



DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Office of Technology Solutions

**Identity and Credentialing Tool (ICT)
POC Guide**

August 7, 2024

Version 2.4

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1.0 Introduction

When a contract is entered into the Identity and Credentialing Tool (ICT) <formerly EUA Front-End Interface>, a primary Point of Contact (POC) is designated. **The POC possesses Approval Authority for that contract.** A user may request to be a POC Approval Authority for multiple contracts. Approval Authority will provide the user the ability to manage access requests only for those specific contracts. The **Manage > POC Access Request** feature allows POC the ability to search for access requests, review the information provided for the access request, approve the request, return it to the requester for modification, or reject and delete the request.

A POC must first register for an ICT (FORMERLY EFI) account before they can manage access requests (refer to the **ICT New User Guide** for instructions on the registration process). During the registration process, **the email address entered by the user will be matched against the contract's POC email address in the system.** If there is a match between the email address entered by the user during the registration process and the contract's POC email address, the user will be assigned with the POC role. **The POC will need to fill out the form online and just click the Save Request button** (this is to create the new POC record in ICT (FORMERLY EFI)).

In many cases, the **primary POC would like to delegate Approval Authority to other users** empowering them to manage access requests on the POC's behalf. In order to approve requests in ICT (FORMERLY EFI) and to be the new Approval Authority delegate, a non-POC user must register first for an ICT (FORMERLY EFI) account (refer to the **ICT New User Guide** for instructions on the registration process). **The new POC requesting authority** will need to login in ICT (FORMERLY EFI) click on the username link at the top menu and then click on the Manage Authorities option in order to initiate the request for Approval Authority by typing the primary POC's email address. The primary POC will then choose to grant or deny the Approval Authority to the requester. The request for Approval Authority will be sent to the contract's POC email address and the primary POC will be able to grant or deny it directly from the link options provided in the email. **Once the Approval Authority is granted, the new POC delegated authority will be able to manage access request on the POC's behalf. If the POC email address is incorrect please work with your COR** (Contract Officer Representative) to have the CO (Contract Officer) to update this in the CAMS (Comprehensive Acquisition Management System) system. CAMS pulls its information about contractors from SAM.gov, therefore contractors should ensure the POC in SAM.gov is current and able to complete the above process. If a change is required in CAMS, a contract modification will have to be completed by the CO.

2.0 EUA Credentials Sign in Method Username and Password

If you are a POC and have an EUA ID, you must sign in using your EUA username and password or PIV Card.

1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT (FORMERLY EFI) Sign in page. If you have an active EUA ID, use the EUA Credentials Sign in located on the left side of the page ([Figure 1](#)

Figure 1: ICT Sign in Page

2. Enter your EUA username and password and click **Sign in**.
3. **Agree** to the terms on the Warning Screen ([Figure 2](#)

Figure 2: Warning Screen

4. A successful login will take you to the ICT (FORMERLY EFI) homepage ([Figure 3](#))

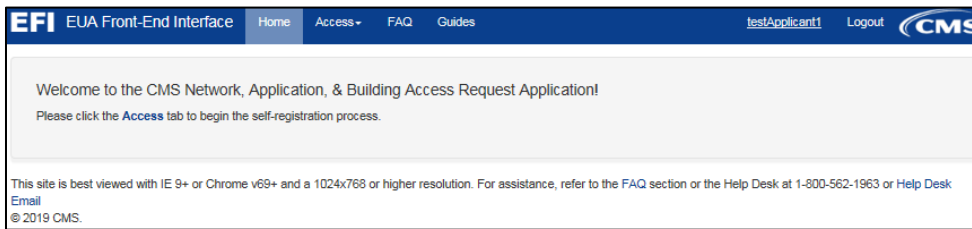


Figure 3: ICT Homepage

3.0 EUA Credentials Sign in Method Via PIV Card

1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT (FORMERLY EFI) Sign in page. If you have an active EUA ID, use the EUA Credentials Sign in located on the left side of the page ([Figure 4](#))

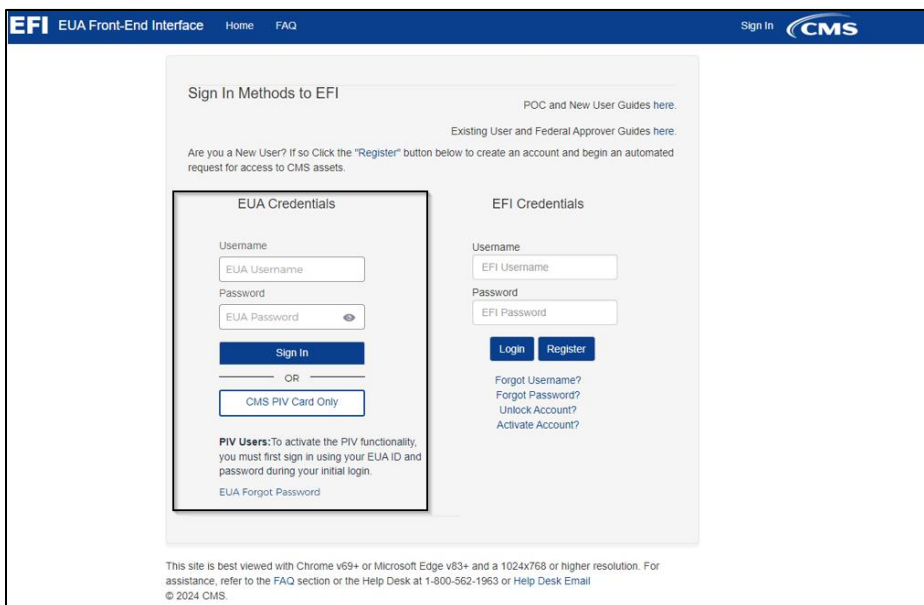


Figure 4: ICT Sign in Page

2. Click CMS PIV Card Only.

3. **Agree** to the terms on the Warning Screen ([Figure 5](#)).

