CMS Identity Management (IDM) Portal UI

Tier I Help Desk Training & User Interface Refresher for Portal Applications

Presenter: Sarah Hangsleben, IDM Trainer
CMS IDM Portal UI Refresher Training

INTRODUCTION
Presentation Roadmap

- URL and Help Desk Information
- UAT Testing
- Migration Information
- New User Registration
- Role Requests
- Self Service Functions
- Chat Bot
- Site Navigation
- Accessing the Help Desk UI
- User Search
- View User Details
- Account Unlock
- Password Reset

- View MFA Devices
- Updating a User’s Email Address
- Updating a User’s LOA
- Suspending/ Unsuspending Accounts
- Remove Roles and Attributes
- Cancel Pending Role Requests
- Approve Role Requests
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URL AND HELP DESK INFORMATION
# URLs for Portal Apps

## UAT URLs

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
</tr>
</thead>
</table>

## Post-Migration URLs

<table>
<thead>
<tr>
<th>Name</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEV URL</td>
<td><a href="https://portaldev.cms.gov/">https://portaldev.cms.gov/</a></td>
</tr>
<tr>
<td>IMPL/Val URL</td>
<td><a href="https://portalval.cms.gov/">https://portalval.cms.gov/</a></td>
</tr>
</tbody>
</table>
Contacting IDM Tier 2

- After Go-Live, issues that you cannot resolve will go to IDM Tier 2
- IDM Tier 2 does not work directly with end users
- End user must contact their application help desk for support and if the application help desk is not able to resolve the issue it will be escalated to IDM Tier 2
- Issues for advanced teams will still need to go through IDM Tier 2 first
Contacting IDM Tier 2 HD

IDM Tier 2 contact information is NOT to be shared with end users or outside of the Application Help Desks

By Phone

By Email

By Direct Assignment
Incident assigned via Service Now (SNOW)
Assignment Group: IDM Tier 2 Support

IDM Tier 2 is open 8:00 a.m. – 7:30 p.m. ET, Monday-Friday excluding Federal Holidays
Incidents and Service Requests

- If your application help desk uses Enterprise Service Now (SNOW), Incidents can be assigned directly to IDM Tier 2 Support
- The IDM Help Desk only works in Incident and Service Request modules within SNOW
  - **Incidents/Problems** – User or application receiving errors during standard processes, or the system not behaving as expected based on requirements. Other items that fall into this category include:
    - Requesting role approval for roles under IDM approval authority
    - Individual account inquiries such as account creation, auditing, or associated attributes
    - Role removal requests (when applicable)
    - User data modification requests (when applicable)
    - Account re-enable requests
  - **Service Request** – Requests for existing functionality within the system that is unrelated to an error. Examples include:
    - Creation of test accounts in the DEV or IMPL environments;
      - Individual testing accounts can be registered by the requester following the same process used in the PROD environment
    - Changes to application functionality, configuration, and role functionality
    - Changes to firewall rules and configurations
    - Generation of unique reports that are not included in the report UI
    - Add users to LDAP groups, such as Micro Strategy (MSTR) groups
• Before contacting IDM Tier 2, application help desks should have the following information ready:
  • URL the user is trying to access
  • Description of the issue
  • IDM environment incident occurred in
  • User ID
  • First & Last Name
  • E-mail address associated with the user’s account
  • Steps taken by the user to receive the error
  • Screenshot of the error (whenever possible) including the URL
  • Approximate date and time when the error/issue occurred
  • Whether the error/issue occurs consistently or intermittently
  • Whether the issue is impacting a single user or group of users
  • Troubleshooting steps taken by the Application’s Tier 1 Help Desk
  • Browser version/type that the user has attempted to use
User Guides

- User Guides for the IDM Portal applications can be found on Portal
  - Select Help dropdown on portal.cms.gov

- Note there are two IDM User Guides – one is for non-portal and one is for portal
  - The non-Portal guide can be found on cms.gov

- This user guide goes into greater detail for end users, how to manage your own account, and includes help desk actions

- Applications have the ability to customize the user guide
First Login for Portal Users

- Users logging into the IDM Portal UI for the first time, will use their existing EIDM user ID and password.

