DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services (CMS)
Office of Information Techology (OIT)
Enterprise System Solutions Group (ESSG)

Identity and Credentialing Tool (ICT)
New Users Guide

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1.0 Introduction to ICT

The Identity and Credentialing Tool (ICT) is a web interface which allows users to request access to the Centers for Medicare & Medicaid Services (CMS) network, application, and facility resources. To access the website, the user must first register for an account. ICT then provides the user the ability to fill out an access request form (HHS-745) online to obtain a new CMS ID. **ICT is only supported in Google Chrome v69+ or Microsoft Edge v83+ browsers.**

This document guides the user through the registration process, login process, username, and password management process, how to export the HHS-745 pdf form, and how to request a PIV Card when a user is already registered in ICT and has an existing CMS ID in Enterprise User Administration (EUA).

There are four distinct user categories in the application when going through the PIV request process. Each is described below with some data points needed for each user category.

CMS Employee category is for new employees going through the onboarding process, as well as CMS Commission Corps joining CMS. Both are referred to as CMS employees. CMS employees interact with the Human Resources (HR) department to determine when they should fill out the access request form as well as what admin code they will be requiring to onboard at CMS. To complete an Access Request as a CMS Employee, you must know your Admin Code, CMS Region/Facility, and if you are a manager or not.

Contractor users make up most of the population at CMS. These contractors come from many different companies and work on different contracts. ICT can dynamically search contracts and companies to ensure proper data entry. To complete the Access Request form as a contractor, you must know your Contractor Type, Contractor sub-type (if applicable), CMS Region/Facility, Company, and Contract Number these are provided by your onboarding company. Completed PIV Applicant Training and OF-306-Declaration for Federal Employment (obtained through a link in ICT's Additional Details Section) are required.

Federal Agency users can fill out the Access Request form similar to many users but in most cases already have a Personal Identity Verification (PIV) credential. To complete an Access Request as a Federal Agency user, you must know your CMS Region/Facility, Federal Agency you work for, and the User Principal Name (UPN) from your PIV card/Common Access Card (CAC). Completed **PIV Applicant Training** and **OF-306 - Declaration for Federal Employment** (obtained through a link in ICT's Additional Details Section) are required for the verification of your PIV/CAC.

Business Partners are a user category that encompasses those that partners with CMS for critical transactions tied to the CMS mission. In order to complete an Access Request as a Business Partner you must know your CMS Region/Facility and your company specific information such as Plan Number if you are of type HPMS/HICS or Labeler Code(s) if you are a Medicaid Drug Manufacturer.

2.0 Things You Need To Know Before Registering

"Do you already have a CMS user ID? If so, then you are using the wrong Guide. Please use the EUA/ICT User Guide from the EUA Docs webpage (see Appendix C for links)."

Information your Federal Approver/CMS COR must provide to you:

- Category

- Type

- Region

- Full Contract Number (including Task Order)

> **STOP! If you do not have the above information, do not proceed.**

Note: If you previously had an EUA ID, please verify that it has been properly deleted and not labeled with a status of REVOKE since this will cause issues when applying for a new EUA ID. Please contact the First Approver/ CMS COR to coordinate the deletion with the CAA in EUA before continuing the new request in ICT.

3.0 Register in ICT

The registration process requires the user to first respond to the question, "Do you already have a CMS USERID?"

As a new user of ICT, your answer will be "No". The user is required to enter a desired username, password, first name, last name, an email address and five security questions. The user must also enter their email address a second time. After the user clicks the **"Sign Up"** button, the user will receive an email containing a link to verify the user's ownership of the email address and to enable (activate) the ICT account.

> **Note:** If you entered a personal email address, this will be used to notify you during the approval process and create your new CMS ID in EUA. If you have an email from your company, it is recommended that you use it.
> **Note:** This process applies to CMS Employee, Federal Agency and Business Partners users.

1. Click **Register** on the ICT login page ([EUA-ICT Login Page](#)).
2. Select the **No** radio button to answer the question, "Do you already have a CMS USER ID?"
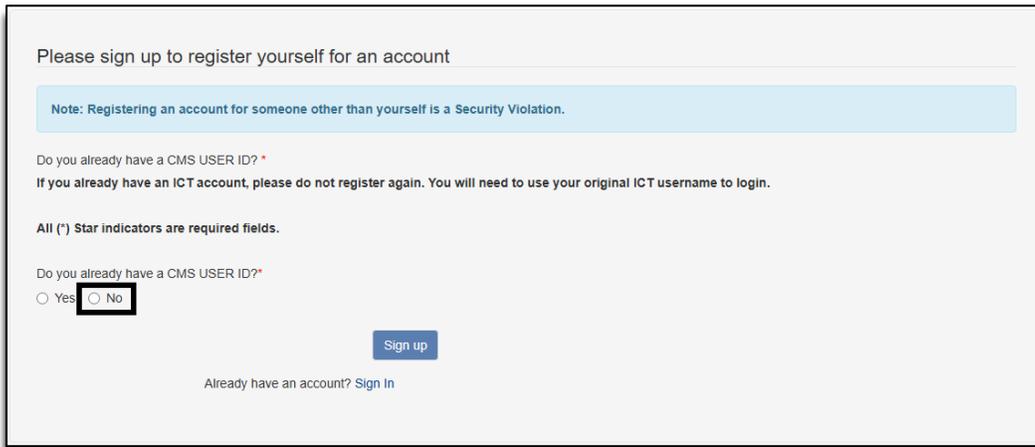
Figure 1: Register – Provide answer to "Do you have a CMSID"

3. Enter the personal information requested by the **Please Sign Up** form.

4. After you finish filling in all the required fields, click the **Sign up** button.

Figure 2: Register - Complete Sign up Form

5. You will be directed to the main HOME page with a confirmation that you have successfully registered and to follow the instructions from the automated email to activate (enable) your ICT account. Please check your JUNK or SPAM folder if you have not received the email directly in your INBOX.
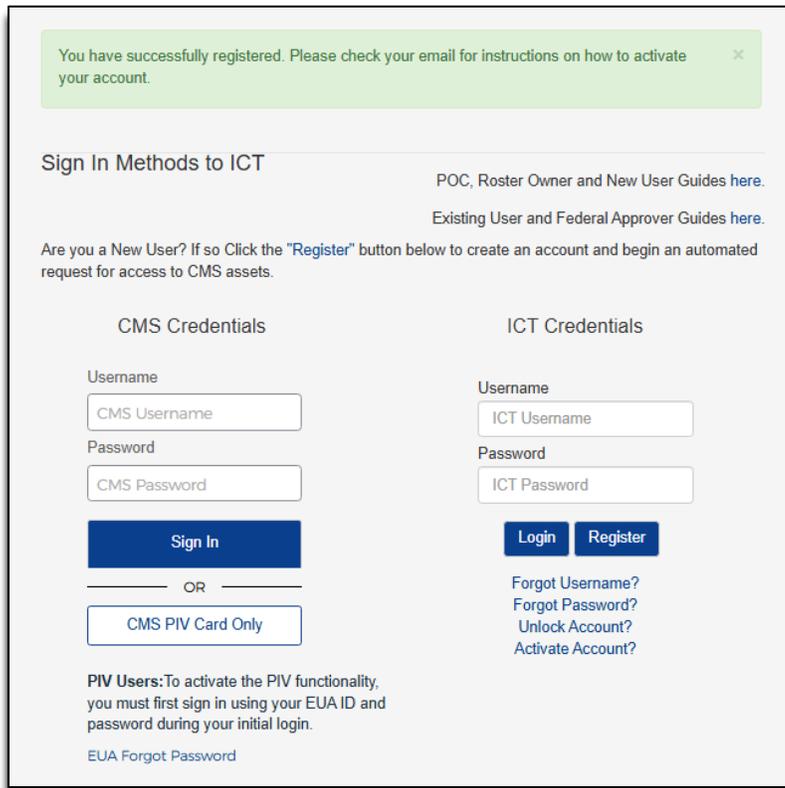
Figure 3: Register - Confirmation of Successful Registration

6. Click the **Activate ICT Account** link provided within the email.

    Note: Do not use this link to login to ICT. Please open a new browser and enter the URL manually.
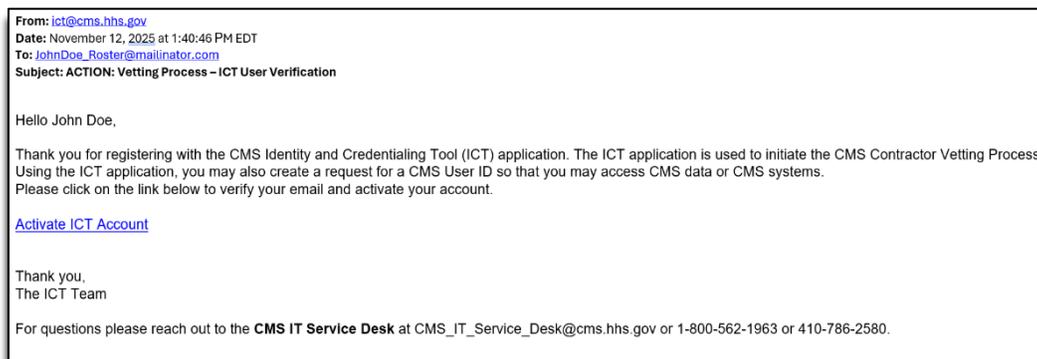
Figure 4: Register - ICT User Verification Email

7. You will be directed to the ICT login page with the following confirmation message: **"Your account is now verified and active."** This concludes the registration process and you can use your username and password to log in to ICT.
8. Reference the [Login with Username/Password](#) section for steps to log in with your username and password.

3.1 User Registration via Email Invite

As a new ICT user, **you** must receive an email invitation from the Roster Owner to begin the registration process.

This email will include a personalized **"Registration Link."** When you click the link, you will be taken to the Registration page where your Legal First Name, Legal Last Name, and Email Address will be **pre-filled**. You are then required to enter a desired username, a password, and five security questions. After you click the **"Sign Up"** button, you will see a success message on the ICT Login page.

> **Note:** This process applies to Contractor users.
> **Note:** The Legal First Name and Legal Last Name can be modified in the Registration page.