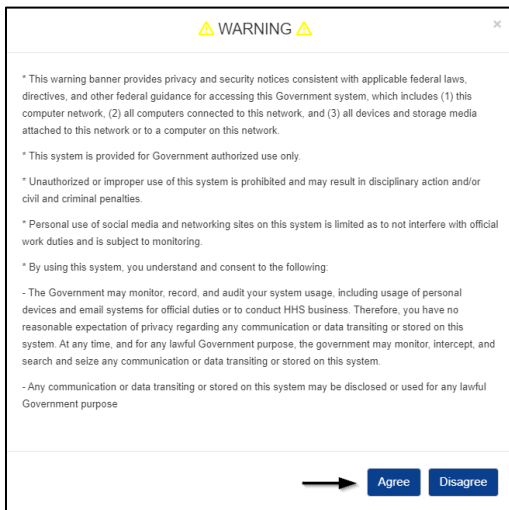


Figure 5: Warning Screen

4. If prompted by your web browser, **select** your PIV certificate. **Enter** your PIV pin in the pop-up ActivClient dialog box and click OK ([Figure 6](#)).

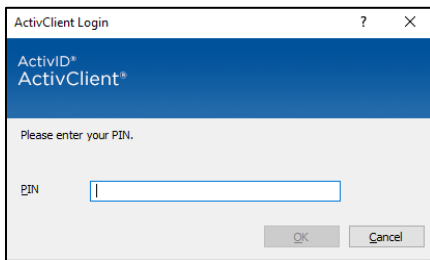


Figure 6: PIV Pin Pop Up

5. A successful login will take you to the ICT (FORMERLY EFI) homepage ([Figure 7](#)).

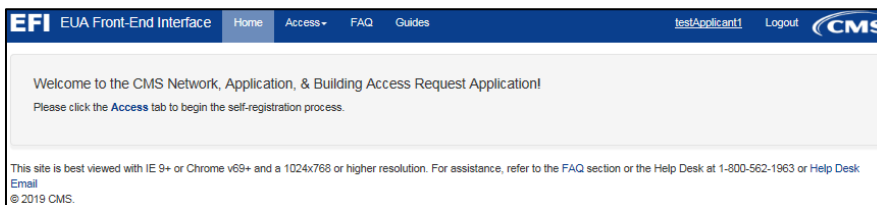


Figure 7: ICT Homepage

4.0 Sign Method With ICT Credentials

If you are a POC and **DO NOT** have an EUA ID, you must sign in using your ICT (FORMERLY EFI) username and password.

1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT (FORMERLY EFI) Sign in page. Use the ICT Credentials Sign in located on the right side of the page ([Figure 8](#)).

The screenshot shows the 'EFI EUA Front-End Interface' sign-in page. The header includes 'EFI', 'EUA Front-End Interface', 'Home', 'FAQ', 'Sign In', and the 'CMS' logo. The main content area is titled 'Sign In Methods to EFI' and includes links for 'POC and New User Guides here.' and 'Existing User and Federal Approver Guides here.' It asks if the user is a new user and provides a 'Register' button. There are two login sections: 'EUA Credentials' with fields for 'EUA Username' and 'EUA Password', a 'Sign In' button, and a 'CMS PIV Card Only' button; and 'EFI Credentials' with fields for 'EFI Username' and 'EFI Password', 'Login' and 'Register' buttons, and links for 'Forgot Username?', 'Forgot Password?', 'Unlock Account?', and 'Activate Account?'. A 'PIV Users' note states that initial login is required for PIV functionality. A footer note mentions browser requirements and provides contact information for assistance.

Figure 8: ICT Sign in Page

2. Enter your ICT username and password and **click** Sign in. The ICT username is case sensitive so it must be entered exactly the same when it was registered.

3. **Agree** to the terms on the Warning Screen ([Figure 9](#)).

