



# **DEPARTMENT OF HEALTH & HUMAN SERVICES**

Centers for Medicare & Medicaid Services

Office of Technology Solutions (OIT)

Enterprise System Solutions Group (ESSG)

## **Identity and Credentialing Tool (ICT) Roster Owner Guide**

November 17, 2025

Version 1.6

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## Purpose

**A Roster Owner may need to first register for an ICT account** before they can manage their roster (refer to section 1.0 in this guide for instructions on the registration process). During the registration process, **the email address entered by the user will be matched against the Roster Owner 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 Roster Owner email address, the user will be assigned with the roster owner role. If the roster owner has or receives an EUA account, the roster owner email will need to match the primary email as listed in EUA.

This guide provides instructions for Roster Owners to manage their contract. The selected Roster Owner is responsible for managing temporary and non-temporary users on a contract. A key role for the Roster Owner is the offboarding process. When a user leaves a contract, the Roster Owner will initiate the offboarding process by removing the user from the contract in ICT. The Roster Owner will also ensure any existing user has a Labor Category (LCAT).

The removal process requires the Roster Owner to select a date for the user's removal from the contract in EUA.

If removal is selected for a user that has the contract listed as their primary in EUA, their account will be revoked on the specified date and a delete request will be submitted for the user's account in EUA. If the contract is only a secondary contract for the user, the contract will be removed from their EUA profile on the specified date.

For frequently asked questions, please refer to [ICT FAQs](#).

## 1.0 Create an ICT Account

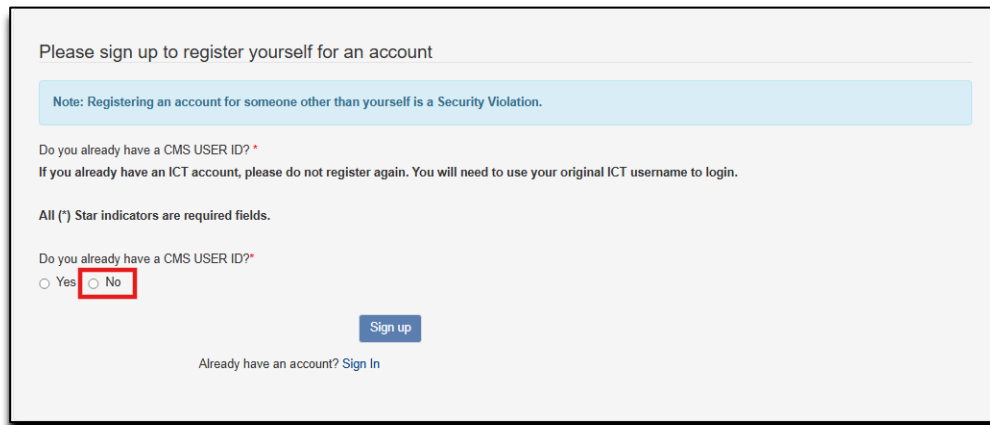
If you do not already have an ICT account you must create one to function as a Roster Owner.

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, and an email address. The user will also be required to enter their email address a second time. After the user clicks the “Sign Up” button, the user will receive an email message containing a link to verify the user’s ownership of the email address and to enable (activate) the ICT account.

**Note: You should use the email that was created by your Company to receive further notifications.**

1. Click **Register** from ICT login page ([EUA-ICT Home Page](#)).
2. Select the **No** radio button to answer the question, “Do you already have a CMS USERID?”



Please sign up to register yourself for an account

Note: Registering an account for someone other than yourself is a Security Violation.

Do you already have a CMS USER ID? \*

If you already have an ICT account, please do not register again. You will need to use your original ICT username to login.

All (\*) Star indicators are required fields.

Do you already have a CMS USER ID? \*

☐ Yes ☒ No

Already have an account? [Sign In](#)

**Figure 1: Please Sign Up page**

3. Enter the personal information requested by the **Please Sign Up** form.
4. After you finished filling in all the required fields, click the **Sign up** button.

Please sign up to register yourself for an account

Note: Registering an account for someone other than yourself is a Security Violation.

Do you already have a CMS USER ID? \*

If you already have an ICT account, please do not register again. You will need to use your original ICT username to login.

All (\*) Star indicators are required fields.

Do you already have a CMS USER ID? \*

☐ Yes ☒ No

ICT Username\*  
JohnDoe1

ICT Password\*  
\*\*\*\*\*

Confirm ICT Password\*  
\*\*\*\*\*

Legal First Name\*  
John

Legal Last Name\*  
Doe

Suffix  
Select

Email\*  
JohnDoe\_Ros@mailinator.com

Confirm Email\*  
JohnDoe\_Ros@mailinator.com

Security Question 1\*  
What was the first vacation you remember?

Answer to Security Question 1\*  
Enter a value

Security Question 2\*  
What was the first musical instrument you played?

Answer to Security Question 2\*  
Enter a value

Security Question 3\*  
What is your Airline frequent flyer number?

Answer to Security Question 3\*  
Enter a value

Security Question 4\*  
Who is your favorite Super Hero?

Answer to Security Question 4\*  
Enter a value

Security Question 5\*  
What is your favorite author?

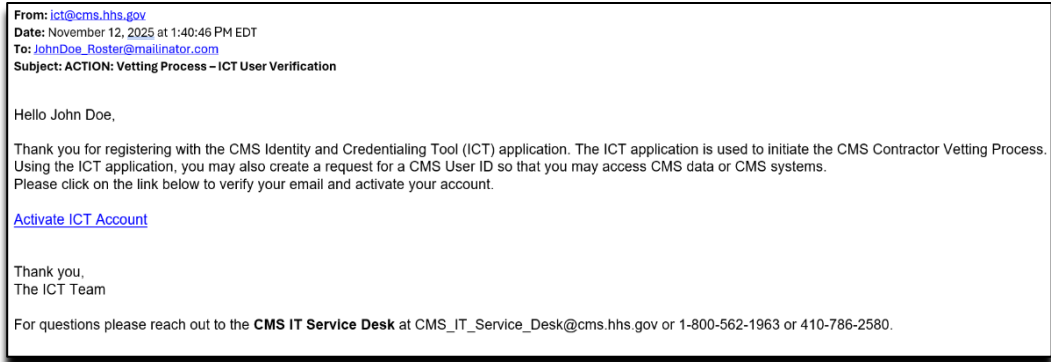
Answer to Security Question 5\*  
Enter a value

[Sign up](#)

Already have an account? [Sign In](#)

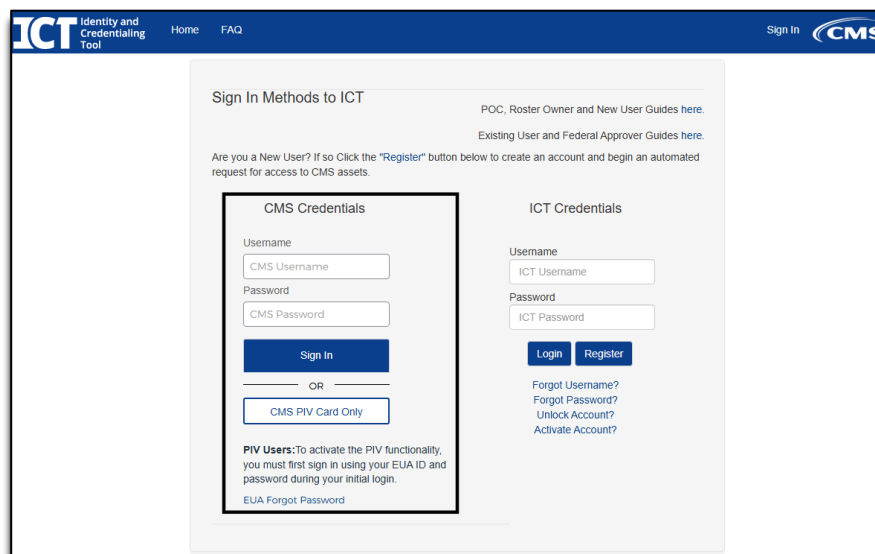
**Figure 2: Please Sign Up form required fields**

5. You will be directed to main HOME page with a confirmation that you successfully have 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.
6. Click the **Activate ICT Account** link provided within the email:



**Figure 3: Activate ICT Account Email**

7. You will be directed to the ICT login page with the following confirmation message  
“Your account is now verified and active.”
8. This concludes the Registration process. You will be able to use your user name and password to Log- in ICT.



