



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

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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

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URLs for Portal Apps

UAT URLs

Name	URL
DEV URL	https://portaldev-beta.cms.gov/portal/
IMPL/Val URL	https://portalval-beta.cms.gov/portal/

Post-Migration URLs

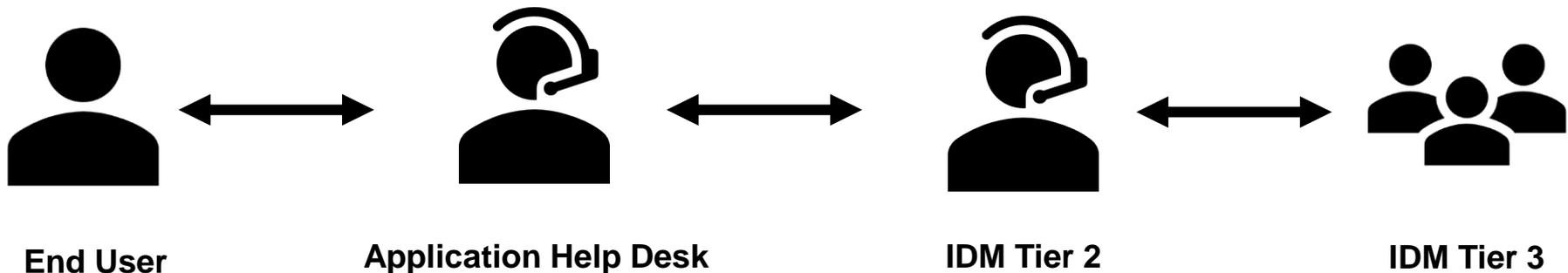
Name	URL
DEV URL	https://portaldev.cms.gov/
IMPL/Val URL	https://portalval.cms.gov/
PROD Environment	https://portal.cms.gov

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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

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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

Information for IDM Tier 2

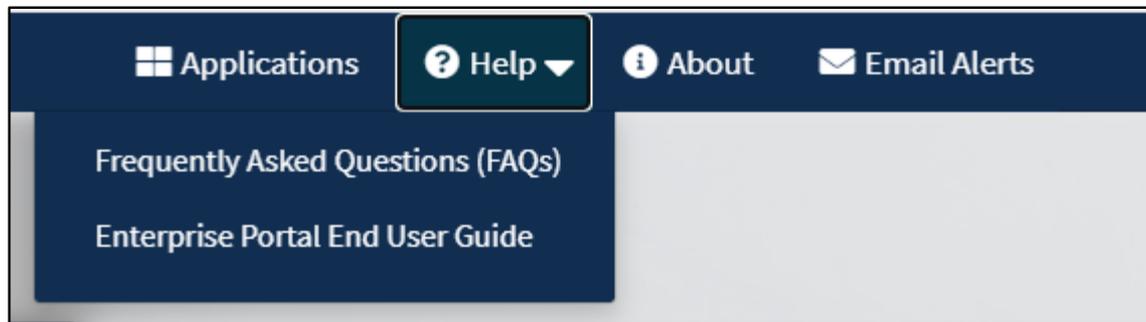
- Before contacting IDM Tier 2, application help desks should have the following information ready:
 - URL the user is trying to access
 - Description of the issue
 - IDM environment incident occurred in
 - User ID
 - First & Last Name
 - E-mail address associated with the user's account
 - Steps taken 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

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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**