1. Go to your email Inbox and look for the **invite to complete an application for a CMS User ID**. Click on the "**Register Link".**
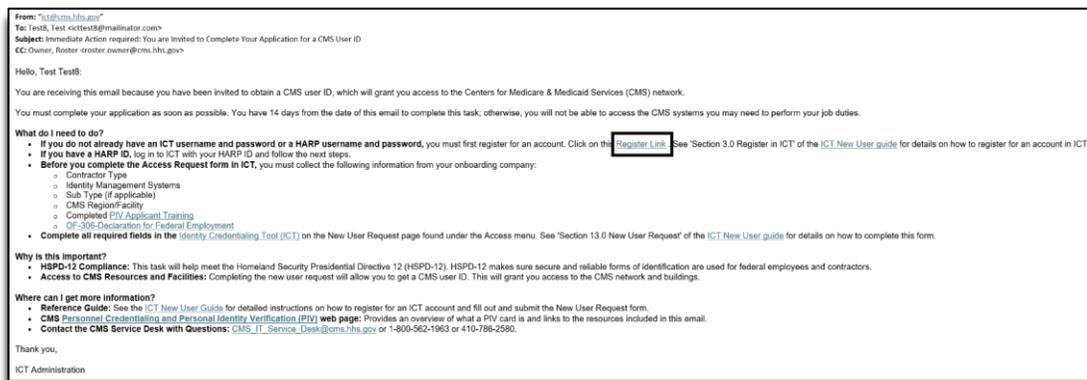
Figure 5: Registration Email Invite for a CMS User ID

2. After you click the **"Register Link",** you will be taken to the **Registration page**. Enter the required information and then click the **"Sign Up"** button. Any empty fields will display a message.

Figure 6: Register - Complete Sign Up form

3. You will be directed to the ICT login page with the following confirmation message: **"Thank you for signing up for an ICT account. Please sign in to ICT."** This concludes the Registration process and you can use your username and password to log in to ICT.

Figure 7: Register - Confirmation of Successful Registration

4. If you click the **"Registration Link" again**, you will be directed to the ICT login page with the following confirmation message: **"Please sign in to ICT. If you have any questions, please contact the CMS IT Service Desk at 1-800-562-1963 for assistance."**

Figure 8: Register - Please Sign In to ICT

4.0 Forgot Username

The "Forgot Username" process allows the user to recover their username. The user must provide their first name, last name, and one of three methods to provide the third item of information – CMSID, SSN, or Email. If there is a match in the ICT system, an email containing the user's username will be sent to the user.

> **Note:** Please be aware that ICT entries are case-sensitive (upper/lower cases), so you must enter the information exactly as you did at registration.
>
> **Note:** To use the CMSID method, the user should also have a previous ICT account. Users with an existing EUA ID but just registered for a new ICT account cannot use the CMSID method.

4.1 CMSID Method

1. Click the **Forgot Username** link on the ICT login page.
2. Enter your First Name, Last Name, and select CMSID as the identify verification method.
3. Enter your CMSID and then click the **Recover Username** button ([Figure 9](#)).

   Note: Please be aware that the First Name and Last Name will need to be entered exactly as you did during registration; otherwise, the system will not find your record.

   Note: The user is required to enter a CMS ID (active) from EUA in the field. The user should also have a previous ICT account to match the information in the system.
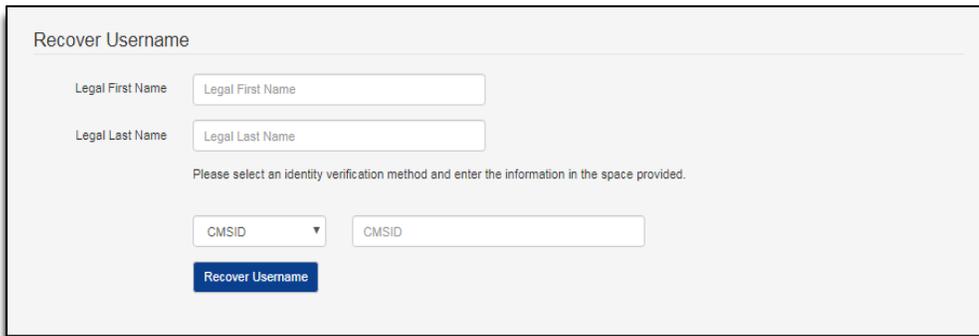
Figure 9: Forgot Username - ICT CMSID identity verification method – Recovery Username page

4. You will receive an email containing your ICT Username at the email address you provided.

From: ict@cms.hhs.gov
Date: October 20, 2025 at 12:20:28 PM EDT
To: Test1, Test <test@sample.com>
Subject: ICT User Recovery

Hello Test Test1,

We received your request for you ICT Username Recovery.

Your ICT username is ICTTestV

Please log into ICT to with your username and password.

Thank you,
ICT Team

Figure 10: Forgot Username - ICT Username Recovery email - CMSID identity verification method

4.2 Social Security Number (SSN) Method

1. If you select the SSN method, you must provide the following information: First Name, Last Name, and your SSN for the fields in the "Recover Username" form and then click the **Recover Username** button. For the SSN field, you can enter the SSN in the following format, including dashes (xxx-xx-xxxx), or just the SSN without dashes (xxxxxxxxx).

   Note: Please be aware that the First Name and Last Name will need to be entered exactly as you did during registration; otherwise, the system will not find your record.

Figure 11: Forgot Username - ICT SSN identity verification method – Recovery Username page

2. You will receive an email at the email address you provided containing your ICT Username:

From: ict@cms.hhs.gov
Date: October 20, 2025 at 12:20:28 PM EDT
To: Test1, Test <test@sample.com>
Subject: ICT User Recovery

Hello Test Test1,

We received your request for you ICT Username Recovery.

Your ICT username is ICTTestV

Please log into ICT to with your username and password.

Thank you,
ICT Team
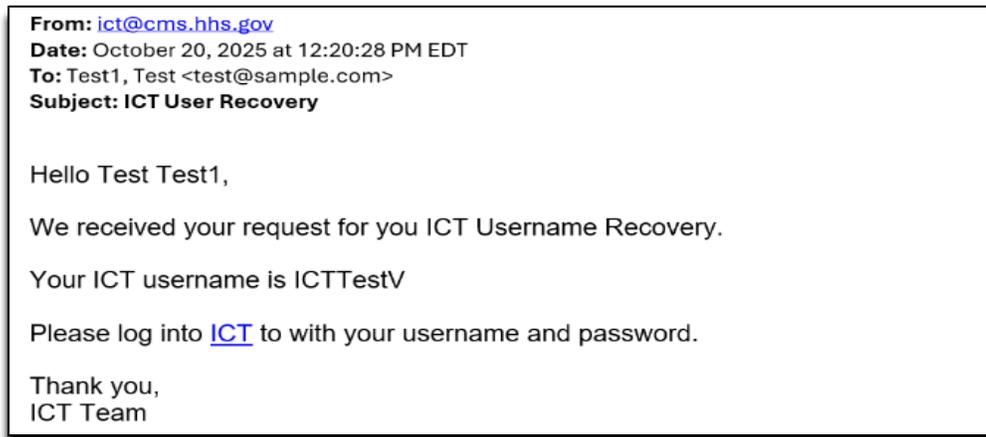
Figure 12**: Forgot Username - ICT Username Recovery email - SSN identity verification method**

4.3 Email Method

1. If you select the Email method, you must provide the following information: First Name, Last Name, and the Email address used during registration, and then click the Recover Username button.

   Note: Please be aware that the First Name and Last Name must be entered exactly as you did during registration; otherwise, the system will not find your record.

   Recover Username

   Legal First Name   [Legal First Name]

   Legal Last Name   [Legal Last Name]

   Please select an identity verification method and enter the information in the space provided.

   [Email ▼]   [Email]

   [Recover Username]

Figure 13: Forgot Username - ICT Email identity verification method – Recovery Username page

2. You will receive an email at the email address you provided containing your ICT Username:
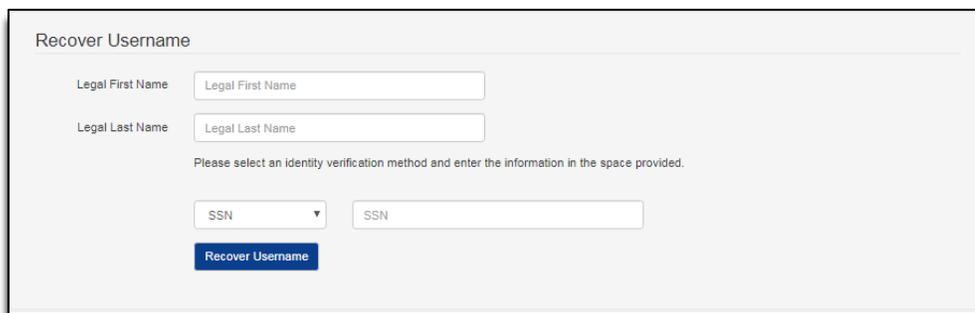
From: ict@cms.hhs.gov
Date: October 20, 2025 at 12:20:28 PM EDT
To: Test1, Test <test@sample.com>
Subject: ICT User Recovery

Hello Test Test1,

We received your request for you ICT Username Recovery.

Your ICT username is ICTTestV

Please log into ICT to with your username and password.

Thank you,
ICT Team

Figure 14: Forgot Username - ICT Username Recovery email - Email identity verification method

5.0 Forgot Password

The "Forgot Password" process allows the user to reset their password. The user must provide their ICT username and the email address used during registration. If there is a match in the ICT system, an email containing a link to reset the password will be sent to the user.

> **Note:** Please be aware that ICT is case-sensitive (upper/lower cases), so you must enter the information exactly as you did during the registration process.

1. Click the **Forgot Password** link from the ICT login page ([EUA - ICT Login Page](#)).
2. Enter your Username and Email address in the "Recover Password" form and click the **Recover Password** button.