- If their account requires an MFA code, it will be defaulted to the email on their profile.

- After successfully logging in, users can navigate to their profile and add additional MFA devices or change their security question and answer.
First Login for Portal Users

CMS.gov | Enterprise Portal

Multi-factor Authentication

Select Authentication Method

Select Authentication Method
Email
New MFA options

• With the new UI, MFA devices (other than the default email) will not migrate over

• New MFA options include:
  • Interactive Voice Response (IVR)
  • Google Authenticator – Chrome plugin available
  • Okta Verify
  • Short Message Service (SMS) Text Message
  • YubiKey
Notifications for Migrated Applications

• Some applications that were previously in the portal have migrated to a different IDM URL

• If a user signs into Portal and attempts to access one of those applications, they will be notified that it has moved and provide the new URL
Sync between EIDM and IDM

• All profile updates (including SSN, DOB, LOA) and password changes done in EIDM are automatically sent to IDM

• Passwords reset in IDM will sync to EIDM

• Users created directly in IDM will not be synced to EIDM

• Profile changes (email, LOA, etc.) in IDM will not be synced back to EIDM
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NEW USER REGISTRATION
New User Registration

Users will not be able to create a new account if the combination of the first name, last name, and email matches an existing account.
Steps 1 and 2

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Select Your Application

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

Enter First Name

Enter Middle Name (optional)

Enter Last Name

Suffix (optional)

Select Birth Month

Select Birth Date

Select Birth Year

Is Your Address U.S. Based?

- Yes
- No
Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

Enter User ID

Enter Password

Confirm Password

Security answer to be used in case you forget your password or you need to unlock your account.

Select Security Question

Enter Security Answer

Back Next Cancel
REQUEST ROLES
New User – Role Request

Welcome to CMS Enterprise Portal.

Welcome Sarah HelpDesk to CMS Enterprise Portal. You’ve selected an application during your registration. You can request access to this application by clicking here.

You may request access to other applications by selecting "Add Application" button.
Requesting a Role

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

1. Select an Application

   Application
   MA/MA-PD/PDP/CC

   Application Description: Medicare Advantage/Medicare Advantage - Prescription Drug/Prescription Drug Plan/Cost Contracts/ Medicaid State Agency.

   Next

2. Select a Role

3. Enter Reason for Request
Help Desk Contact

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

1. Select an Application

   Application
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   Application Description: Medicare Advantage/Medicare Advantage - Prescription Drug/Prescription Drug Plan/Cost Contracts/ Medicaid State Agency.

   Help Desk Information

2. Select a Role

3. Enter Reason for Request

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Remote Identity Proofing

• If a user is at an LOA 1 and requests a role that requires an LOA 3, they must complete remote identity proofing (RIDP)

• IDM’s RIDP is done through Experian

• During a role request, if the user needs to complete RIDP, it will automatically direct them to the proofing questions on the screen

• If a user cannot pass, the role request will not be submitted

• Users have the option to call Experian and attempt verification over the phone or attempt RIDP online again
Manual Proofing

• Manual Identity Proofing (IDP) can be established within an application.
  – Manual IDP allows applications to step up the LOA of a user who fails Experian’s online and phone verification protocols
  – Manual identity proofing is not recommended under most circumstances, and should be avoided if at all possible
    • Scenarios exist where Manual IDP is warranted (User does not have the necessary credit history to complete RIDP, but has been issued a CMS PIV card)

• The Application’s Business Owner determines whether or not to implement a manual identity proofing process.
  – Manual LOA step-up is always done through the application T1 helpdesk role.