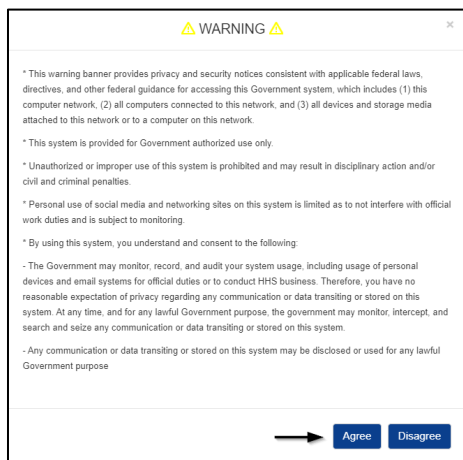


Figure 9: Warning Screen

4. A successful login will take you to the ICT homepage ([Figure 10](#)).

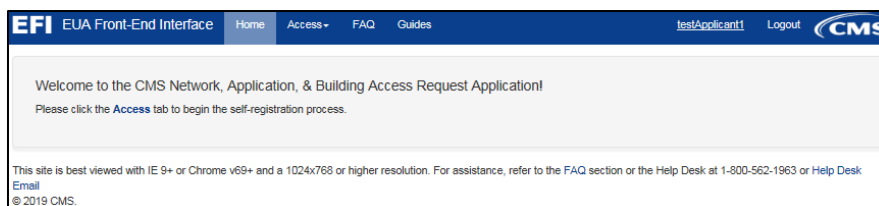


Figure 10: ICT Homepage

5.0 Approve Access Request

The following steps will guide the POC Approver on how to review the access request, attest to its accuracy, and approve it. An email confirmation will be sent to the applicant informing them of the approval.

STOP: Before you start to manage access requests you will need to have an ICT account (Please refer to the ICT New User Guide for instructions on the registration process) and ask your CMS COR for assistance. If you are the primary POC for the contract please make sure to use the exact email address during the registration process as it will be matched against the contract's POC email address. If there is a match between the email address entered and the contract's POC email address, you will be assigned the POC role. If there is not a match, as a POC (primary or delegated) you will need to fill out the form online and just click the Save Request button (this is to create the new POC record in ICT (FORMERLY EFI)).

1. From the ICT login page (<https://eua.cms.gov/efi>) enter your EUA Credentials, if you have an EUA ID or ICT Username and Password and then click the Login button. (ICT Credentials are case-sensitive).

Figure 11: ICT Sign in Page

2. At the WARNING pop-up message, click the Agree button once you are ready to continue. A successful login will take you to the ICT (FORMERLY EFI) Home page, please go to the top menu and click **Manage** and then click on **POC Access Requests**.

Note: You can verify if you have the ICT Point of Contact Role when you click on the username link on the top menu.

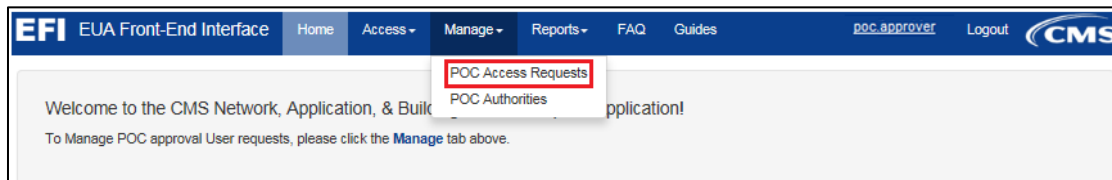


Figure 12: POC Access Requests – Menu

3. Search for the request using the **Search** text field on the “Manage Submitted Access Requests” page.

- Click the **Review** link button for the request you want to review and then approve once you verified the information in the applicant request is correct. You can go to the first or last page in the queue by clicking **First** or **Last**.

Note: The PIV Request column displays the Reason for Issuance for the request with values of New Application, Renewal, Lost, Stolen, Damaged, Expired, and Name Change.

The list of submitted access requests can be found below. Please review the requests below and take the appropriate action.							
10	records per page		Search: <input type="text"/>				
Username	Legal Name	Request Type	Submit Date	Logical Sensitivity	Risk Level	PIV Request	Action
dev.r4.applicant15	dev.r4 applicant15	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Damaged	Review
dev.r4.applicant16	dev.r4 applicant16	Contractor - IT Development and Support Contractors	07/02/2018	PIV	T2	Renewal	Review
dev.r4.applicant17	dev.r4 applicant17	Contractor - IT Development and Support Contractors	06/22/2018	PIV	T2	Renewal	Review
dev.r4.applicant18	dev.r4 applicant18	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Renewal	Review
dev.r4.applicant23	Dev.r4 Applicant23	Contractor - Building/Facility Access Only	05/25/2018	PIV (Physical Only)	T1	New Application	Review
Showing 1 to 10 of 12 entries						First	Previous
						1	Next
							Last

Figure 13: Manage Submitted Access Requests – Page

- Once you complete the review of the applicant request and before proceeding, you will need to click the Attestation check box (required), so the **Approve** button becomes available for your approval.

Note: As a POC, you will be able to open and view the PIV Training Certificate and “Other” documentation. You can only confirm the presence of the Resume and OF-306. OSSO uses these documents when processing the request.

☐

By approving this request I attest that the associated applicant is currently working under the CMS contract cited in the application and meets all requirements as included in the current contract, to include but not limited to:

- E-Verify requirements as stated in the Federal Acquisition Regulation (FAR), Part 22 - Application of Labor Laws to Government Acquisition, Subpart 22.18 - , Employment Eligibility Verification.
- Contractor residency requirements as stated in the CMS Security Clause, Section c.i. Contractor Screening of Applicants.

[Approve](#)
[Return For Modification](#)
[Reject and Delete](#)
[Return](#)

Figure 14: Approve Access Request – Button

- An email confirmation will be sent to the applicant and to the POC approver (both will receive separate emails) to notify of the request approval.