   Note: Please be aware that the Username and Email must be entered exactly as you did during registration; otherwise, the system will not find your record.
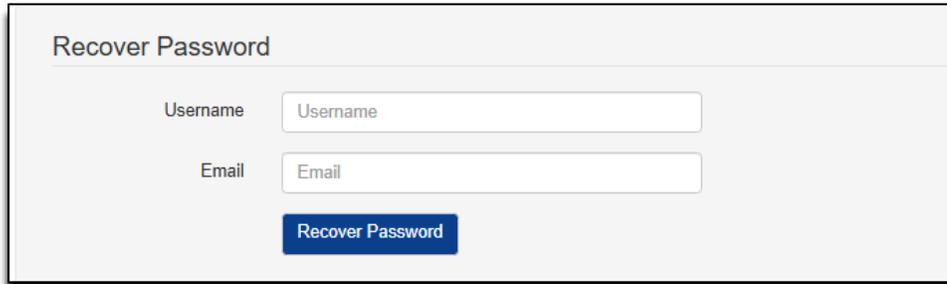
Figure 15: Forgot Password – Recover Password page

3. You will receive an email at the email address you provided containing a link to reset your password.
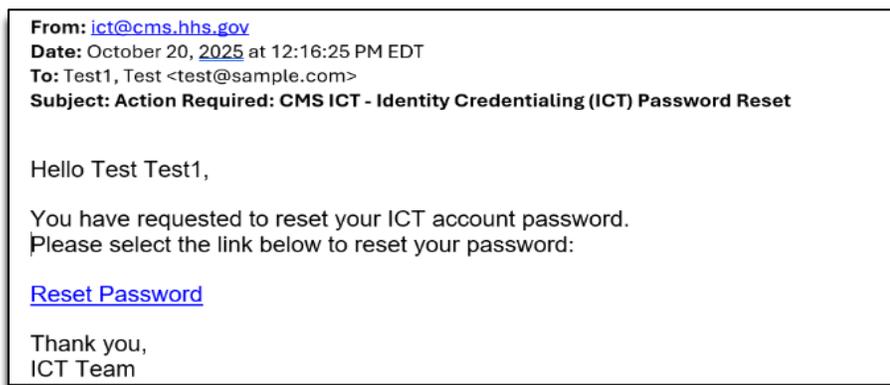
Figure 16: Forgot Password - ICT Password Reset Email

4. Reference the [Reset Password](#) section for the steps for resetting your password.

6.0 Unlock Account

The "Unlock Account" process allows users to self-unlock their password without calling the Help Desk. You can only unlock your account if it is still active.

Note: This feature is specifically for unlocking an account with too many failed login attempts. You cannot unlock your account if it has expired or is inactive. You must still contact the Help Desk in these instances.

1. Click the **Unlock Account** Link from the ICT login page ([EUA - ICT Login Page](#)).
2. Enter your Username and Email address in the "Unlock Account" form and click the **Unlock Account** button.

Figure 17: Unlock Account – Unlock Account page

3. You will see an Unlock Account success message and be able to log in once completed.

7.0 Activate Account

The "Activate Account" process allows the user to request a resending of the account activation link in an email.

1. Click the **Activate Account** link from the ICT login page ([EUA - ICT Login Page](#)).
2. Enter your Username and Email address in the "Activate Account" form and click the **Send Activation Link** button.

Figure 18: Unlock Account – Unlock Account page

3. You will receive an "Email was sent successfully" notification. Follow the email instructions to activate your account.
4. ICT will check and, if the user account is already activated, it will display a message: **"Your ICT account is already activated."**
5. If the account does not exist, ICT will show an error message: **"Your UserID and email address does not match."**

8.0 Login with Username/Password

The "Login with Username/Password" process requires the user to provide their ICT username and password and accept the Department of Health and Human Services (HHS) Warning message. After a successful login, the user will be directed to the ICT Home Page.

Note: Please be aware that ICT is case-sensitive (upper/lower cases) so you will need to enter the information exactly as you did at the registration process.

1. From the ICT login page ([EUA – ICT Login Page](#)) enter your ICT Username and Password under the **ICT Credentials** section and click the **Login** button.

Figure 19: Login with Username/Password – ICT Credentials section

2. At the **WARNING** pop-up message, click the **Agree** button once you are ready to continue.
3. A successful login will take you to the ICT Home page, which will display "Welcome to the CMS Network, Application, & Building Access Request Application!"
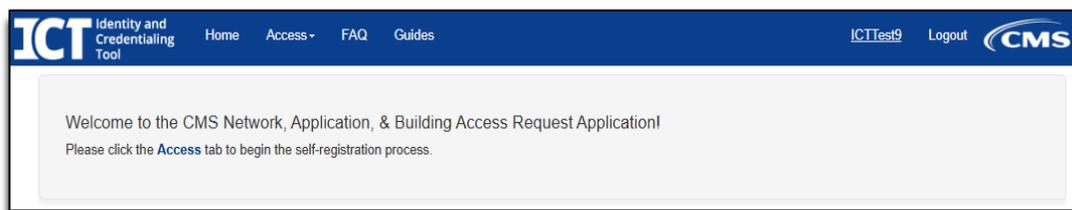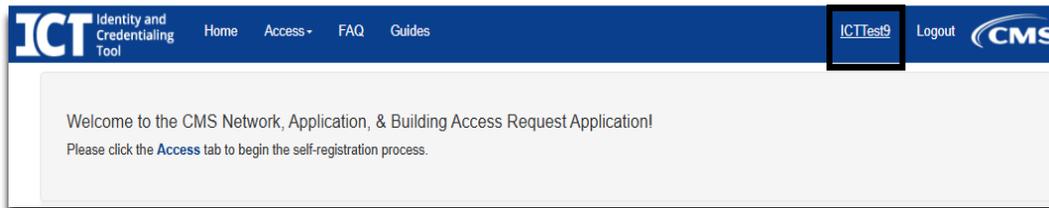

Figure 20: Login with Username/Password – ICT EUA Front-End Interface Home Page

9.0 Update ICT Email Address

The ICT system allows users to update their email address setup by using their Username. The user can only perform the update after a successful login.

1. From the ICT Home Page, the user should click on the Username on the top menu.
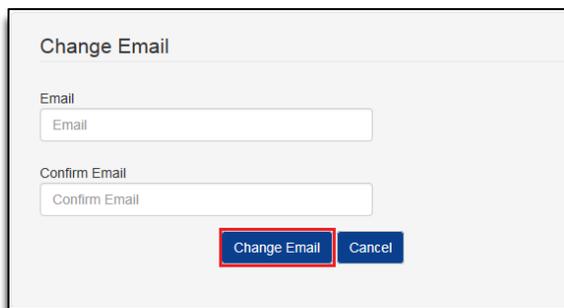

Figure 21: Update ICT Email Address – ICT Home Page

2. On the Account Details page, please click the **Change Email** link to update the email address.

Figure 22: Update ICT Email Address – Account Details Page

3. On the Change Email page, enter the new email address in both fields. Once you finish, please click the **Change Email** or the **Cancel** button to return to the Account Details Page.

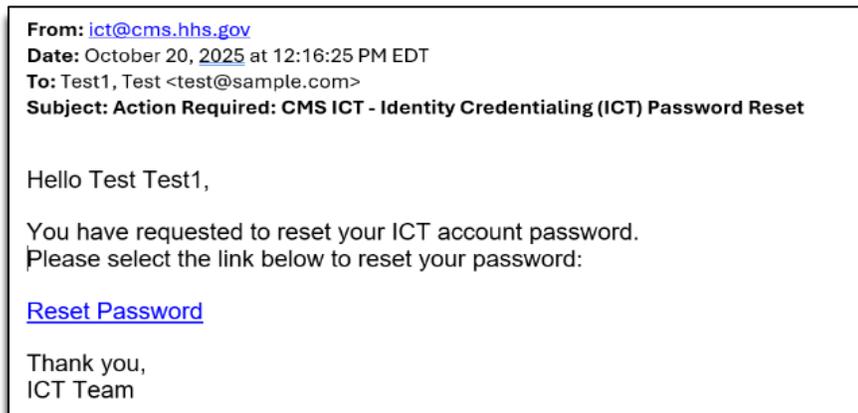**Figure 23: Update ICT Email Address – Change Email Page**

10.0 Reset Password

The "Reset Password" process allows the user to provide a new password for their account. Once the user completes the Forgot Password process, they will receive an email containing a link to initiate the "Reset Password" process. After clicking the "Reset Password" link, the user will be directed to the ICT page to enter their username and a new password.

> **Note:** The password must be between 8 and 24 characters long and must contain at least one uppercase letter, one lowercase letter, and one special character. Please do not use the previous six passwords.

1. Refer to the Forgot Password Section of this document for instructions on initiating a password reset.
2. Once you receive the ICT Password Reset email, click the Reset Password link within the email.

   Note: Do not use this link to log in to ICT. Please open a new browser and enter the URL manually.

From: ict@cms.hhs.gov
Date: October 20, 2025 at 12:16:25 PM EDT
To: Test1, Test <test@sample.com>
Subject: Action Required: CMS ICT - Identity Credentialing (ICT) Password Reset

Hello Test Test1,

You have requested to reset your ICT account password.
Please select the link below to reset your password:

Reset Password

Thank you,
ICT Team

Figure 24: Reset Password - ICT Password Reset Email

3. Complete the "Reset Password" form and click the **Change Password** button.
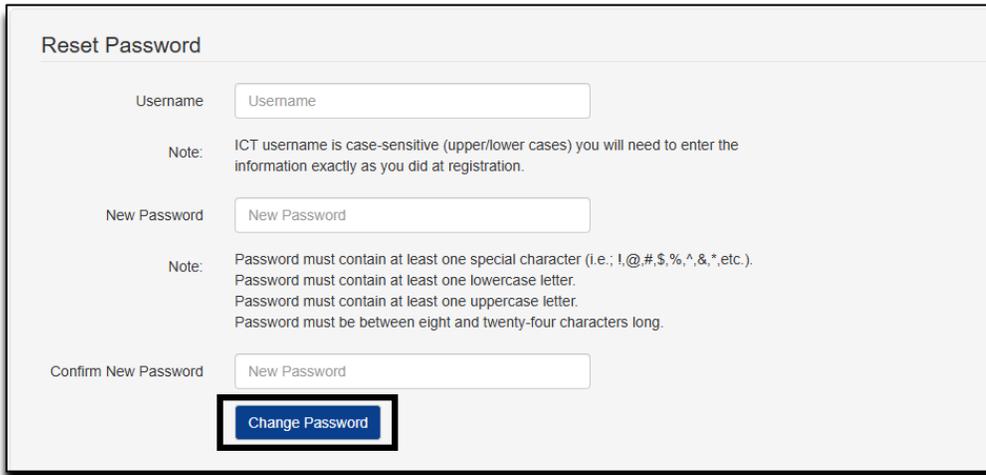
Figure 25: Reset Password - Reset Password Form

4. Verify the "Password has been successfully changed" message on the ICT login page.
5. You will receive an ICT User Change email confirmation that your password has been updated.

11.0 Change Password

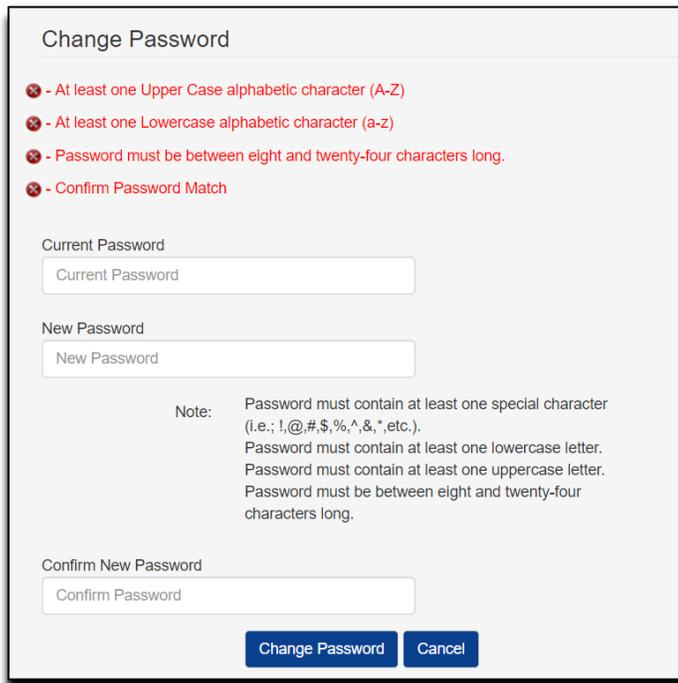The "Change Password" process allows the user to change the existing password for their account.