• IDM can provide an approved manual process template, however manual IDP is not dictated or managed by IDM.
  – The application is responsible for creating and maintaining the manual proofing process if it’s decided they want one.

• If Manual IDP is implemented for the application, it is the responsibility of the application to vet and validate user PII and step up the user’s LOA through the Help Desk UI.

• IDM Tier 2 Support will not perform manual LOA Step Up in PROD
My Pending Requests

My Access

The following is a list of pending requests submitted for approval.

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Application</th>
<th>Role Name</th>
<th>Attributes</th>
<th>Submission Date</th>
<th>Expiration Date</th>
<th>Action</th>
</tr>
</thead>
</table>

Showing 1 of 1 record.

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SELF SERVICE FUNCTIONS
Home Page Self Service Functions

When retrieving user ID, users must know their first name, last name, DOB, email and zip code to have their user ID sent to the email on file.

When resetting passwords, users must know their ID and have access to an MFA device.
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CHAT BOT
Chat Bot

The Chat Bot feature will be available in IDM.

It is a computer assisted bot that helps users find answers to questions.
Chat Bot Features

There are suggested topics a user can select or type their own question.

If the Chat Bot cannot answer the question they will be provided a link to the Tier 1 Help Desks for further assistance.

Do NOT enter any PII into the Chat Bot.
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SITE NAVIGATION
Navigation after login

My Portal

- Help Desk / Manage Users
- ABCRS
- BCRS

Add Application
# Navigation after login

## Navigation Options

### IDM
- Add Application
- Help Desk / Manage Users

### ABCRS
- BCRS
- IBCRS
- IBCRS Admin

### BCRS
- IBCRS
- IBCRS Admin
- PBCRS

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ACCESSING THE HELP DESK UI
Self Service look for Help Desks

My Portal

CMS.gov | My Enterprise Portal

My Apps

<table>
<thead>
<tr>
<th>IDM</th>
<th>ABCRS</th>
<th>BCRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Application</td>
<td>BCRS</td>
<td>IBCRS</td>
</tr>
<tr>
<td>Help Desk / Manage Users</td>
<td>IBCRS</td>
<td>IBCRS Admin</td>
</tr>
<tr>
<td></td>
<td>IBCRS Admin</td>
<td>PBCRS</td>
</tr>
</tbody>
</table>

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USER SEARCH
Application vs Enterprise Search

Users with an Application Help Desk role will have the ability to use two different search functions – Application and Enterprise

<table>
<thead>
<tr>
<th></th>
<th>Application</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Limitations</strong></td>
<td>Only searches user within an application you have access to</td>
<td>Searches users across system</td>
</tr>
<tr>
<td><strong>Search Options</strong></td>
<td>User ID, Email, First Name, Last Name, Application, Role</td>
<td>User ID, Email, First Name, Last Name, DOB, Last 4 SSN, State</td>
</tr>
<tr>
<td><strong>Search requirements</strong></td>
<td>All fields optional except for application</td>
<td>-Partial First AND Last Name (min. 1 character)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-Partial Email (min. 2 characters)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-Partial User ID (min. 2 characters)</td>
</tr>
<tr>
<td><strong>Max number of searches</strong></td>
<td>50</td>
<td>5</td>
</tr>
</tbody>
</table>
Help Desk / Manage Users

Please select an application.

Please select an application. Text fields are "Starts With" search fields and must contain a minimum of 2 characters. All fields are optional unless marked as required.

Select Application
- BCRS Web

Select Role

User ID

Email Address
Enterprise Search

Help Desk / Manage Users

Please be aware that the searches performed here are closely monitored for security purposes.

Enter User ID OR Email Address OR both (First Name AND Last Name).
Text fields are "Starts With" search fields and must contain a minimum of 2 characters. All other search fields are optional.