**Figure 4: ICT Sign In Page**

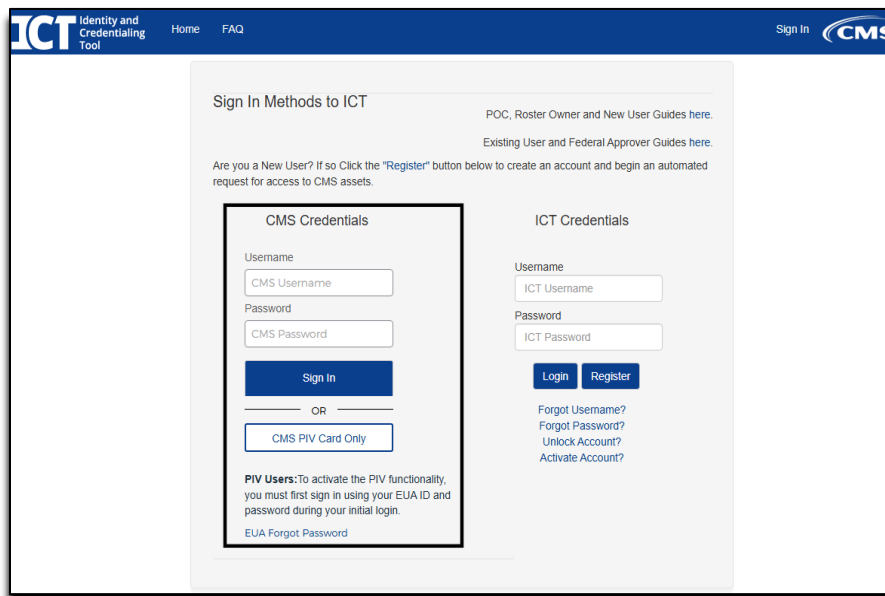
9. Reference [Login with Username/Password](#) section for steps on how to Login with Username / Password.



## 2.0 Sign in method with CMS ID/Password

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

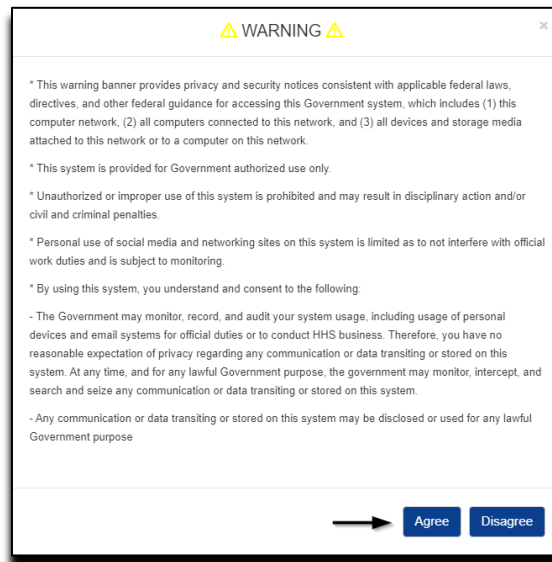
1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT Sign In page. If you have an active EUA ID, use the EUA Credentials Sign In located on the left side of the page. (Figure 5)



The screenshot displays the 'Sign In Methods to ICT' page. The header includes the ICT logo, 'Identity and Credentialing Tool', navigation links for 'Home' and 'FAQ', and a 'Sign In' link next to the CMS logo. The main content area is titled 'Sign In Methods to ICT' and includes links for 'POC, Roster Owner and New User Guides here.' and 'Existing User and Federal Approver Guides here.' A note asks if the user is new and suggests clicking the 'Register' button. Below this, there are two sign-in sections: 'CMS Credentials' and 'ICT Credentials'. The 'CMS Credentials' section has fields for 'Username' (labeled 'CMS Username') and 'Password' (labeled 'CMS Password'), a 'Sign In' button, and a 'CMS PIV Card Only' button. The 'ICT Credentials' section has fields for 'Username' (labeled 'ICT Username') and 'Password' (labeled 'ICT Password'), and 'Login' and 'Register' buttons. Below the 'CMS Credentials' section, there is a note for 'PIV Users' and a link for 'EUA Forgot Password'.

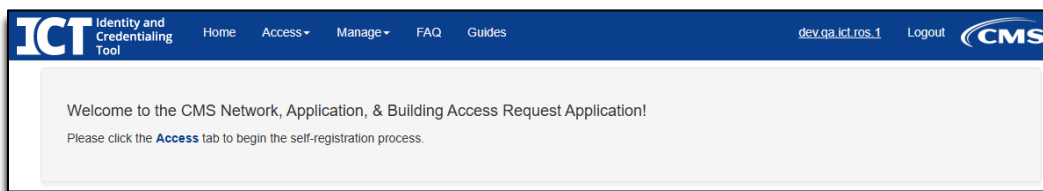
Figure 5: ICT Sign In Page

2. **Enter** your EUA username/password and **click** Sign In.
3. **Agree** to the terms on the Warning Screen. (**Figure 6**)



**Figure 6: Warning Screen**

4. A successful login will take you to the ICT homepage. (Figure 7)



**Figure 7: ICT Homepage**

### 3.0 Sign in method with PIV Credentials

1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT 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 8)

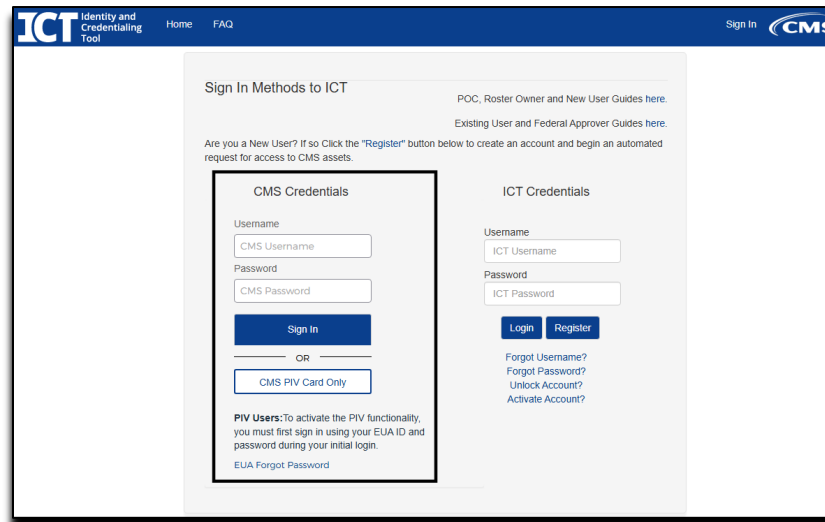


Figure 8: ICT Sign In Page

2. Click CMS PIV Card Only.
3. Agree to the terms on the Warning Screen. (Figure 9)

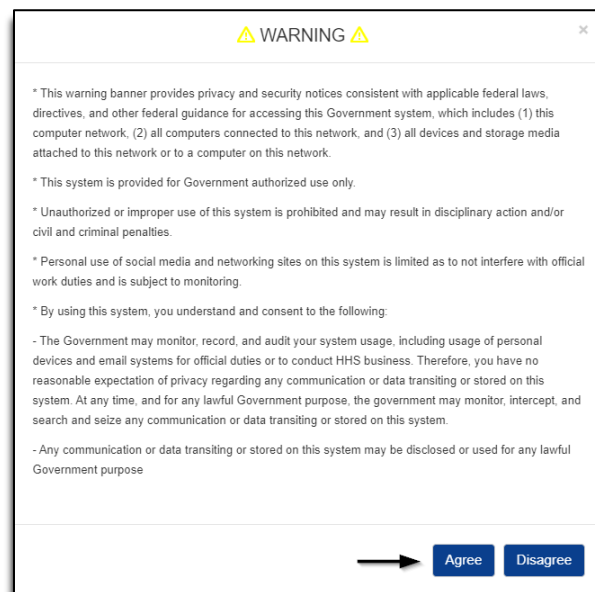
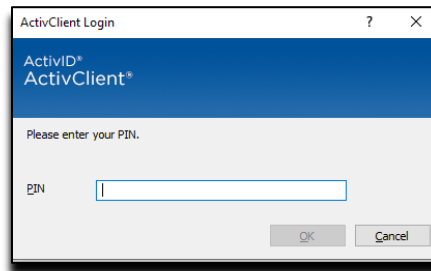