From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
 Sent: Monday, March 05, 2018 2:10 PM
 To: Applicant, Test <test.applicant@gmail.com>
 Subject: EFI Request Approved for Test Applicant

Hello Test Applicant,

Primary POC has approved your application in EFI. The application has been routed for review to the assigned federal approver. Once reviewed by your federal approver you will receive an email with the status of your application.

Thank you,
 Enterprise User Administration (EUA)

Figure 15: Email notification of the request approved

Return to Manage Submitted Access Requests

The following steps will guide the POC Approver on how to return back to the Manage Requests page to see the list of pending requests. If you need to continue to review a request please refer to the steps on [Approve Access Request](#).

- If you need to go back to the Manage Access Requests you just need to click the **Return** button on the Details page.



Figure 16: Return to Manage Submitted Access Requests – Return button

- The button will return you to the Manage Submitted Access Requests page where you can see the list of your pending requests. Any sorting or filtering you might have made will be retained.

Manage Submitted Access Requests							
The list of submitted access requests can be found below. Please review the requests below and take the appropriate action.							
10 records per page		Search: <input type="text"/>					
Username	Legal Name	Request Type	Submit Date	Logical Sensitivity	Risk Level	PIV Request	Action
dev.r4.applicant15	dev.r4 applicant15	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Damaged	Review
dev.r4.applicant16	dev.r4 applicant16	Contractor - IT Development and Support Contractors	07/02/2018	PIV	T2	Renewal	Review
dev.r4.applicant17	dev.r4 applicant17	Contractor - IT Development and Support Contractors	06/22/2018	PIV	T2	Renewal	Review
dev.r4.applicant18	dev.r4 applicant18	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Renewal	Review
dev.r4.applicant23	Dev.r4 Applicant23	Contractor - Building/Facility Access Only	05/25/2018	PIV (Physical Only)	T1	New Application	Review
Showing 1 to 10 of 12 entries							
		First Previous 1 Next Last					

Figure 17: Return to Manage Submitted Access Requests – Page

6.0 Return Access Request for Modification

The following steps will guide the POC Approver on how to review the access request, indicate the Access Request form fields that need to be reviewed, and how to send it back to the requester for modification. An email confirmation will be sent to the requester informing them of the required modification. When the requester goes back to view the request, the form fields and the sections will be marked for correction.

1. From the ICT login page (<https://eua.cms.gov/efi>) enter your EUA Credentials, if you have an EUA ID or ICT Username and Password and then click the Login button. (ICT Credentials are case-sensitive).

Figure 18: ICT Sign in Page

2. At the WARNING pop-up message, click the Agree button once you are ready to continue. A successful login will take you to the ICT Home page, please go to the top menu and click **Manage** and then click on **POC Access Requests**.

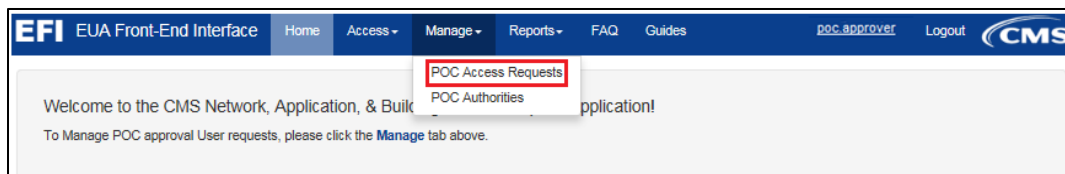


Figure 19: Return Access Request for Modification – Menu

3. Search for the request using the **Search** text field on the “Manage Submitted Access Requests” page.

- Click the **Review** link button for the request you want to review to make sure that the information in the applicant request is correct. You can go to the first or last page in the queue by clicking **First** or **Last**.

Manage Submitted Access Requests

The list of submitted access requests can be found below. Please review the requests below and take the appropriate action.

10 records per page

Search:

Username	Legal Name	Request Type	Submit Date	Logical Sensitivity	Risk Level	PIV Request	Action
dev.r4.applicant15	dev.r4.applicant15	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Damaged	Review
dev.r4.applicant16	dev.r4.applicant16	Contractor - IT Development and Support Contractors	07/02/2018	PIV	T2	Renewal	Review
dev.r4.applicant17	dev.r4.applicant17	Contractor - IT Development and Support Contractors	06/22/2018	PIV	T2	Renewal	Review
dev.r4.applicant18	dev.r4.applicant18	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Renewal	Review
dev.r4.applicant23	Dev.r4.Applicant23	Contractor - Building/Facility Access Only	05/25/2018	PIV (Physical Only)	T1	New Application	Review

Showing 1 to 10 of 12 entries

First Previous 1 Next Last

Figure 20: Return Access Request for Modification – Page

- Review the request information and click the **Return For Modification** button on the Status page.

☐ By approving this request I attest that the associated applicant is currently working under the CMS contract cited in the application and meets all requirements as included in the current contract, to include but not limited to:

- E-Verify requirements as stated in the Federal Acquisition Regulation (FAR), Part 22 - Application of Labor Laws to Government Acquisition, Subpart 22.18 - , Employment Eligibility Verification.
- Contractor residency requirements as stated in the CMS Security Clause, Section c.i. Contractor Screening of Applicants.

Figure 21: Return Access Request for Modification – Button

- From the *Section* and *Field* dropdown options, provide a *Reason* in the “Decline Reasons” pop-up box for each revision you would like the requester to make changes.
- Click the **Add** button to add another field to review. For the “Reason”, you will need to type less than 255 characters.