User ID

Email Address

First Name

Last Name

Select Birth Month

Select Birth Date

Select Birth Year
Live Demo

• We will now begin the live demo of the Help Desk UI

• The following slides show screenshots of what will be covered in the demo for your reference later
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VIEW USER DETAILS
## Search Results

### Help Desk / Manage Users

- **Application Search**
- **Enterprise Search**

#### Search Criteria

- **Application:** BCRS Web
- **Role:** BCRS Web
- **User ID:** CHIT

### User Details

<table>
<thead>
<tr>
<th>User ID</th>
<th>User Details</th>
<th>Status</th>
<th>Roles/Attributes</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHITAUTO-API-DONOTUSE-BCRS-WEB-MPL-07</td>
<td>Name:</td>
<td>Active</td>
<td>Role: BCRS Web</td>
<td>Select Action</td>
</tr>
<tr>
<td></td>
<td>Email:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>State: WA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# User Details Page

**Help Desk / Manage Users**

**User Details**

- **Name:** Joshua Slater
- **ACTIVE**
- **User ID:** CHIT-UI-DONOTUSE-HD-bcrs-web-IMPL-01

## User Management Options
- Back To Search Results
- Perform New Search
- Update LOA
- Reset Password
- View MFA Devices
- Suspend User
- Update Email

## User Details Sections
- Basic Information
- Personal Contact Information
- Business Contact Information
- Account Information
- Role Information
- Pending Request Information

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ACCOUNT UNLOCK
## Help Desk / Manage Users

### User Details

<table>
<thead>
<tr>
<th>Name: Sarah NO</th>
</tr>
</thead>
</table>

- **Locked Out**

### Menu Options

- **Unlock Account**
- **Update LOA**
- **Reset Password**
- **View MFA Devices**
- **Update Email**

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Account Unlock Page

Help Desk / Manage Users

Unlock Account

Name: Sarah NO

Justification (required)

Unlock
Cancel
Password Reset

Help Desk / Manage Users

User Details

Name: Sarah HelpDesk

- BASIC INFORMATION
- PERSONAL CONTACT INFORMATION
- BUSINESS CONTACT INFORMATION
- ACCOUNT INFORMATION
- ROLE INFORMATION
- PENDING REQUEST INFORMATION

Back To Search Results

Password Reset
Email Password Reset

Help Desk / Manage Users

Reset Password

Name: Sarah HelpDesk

Please choose one of the following options:

- Email a Password Reset Link to the User
- Generate Temporary Password

Justification (required)

Send Link  Cancel
Email Password Reset

[EXTERNAL]Help Desk Assisted Password Reset (CMS IDM IMPL)

IDM Auto Response <no-reply@impl.idp.idm.cms.gov>

If there are problems with how this message is displayed, click here to view it in a web browser.

Help Desk Assisted Password Reset

CMS.gov
Centers for Medicare & Medicaid Services

CMS Identity Management System (IDM) - IMPL Environment

Dear SarahApp Hangs,

A password reset for your CMS IDM account has been initiated by your CMS application help desk. If you did not make this request, please contact your application help desk immediately.

Click the link below to reset the password for your username, SarahAppHangs:

[Reset Password]

This link expires in 4 hours.
Users must know their security question answer in order to have their password reset via email.
Password Reset Confirmation

Confirmation

Password reset link has been sent to sarah.hangsleben@newwave.io. The user will be required to click on the link to reset their password.

Help Desk / Manage Users

User Details

Name: Sarah HelpDesk

RECOVERY
Temporary Password

Help Desk / Manage Users

Reset Password

Name: Sarah HelpDesk

Please choose one of the following options:
- Email a Password Reset Link to the User
- Generate Temporary Password

Temporary Password: S2u9Qbwi

The user's password has been changed to the password listed above. Once logged in, the user will be required to change their password.
Temporary Password

The user will go to the login page and type in their user ID and password provided by the help desk. It will direct them to the screen below where they will type in the temporary password again in the “Enter Old Password” box.
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VIEW MFA DEVICE
Viewing MFA devices

Help Desk / Manage Users

View MFA Devices

- Help Desks will only be able to view MFA devices
- There will be no more one time security codes
- Help Desks can update users email addresses in order to assist them getting into their accounts
UPDATING A USER’S EMAIL ADDRESS
Update Email

Changing user's email address will also update their current email MFA upon next login.