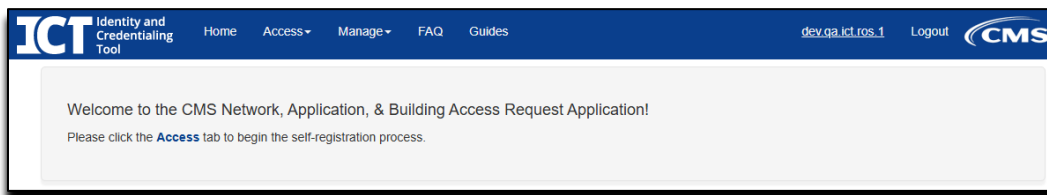
Figure 9: Warning Screen

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 10**)



**Figure 10: PIV Pin Pop Up**

5. A successful login will take you to the ICT homepage. (**Figure 11**)



**Figure 11: ICT Homepage**

## 4.0 Sign in method with ICT Credentials

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

1. Enter <https://eua.cms.gov/efi> in your preferred web browser to take you to the ICT Sign In page. Use the ICT Credentials Sign In located on the right side of the page. (Figure 12)

ICT Identity and Credentialing Tool Home FAQ Sign In CMS

Sign In Methods to ICT

POC, Roster Owner and New User Guides [here](#).

Existing User and Federal Approver Guides [here](#).

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.

**CMS Credentials**

Username  
CMS Username

Password  
CMS Password

Sign In

OR

CMS PIV Card Only

**ICT Credentials**

Username  
ICT Username

Password  
ICT Password

Login Register

[Forgot Username?](#)  
[Forgot Password?](#)  
[Unlock Account?](#)  
[Activate Account?](#)

**PIV Users:** To activate the PIV functionality, you must first sign in using your EUA ID and password during your initial login.  
[EUA Forgot Password](#)

Figure 12: ICT Sign In Page

2. Enter your ICT username/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 13)

WARNING

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

\* This system is provided for Government authorized use only.

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

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

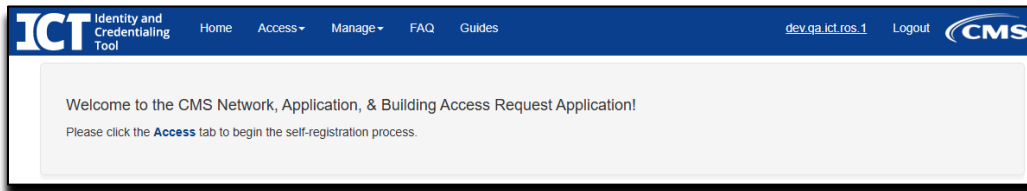
\* By using this system, you understand and consent to the following:

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

Agree Disagree

Figure 13: Warning Screen

4. A successful login will take you to the ICT homepage. (**Figure 14**)



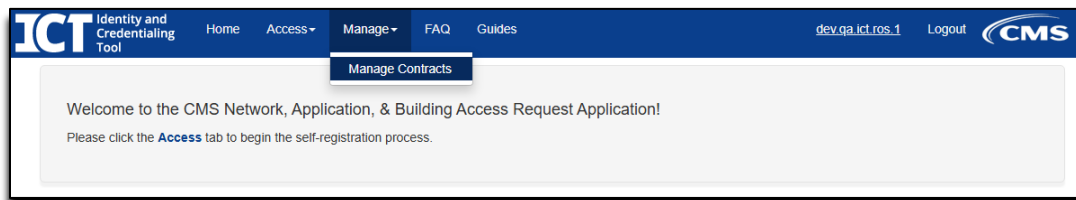
**Figure 14: ICT Homepage**

## 5.0 How to Manage Your Roster

All users working on a contract should be included on the contract roster, regardless of whether they use EUA or need a PIV.

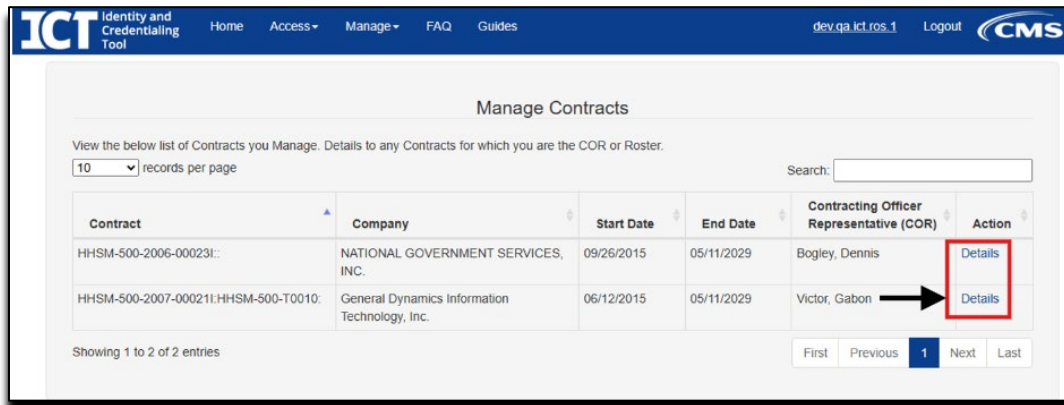
**NOTE:** If the person has a CMS email, please ensure the person has an EUA account. Please ensure the email account associated with that EUA user ID is used.

1. Select Manage Contracts from the ICT Manage drop-down menu.



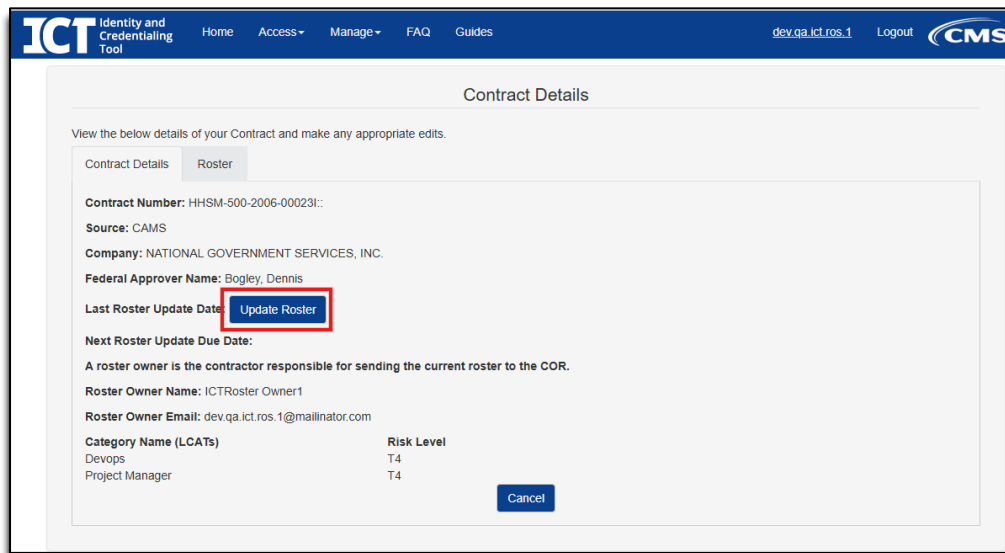
**Figure 15: Manage Contract Drop-Down**

- The Manage Contracts page will display all the contracts you can manage as a Roster Owner. **Click** the Details link in the Action column to proceed.



