">Resend Code</a></p></div>	Then, enter the <b>code</b> you received via text or phone call and click <b>Submit</b> .								
Step 5d	<div><h3>Set Up Two-Factor Authentication</h3><p>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. <a href="#">Learn More →</a></p><p>All fields marked with an asterisk (*) are required.</p><table><thead><tr><th>Device Type</th><th>Contact</th><th>Status</th><th></th></tr></thead><tbody><tr><td>SMS</td><td><div></div></td><td>ACTIVE</td><td><div>Remove</div></td></tr></tbody></table><div><div>Add Device</div><p>Device Type *</p><div><div></div></div></div><div><div>Complete Setup</div></div></div>	Device Type	Contact	Status		SMS	<div></div>	ACTIVE	<div>Remove</div>	<b>Your device has been added!</b> You can <b>add</b> another device, <b>remove</b> the device you just entered, or click <b>Complete Setup</b> .
Device Type	Contact	Status								
SMS	<div></div>	ACTIVE	<div>Remove</div>							

### Can I update devices later?

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

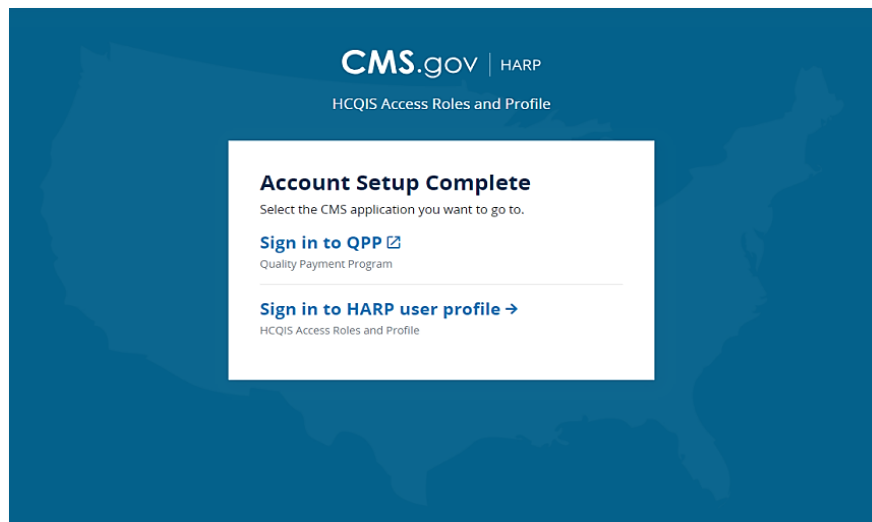
Have questions? Contact the Quality Payment Program  
 By Phone: 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Step 5. Set Up Two-Factor Authentication (continued)

Once your account setup is complete, you will be able to **sign in to QPP** on [qpp.cms.gov](https://qpp.cms.gov) to request access to your organization.

- Please note that you **won't** request a QPP role through the HARP website.
- Once you've established your HARP credentials, use them to sign in to the QPP website where you will request access to your organization. (This process is outlined in the Step 2a. Connect to an Organization document in the QPP Access User Guide ZIP.)



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

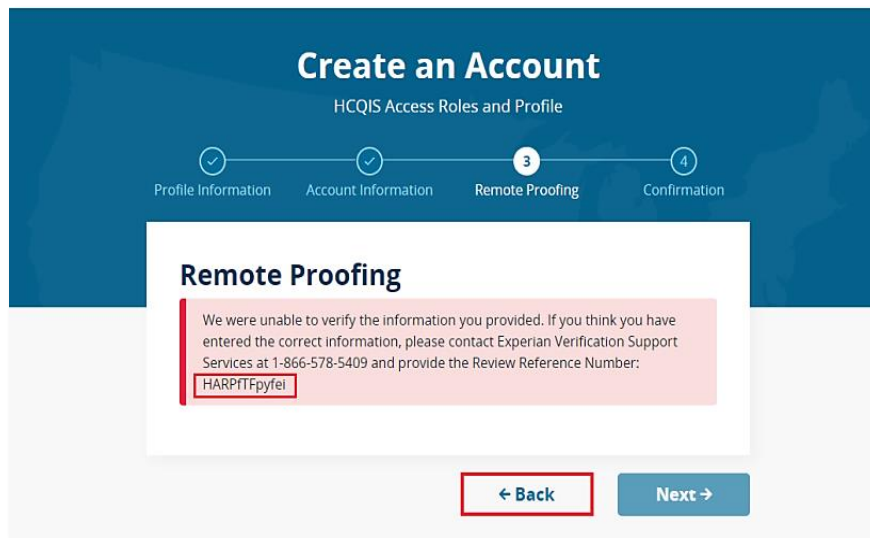
[Updated: 09/13/2024](#)

## Errors with the Remote Proofing Process

If your identity **can't** be verified based on the answers you provided, you will receive an error message prompting you to **contact** Experian Verification Support Services.