1. From the Account Details of your profile, click the "Change Password" link.

Figure 26: Change Password Link

2. Enter your existing password and the new one. As you enter your password, the criteria change from red to green once you have met the password requirement. Enter your new

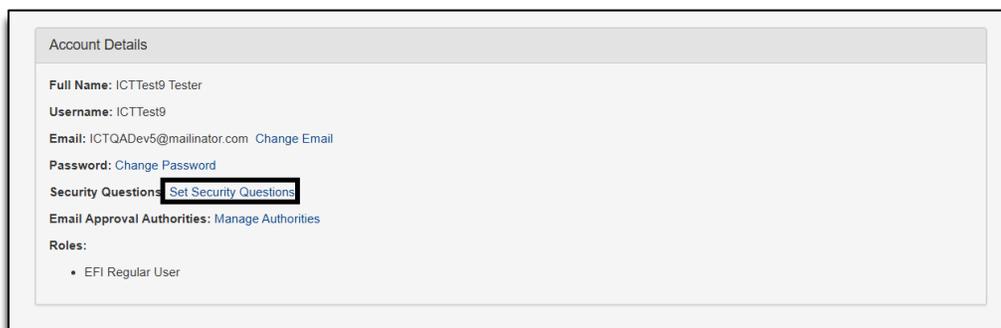password again to confirm the password. Click the **Change Password** button.

Figure 27: Change Password – Change Password Form

3. Verify the "Password has been successfully changed" message on the ICT home page.

12.0 Set Security Questions

The "Set Security Questions" process allows the user to define a set of questions that the user will be required to answer when unlocking their account.

1. From the Account Details of your profile click the "Set Security Questions" link.

Figure 28: Set Security Questions Link

2. You must select five different questions from the drop-down list and provide answers to each one to complete this process. Once you have selected and answered your questions click the **Submit** button.

Figure 29: Set Security Questions – Security Questions Form

3. Verify the "Security Questions have been successfully changed" message on the ICT home page.
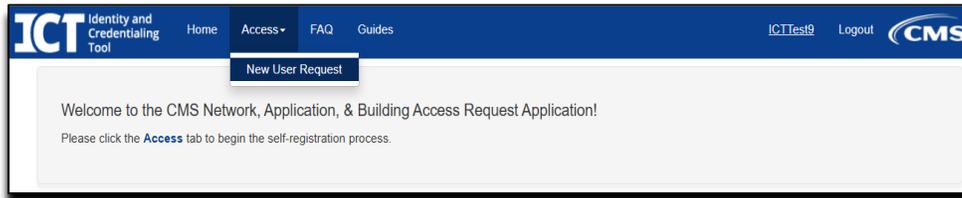
13.0 New User Request

The "New User Request" process allows the user to request a PIV card.

> **Note:** This process applies to CMS Employee, Federal Agency and Business Partners users. For contractor users please refer to Section 13.1

1. From the ICT login page (EUA - ICT Login Page) enter your ICT Username/Password (ICT is case – sensitive).

   Note: Refer to the Login with Username/Password section for the steps to log in with your username and password**.**

2. Click the Access menu and then click **New User Request**.

Figure 30: New User Request menu

3. The Access Request contains four sections where you must provide the information needed to grant access. The information will vary based on whether you are a Contractor, CMS/Federal Agency Employee, or Business Partner.
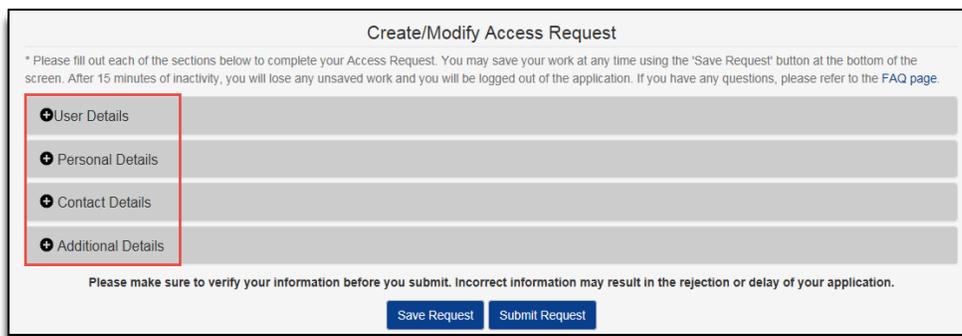

Figure 31: Access Request Details

4. Federal Agency Employees are specifically asked if they have a PIV from another agency. If the answer is yes, the UPN value is needed. A link to help documentation on how to capture your UPN from Google Chrome or Microsoft Edge is provided. Contractors also must provide the PIV-issuing Agency name.
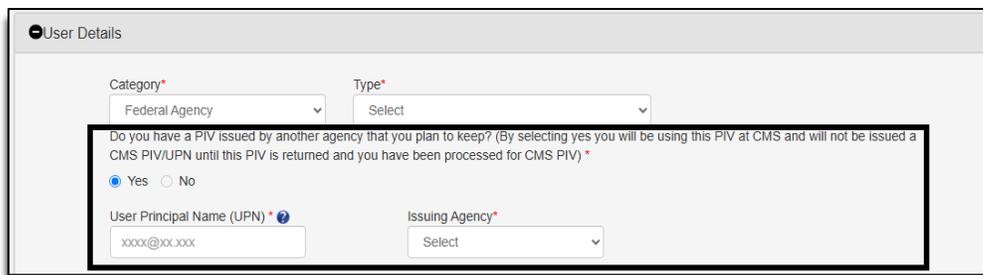
Figure 32: New User Request – PIV Issued by another Agency

5. In the "Personal Details" section, you must enter a **Middle Name** and/or **Middle Initial**. However, if you *Do Not* have a middle name, select the box underneath **No Middle Name**. (Figure 33)
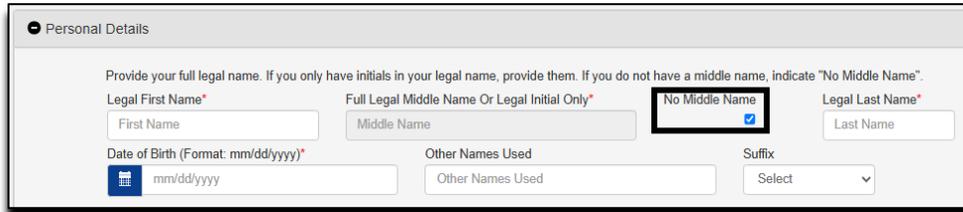
Figure 33: Personal Details - No Middle Name

6. In the "Contact Details" section, you will be asked to answer the question "Is this your home address?". If **Yes**, then you can proceed with the following "Additional Details"section. If **No**, you must fill out the required Home Address fields.

    To expand a section, click the plus (**+**) button to the left of the section header (see Appendix A for more samples). Required information is identified by a red asterisk (*****)

7. In the "Additional Details" section, you must upload required documentation based on whether you are a Contractor or CMS/Federal Agency Employee.
    a. Contractors are required to upload their PIV Training Certificate, Resume, and *signed* Declaration for Federal Employment form (OF-306). A link is provided to the CMS Contracting Policy and Resources web page with the documentation and training information.
    b. CMS or Federal Agency Employees are required to upload their PIV Training Certificate.

    Note: The maximum file size of each uploaded document is 4MB.

Figure 34: New User Access Request - Additional Details section where user will upload the Required Documentation

8. HPMS Business Partners will have to select a Consultant Type from the list of values. ICT will populate the Company Name and, if an association exists, the Plan Number(s). You will not be able to edit these values if ICT adds them from an association.

   Note: If the option Direct Plan Employee is selected, please search for the Company Name by entering part of the word of the company, and this will display a list of companies.

Figure 35: New User Access Request–HPMS Business Partner Consultant Type Selection Drop Down

9. To save your input data and work on it at another time, click the **Save Request** button at the bottom of the form.
10. After you have completed the information request, please review it for accuracy and enter your **Social Security Number (SSN)** in both required fields under "Personal Details" section before you click the **Submit Request** button.

Figure 36: New User Request – SSN field

If you receive a, **"Form not saved. Please correct errors and try again"** message, you will need to correct any input errors from the sections that has a red mark and then go to "Personal Details" section to re-enter your SSN in both required fields before you click the **Submit Request** button again to submit your Access Request.

Note: If you already entered your SSN number in both fields under "Personal Details" and you are ready to submit your request then click the Submit Request button. Please **do not** click the **Save Request** button because this will remove the SSN from the second field under the "Personal Details" section and the required documents under Additional Details.