**Figure 16: Manage Contracts Page**

- On the Contract Details page, **click** the Update Roster button to manage the roster. **Note:** The roster for the contract must be updated every 30 days.



**Figure 17: Contract Details Page**

4. On the Roster tab, **select** the Labor Category for each user and **select** “Keep” or “Remove”. If “Remove” is selected, a date of removal must be entered. **Note:** This graphic shows both EUA and non-EUA users. (EUA users have a 4, 5, 6, or 7-character User ID.)

The screenshot shows the 'Contract Details' page with the 'Roster' tab selected. The page displays a table of users with columns for User ID, Legal First Name, Legal Last Name, Foreign National?, Labor Category, Keep, and Remove. A search bar and a dropdown for records per page (set to 10) are at the top. The table lists five users: TUY8, GH09, TWER, PPRR, and KLE6. The 'Remove' column for each user has a radio button and a date field. The 'Keep' column has a radio button. The 'Labor Category' column has a dropdown menu. The 'Remove' column for each user has a radio button and a date field. The 'Keep' column has a radio button. The 'Labor Category' column has a dropdown menu. The 'Remove' column for each user has a radio button and a date field.

User ID	Legal First Name	Legal Last Name	Foreign National?	Labor Category	Keep	Remove
TUY8	Tali	Gold	Yes	Developer	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
GH09	JASON	WAUD	Yes	Select	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
TWER	Uma	Stark	Yes	Developer	<input type="radio"/>	<input checked="" type="radio"/> Date of Removal 11/25/2025
PPRR	ROBYN	WARD	Yes	Select	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
KLE6	ASHTYN	WANLASS	Yes	Select	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY

Showing 11 to 15 of 15 entries

Back Add a User to Roster Update Roster

Figure 18: Roster Owner Tab



5. If the contract has 30 or more users to update, the Roster Owner clicks the “Instructions for requesting a bulk update to the Roster” link. The following pop-up will appear indicating that the Roster must email the required information in a CSV file to the Service Desk at [CMS\\_IT\\_Service\\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov). The CSV file must include these columns: First Name, Last Name, Labor Category, Email Address, and ICT ID.

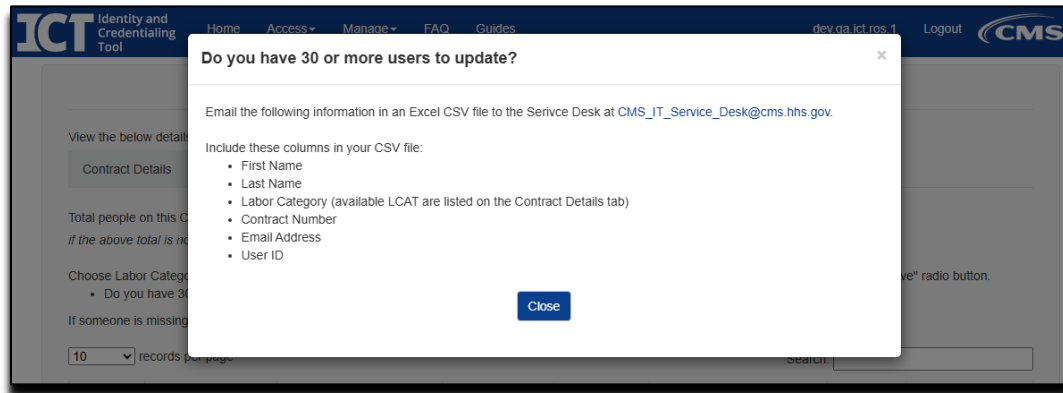


Figure 19: 30 or More Users to Update

6. If the Roster Owner has a **non-EUA user** to add to the Roster, they must click the “**Service Request**” link. The following pop-up will appear indicating the Roster must email the required information in a CSV file to the Service Desk at [CMS\\_IT\\_Service\\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov). The CSV file must include these columns: First Name, Last Name, Labor Category, Contract Number, and Email Address.

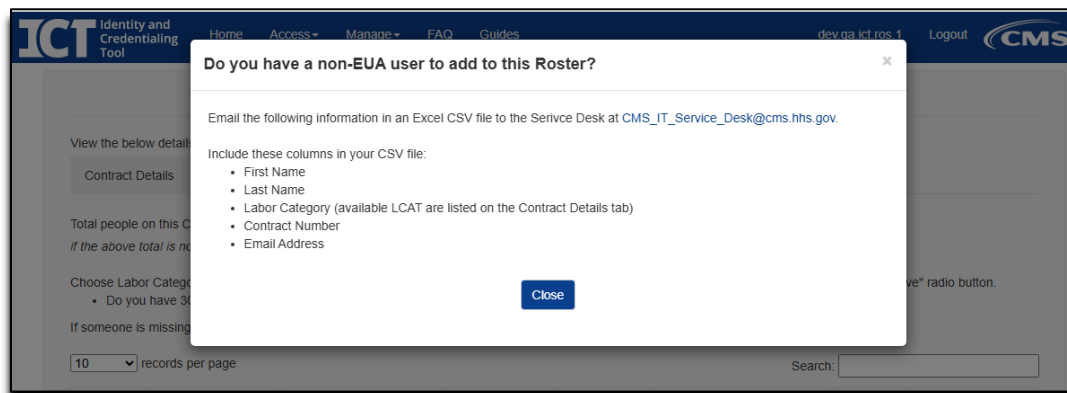


Figure 20: Add Non-EUA User

- On the Roster tab, **type** the number of “Total people on this Contract” in the blank, or **click** the up/down arrows to increase/decrease the number. **Click** the “**Update Roster**” button to proceed.

Contract Details

View the below details of your Contract and make any appropriate edits.

Contract Details Roster

Total people on this Contract: 124

*If the above total is not equal to the list below, there may be some people on the waiting list for this Contract.*

Choose Labor Categories for each user. When removing a user, select the Date of Removal from the form field that appears when you click the "Remove" radio button.

- Do you have 30 or more users needing their Labor Categories added? Read the [instructions for requesting a bulk update to the Roster](#)

If someone is missing from the roster that does not require a EUA account please open a [service request](#) to have them added.

10 records per page

User ID	Legal First Name	Legal Last Name	Foreign National?	Six Months or Less?	Labor Category	Keep	Remove
Testfirst	Testlastaennoxb		No	No	Devops	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
Testfirst	TestlastzreVMcFBJ		No	No	Devops	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
Testfirst	TestlastZzuyBuIDe		No	No	Devops	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY
Testfirst	TestlastgPOnZPwWE		No	No	Devops	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY

Showing 121 to 124 of 124 entries

Back Add a User to Roster Update Roster

**Figure 21: Total People on this Contract**

- Click the **Confirm** button in the pop-up to proceed with the roster update. Any users set to “Keep” will remain on the Contract. Users set to “Remove” will be removed from the Contract on the assigned dates.

Are you sure you want to update this roster?

Any Users set to "Keep" will remain on the Contract. Users set to "Remove" will be removed from the Contract on the assigned dates.

Cancel Confirm

**Figure 22: Confirm Roster Update**

- After a successful roster update, you will be returned to the Contract Details page. The Last Roster Update Date and Next Roster Update Due fields will be updated accordingly.

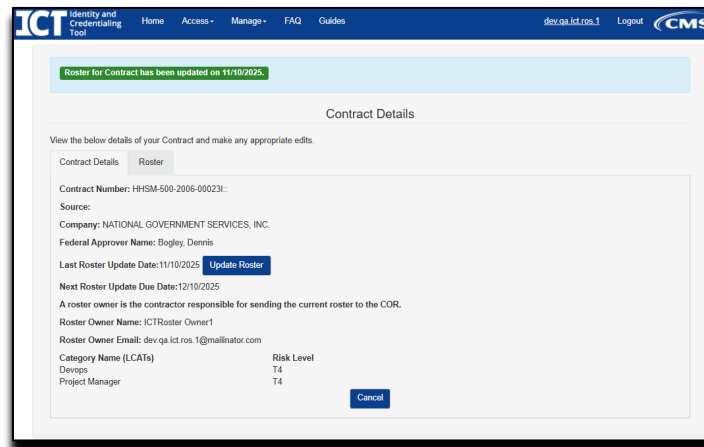


Figure 23: Contract Details Page Following Successful Submission

## 6.0 How to Add a Temporary user to the Roster

**Contractors** who will be working **six months or less** will be added to the contract. **Roster Owners** can add users to any contract designated for **"temporary"** contractors. When a contractor is added to the roster, an email notification will automatically be sent containing instructions to **register and complete an ICT application**.