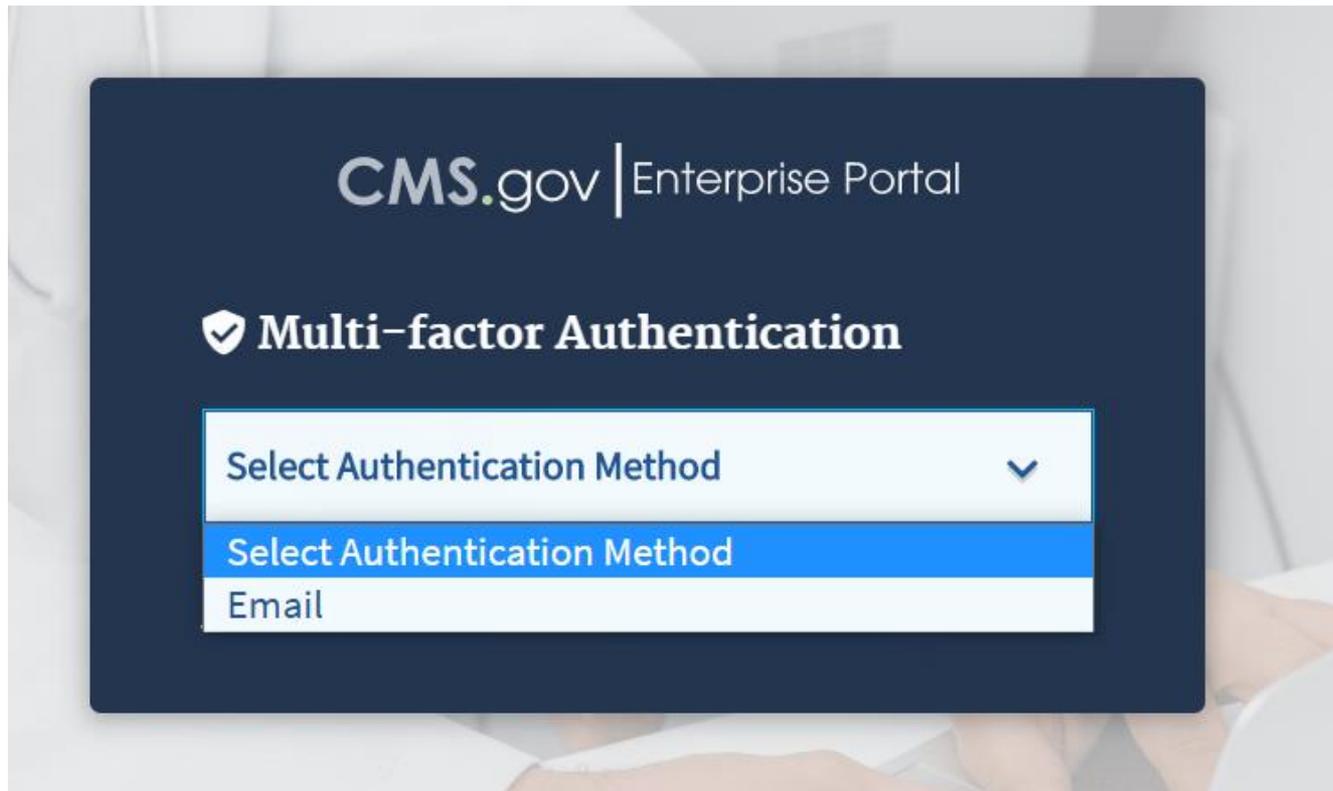
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First Login for Portal Users