11. To see the errors, click the plus (**+**) button to the left of each section header to correct them.

Figure 37: New User Request – Form not saved, Please correct errors

12. Once you have verified that all the information in each of the sections is correct, then continue with the submission of your request by clicking the plus (**+**) button to the left of the "Personal Details" section header to re-enter your SSN and then click the **Submit**

Request button. A **pop-up to sign your HHS-745 form** will show. Once you have finished signing, click the **Confirm and Submit Signature** button to continue.
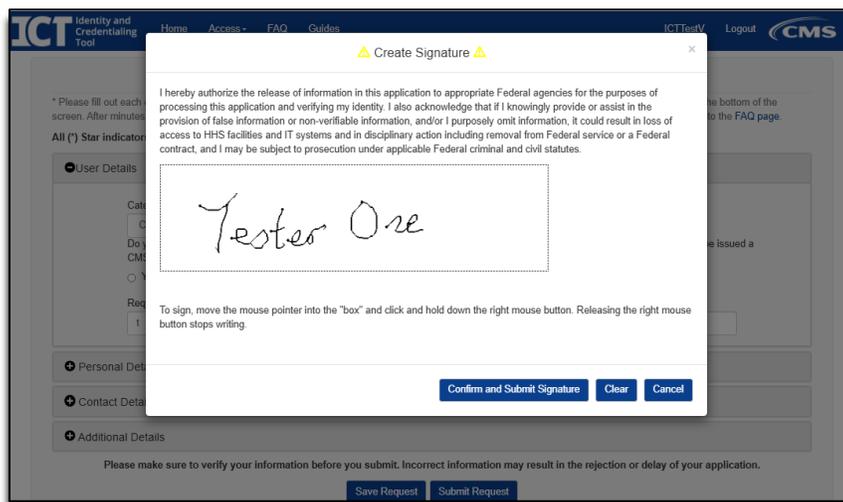
Figure 38: New User Request – Confirm and Submit Signature

13. At the "Confirmation of Submission" pop-up, click the **Confirm and Submit** button once you are ready to continue. Otherwise, click the **Cancel** button if you want to go back to your application request.
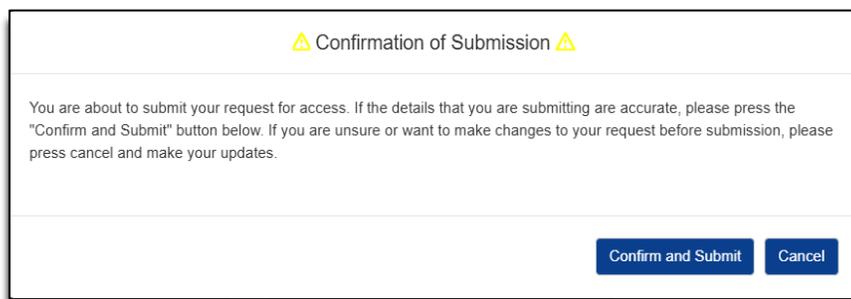
Figure 39: New User Request – Confirmation of Submission

14. You will be directed to the Status page showing a summary of your input and the status of your request.

15. All credentialing steps must be completed before the EUA account can be activated.

Note: If you need to know the status of your request, log in to ICT (for steps on how to log in with your username and password, refer to the 8.0 Login with Username/Password section). Click **Access**, and then click on the **New User Request** Menu. The request status is provided at the top of the request form. If you have further questions regarding your request, please get in touch with your Federal Approver/COR

or your point of contact from your onboarding Company.

Figure 40: New User Request – Status after Submission

13.1 New User Request from an Email Invite

The **"New User Request"** process allows the user to request a **CMS User ID**. For contractors whose contract term is **"6 months or less"** the system will show a note in the **Access Request** page, and the request **will not go** to the **Badging Office**.

> **Note:** This process applies to Contractor users.
> **Note:** The Category, Type, the question "Do you have a PIV issued by another agency that you plan to keep?", Contract Number, Contract Mod, Company/Organization and Position/Title will show prefilled.

1. From the ICT login page (EUA - ICT Login Page) enter your ICT Username/Password (ICT is case – sensitive).

    Note: Refer to the Login with Username/Password section for the steps to log in with your username and password.

2. Click the Access menu and then click **New User Request**.
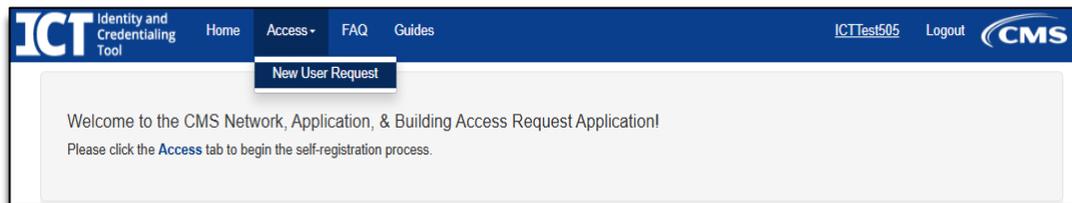
Figure 41: New User Request menu

3. The Access Request contains four sections where you must provide the information needed to grant access. If a **Contract term is less than 6 months**, the **system will display the following message**: "***Note:*** *Your term on this Contract has been marked as lasting six (6) months or less. This means that your employment under this contract, beginning from your CMS start date, will end within six (6) months. If you work more than six (6) months, you may have to reapply.*"

Figure 42: New User Request - Contract Term is less than 6 months

4. The Access Request contains four sections where you must provide the information needed to grant access. If a **Contract term is more than 6 months**, the **system will not display a message**.

Figure 43: New User Request - Access Request Details - Contract Term is more than 6 months

5. Contractors who have a PIV from another agency but wish to get a CMS PIV instead of keeping their existing PIV will follow these steps:

Note: Only contractors who have an existing PIV will be able to view and answer this question.

a. You will see the question, "Do you have a PIV issued by another agency that you plan to keep? (By selecting yes, you will be using the PIV at CMS and will not be issued a CMS PIV/UPN until this PIV is returned and you have been processed for a CMS PIV)"

b. If you select **Yes**, you keep your existing PIV and are processed for access to CMS systems.

c. If you select **No**, a CMS PIV and UPN will be issued once your Federal Approver approves the request and the OSFLO completes their review.

Note: If the contract is less than 6 months, the request will not be routed to OSFLO (Badging Office), and no CMS PIV will be issued.

d. You will see the question, "Do you need Physical Access to the building?". Answer **"Yes"** or **"No"** based on your requirement for building access.

Figure 44: New User Request - Contractor PIV Issued by another Agency

6. In the "Personal Details" section, the **Company/Organization** and the **Position/Title** will appear pre-filled and **cannot be modified**.

Figure 45: New User Request - Company/Organization and Position/Title

7. For Foreign National contractors, the user must enter a Visa number, Alien Registration number #, and/or Work Permit number. Also, Passport Information must be entered. The required supporting documents are a **Passport** and **Proof of Residency/VISA.**
    Note: The maximum file size of each uploaded document is 4MB.

Figure 46: New User Request - Foreign National Documents

8. In the "Personal Details" section, you must enter a **Middle Name** and/or **Middle Initial**. However, if you *Do Not* have a middle name, select the box underneath **No Middle Name**.

Figure 47: Personal Details - No Middle Name

9. In the "Contact Details" section, you will be asked to answer the question "Is this your home address?". If **Yes**, then you can proceed with the following "Additional Details" section. If **No**, you must fill out the required Home Address fields.

To expand a section, click the plus (**+**) button to the left of the section header (see Appendix A for more samples). Required information is identified by a red asterisk (*)

10. In the "Additional Details" section, users whose **Contract term is longer than 6 months** are required to upload the following documentation:

   a. Contractors are required to upload their PIV Training Certificate, Resume, and *signed* Declaration for Federal Employment form (OF-306). A link is provided to the CMS Contracting Policy and Resources web page with the documentation and training information.

Note: You must manually sign the OF-306 before uploading the document. **Digital signatures are not accepted.**

Note: The maximum file size of each uploaded document is 4MB.

Note: If you are a contractor, please upload the required information for a PIV card. We recommend saving the documents with your last name and with the file extension. (Examples: lastname.jpg or lastname.png or lastname.tiff or lastname.pdf)

Figure 48: New User Access Request - Additional Details section where users will upload the Required Documentation

11. In the "Additional Details" section, users whose **Contract term is less than 6 months are not required** to upload documentation.

Figure 49: New User Access Request - Additional Details section where users will not upload required Documentation

12. To save your input data and work on it at another time, click the **Save Request** button at the bottom of the form.

13. After you have completed the information request, please review it for accuracy and enter your **Social Security Number (SSN)** in both required fields under "Personal Details" section before you click the **Submit Request** button.

Figure 50: New User Request - SSN field

If you receive a, **"Form not saved. Please correct errors and try again"** message, you will need to correct any input errors from the sections that has a red mark and then go to "Personal Details" section to re-enter your SSN in both required fields before you click the **Submit Request** button again to submit your Access Request.

Note: If you already entered your SSN number in both fields under "Personal Details"

and you are ready to submit your request then click the **Submit Request** button. Please **do not** click the **Save Request** button because this will remove the SSN from the second field under the "Personal Details" section and the required documents under Additional Details.

14. To see the errors, click the plus (**+**) button to the left of each section header to correct them.

Figure 51: New User Request - Form not saved, Please correct errors

15. Once you have verified that all the information in each of the sections is correct, then continue with the submission of your request by clicking the plus (**+**) button to the left of the "Personal Details" section header to re-enter your SSN and then click the **Submit Request** button. A **pop-up to sign your HHS-745** form will show. Once you have finished signing, click the **Confirm and Submit Signature** button to continue.
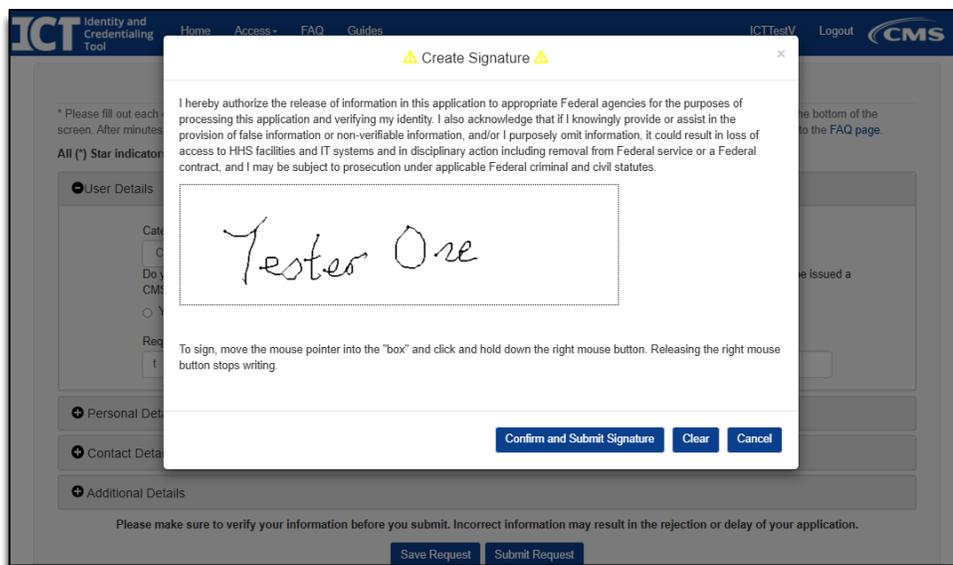
Figure 52: New User Request - Confirm and Submit Signature

16. At the "Confirmation of Submission" pop-up, click the **Confirm and Submit** button once you are ready to continue. Otherwise, click the **Cancel** button if you want to go back to your application request.
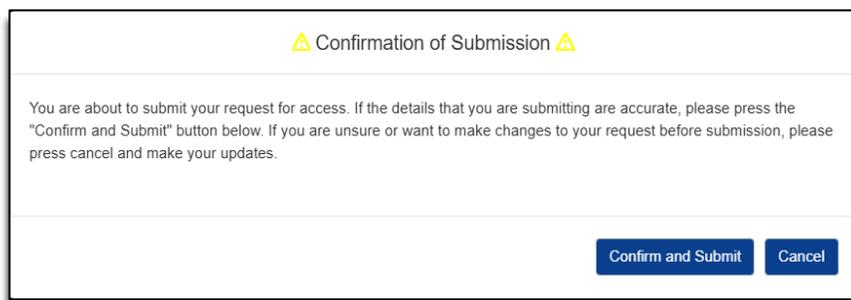
Figure 53: New User Request - Confirmation of Submission

16. You will be directed to the Status page showing a summary of your input and the status of your request.

    Note: If you need to know the status of your request, log in to ICT (for steps on how to log in with your username and password, refer to the 8.0 Login with Username/Password section). Click **Access**, and then click on the **New User Request** Menu. The request status is provided at the top of the request form. If you have further questions regarding your request, please get in touch with your Federal Approver/COR or your point of contact from your onboarding Company.