Before contacting Experian, click the back button and try to remote proof one additional time. Then if you are unsuccessful remote proofing after your second attempt, contact Experian Verification Support Services at 1-866-578-5409 and provide your **review reference number**.

If Experian can't verify your identity, you will need to initiate the **manual proofing process**. For more information on manual proofing, click [here](#).



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 don't want to provide your SSN or if you live in a U.S. territory 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.

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)  
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## Do you live in a U.S. territory outside of the United States?

If you live in a U.S. territory but 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**.

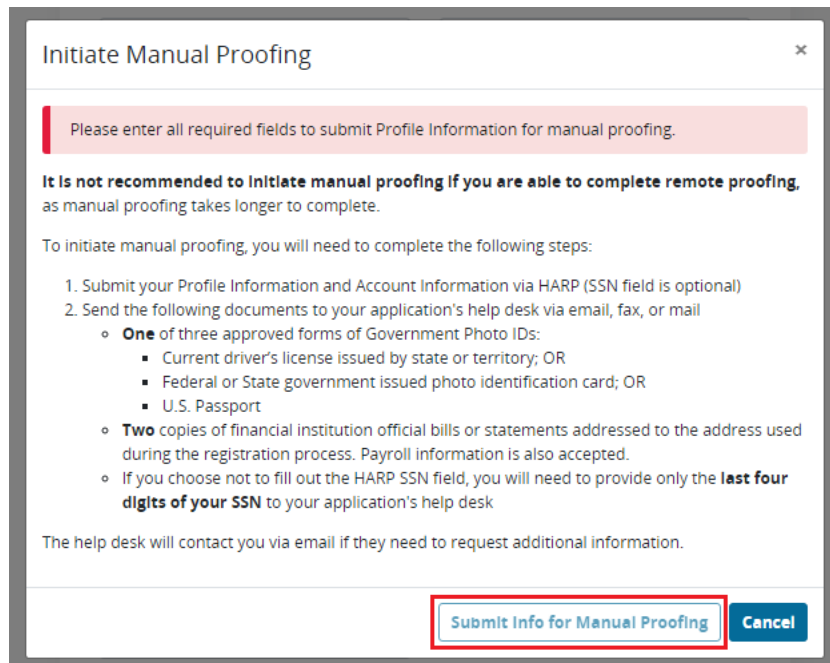
Then, click the link to Initiate Manual Proofing below the SSN field.

### 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).



Please submit a copy of **2** of the following document types, confirming your personal address:

- Personal bills/statements
- Personal Financial institution statements
- Personal Payroll information/stub

Please submit a copy of **1** of the following approved forms of Government Photo IDs:

- U.S. Passport or a U.S. Passport Card
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Driver's License or an ID card issued by a state or possession of the United States, provided it contains a photograph.
- U.S. Military ID card
- U.S. Military dependent's ID Card

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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.

Your HARP User ID must meet the following criteria:	Your HARP password must meet the following criteria:
<ul style="list-style-type: none"><li>• Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.</li></ul>	<ul style="list-style-type: none"><li>• Be a minimum of 15 characters, and include the following:<ul style="list-style-type: none"><li>• A lowercase letter</li><li>• An uppercase letter</li><li>• A number (0-9)</li></ul></li></ul>
<b>NOTE:</b> Your <b>User ID and password</b> can't contain PII or PHI. In addition, your <b>password</b> can't contain your User ID, first name or last name, the following special characters: '+', '(', ')', '>', '<', or more than four sequential numbers (e.g., 1234).	

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)  
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## 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**.

**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 5-100 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 username.

Challenge Question \*

Challenge Question Answer \*

☒ I'm not a robot

[← Back](#) [Next →](#)

### 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](mailto:QPP@cms.hhs.gov)  
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## 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.

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

Profile Information Account Information Remote Proofing **Confirmation**

### Confirmation

You have successfully submitted your Profile Information and Account Information to the Quality Payment Program. You will not be able to use your HARP user ID or password to log into CMS applications until you complete manual proofing.

#### Manual Proofing Next Steps

To complete the manual proofing for identity verification, please send the following documents to the contact information listed below. You can send secure mail, secure fax, or encrypted email (contact information listed below).