- 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



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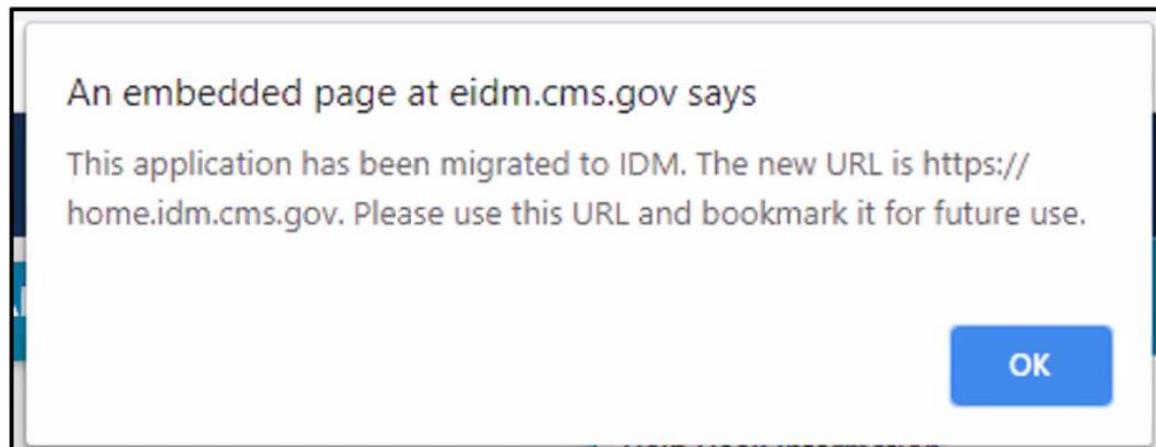
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New MFA options

- 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

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New User Registration

CMS.gov | Enterprise Portal

User ID

Password

I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

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

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).



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



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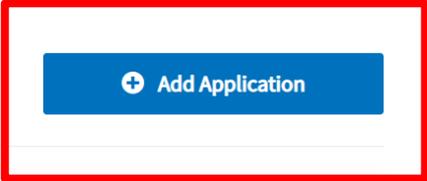
REQUEST ROLES

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New User – Role Request

My Portal



i Welcome to CMS Enterprise Portal.

Welcome Sarah HelpDesk to CMS Enterprise Portal. You've selected 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 ✕ ▾

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

[> Help Desk Information](#)

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
MA/MA-PD/PDP/CC ✕ ▾

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

➤ Help Desk Information

Next

2 Select a Role

3 Enter Reason for Request



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

☰ My Roles

🕒 My Pending Requests

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

Global Filter						
Request ID	Application	Role Name	Attributes	Submission Date	Expiration Date	Action
555947	MA/MA-PD/PDP/CC	MAPD Helpdesk		Nov 18, 2020	Nov 19, 2020	

Showing 1 of 1 record.

Navigation: << 1 >> 10

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SELF SERVICE FUNCTIONS

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Home Page Self Service Functions