17. For users whose **Contract term is less than 6 months** will see their Application Status as **"Seasonal User Process Completed"**. In the "Additional Information" section, the question **"Will you be working on this Contract for six (6) months or less?" will be answered with "Yes"**.

    Note: Foreign national users whose **Contract term is less than 6 months** will see their Application Status pending for review by an Approver. The application will be reviewed by the **CMS Federal Approver** and the **Foreign National Management System (FNMS) Approver**. After completion, the user will see the Application Status shown in **Figure 54**.

Figure 54: New User Request - Application Status Completed

Figure 55: New User Request - Additional Information showing the contract is less than 6 months

18. For users whose **Contract term is longer than 6 months** will see their Application Status pending for review by an Approver. Additionally, the "Additional Information"

section will show the response to the question **"Will you be working on this Contract for six (6) months or less?" displayed as "No".**

Figure 56: New User Request - Application Status after Submission

Figure 57: New User Request - Additional Information showing the contract is longer than 6 months

19. For users whose **Contract term is less than 6 months** will receive an email notification "Your Application Has Been Approved".
Note: Foreign national users will receive the email notification after the **Foreign National Management System (FNMS) Approver** completes the review.

Figure 58: Email notification - Your Application Has Been Approved

20. For users whose **Contract term is longer than 6 months,** they will receive email notifications throughout the approval process.

14.0 New User Request For Background Check Only

The "Background Check Only" process provides the user the ability to submit a new user request for a Background investigation without generating an EUA ID.

> **Note:** New Contractors will receive an email invitation to complete an ICT Application. Please refer to [Section 3.1 User Registration via Email Invite](#).

1. Click the Access menu and then click **New User Request**.
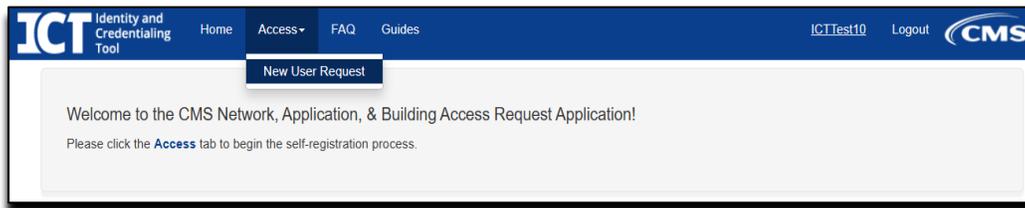
Figure 59: New User Request Menu

2. In the User Details section, **select** "Contractor" as the category and "Background Check Only" as the "Type".
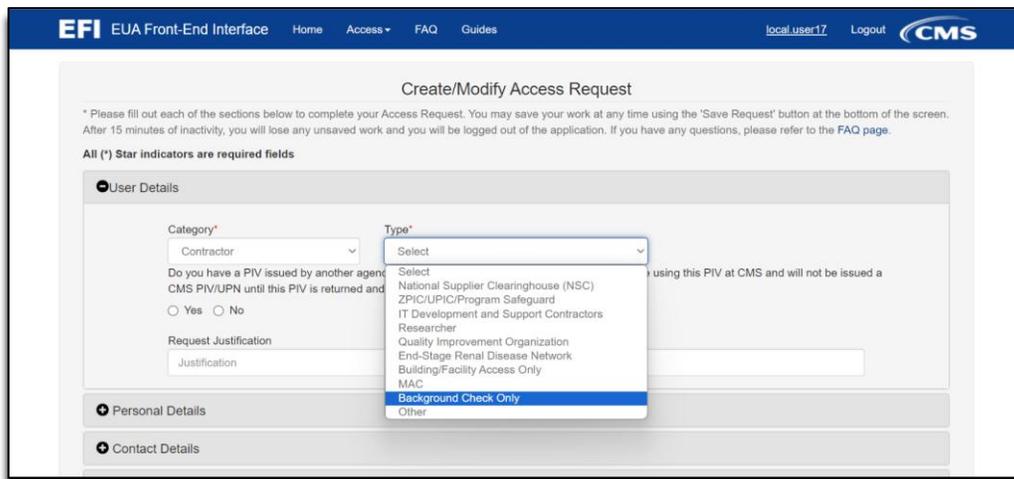
Figure 60: Background Check Only Menu Selection

3. **Select** the Identity Management System in the Identity Management System drop-down. If you select "Other", specify the Identity Management System in the additional, mandatory text field.

Figure 61: Identity Management Systems Menu Selection

4. Finish the application by completing all mandatory sections and fields detailed in the New User Request section.

15.0 EUA ID Request Following Background Check Only Submission

The "CMS ID Creation Request" process allows the user to submit an existing user request to generate an EUA ID. This is only available if a Background Check Only request has been submitted.

> **Note:** Previously required documents are no longer required for this submission (i.e. PIV Training Certificate, OF-306) as these documents are submitted in the Background Check Only request.

1. Click the Access menu and then click **Existing User Request/Update PIV**.
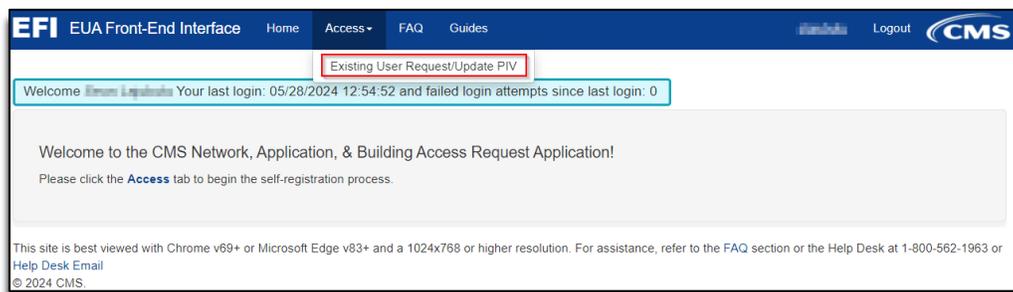
Figure 62: Existing User Request / Update PIV Menu

2. Select "CMS ID Creation Request" from the "Reason for Issuance" drop-down menu.
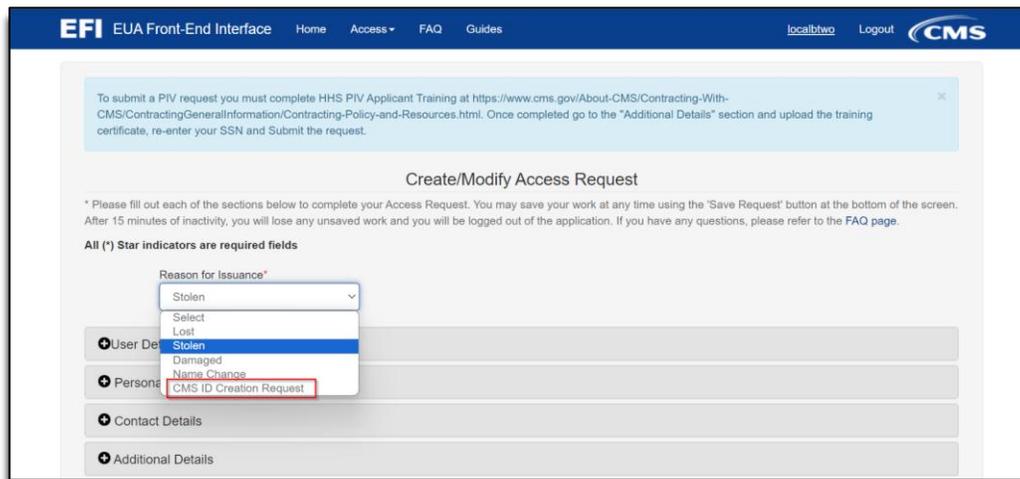
Figure 63: Reason For Issuance Menu

3. Finish the application by completing all mandatory sections and fields detailed in the [New User Request](#) section.

16.0 Access Request Return for Modification

The "Access Request Return for Modification" process provides the general steps on how the user will need to review the specific section(s) in the online form, to correct any errors and then resubmit the request for approval. The user must verify each of the marked sections in red and make all the necessary corrections, based on the selected role, before submitting the request.

For a contractor, once the user re-submits the request it will be reviewed by the contract Point of Contact (POC) or a user with Approval Authority for that contract. The POC will default to the POC of that contract as listed in SAM.gov. After the POC approves the request, the form will be reviewed by the Federal Approver/Contract Officer Representative (COR) and the user will then receive an email notification.

For all other users (CMS Employee, Federal Agency, and Business Partner), once the request is submitted, the Federal Approver/COR will review it, and the user will receive an email notification.

> **Note:** If the contract does not have a POC or Approval Authority assigned, then the request will be reviewed by the Federal Approver/COR will review the request, and the user will receive an email notification.
>
> **Note:** Please be aware that only you can see the reason for the Return for Modification in your application. Please contact your Federal Approver/COR with any questions.

1. From the ICT login page (EUA - ICT Login Page), enter your ICT Username/Password (ICT is case-sensitive).

   Note: Reference the Login with Username/Password section for steps on how to Login with Username / Password**.**

2. Click the **Access** tab from the ICT Home page or from the ICT top menu **Access > New User Request.**
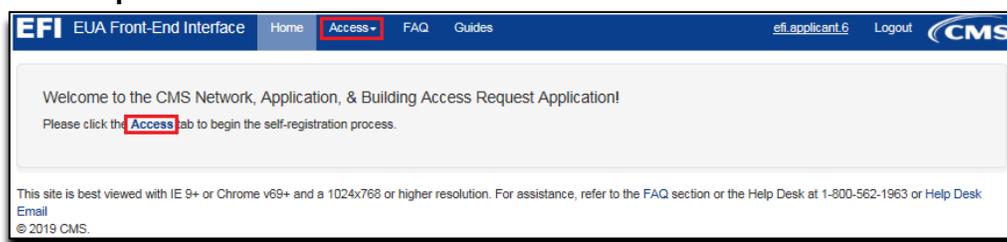
Figure 64: Access Request Return for Modification - Access Tab

3. Review the form and correct any errors in the sections marked in red for User Details, Personal Details, Contact Details, and Additional Details.