Note: “Problems:” counter indicates how many fields are already indicated to be revised.

Figure 22: Return Access Request for Modification - Decline Reasons Form

8. Once you have indicated all the fields for revision, click the **Return for User Modification** button.
9. An email confirmation message will be sent to the applicant with information on how to correct the request.

```

From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Monday, March 05, 2018 2:10 PM
To: Applicant, Test <test.applicant@gmail.com>
Subject: EFI Request Returned for Modification: Test Applicant

Hello Test Applicant,

Primary POC has returned your EFI Access Request for modification. Please log
into EFI, review your request, and correct any mistakes marked by the reviewer.

Thank you,
Enterprise User Administration (EUA)

```

Figure 23: Email Notification of the Request Returned for Modification

7.0 Reject and Delete Access Request

The following steps will guide the POC Approver on how to reject and delete the access request from the system. The POC may choose to provide a reason for the deletion of the request. Once the access request has been deleted, the requester's account will be deleted from the ICT (FORMERLY EFI) system as well. An email message will be sent to the requester informing them of the deletion. If the requester would like to re-submit the request, they would need to re-register in ICT and re-create the access request.

1. From the ICT login page (<https://eua.cms.gov/efi>) enter your EUA Credentials, if you have an EUA ID or ICT Username and Password and then click the Login button. (ICT Credentials are case-sensitive).

Figure 24: ICT Sign in Page

At the WARNING pop-up message, click the **Agree** button once you are ready to continue. A successful login will take you to the ICT Home page.

Go to the top menu and click Manage and then click on **POC Access Requests**.

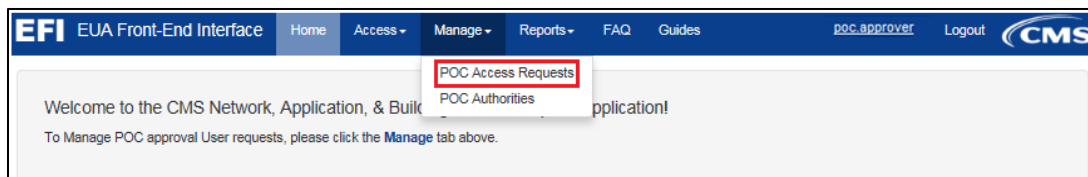


Figure 25: Reject and Delete Access Request – Menu

2. Search for the request using the **Search** text field on the “Manage Submitted Access Requests” page.
3. Click the **Review** link button for the request you want to review. You can go to the first or last page in the queue by clicking **First** or **Last**.

Manage Submitted Access Requests

The list of submitted access requests can be found below. Please review the requests below and take the appropriate action.

10 records per page Search:

Username	Legal Name	Request Type	Submit Date	Logical Sensitivity	Risk Level	PIV Request	Action
dev.r4.applicant15	dev.r4.applicant15	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Damaged	Review
dev.r4.applicant16	dev.r4.applicant16	Contractor - IT Development and Support Contractors	07/02/2018	PIV	T2	Renewal	Review
dev.r4.applicant17	dev.r4.applicant17	Contractor - IT Development and Support Contractors	06/22/2018	PIV	T2	Renewal	Review
dev.r4.applicant18	dev.r4.applicant18	Contractor - IT Development and Support Contractors	06/06/2018	PIV	T2	Renewal	Review
dev.r4.applicant23	Dev.r4.Applicant23	Contractor - Building/Facility Access Only	05/25/2018	PIV (Physical Only)	T1	New Application	Review

Showing 1 to 10 of 12 entries

First Previous 1 Next Last

Figure 26: Reject and Delete Access Request – Page

- Review the request information and click the **Reject and Delete** button on the Status page.

☐ By approving this request I attest that the associated applicant is currently working under the CMS contract cited in the application and meets all requirements as included in the current contract, to include but not limited to:

- E-Verify requirements as stated in the Federal Acquisition Regulation (FAR), Part 22 - Application of Labor Laws to Government Acquisition, Subpart 22.18 - , Employment Eligibility Verification.
- Contractor residency requirements as stated in the CMS Security Clause, Section c.i. Contractor Screening of Applicants.

[Approve](#)
[Return For Modification](#)
[Reject and Delete](#)
[Return](#)

Figure 27: Reject and Delete Access Request – Button

- Provide a *Decline Reason* and then click the **Reject and Delete** button again on the pop-up box.

Note: For the “Decline Reason”, you will need to type less than 255 characters.

Decline Reason ✕

[Reject and Delete](#)

Figure 28: Reject and Delete Access Request - Pop-up Box

- An e-mail confirmation will be sent to the requester informing them of the rejection of their request. The user will need to re-register and submit another request if needed.

8.0 Request POC Approval Authority

The following steps will guide a regular user on how to request POC Approval Authority from the primary POC using the POC's email address designated in the contract. An email message will then be sent to the primary POC prompting them to grant or deny Approval Authority to the requester. Once POC Approval Authority is granted, the user will be able to view, approve, return for modification, reject and delete access requests on behalf of the POC.

STOP: Before you start you will need to have an ICT account (Please refer to the ICT New User Guide for instructions on the registration process) and ask your CMS COR for assistance. Please make sure to use the contract's POC email address in order to obtain the POC role.