CMS.gov | Enterprise Portal

User ID

Password

I agree to the [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

New User Registration

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

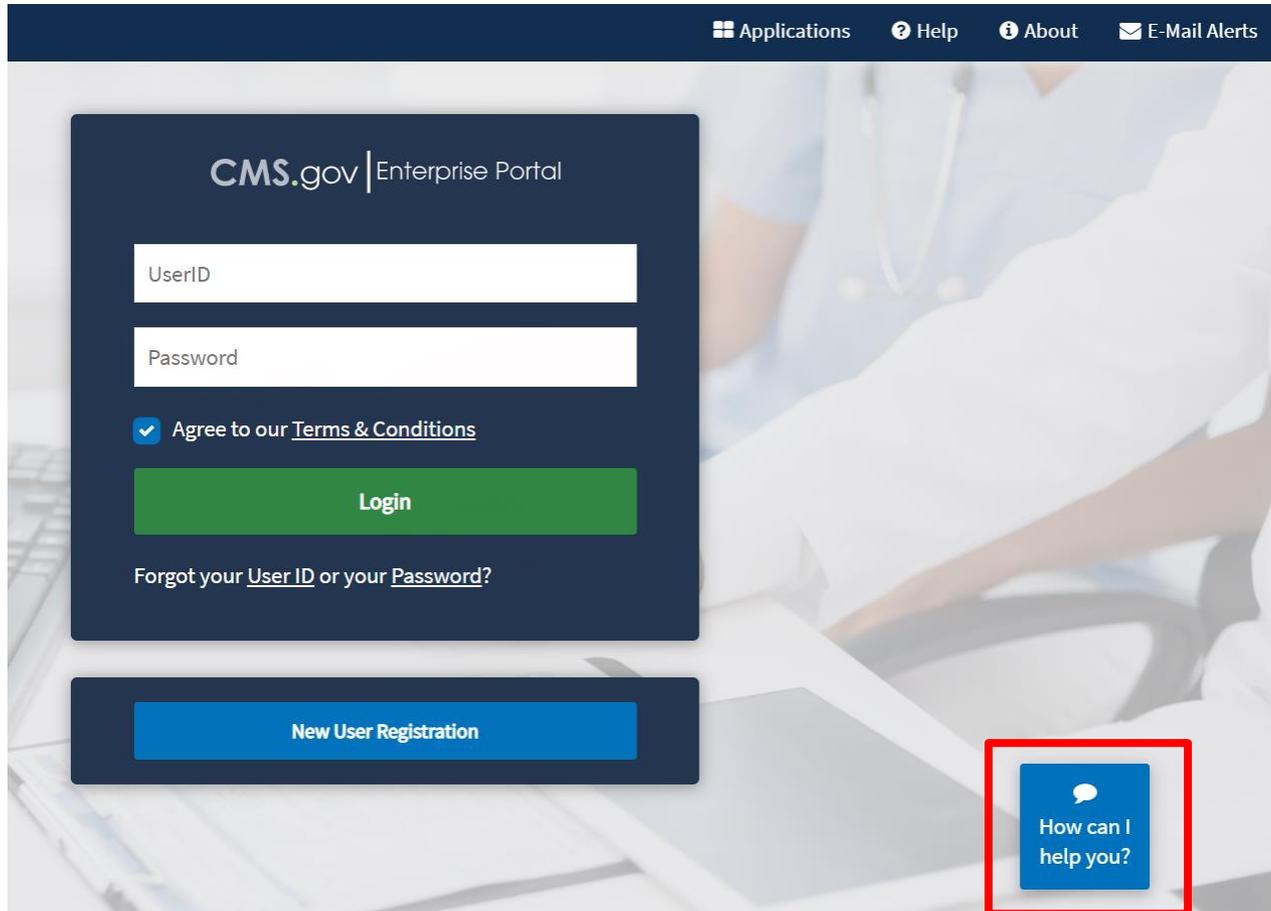
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CHAT BOT

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Chat Bot



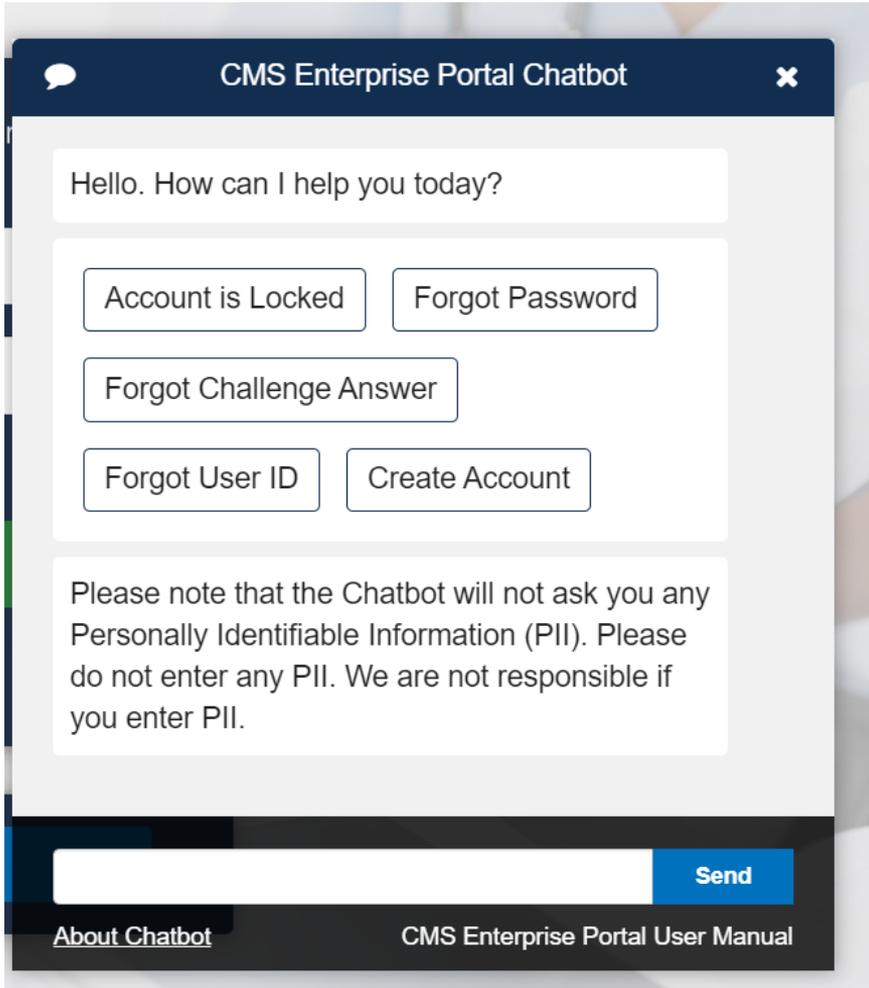
The Chat Bot feature will be available in IDM.