1. **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
2. **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Identity & Access Management Team will contact you via email if they have not received identification documents or if they need to request additional information.

Upon successful manual proofing, you will receive an email confirming your account creation. Log into HARP with your user ID and password to set up two-factor authentication.

**Quality Payment Program**  
8:00 AM - 8:00 PM EST  
Monday - Friday

Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
Phone: 1-866-288-8292  
TTY: 1-877-715-6222

**Note:** You will **not** be able to use your HARP account or sign into [gpp.cms.gov](https://gpp.cms.gov) until you have completed the **manual proofing process**

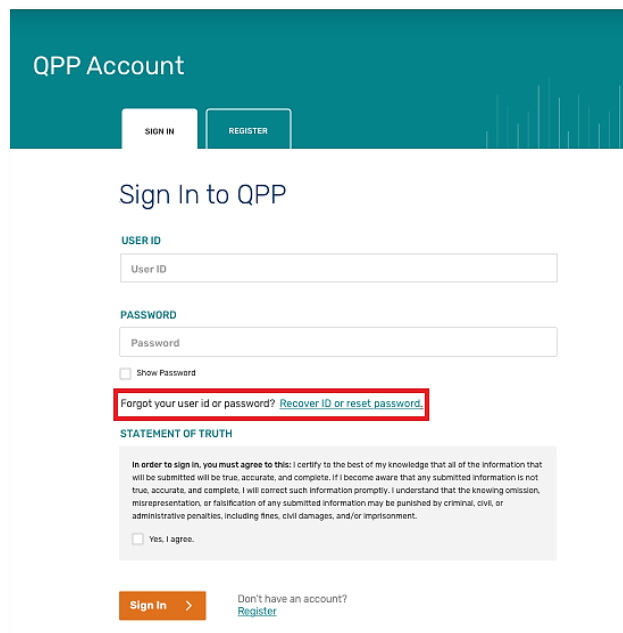
To complete the process, you must send the **required documentation** to the QPP within the designated time period to verify your identity. If the QPP does NOT receive your required documentation, your account will be **closed** and you will need to begin the HARP account creation and manual proofing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

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)  
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## 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](https://qpp.cms.gov) sign in page.



### Need additional help on resetting your password?

Check out the [HARP Password Reset](#) video and the [HARP Help](#) webpage.

If you need to reset your password, **you can't reuse your last 6 passwords, changed more than once in a single day, and your password must be changed every 60 days prior to expiration.**

Your new password must meet the HARP password criteria below:

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

Be a minimum of 15 characters and include the following:

- A lowercase letter
- An uppercase letter
- A number (0-9)

**NOTE:** Your **User ID and password** can't contain PII or PHI. In addition, your **password** can't contain your User ID, first name or last name, the following special characters: '+', '(', ')', '>', '<', or more than four sequential numbers (e.g. 1234).

Have questions? Contact the Quality Payment Program  
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## 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](http://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](http://www.experian.com).

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)  
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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](mailto:gpp@cms.hhs.gov).

**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 identify.

**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.

Have questions? Contact the Quality Payment Program  
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## Version History

Date	Change Description
09/13/2024	<ul style="list-style-type: none"><li>Updated QPP Access User Guide link.</li></ul>
11/10/2023	<ul style="list-style-type: none"><li>Added clarification that you must live in the U.S. or U.S. territory to obtain a HARP account.</li></ul>
04/12/2023	<ul style="list-style-type: none"><li>Updated password requirements to be a minimum of 15 characters and no longer require a special character.</li></ul>
04/26/2022	<ul style="list-style-type: none"><li>Updated to clarify HARP registration process is completed on the HARP website and the connect to an organization process is completed on the QPP website.</li></ul>
11/04/2021	<ul style="list-style-type: none"><li>Updated to include Shared Savings Program ACO Management System (ACO-MS) callout in Introduction</li><li>Updated QPP Account sign-in and registration images</li></ul>
08/04/2021	<ul style="list-style-type: none"><li>Updated password requirements</li></ul>
3/20/2020	<ul style="list-style-type: none"><li>Moved Terms and Conditions step to reflect correct location in registration process.</li><li>Added Quality Payment Program contact information for those who are hearing impaired.</li></ul>
12/2/2019	Added link to HARP Youtube videos
7/1/2019	<ul style="list-style-type: none"><li>Added version history</li><li>Corrected stretched images</li></ul>
12/18/2018	Original posting

Have questions? Contact the Quality Payment Program  
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