Note: The primary POC needs to register and have an ICT account so when the approval authority is requested by another user, the POC role can be added. Approval Authority can be granted to more than one designated user from the contractor company.

1. From the ICT login page (<https://eua.cms.gov/efi>) enter your EUA Credentials, if you have an EUA ID or ICT Username and Password and then click the Login button. (ICT Credentials are case-sensitive).

Figure 29: ICT Sign in Page

- From the ICT top menu, click the username link button on the ICT home page.

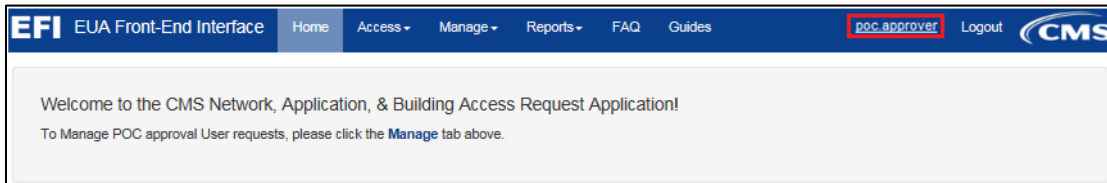


Figure 30: Request Approval Authority – Menu

- Click the **Manage Authorities** link button on the “Account Details” page.

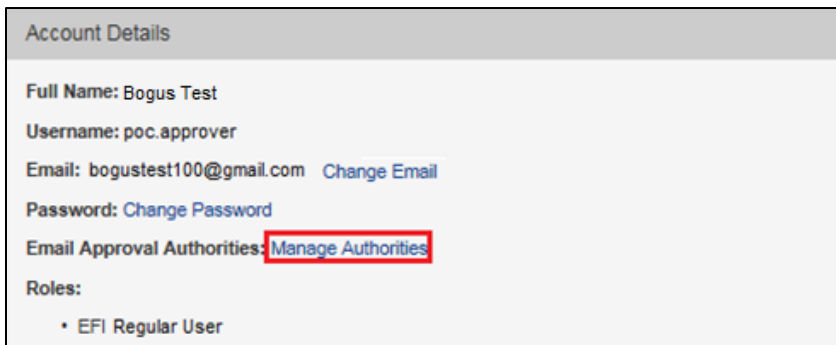


Figure 31: Request Approval Authority - Account Details Page

- In the **Add Email Address** text field, enter the email address of the primary POC (setup in the contract) on whose behalf you are requesting POC delegated authority and then click the **Add** button.

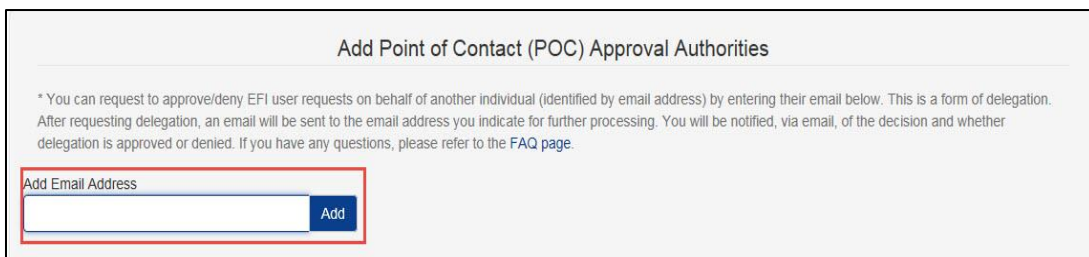


Figure 32: Request Approval Authority - Add POC Email

- An email will be sent to the primary POC from your delegated approval authority request.

9.0 Approve and Deny Approval Authority

The following steps will guide the primary POC on how to review an email message when an Approval Authority request has been made. Two links are provided to grant or deny Approval Authority to the requester(s).

Note: The primary POC will approve or deny the delegated approval in an email only.

1. As a primary POC you will receive an email if a user has requested Approval Authority.
2. Review the ICT (FORMERLY EFI) **Approval Authority Request email** and click either the **Grant Approval Authority to <user>** or **Deny Approval Authority to <user>** link from within the email in order to grant or deny Approval Authority. After you click one of the links based on your decision then you will be re-directed to the ICT login page with a confirmation for the Approval Authority denied or granted ([Figure 34](#) and [Figure 35](#)).