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

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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

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Navigation after login



My Portal

+ Add Application



Help Desk / Manage Users



ABCRS



BCRS

Navigation after login

IDM

Add Application

Help Desk / Manage Users

ABCRS

BCRS

IBCRS

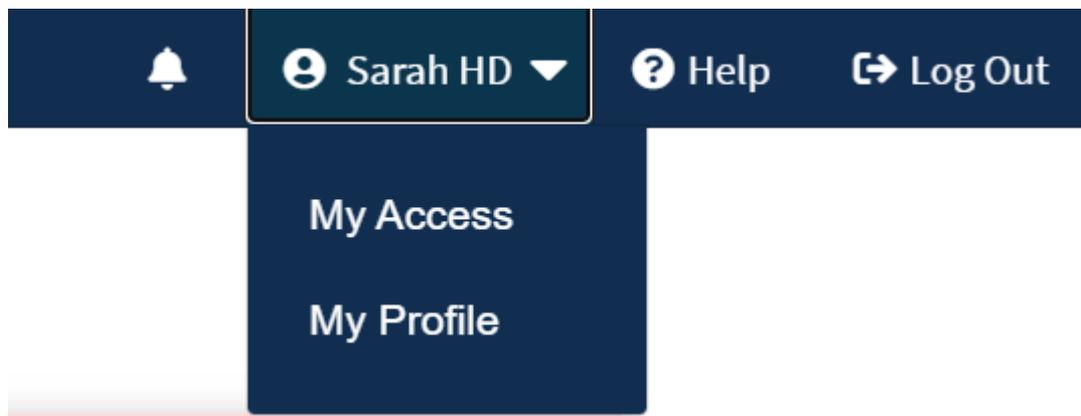
IBCRS Admin

BCRS

IBCRS

IBCRS Admin

PBCRS



A user profile navigation menu with a dark blue background. It features a notification bell icon on the left, a user profile section in the center, and a help and log out section on the right. The user profile section is highlighted with a white border and contains a user icon, the name 'Sarah HD', and a downward arrow. Below this section, a dropdown menu is open, showing 'My Access' and 'My Profile' options.