- Select Manage Contracts from the ICT Manage drop-down menu.

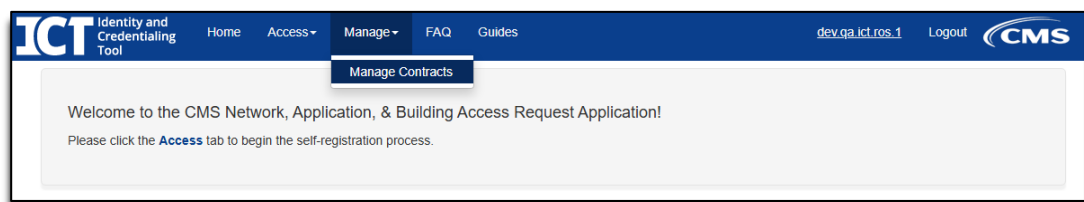


Figure 24: Manage Contract Drop-Down

- The Manage Contracts page will display all the contracts you can manage as a Roster Owner. Select the contract where the new contractor will be added and then **click the Details** link in the Action column to proceed.

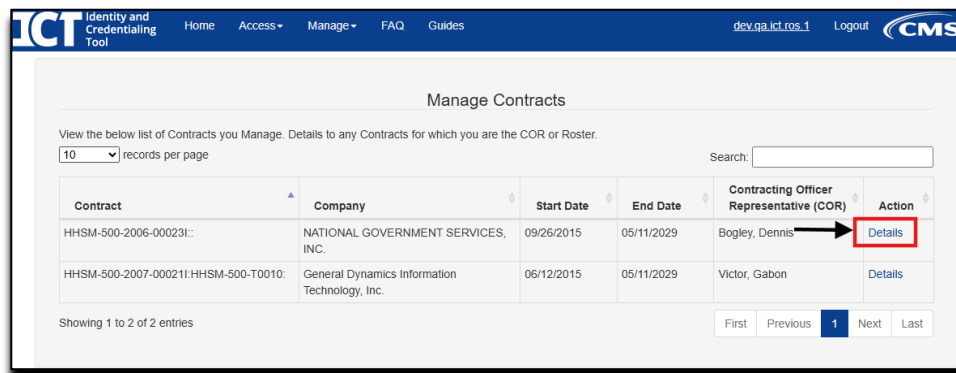


Figure 25: Manage Contracts Page

- Click the **Roster** tab, the contract will have a distinctive column: **“Six Months or Less?”**. Click the **“Add a User to Roster”** button to add the contractor.

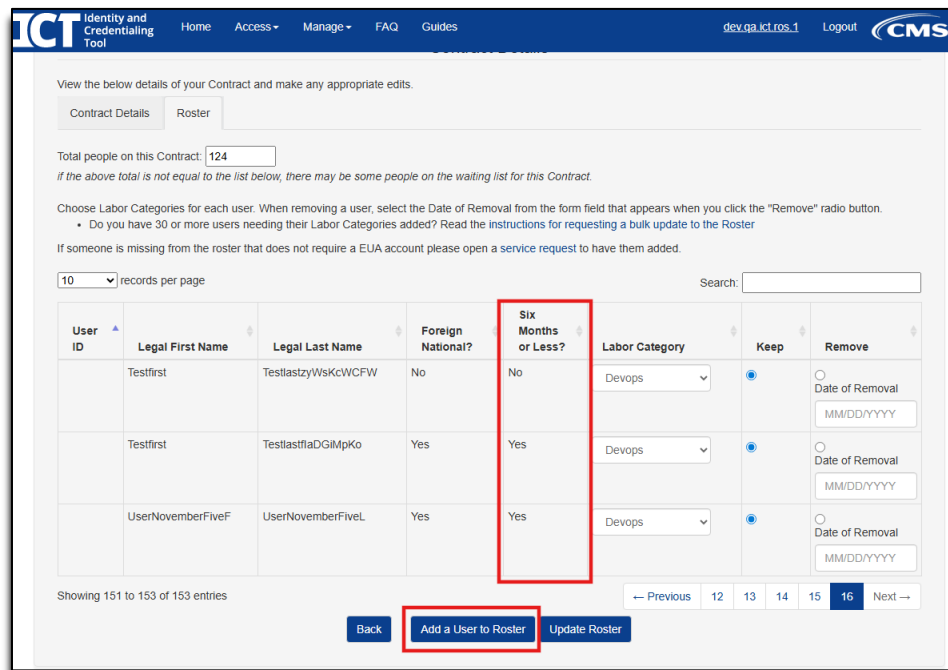


Figure 26: Roster Owner Tab

4. In the pop-up, **you will fill out the required fields**: Legal First Name, Legal Last Name, Email, Labor Category and the question “Will this User be working on this Contract for six (6) months or less?”. **Note:** This will indicate that the contractor employment term is **six months or less**. *Fields left empty will display a message.*

ICT Identity and Credentialing Tool

Home Access Manage FAQ Guides

day as list ros 1 Logout CMS

Add a user to the Roster

Fill out the required fields to add a user to the Roster for Contract HHSM-500-2006-000231::

Legal First Name \*

Legal Last Name \*

Email \*

Labor Category \*

Will this User be working on this Contract for six (6) months or less? \*

(By selecting Yes, you can acknowledge that your employment on this contract will end within six (6) months from your CMS start date. Otherwise, you may have to reapply.)

☐ Yes ☐ No

Cancel Add User

Showing 151 to 152 of 152 entries

Back Add a User to Roster Update Roster

Figure 27: Add a User to Roster pop-up

5. In the pop-up fill out the required fields and **select “Yes”** to the question **“Will this User be working on this Contract for six (6) months or less?”** (By selecting Yes, you acknowledge that this person will be working on this contract for six (6) months or less and that they may need to reapply). Click the **“Add User”** button.

ICT Identity and Credentialing Tool

Home Access Manage FAQ Guides dev qa ict ros.1 Logout CMS

Add a user to the Roster

Fill out the required fields to add a user to the Roster for Contract HHSM-500-2006-000231::

Legal First Name \*

Test

Legal Last Name \*

Test7

Email \*

icttest507@mailinator.com

Labor Category \*

Devops

Will this User be working on this Contract for six (6) months or less?\*

(By selecting Yes, you can acknowledge that your employment on this contract will end within six (6) months from your CMS start date. Otherwise, you may have to reapply.)

☒ Yes ☐ No

Cancel Add User

Figure 28: Add a User to Roster pop-up

6. If a user's email address has been used in another contract, the system will display a message: **“This email address is already assigned to another contractor”**.

ICT Identity and Credentialing Tool

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This email address is already assigned to another contractor.

Contract Details

View the below details of your Contract and make any appropriate edits.

Contract Details Roster

Contract Number: HHSM-500-2006-000231::

Source: CAMS

Company: NATIONAL GOVERNMENT SERVICES, INC.

Federal Approver Name: Bogley, Dennis

Last Roster Update Date: 11/10/2025 Update Roster

Next Roster Update Due Date: 12/10/2025

A roster owner is the contractor responsible for sending the current roster to the COR.