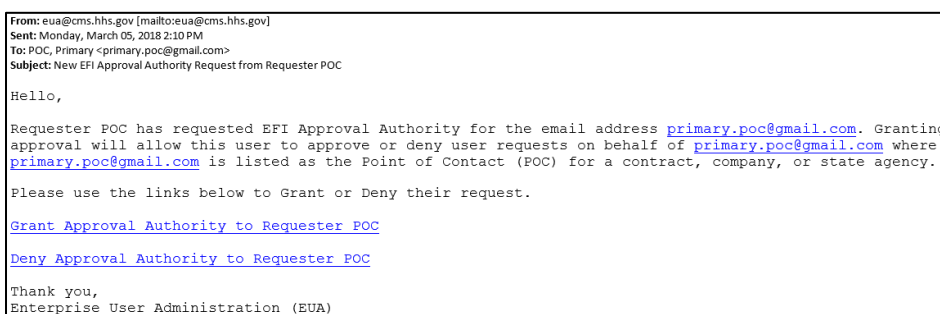


Figure 33: Approve and Deny Approval Authority - Request Email

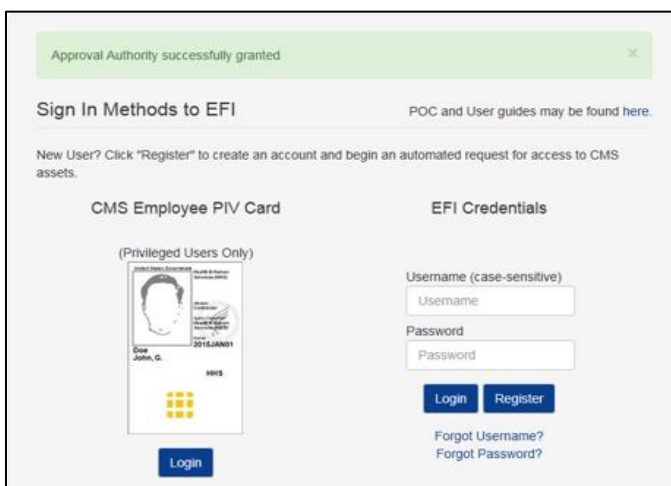
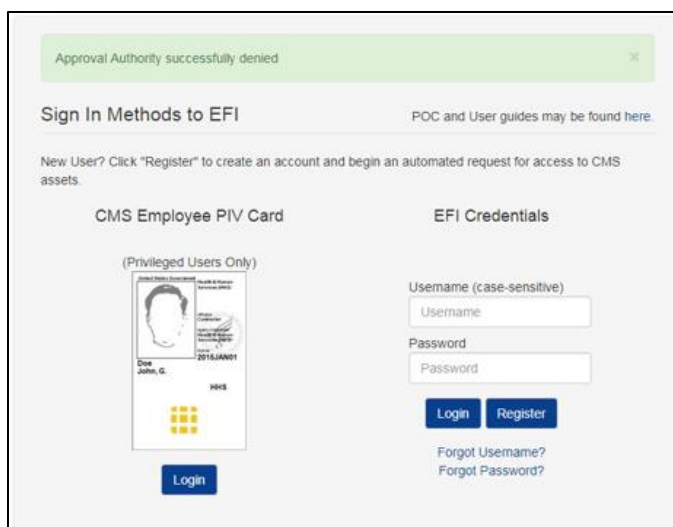


Figure 34: Approval Authority Granted




Approval Authority successfully denied

Sign In Methods to EFI [POC and User guides may be found here.](#)

New User? Click "Register" to create an account and begin an automated request for access to CMS assets.

CMS Employee PIV Card

(Privileged Users Only)



Login

EFI Credentials

Username (case-sensitive)

Password

Login Register

[Forgot Username?](#)
[Forgot Password?](#)

Figure 35: Approval Authority Denied

3. An **email confirmation** will be sent to the user who requested Approval Authority informing of the decision.

From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
 Sent: Monday, March 05, 2018 2:10 PM
 To: POC, Requester <requester.poc@gmail.com>
 Subject: New EFI Approval Authority Granted for Requester POC

Hello,

Approval Authority request primary.poc@gmail.com made by Requester POC has been approved. To manage requests, please log into [EFI](#) and use the manage tab.

Thank you,
 Enterprise User Administration (EUA)

Figure 36: Approval Authority Granted - E-mail Confirmation

10.0 Manage Approval Authority

The following steps will guide the POC on how to view all the users with delegated Approval Authority. The POC also has the option to remove Approval Authority from a user after an authority has been granted.

1. From the ICT login page (<https://eua.cms.gov/efi>) enter your EUA Credentials, if you have an EUA ID, or ICT Username and Password and then click the Login button. (ICT Credentials are case-sensitive)

Figure 37: ICT Sign in Page

- At the WARNING pop-up message, click the Agree button once you are ready to continue. A successful login will take you to the ICT Home page, please go to the top menu and click **Manage** and then **POC Authorities**.

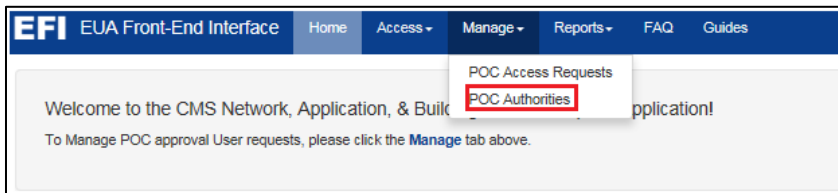


Figure 38: Manage Approval Authority – POC Authorities Menu

- Select from the list or search for the POC who made the request for Approval Authority using the **Search** text field on the “Manage Point of Contact (POC) Delegated Approval Authorities” page.

POC	Approved	Action
Jon Doe (JonDoe)	true	Remove
Jon Doe (JonDoe1)	false	Remove

Showing 1 to 2 of 2 entries

Figure 39: Manage Approval Authority – Page

4. The “Approved” status of **true** indicates Approval Authority was given to that user while **false** indicates the approval is still pending and you should look for an email request. You can click on the **Remove** link button in order to remove the user’s Approval Authority.

11.0 Where to find this POC Guide

This POC Guide is accessible from the ICT (FORMERLY EFI) login screen.