Submit  Cancel
UPDATING A USER’S LEVEL OF ASSURANCE (LOA)
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SUSPENDING / UNSUSPENDING USERS
Suspending Accounts

• You can only suspend accounts of users associated with your application, otherwise the option will not appear.

• Suspending accounts should only be used for when a user violates the system’s user agreement.

• Examples of user agreement violations include users sharing their account with another individual, using screen scraping software, and cases where the user’s identity has been stolen and their account may be accessed fraudulently.

• You should not suspend an account for someone who has left an organization or no longer needs access. Instead their roles they no longer need should be removed.

• Suspended accounts will not be able to access the system at all, regardless of status with other system applications.

• Applications should notify IDM Tier 2 when they have suspended a user by creating an Incident or sending an email and attaching the completed security form found on Confluence.
Suspending Accounts

Help Desk / Manage Users

Suspend User

Name: Kingia Stuart

Justification (required)

Suspend
Cancel
Unsuspending Accounts

• Application Help Desks do not have the ability to unsuspend user accounts

• If a user has taken the necessary steps to be reinstated, the application help desk will contact IDM Tier 2 and provide the user’s information

• Please provide the original Incident number that the account was suspended under
REMOVE ROLES AND ATTRIBUTES
User Details

Help Desk / Manage Users

User Details

- **Back To Search Results**
- **User Details**
- **Update LOA**
- **Reset Password**
- **View MFA Devices**
- **Remove Role/Attribute**
- **Suspend User**
- **Update Email**

**Name:** Harri Robeson

**ACTIVE**

- **BASIC INFORMATION**
- **PERSONAL CONTACT INFORMATION**
- **BUSINESS CONTACT INFORMATION**
- **ACCOUNT INFORMATION**
- **ROLE INFORMATION**

**User ID:** HarriRobeson
Remove Role

Help Desk / Manage Users

Remove Role/Attribute

Name: HarryRobeson

<table>
<thead>
<tr>
<th>Application</th>
<th>Role</th>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountable Care Organization Management System (aoms)</td>
<td>ACO Helpdesk User</td>
<td></td>
<td></td>
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<tr>
<td>Bundled Payments EFT</td>
<td>Bundled Payments EFT User</td>
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<tr>
<td>Connexion</td>
<td>Connexion Authorizer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEX (Data Exchange) System</td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>ME</td>
</tr>
<tr>
<td></td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>CA</td>
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<tr>
<td></td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>WV</td>
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<td>DEX State Admin</td>
<td>State(s)</td>
<td>KY</td>
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<td></td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>AK</td>
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<td></td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>GA</td>
</tr>
<tr>
<td></td>
<td>DEX State Admin</td>
<td>State(s)</td>
<td>NM</td>
</tr>
</tbody>
</table>

Remove All  Cancel
Justification

Please enter a justification to remove attribute(s)

Justification (required)
Role Removal

Submit  Cancel
CANCEL PENDING ROLE REQUESTS
### User Details

**Name:** Daisy Wyoming

<table>
<thead>
<tr>
<th>User Details</th>
<th>User ID: Daisy_Wyoming15</th>
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<tbody>
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</tbody>
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- **BASIC INFORMATION**
- **PERSONAL CONTACT INFORMATION**
- **BUSINESS CONTACT INFORMATION**
- **ACCOUNT INFORMATION**
- **ROLE INFORMATION**
- **PENDING REQUEST INFORMATION**