Roster Owner Name: ICTRoster Owner1

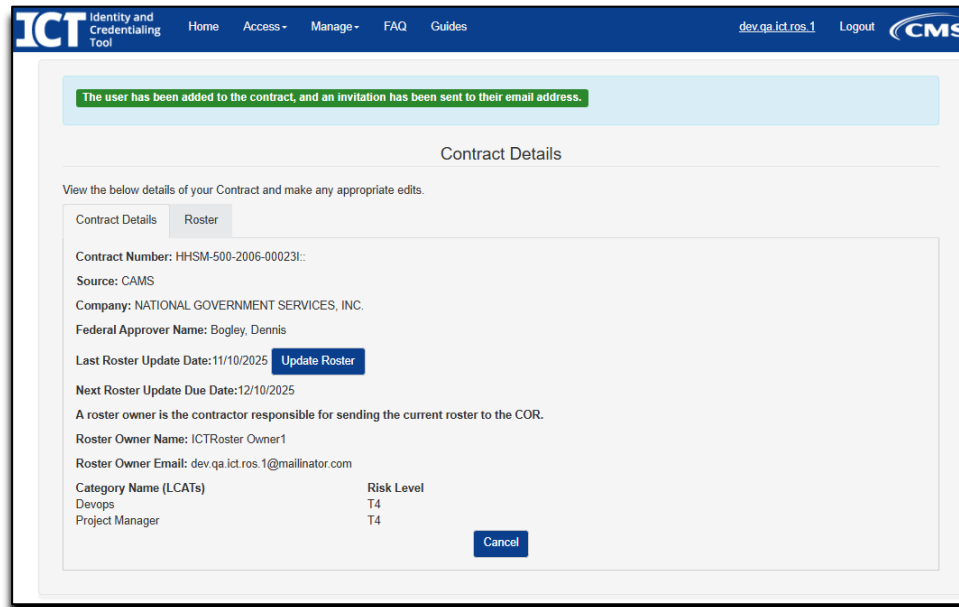
Roster Owner Email: dev.qa.ict.ros.1@mailinator.com

Category Name (LCATs)	Risk Level
Devops	T4
Project Manager	T4

Cancel

Figure 29: Contract Details page - Message that email address is assign to another contractor

7. Go to the Roster tab and then click the **“Add a User to Roster”** button. In the pop-up, fill out the required fields and click the **“Add User”** button. The system will then display the success message: **“The user has been added to the contract, and an invitation has been sent to their email address”**.



**Figure 30: Success Message of the user added to the contract and an email sent**

- Click the **Roster** tab, search for the new user by using the “Search” field. In the column “**Six Months or Less?**” the user will have the value as “**Yes**”.

Contract Details

View the below details of your Contract and make any appropriate edits.

Contract Details Roster

Total people on this Contract: 124  
*if the above total is not equal to the list below, there may be some people on the waiting list for this Contract.*

Choose Labor Categories for each user. When removing a user, select the Date of Removal from the form field that appears when you click the "Remove" radio button.

- Do you have 30 or more users needing their Labor Categories added? Read the [instructions for requesting a bulk update to the Roster](#)

If someone is missing from the roster that does not require a EUA account please open a [service request](#) to have them added.

10 records per page

Search: Test12

User ID	Legal First Name	Legal Last Name	Foreign National?	Six Months or Less?	Labor Category	Keep	Remove
	Test	Test12	No	Yes	Devops	<input checked="" type="radio"/>	<input type="radio"/> Date of Removal MM/DD/YYYY

Showing 1 to 1 of 1 entries (filtered from 152 total entries)

Back Add a User to Roster Update Roster

Figure 31: Contract Details – Six Months or Less column

## 7.0 How to Add a Non Temporary user to the Roster

**Contractors who will be working more than six months will be added to the contract.** An email notification will be sent to the contractors when added to the roster, with instructions to register and complete an ICT application. As a **Roster Owner**, you can specify that a user is **not temporary** or add a user to a contract that was **determined** to not include temporary contractors.

- Select Manage Contracts from the ICT Manage drop-down menu.

ICT Identity and Credentialing Tool

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Manage Contracts

Welcome to the CMS Network, Application, & Building Access Request Application!

Please click the [Access](#) tab to begin the self-registration process.

Figure 32: Manage Contract Drop-Down

- The Manage Contracts page will display all the contracts you can manage as a Roster Owner. Select the contract where the new contractor will be added and then **click** the **Details** link in the Action column to proceed.



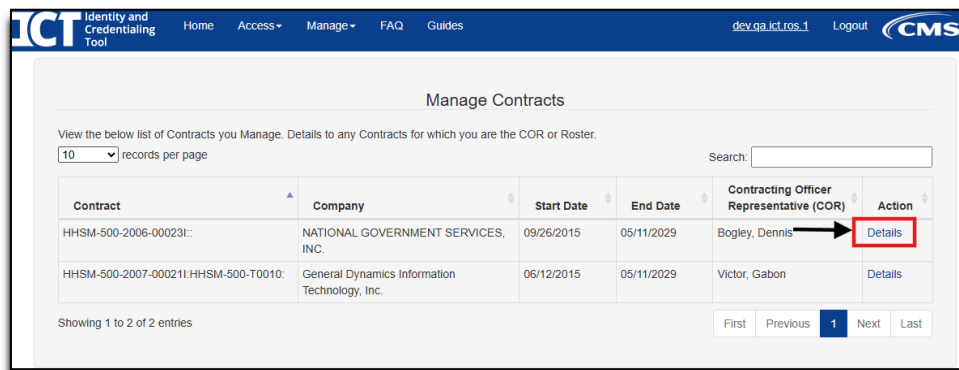


Figure 33: Manage Contracts Page

- Click the **Roster** tab, the contract will have a distinctive column: **“Six Months or Less?”**. Click the **“Add a User to Roster”** button to add the contractor.

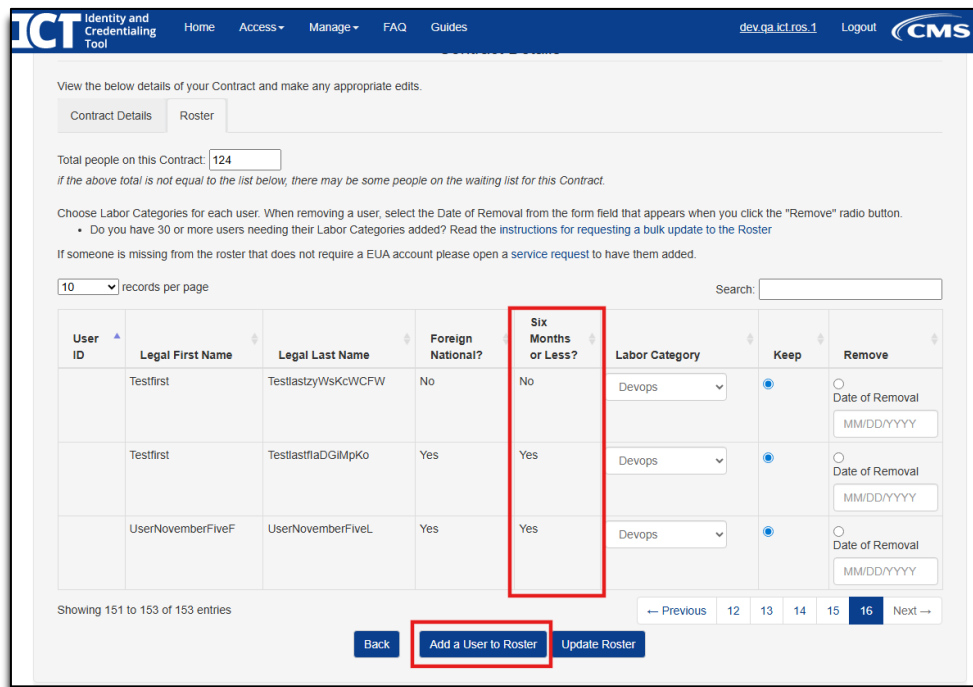


Figure 34: Roster Owner Tab

4. In the pop-up, **you will fill out the required fields**: Legal First Name, Legal Last Name, Email, Labor Category and the question “Will this User be working on this Contract for six (6) months or less?”. **Note:** This will indicate that the contractor employment term is more than six months. *Fields left empty will display a message.*

ICT Identity and Credentialing Tool

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Add a user to the Roster

Fill out the required fields to add a user to the Roster for Contract HHSM-500-2006-000231::

Legal First Name \*

Legal Last Name \*

Email \*

Labor Category \*

Will this User be working on this Contract for six (6) months or less? \*

(By selecting Yes, you can acknowledge that your employment on this contract will end within six (6) months from your CMS start date. Otherwise, you may have to reapply.)