🔔 Sarah HD ▼ ? Help ↪ Log Out

My Access

My Profile

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ACCESSING THE HELP DESK UI

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Self Service look for Help Desks

CMS.gov | My Enterprise Portal 🔔 Sarah HD ▾ 🔗 Help 🚪 Log Out

My Portal

[+ Add Application](#)



Help Desk / Manage Users



ABCRS



BCRS

CMS.gov | My Enterprise Portal ☰ My Apps

IDM	ABCRS	BCRS
Add Application	BCRS	IBCRS
Help Desk / Manage Users	IBCRS	IBCRS Admin
	IBCRS Admin	PBCRS

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USER SEARCH

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Application vs Enterprise Search

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

	Application	Enterprise
Limitations	Only searches user within an application you have access to	Searches users across system
Search Options	User ID, Email, First Name, Last Name, Application, Role	User ID, Email, First Name, Last Name, DOB, Last 4 SSN, State
Search requirements	All fields optional except for application	-Partial First AND Last Name (min. 1 character) -Partial Email (min. 2 characters) -Partial User ID (min. 2 characters)
Max number of searches	50	5

Application Search

Help Desk / Manage Users

 Application Search

 Enterprise Search

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

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Enterprise Search

Help Desk / Manage Users

Application Search

Enterprise Search

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



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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

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Search Results

Help Desk / Manage Users

Application Search

Enterprise Search



Search Criteria [Edit](#)

Application: BCRS Web / Role: BCRS Web / User ID: CHIT

Export Results

User ID	User Details	Status	Roles/Attributes	Actions
CHIT-AUTO-API-DONOTUSE-BCRS-WEB-IMPL-07	Name: Email: State: WA	Active	Role: BCRS Web	Select Action

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User Details Page

Help Desk / Manage Users

User Details

[← Back To Search Results](#)

[🔍 Perform New Search](#)

-  User Details
-  Update LOA
-  Reset Password
-  View MFA Devices
-  Suspend User
-  Update Email

Name: Joshuaia Slater	ACTIVE	User ID: CHIT-UI-DONOTUSE-HD-bcrs-web-IMPL-01
➤ BASIC INFORMATION		
➤ PERSONAL CONTACT INFORMATION		
➤ BUSINESS CONTACT INFORMATION		
➤ ACCOUNT INFORMATION		
➤ ROLE INFORMATION		
➤ PENDING REQUEST INFORMATION		

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ACCOUNT UNLOCK

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User Details Page

Help Desk / Manage Users

[← Back To Search Results](#)

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

User Details

 [Perform New Search](#)

Name: Sarah NO **LOCKED OUT**

- [> BASIC INFORMATION](#)
- [> PERSONAL CONTACT INFORMATION](#)
- [> BUSINESS CONTACT INFORMATION](#)
- [> ACCOUNT INFORMATION](#)
- [> ROLE INFORMATION](#)
- [> PENDING REQUEST INFORMATION](#)

Account Unlock Page

Help Desk / Manage Users

[← Back To Search Results](#)

 [User Details](#)

 [Update LOA](#)

 [Reset Password](#)

 [View MFA Devices](#)

 [Unlock Account](#)

 [Update Email](#)

Unlock Account

 [Perform New Search](#)

Name: Sarah NO

LOCKED OUT

Justification (required)

Unlock

Cancel

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PASSWORD RESET

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Password Reset

Help Desk / Manage Users

[← Back To Search Results](#)

 [User Details](#)

 [Update LOA](#)

 [Reset Password](#)

 [View MFA Devices](#)

 [Update Email](#)

User Details

 [Perform New Search](#)

Name: Sarah HelpDesk

ACTIVE

[> BASIC INFORMATION](#)

[> PERSONAL CONTACT INFORMATION](#)

[> BUSINESS CONTACT INFORMATION](#)

[> ACCOUNT INFORMATION](#)

[> ROLE INFORMATION](#)

[> PENDING REQUEST INFORMATION](#)

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Email Password Reset

Help Desk / Manage Users

[← Back To Search Results](#)

-  User Details
-  Update LOA
-  **Reset Password**
-  View MFA Devices
-  Update Email

Reset Password

 [Perform New Search](#)

Name: Sarah HelpDesk

ACTIVE

Please choose one of the following options:

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

Justification (required)

Send Link

Cancel

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Email Password Reset

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

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

 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, SarahApp2:

[Reset Password](#)

This link expires in 4 hours.