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Request Details

User Details

Name: Daisy Wyoming

User ID: Daisy_Wyoming45

- BASIC INFORMATION
- PERSONAL CONTACT INFORMATION
- BUSINESS CONTACT INFORMATION
- ACCOUNT INFORMATION
- ROLE INFORMATION

Pending Request Information

<table>
<thead>
<tr>
<th>Application</th>
<th>Request ID</th>
<th>Role Name</th>
<th>Attribute</th>
<th>Request Key</th>
<th>Submitted Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEX (Data Exchange) System</td>
<td>1644447</td>
<td>DEX State Admin</td>
<td>18983</td>
<td>Oct 22, 2019</td>
<td>Oct 23, 2019</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 of 1 record
Confirmation and Justification

- **Pending Request Information**
  - Application: DEX (Data Exchange) System
  - Request ID: 1644447
  - Role Name: DEX State Admin
  - Request Key: 18983
  - Submitted Date: Oct 22, 2019
  - Expiration Date: Oct 23, 2019

- **Justification**
  - Please enter a justification to cancel selected pending request(s).
  - Justification: Cancel role request
  - Cancel

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APPROVE ROLE REQUESTS
My Approvals

- Some Application Help Desks also have the ability to approve/reject roles.

- If your help desk has that capability, you will see My Approvals when signing into the system.
Notifications for Pending Request

- You will receive notifications and emails when a role under your authority has been requested.

- Notifications in the system will be located in the top right corner by your name.

TEST IDM Action Required: Pending Approvals

donotreply-idm@cms.hhs.gov

To:

The tracking number for this request is 220953.

Application: CPI API Onboarding
Role: CPI API Onboarding BOR

To review the pending approvals, go to [https://test.home.idm.cms.gov](https://test.home.idm.cms.gov)

After logging into the system:

1. Select the ‘Approvals’ tile on “IDM Dashboard” page.
2. On the ‘My Pending Approvals’ page select a request(s).
3. Provide Justification in the text box
4. Click on “Approve Selected” or “Reject Selected” button for your decision

If you have questions or need assistance, please use the following information to contact the Application Help Desk:

Support Desk
SampleTEST@test.com
123-456-7890

Thank you,
CMS Identity Management System

Please do not reply to this system generated email.
Approving Roles

My Pending Approvals

The following is a list of pending requests submitted for approval. Up to 50 requests can be approved/rejected at once.

- Request ID: 555731, Requester: Zanaia Bowers (SNIMPLUSER04), Application: DEX (Data Exchange System), Role Name: DEX Business Owner Representative, Attributes: Nov 17, 2020 04:32 PM, Request Date: Nov 18, 2020 04:32 PM
- Request ID: 555794, Requester: Table Search (IDM_MYPFOILE_TEST4), Application: MA/MA-PD/PDP/CC, Role Name: IUI Authorizer, Attributes: Nov 17, 2020 05:35 PM, Request Date: Nov 18, 2020 05:35 PM
- Request ID: 555744, Requester: Latonya Owen (LSIMPLUSER01), Application: SERVIS (State Exchange Resource Virtual Information System), Role Name: SERVIS Business Owner Representative, Attributes: Nov 17, 2020 10:34 PM, Request Date: Nov 18, 2020 10:34 PM
- Request ID: 555908, Requester: Megan Holt (MEGAN.HOLT@FCSO.COM), Application: SPOT-First Coast Service Options Internet Portal (FCSO), Role Name: FCSO - Help Desk User, Attributes: Nov 18, 2020 08:11 AM, Request Date: Nov 19, 2020 08:11 AM
- Request ID: 555911, Requester: Cesar Hernandez (U6B8.TEST), Application: SPOT-First Coast Service Options Internet Portal (FCSO), Role Name: FCSO - Help Desk User, Attributes: Nov 18, 2020 08:22 AM, Request Date: Nov 19, 2020 08:22 AM

Showing 1 to 5 of 5 records.