☐ Yes ☐ No

Cancel Add User

Showing 151 to 152 of 152 entries

Back Add a User to Roster Update Roster

Figure 35: Add a User to Roster pop-up

- In the pop-up, fill out the required fields and select **“No”** to the question **“Will this User be working on this Contract for six (6) months or less?”** (By selecting Yes, you acknowledge that this person will be working on this contract for six (6) months or less and that they may need to reapply). Click the **Add User** button.

ICT Identity and Credentialing Tool

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Add a user to the Roster

Fill out the required fields to add a user to the Roster for Contract HHSM-500-2006-000231::

Legal First Name \*

Test

Legal Last Name \*

Test8

Email \*

icttest8@mailinator.com

Labor Category \*

Project Manager

Will this User be working on this Contract for six (6) months or less? \*

(By selecting Yes, you can acknowledge that your employment on this contract will end within six (6) months from your CMS start date. Otherwise, you may have to reapply.)

☐ Yes ☒ No

Cancel Add User

**Figure 36: Add a User to Roster pop-up**

- If a user's email address has been used in another contract, the system will display a message: **“This email address is already assigned to another contractor”**.

ICT Identity and Credentialing Tool

Home Access Manage FAQ Guides dev.qa.ict.ros.1 Logout CMS

This email address is already assigned to another contractor.

Contract Details

View the below details of your Contract and make any appropriate edits.

Contract Details Roster

Contract Number: HHSM-500-2006-000231::

Source: CAMS

Company: NATIONAL GOVERNMENT SERVICES, INC.

Federal Approver Name: Bogley, Dennis

Last Roster Update Date: 11/10/2025 Update Roster

Next Roster Update Due Date: 12/10/2025

A roster owner is the contractor responsible for sending the current roster to the COR.

Roster Owner Name: ICTRoster Owner1

Roster Owner Email: dev.qa.ict.ros.1@mailinator.com

Category Name (LCATs) Risk Level

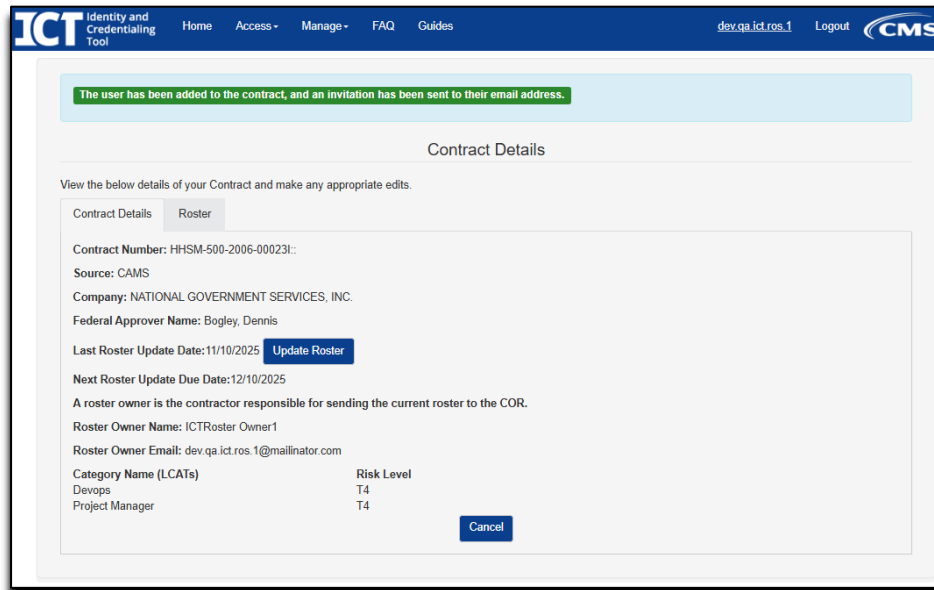
Devops T4

Project Manager T4

Cancel

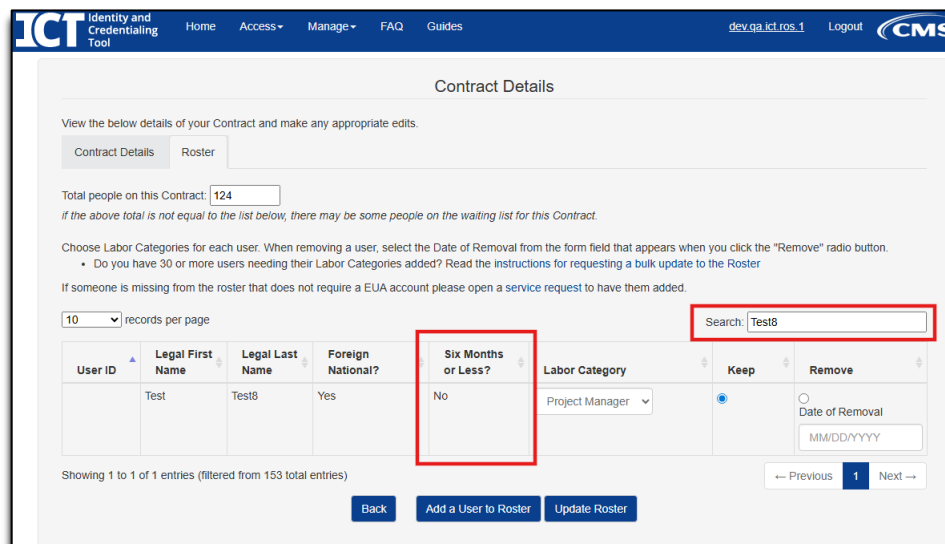
**Figure 37: Contract Details page - Message that email address is assign to another contractor**

- Go to the Roster tab and then click the **“Add a User to Roster”** button. In the pop-up, fill out the required fields and click the **“Add User”** button. The system will then display the success message: **“The user has been added to the contract, and an invitation has been sent to their email address”**.



**Figure 38: Success Message of the user added to the contract and an email sent**

- Click the **Roster** tab, search for the new user by using the **“Search”** field. In the column **“Six Months or Less?”** the user will have the value as **“No”**.



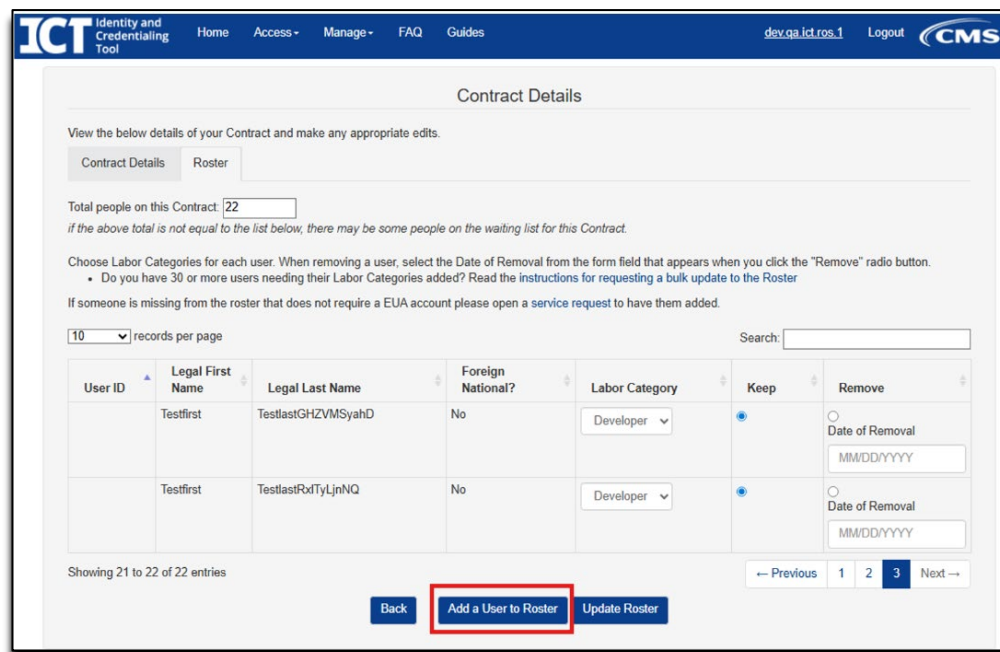
**Figure 39: Contract Details – Six Months or Less column**

9. Click the **“Back”** button to return to the Manage Contracts page. Select the contract that was **determined** to not include temporary contractors and then **click the Details** link in the Action column to proceed.