   Note: Your Onboarding Company or CMS COR will provide the information.

4. To expand a section to review and correct the error(s), please click the plus (**+**) button to the left of the section header (see Appendix A for more samples).

Figure 65: Access Request Return for Modification – Expand Error

Once you have updated the marked section(s) with the correct information, please review it for accuracy and enter your Social Security Number (SSN) in both required fields under the Personal Details section before you click the **Submit Request** button.

Note: If you already entered your SSN in both fields under Personal Details and are ready to submit your request, click "Submit". Please do not click the Save Request button because this will remove the SSN from the second field under the Personal Details section and the required documents under Additional Details.

5. Create your signature, then **Confirm and Submit** the request.
6. You will be directed to the Status page showing the result of your submission and the status of your request.

Figure 66: Access Request Return for Modification – Status for CMS Employee, Federal Agency & Contractor roles

17.0 OSFLO-Returned ICT Application

The OSFLO (Badging Office) may discover an issue with your application request and return it to you for corrections. This process differs from the Return for Modification process.

1. You should have received an email notifying you of the rejection. Your Federal Approver/COR will be copied on this notification.
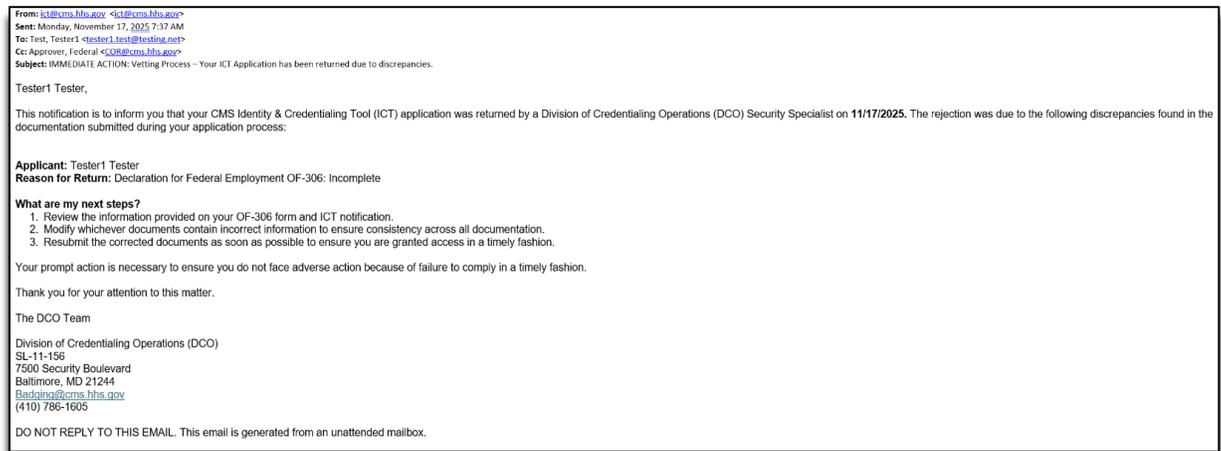
Figure 67: OSFLO-Returned ICT Application - Notification

Note: Occasionally, the OSFLO will find multiple issues with your request that you will need to review and fix or for you and your Federal Approver/COR to review and fix. Multiple reasons will be listed one below the other. Reasons for the Federal Approver/COR to fix will be labelled as an "Approver".

2. From the ICT login page (EUA - ICT Login Page) enter your ICT username and password (ICT is case-sensitive).

   Note: Reference the Login with Username/Password section for steps to log in with your username and password.

3. Click the **Access** tab from the ICT Home page or from the ICT top menu **Access > New User Request.**
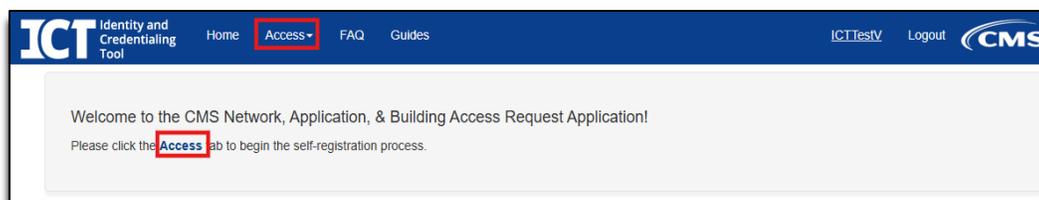
Figure 68*:* **OSFLO-Returned Access Request - Access Tab**

4. Your access request will be displayed to you. OSFLO-rejected reasons will be listed at the top of the page and NOT in the body of the request as is done with Returns for Modification.
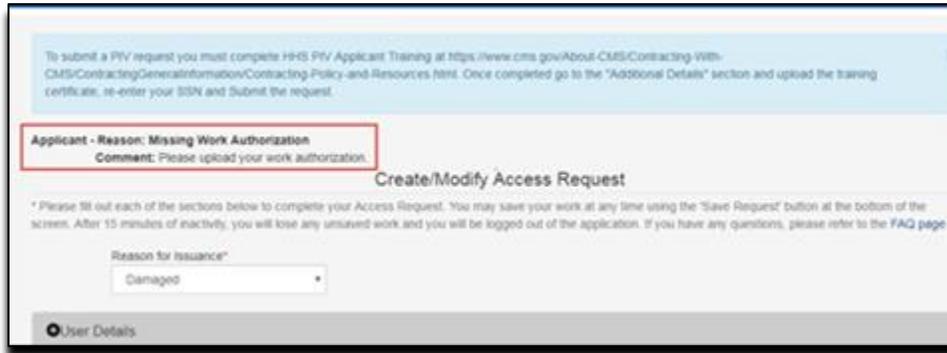
Figure 69*: OSFLO-Returned Access Request - Reason*

5. Resolve the issues and re-submit the application as described in the New User Request section. You can email the OSFLO team with any questions at ContractorRequests@cms.hhs.gov.

   Note: Occasionally, OSFLO will select the reason "Other" and the request will be sent back directly to your Federal Approver/COR. So please to follow up with your approver to return the request so you can review and update it.

18.0 Expiring Contract Notification

ICT will send a notification to you, the Applicant, and to your Approver when an approval was granted to an Access Request where the contract expires within six months.
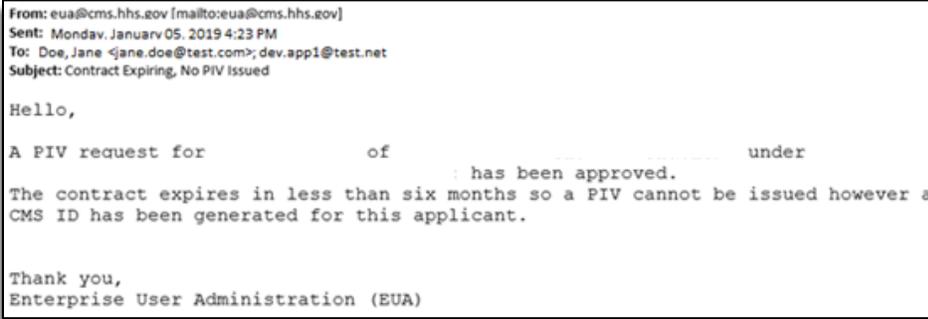

```
From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Monday, January 05, 2019 4:23 PM
To:  Doe, Jane <jane.doe@test.com>; dev.app1@test.net
Subject: Contract Expiring, No PIV Issued

Hello,

A PIV request for                of                         under
                              : has been approved.
The contract expires in less than six months so a PIV cannot be issued however a
CMS ID has been generated for this applicant.


Thank you,
Enterprise User Administration (EUA)
```

Figure 70*: Email Notifying Expiring Contract*

Please contact your CMS COR / Federal Approver to resolve this in ICT using the EUA ICT Approvers Guide.

Appendix A: Snapshots of the information needed in the Access Request Form

The "Additional Details" section will display the required information according to the Category (CMS Employee, Contractor, and Federal Agency) and User Type (showing a few examples).

Figure 71: User Details section - Contractor (Contract Term longer than 6 months)

Figure 72: User Details section - CMS Employee

Figure 73: Personal details section - Contractor

Figure 74: Personal Details section – Foreign National Contractor

Figure 75: Personal Details section – CMS Employees Federal

Figure 76: Personal Details section – Federal Agency and Business Partner

Figure 77: Contact Details section

Figure 78: Additional Details section – CMS Employee

Figure 79: Additional Details section – Federal Agency Employees

Figure 80: Additional Details section – HPMS Business Partner

Figure 81: Additional Details section – Contractor (Contract Term longer than 6 months)

Figure 82: Additional Details section - Contractor (Contract Term less than 6 months)

Appendix B: FAQ (Frequently Asked Questions)

Please refer to the [FAQ on the ICT website](#) for other common questions.
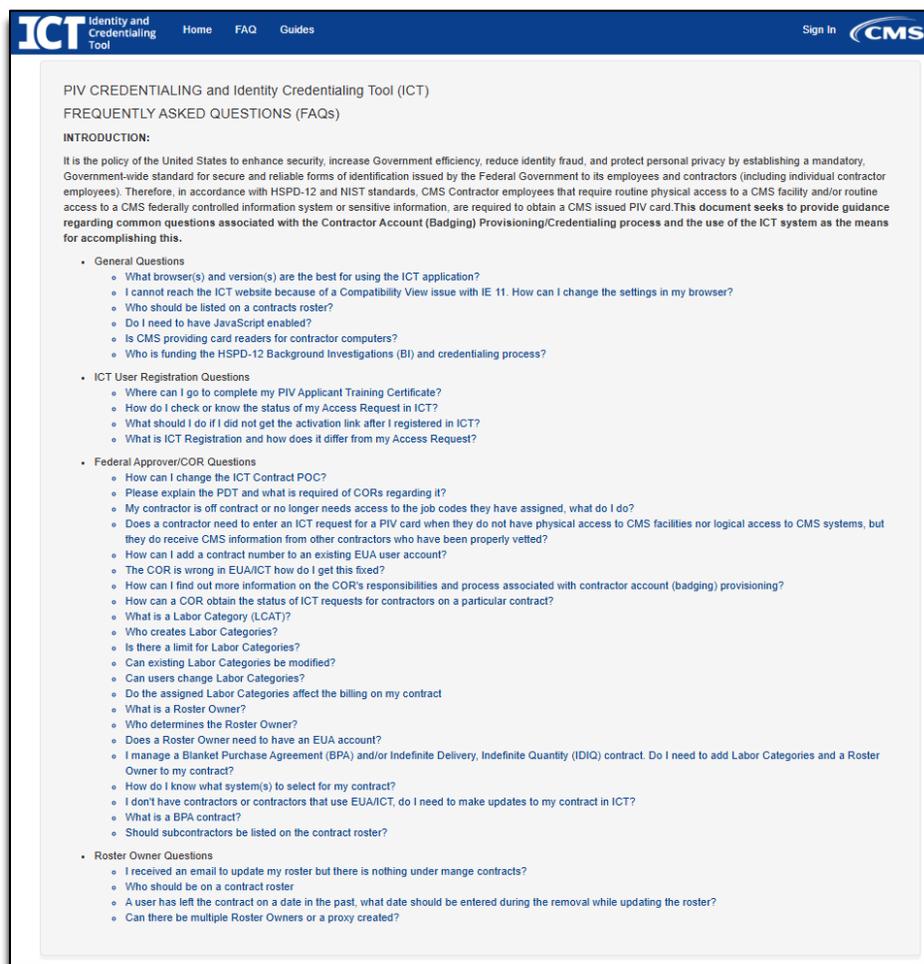
Figure 83: Welcome to the ICT Frequently Asked Questions (FAQ) Page

