

1. Certification Initiation and Reminder Email to Users

This email will be first sent to the user 45 days before the user's certification due date as part of the certification initiation process. Followed by that, this email will be sent out as a reminder email to remind user to certify by including the number of days left before the certification expires. Reminder email is sent out on day 7, 14, 21, 28 and starting from 31st day email will be sent out every day until the user submits the certification or until the certification due date is past.

Subject: Certification Reminder

You have xx days to certify your access to required resources on system(s) at the Centers for Medicare and Medicaid Services (CMS). This certification must be completed through the Individuals Authorized Access to the CMS Computer Services (IACS). If you fail to certify or your request for certification is not approved your access to the CMS systems will be revoked and the account will be archived. To access the Certification form, please do the following:

Go to <https://applications.cms.hhs.gov>

1. Read the Warning / Reminder statements and select the "**Enter CMS Applications Portal**" button.
2. On the CMS Applications Portal Introduction screen, select the "**Account Management**" hyperlink on the top menu bar.
3. On the Account Management screen, select the "**My Profile**" hyperlink.
4. On the Terms and Conditions screen, read the Privacy Act and Rules of Behavior statements. Check the "**I Accept the Above Terms and Conditions**" box and then select the "**I Accept**" button. You must select both.
5. On the Login to IACS screen, enter your User ID and Password, and select the "**Login**" button.
6. On the My Profile screen, select the "**Certify Account Profile**" hyperlink.

For more information, please contact your IACS Help Desk.

Thank you,
IACS

Please do not reply to this system-generated email

2. Email sent to the user's Approver.

Subject: Action Required: Review Pending Certification Request(s)

You have a Pending Certification request awaiting your approval in the Individuals Authorized Access to the CMS Computer Services (IACS).

The tracking number of this request is REQ-XXXXXXXXXXXXXX

To review your pending request(s), please do the following:

Go to <<https://applications.cms.hhs.gov>>

1. Read the Warning / Reminder statements and select the **“Enter CMS Applications Portal”** button.
2. On the CMS Applications Portal Introduction screen, select the **“Account Management”** hyperlink on the top menu bar.
3. On the Account Management screen, select the **“My Profile”** hyperlink.
4. On the Terms and Conditions screen, read the Privacy Act and Rules of Behavior statements. Check the **”I Accept the Above Terms and Conditions”** box and then select the **“I Accept”** button. You must select both.
5. On the Login to IACS screen, enter your User ID and Password, and select the **“Login”** button.
6. On the My Profile screen, select the **"Pending Certifications"** hyperlink.
7. Approve or Reject your requests.

Thank you,
IACS

Please do not reply to this system-generated email.

3. Reminder Email to user's Approver

Subject: Action Reminder: Review Pending Certification Requests

This is a reminder that you have a pending certification request, REQ-XXXXXXXXXXXX, awaiting your approval in the Individuals Authorized Access to the CMS Computer Services (IACS).

There has been no action on this request for a minimum of XX days.

To review your pending request(s), please do the following:

Go to <<https://applications.cms.hhs.gov>>

1. Read the Warning / Reminder statements and select the **“Enter CMS Applications Portal”** button.
2. On the CMS Applications Portal Introduction screen, select the **“Account Management”** hyperlink on the top menu bar.
3. On the Account Management screen, select the **“My Profile”** hyperlink.
4. On the Terms and Conditions screen, read the Privacy Act and Rules of Behavior statements. Check the **“I Accept the Above Terms and Conditions”** box and then select the **“I Accept”** button. You must select both.
5. On the Login to IACS screen, enter your User ID and Password, and select the **“Login”** button.
6. On the My Profile screen, select the **“Pending Certifications”** hyperlink.
7. Approve or Reject your requests.

Thank you,
IACS

Please do not reply to this system-generated email.

4. Email to the user's approver that the user has not taken any action to certify

Subject: Annual Certification of the user under your approval authority is due soon

This email is to notify you that the annual certification for required resources on the system(s) for Medicare and Medicaid Services (CMS) of the user(s) under your approval authority is due in xx days. If the user(s) fail to certify or if the certification request is not approved, the users' access to the CMS systems will be revoked and the account will be archived.

<User ID><Role name>

Thank you,
IACS

Please do not reply to this system-generated email.

5. Email sent to the Business Owner with instructions to create a SR to approve/reject manually provisioned/top of the chain users' certification request

Subject: Action Required: Review Pending Certification Request

Our records show that you are the Business Owner or designee responsible for approving or rejecting Annual Certification requests for the <Role Name> <ApplicationName> application for users who were manually provisioned or are at the top of the "Chain of Trust" or were originally authorized using CMS Form 20037 "Application for Access to CMS Computer Systems".

You have a pending certification request <REQxxxxxxxx> from <UserName>, <UserID>.

REQUIRED ACTION:

1. Please forward this email to CMS IT Service Desk (cms_it_service_desk@cms.hhs.gov)
2. Request a Service Request (SR) be directed to IACS Administration
3. **IMPORTANT:** Indicate that you either "Approve" or "Reject" the pending Certification Request for <UserName>, <UserID> for the <RoleName> role.

Thank you,
IACS

Please do not reply to this system-generated email.