**Figure 40: Manage Contracts Page**

10. Click the **Roster** tab. The contract view will now show a column called “Foreign National?”. **Click the “Add a User to Roster”** button to add the contractor.



**Figure 41: Contract Details Page**

11. In the pop-up, **you will fill out the required fields**: Legal First Name, Legal Last Name, Email and Labor Category. **Click the Add User button.** **Note:** *Fields left empty will display a message.*

The screenshot shows a web application interface with a pop-up window titled "Add a user to the Roster". The pop-up contains the following fields and values:

- Legal First Name \*: Test
- Legal Last Name \*: Test8
- Email \*: icttest8@mailinator.com
- Labor Category \*: Project Manager (selected from a dropdown)

At the bottom right of the pop-up, there are two buttons: "Cancel" and "Add User". The "Add User" button is highlighted with a red rectangular box.

**Figure 42: Add a User to Roster pop-up**

12. If a user's email address has been used in another contract, the system will display a message: **"This email address is already assigned to another contractor"**.

The screenshot shows the "Contract Details" page in the ICT Roster Owner Guide. At the top, there is a red banner with the message: "This email address is already assigned to another contractor." Below this, the page displays contract information:

- Contract Number: HHSM-500-2007-00021:HHSM-500-T0010
- Source: CAMS
- Company: General Dynamics Information Technology, Inc.
- Federal Approver Name: Victor, Gabon
- Last Roster Update Date: 11/10/2025 (with an "Update Roster" button)
- Next Roster Update Due Date: 12/10/2025
- A roster owner is the contractor responsible for sending the current roster to the COR.
- Roster Owner Name: ICTRoster Owner1
- Roster Owner Email: dev.qa.ict.ros.1@mailinator.com
- Category Name (LCATs): Project Manager, Developer
- Risk Level: T4, T2

At the bottom right of the contract details section, there is a "Cancel" button.

**Figure 43: Contract Details page - Message that email address is assign to another contractor**

13. Go to the Roster tab and then click the **"Add a User to Roster"** button. In the pop-up, fill out the **required fields** and click the "Add User" button. The system will display

the success message: **“The user has been added to the contract, and an invitation has been sent to their email address”.**

The screenshot shows the ICT Identity and Credentialing Tool interface. At the top, there is a navigation bar with links: Home, Access, Manage, FAQ, Guides, dev.qa.ict.ros.1, Logout, and CMS. A green success message banner at the top reads: "The user has been added to the contract, and an invitation has been sent to their email address." Below this, the "Contract Details" section is displayed. It includes fields for Contract Number (HHSM-500-2007-000211:HHSM-500-T0010), Source (CAMS), Company (General Dynamics Information Technology, Inc.), Federal Approver Name (Victor, Gabon), Last Roster Update Date (11/10/2025) with an "Update Roster" button, and Next Roster Update Due Date (12/10/2025). A note states: "A roster owner is the contractor responsible for sending the current roster to the COR." Below this, the Roster Owner Name (ICTRoster Owner1) and Roster Owner Email (dev.qa.ict.ros.1@mailinator.com) are listed. At the bottom, there are fields for Category Name (LCATs) with Project Manager and Developer, and Risk Level with T4 and T2. A "Cancel" button is at the bottom right.

**Figure 44: Success Message of the user added to the contract and an email sent**

14. Click the **Roster** tab, search for the new user by using the “Search” field.

The screenshot shows the ICT Identity and Credentialing Tool interface with the "Roster" tab selected. The "Contract Details" section is visible, showing "Total people on this Contract: 22" and a note: "If the above total is not equal to the list below, there may be some people on the waiting list for this Contract." Below this, there is a section for "Choose Labor Categories for each user. When removing a user, select the Date of Removal from the form field that appears when you click the 'Remove' radio button." A note asks: "Do you have 30 or more users needing their Labor Categories added? Read the instructions for requesting a bulk update to the Roster." Another note states: "If someone is missing from the roster that does not require a EUA account please open a service request to have them added." A dropdown menu shows "10 records per page". A search field is highlighted with a red box, containing the text "test8". Below the search field is a table with columns: User ID, Legal First Name, Legal Last Name, Foreign National?, Labor Category, Keep, and Remove. The table contains one entry with User ID "Test", Legal First Name "Test", Legal Last Name "8", Foreign National? "Yes", Labor Category "Project Manager", and Keep "Yes". The Remove column has a radio button and a "Date of Removal" field with a placeholder "MM/DD/YYYY". At the bottom, it says "Showing 1 to 1 of 1 entries (filtered from 27 total entries)". There are buttons for "Back", "Add a User to Roster", and "Update Roster". Navigation links "Previous", "1", and "Next" are also present.

**Figure 45: Contract Details Search Field**

## 8.0 Issues viewing your Roster

If you are having issues viewing your roster please see the following:

- Do you have an EUA ID? Ensure the COR used the email value listed in “Email” on your EUA account.
- If you do not have an EUA ID, ensure that the COR used the email listed on your ICT account profile

Review the FAQ Section in ICT [ICT FAQs](#)

## 9.0 Revision History

Date	Version	Description of Changes
11/18/2024	1.1	Added new field “Total people on this contract” in the Contract Details screen and added corresponding screenshots.
12/18/2024	1.2	Added link to ICT FAQs in “Purpose” section. Changed graphic (Figure 4) to include EUA and non-EUA users.
01/13/2025	1.3	Updated graphic for Roster Update Page Keep/Remove (Figure 4). Added graphics and descriptions for Bulk LCAT changes for more than 30 people (Figure 5) and for Service Request for non-EUA users (Figure 6).
02/11/2025	1.4	Updated graphic for “Update Roster” button (Figure 3).
03/04/2025	1.5	<p>Under How to Manage a Contract ABOVE Select Manage Contracts from the ICT Manage Drop-down Menu: created a section called “Registering and Creating ICT Account”.</p> <p>Under Figure 1: Manage Contract Drop-Down: added a statement that says, “All users working on a contract should be included on the contract roster, regardless of whether they use EUA or need a PIV.” Added a statement that says, “If the person has a CMS email, please ensure the person has an EUA account. Please ensure the email account associated with that EUA user ID is used.”</p> <p>Added in Sections 1-4 from POC Guide to explain how to create an ICT account. Added in first paragraph of “Purpose” section, detailing what types of users should appear on the roster.</p> <p>Created Table of Contents.</p>
11/17/2025	1.6	Updated the text in the “Purpose” section to include “temporary and non-temporary” in the Roster Owner responsibility.



		<p>Updated screenshots under the following sections:</p> <p>Section 1.0 Create an ICT Account (Figures 1 to 4) Section 2.0 Sign in method with CMS ID/Password (Figures 5 to 7) Section 3.0 Sign in method with PIV Credentials (Figures 8 to 11) Section 4.0 Sign in method with ICT Credentials (Figures 12 to 14)</p> <p>Information and screenshots updated under the following section:</p> <p>Section 5.0 How to Manage Your Roster Figures (Figures 15 to 23)</p> <p>Moved information before Step 1 (added previously after Figure 15). Updated some information in Step 4. Updated information in Step 5, Step 7 and Step 8.</p> <p>New sections added with information and screenshots:</p> <p>Section 6.0 How to Add a Temporary user to the Roster Section 7.0 How to Add a Non Temporary user to the Roster</p> <p>Updated information for the following section:</p> <p>Section 6.0 Troubleshooting changed to Section 8.0 Issues viewing your Roster Updated some information.</p>
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