The screenshot shows the 'Sign In Methods to EFI' login screen. At the top, there is a red-bordered box containing the following text: 'POC and New User Guides here.' and 'Existing User and Federal Approver Guides (Internal) here (External) here.' Below this, there is a message: 'Are you a New User? If so Click the "Register" button below to create an account and begin an automated request for access to CMS assets.' The screen is divided into two main sections: 'CMS Employee PIV Card' and 'EFI Credentials'. The 'CMS Employee PIV Card' section shows a sample PIV card for 'Doe John, G.' with a 'Login' button below it. The 'EFI Credentials' section has input fields for 'Username' and 'Password', 'Login' and 'Register' buttons, and links for 'Forgot Username?' and 'Forgot Password?'.

Figure 40: User Guide on Log in Screen

This ICT POC Guide is accessible in the following locations:

Users without a CMS EUA ID:

<https://www.cms.gov/About-CMS/Contracting-With-CMS/ContractingGeneralInformation/Contracting-Policy-and-Resources.html>

Users who access from a CMS Office or VPN (requires CMS EUA ID and password):

<https://cms-lms.usalearning.net/course/view.php?id=23>

Users without access to a CMS Office or VPN (requires CMS EUA ID and password):

<https://cms-lms.usalearning.net/course/view.php?id=23>

APPENDIX A: FAQ (Frequently Asked Questions)

Please refer to the FAQ in the ICT website for other common questions

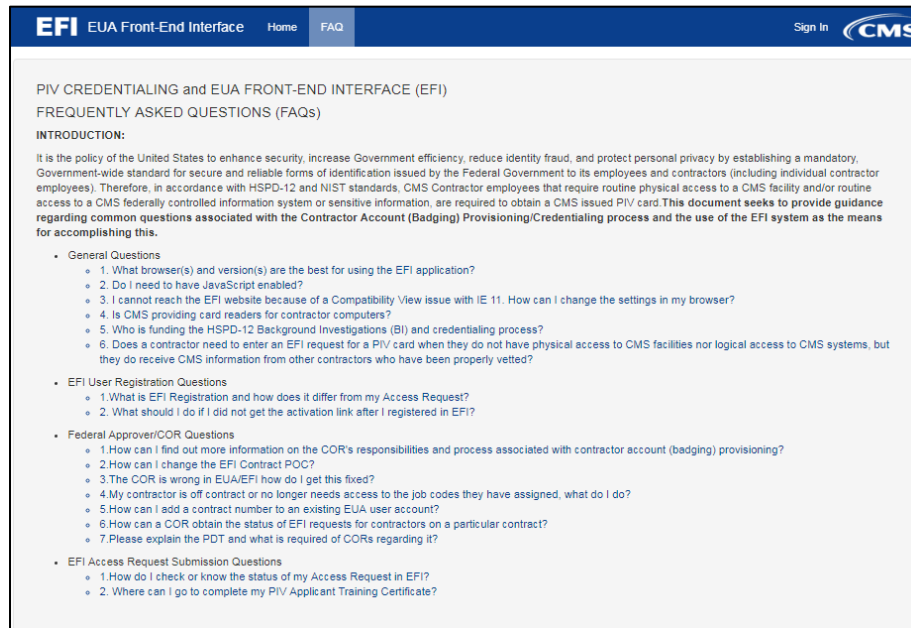


Figure 41: Welcome to the ICT Frequently Asked Questions (FAQ) Page

I cannot login in ICT it is taking me back to the HOME page

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

I am getting system errors and cannot approve ICT requests

ICT website is not compliant with Mozilla Firefox, Safari or Microsoft Internet Explorer browsers. If you are having these issues try opening ICT in either Google Chrome v69+, or newer, or Microsoft Edge v89+ or newer.

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). 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 then receive an email notification.

APPENDIX B: REVISION HISTORY

Table 1: Revision History

Date	Version	Description of Changes
12/15/2017	1.3	Updated information for Introduction. Updated information and some screenshots for Approve Access Request, Return Access for Modification, Reject and Delete Access Request, Request Approval Authority, Approve and Deny Approval Authority and Manage Approval Authority.
02/21/2018	1.4	Updated information for Introduction. Updated information and notes for Request POC Approval Authority. Added a note in the Approve and Deny Approval Authority. Added FAQ (Frequently ask questions)
03/16/2018	1.5	Reformatted
06/12/2018	1.6	Updated with current screenshots.
07/18/2018	1.7	Updated with current screenshots and text providing details regarding Reason for Issuance values in the PIV Request column.
04/03/2019	1.8	Updated screenshots for new Return button and added section 2.1 for Return to Manage Submitted Access Requests steps. Updated URL's for EUADOCS page.
05/31/2019	1.9	Updated screenshots
06/06/2019	2.0	Updated FAQ
07/08/2019	2.1	Updated screenshots for Export 745 link removed from menu for 2.0 Approve Access Request, 3.0 Return Access Request for Modification, 4.0 Reject and Delete Access Request and 7.0 Manage Approval Authority
08/03/2021	2.2	Updated Appendix A, 2 to specify browser compatibility.
06/25/2024	2.3	Sections 2.0 – 4.0 added for EUA IDM sign in
08/07/2024	2.4	Updated EFI references to ICT