[Export Results]
# Approving/Rejecting One Role

## My Pending Approvals

The following is a list of pending requests submitted for approval. Up to 50 requests can be approved/rejected at once.

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Requester</th>
<th>Application</th>
<th>Role Name</th>
<th>Attributes</th>
<th>Request Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>555721</td>
<td>Zanaia Bowers (SNIMPLUSUSER04)</td>
<td>DEX (Data Exchange) System</td>
<td>DEX Business Owner Representative</td>
<td>Nov 17, 2020 04:32 PM</td>
<td>Nov 18, 2020 04:32 PM</td>
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</tr>
<tr>
<td>555794</td>
<td>Table Search (IDM_MYPROFILE_TEST4)</td>
<td>MA/MA-PD/PDP/CC</td>
<td>IUI Authorizer</td>
<td>Nov 17, 2020 05:32 PM</td>
<td>Nov 18, 2020 05:32 PM</td>
<td></td>
</tr>
<tr>
<td>555744</td>
<td>Latonya Owen (LSIMPLUSUSER01)</td>
<td>SERVIS (State Exchange Resource Virtual Information System)</td>
<td>SERVIS Business Owner Representative</td>
<td>Nov 17, 2020 10:34 PM</td>
<td>Nov 18, 2020 10:34 PM</td>
<td></td>
</tr>
<tr>
<td>555908</td>
<td>Megan Holt (<a href="mailto:MEGAN.HOLT@FCSO.COM">MEGAN.HOLT@FCSO.COM</a>)</td>
<td>SPOT-First Coast Service Options Internet Portal (FCSO)</td>
<td>FCSO - Help Desk User</td>
<td>Nov 18, 2020 08:11 AM</td>
<td>Nov 19, 2020 08:11 AM</td>
<td></td>
</tr>
<tr>
<td>555911</td>
<td>Cesar Hernandez (U6B8_TEST)</td>
<td>SPOT-First Coast Service Options Internet Portal (FCSO)</td>
<td>FCSO - Help Desk User</td>
<td>Nov 18, 2020 08:22 AM</td>
<td>Nov 19, 2020 08:22 AM</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 5 of 5 records.
### Approving/Rejecting Multiple Roles

#### My Pending Approvals

The following is a list of pending requests submitted for approval. Up to 50 requests can be approved/rejected at once.

<table>
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<tr>
<th>Request ID</th>
<th>Requester</th>
<th>Application</th>
<th>Role Name</th>
<th>Attributes</th>
<th>Request Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>555731</td>
<td>Zanaia Bowers</td>
<td>DEX (Data Exchange) System</td>
<td>DEX Business Owner Representative</td>
<td></td>
<td>Nov 17, 2020 04:3 PM</td>
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<tr>
<td>555794</td>
<td>Table Search</td>
<td>MA/MA-PD/PDP/CC</td>
<td>IUJ Authorizer</td>
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<td>Nov 17, 2020 05:3 PM</td>
<td>Nov 18, 2020 05:3 PM</td>
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<tr>
<td>555744</td>
<td>Latonya Owen</td>
<td>SERVIS (State Exchange Resource Virtual Information System)</td>
<td>SERVIS Business Owner Representative</td>
<td></td>
<td>Nov 17, 2020 10:3 PM</td>
<td>Nov 18, 2020 10:3 PM</td>
</tr>
<tr>
<td>555908</td>
<td>Megan Holt</td>
<td>SPOT-First Coast Service Options Internet Portal (FCSO)</td>
<td>FCSO - Help Desk User</td>
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</tr>
<tr>
<td>555911</td>
<td>Cesar Hernandez</td>
<td>SPOT-First Coast Service Options Internet Portal (FCSO)</td>
<td>FCSO - Help Desk User</td>
<td></td>
<td>Nov 18, 2020 08:2 PM</td>
<td>Nov 19, 2020 08:2 PM</td>
</tr>
</tbody>
</table>

Showing 1 to 5 of 5 records.
Role Request Details