0.1 I cannot log-in to ICT. It is taking me back to the HOME page.

Please ensure that you are entering your ICT credentials correctly (ICT is CASE SENSITIVE) and that you are NOT using the link from the email notification you receive from either account activation or password reset.

0.2 PIV Applicant Training Information

Each contractor employee who requires a CMS PIV card shall complete the HHS PIV Applicant Training, which is found on the [Contracting Policy and Guidance](#) website. The contractor employee must complete the training and submit the PIV Applicant training certificate after completing the HHS-745 form properly.

0.3 I am getting system errors, and my ICT request cannot be submitted and stays in a loop and freezes

The ICT website is NOT fully compatible with Mozilla Firefox, Safari, and Microsoft Internet Explorer. If you have these issues, try opening ICT in either Google Chrome v69 (or newer) or Microsoft Edge v83 or newer.

0.4 Approval Process for Contractors

For a contractor, once the request has been submitted, it will be reviewed by the contract Point of Contact (POC) or a user with Approval Authority for that contract **(This must be someone at the contract company).** The POC will default to the POC that the contract has listed in SAM.gov. After the POC approves the request, the form will be sent to the Federal Approver/Contract Officer Representative (COR) for final review, and the user will receive an email notification. If a PIV is requested, once the COR approves it, the request will be sent to OSFLO for review and final acceptance. When OSFLO accepts the request, the user and COR will receive an email notification.

Appendix C: Where to find this User Guide

This User Guide is accessible from the ICT login screen.
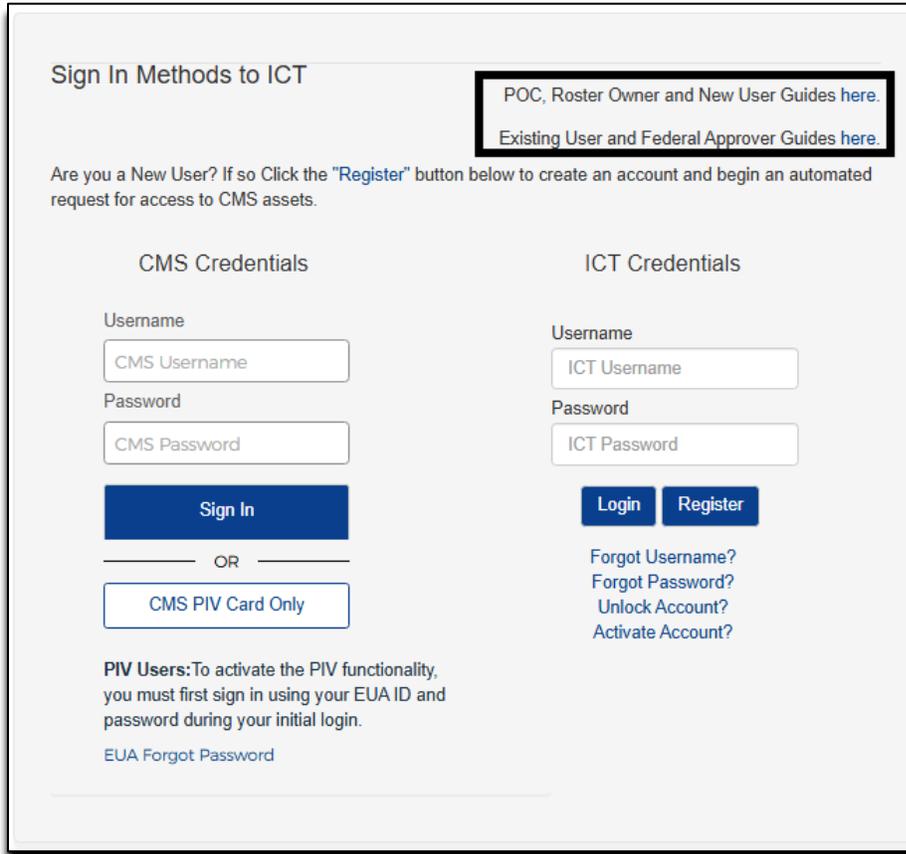
Figure 84: POC and User guides' link on Login Screen

Appendix D: Revision History

Date	Version	Description of Changes
09/27/2016	1.0	Guide for CA-EUA
03/07/2018	2.0	Updated Screenshots and combined ICT User Guide Manual
05/23/2018	2.1	Updated document for new development.
06/06/2018	2.2	Updated document for new development.
08/21/2018	2.3	Updated screenshots and text supporting Additional Documents Need to be Uploaded feature.
09/06/2018	2.4	Added section 9.1, Expiring Contract Notification
11/14/2018	2.5	Updated document for new development adding item 6 and figure 21 for HPMS Business Partner enhancement. Also added HPMS Business Partner and Contractor Additional Details screen shots.
12/04/2018	2.6	Added section 10, OSFLO-Rejected Requests, added screenshot in Appendix A for Personal Details – Contractor – Foreign National. Added Chrome support.
04/03/2019	2.7	Added section 6.1, Update ICT Email Address, added a note for Return for Modification – Fed in section 10.0, OSFLO- Rejected Access Requests, updated screenshots in Appendix A for Additional Details section – CMS Employee – HPMS Business Partner. Updated Figure 21 in section 8.0, New User Request. Updated the URL's for EUADOCS page.
05/02/2019	2.8	Updated information and added a note for HPMS users in section 8.0 New User Request. Added a note for application sent to CMS COR/ Federal Approver directly in section 10.0 OSFLO Rejected Access Requests
06/24/2019	2.9	Updated screenshot showing Suffix in section 3.0 Register in ICT. Updated screenshots showing new Guides and hiding Export 745 from menu in sections 6.0 Login with Username/Password, 6.1 Update ICT Email Address, 8.0 New User Request, 9.0 Access Request Return for Modification, 10.0 OSFLO- Rejected Access Requests. Updated new screenshots in Appendix A.
09/04/2019	3.0	Added information in section 8.0 New User Request and updated a screenshot in Appendix A. Updated Section 2 for new users.
01/11/2021	3.1	Added information in section 8.0 New User Request for Foreign National Contractors and updated a screenshot in Appendix A.

Date	Version	Description of Changes
05/10/2021	3.2	Added Unlock Account section, Activate Account session, Change Password section, Set Security Questions section, and Request CMS PIV by Federal Agency section.
08/02/2021	3.3	Removed references to Internet Explorer and replaced with Microsoft Edge as required.
05/28/2024	3.4	Added Section 12.0 and 13.0 for submitting for background check only, without generating a EUA ID and submitting for a CMS ID through ICT account that has submitted for background check only
06/25/2024	3.5	Created separate section for Login with Username/password previously in Activate Identity section
08/07/2024	3.6	Updated EFI references to ICT
11/26/2024	3.7	Removed "Formerly known as EFI"
03/12/2025	3.8	Reformatted document to meet accessibility best practices and made minor typographical and grammatical updates. No content was changed.
04/02/2025	3.9	Created Section 13, point 17: "All credentialing steps must be completed before the EUA account can be activated."
09/12/2025	4.0	Updated the note for the maximum file size to 4MB in Section 13.0 step 9
10/21/2025	4.1	Updated screenshots under the following sections: 3.0 Register in ICT (Figure 1, 2, 3, 4) 4.0 Forgot Username (Figure 6, 8, 10) 5.0 Forgot Password (Figure 12) 8.0 Login with Username/Password (Figure 15 and Figure 16) 9.0 Update ICT Email Address (Figure 17 and Figure 18 10.0 Reset Password (Figure 20 and Figure 21) 11.0 Change Password (Figure 22) 12.0 Set Security Questions (Figure 24) 13.0 New User Request (Figure 26, 28, 29, 30, 31, 32, 33, 35, 36, 37, 38) 14.0 New User Request For Background Check Only (Figure 39) Appendix A: Snapshots of the information asked in each section of the Access Request Form (Figure 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61) Appendix B: FAQ (Figure 62) Appendix C: Where to find this User Guide > (Figure 63)
11/19/2025	4.2	Information and screenshots updated under the following sections:

Date	Version	Description of Changes
		Section 3.0 Register in ICT: Updated the text and added a Note. Updated (Figure 4). Section 13.0 New User Request: Added a Note that this process applies to CMS Employee, Federal Agency and Business Partners users. For contractor users please refer to Section 13.1. Deleted steps and notes related to Contractors. Updated Step 5 and Step 6. Updated (Figure 34 and Figure 40). Section 14.0 New User Request For Background Check Only: Added a Note. New sections added with information and screenshots: Section 3.1 User Registraion via Email Invite. Section 13.1 New User Request from an Email Invite. Updated screenshots under the following section: Appendix A: Snapshots of the information asked in each section of the Access Request Form: Updated (Figures 71, 73, 74, 81 and 82).
12/2/2025	4.3	Updated information and screenshots under the following section: Section 17.0 OSFLO-Rejected Access Requests: Name changed to "OSFLO-Returned ICT Application. Updated (Figure 67 and Figure 68). Updated the Descriptions for the Figures (Figures 67, 68 and 69).
01/20/2026	4.4	Updated information and screenshots under the following section: Section 13.1 New User Request from an Email Invite Updated text that Passport information must be entered and updated Figure 46

Date	Version	Description of Changes
		Appendix A: Updated Figure 74