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Email Password Reset

Forgot/Reset Password

Please provide the following information to reset your password.

What is the name of your first stuffed animal?

Enter Security Answer

Security Answer is a required field.

Submit

Cancel

Forgot/Reset Password

Please provide the following information to reset your password.

New Password



Confirm Password



Reset Password

Cancel

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.hangleben@newwave.io. The user will be required to click on the link to reset their password.

Help Desk / Manage Users

[← Back To Search Results](#)

User Details

[Perform New Search](#)

 User Details

Name: Sarah HelpDesk

RECOVERY

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Temporary Password

Help Desk / Manage Users

[← Back To Search Results](#)

-  User Details
-  Update LOA
-  **Reset Password**
-  View MFA Devices
-  Update Email

Reset Password

[Perform New Search](#)

Name: Sarah HelpDesk	RECOVERY
<p>Please choose one of the following options:</p> <p><input type="radio"/> Email a Password Reset Link to the User</p> <p><input checked="" type="radio"/> Generate Temporary Password</p>	
<p>Justification (required)</p> <input type="text"/>	
<p><small>Required field.</small></p>	
<input type="button" value="Generate Password"/>	<input type="button" value="Cancel"/>

Help Desk / Manage Users

[← Back To Search Results](#)

-  User Details
-  Update LOA
-  **Reset Password**
-  View MFA Devices
-  Update Email

Reset Password

[Perform New Search](#)

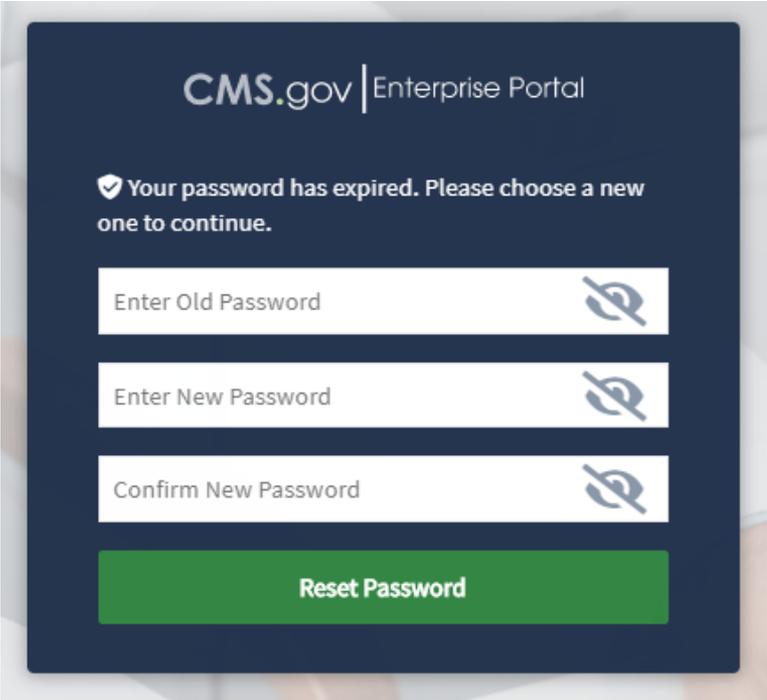
Name: Sarah HelpDesk	RECOVERY	User ID: sarahportalhd1
<p>Please choose one of the following options:</p> <p><input type="radio"/> Email a Password Reset Link to the User</p> <p><input checked="" type="radio"/> Generate Temporary Password</p>		
<p>i Temporary Password: S2u9Qbwi</p> <p>The user's password has been changed to the password listed above. Once logged in, the user will be required to change their password.</p>		

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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.



The screenshot shows a dark blue login screen for the CMS.gov Enterprise Portal. At the top, it says "CMS.gov | Enterprise Portal". Below that, a message reads: "Your password has expired. Please choose a new one to continue." There are three white input fields with blue eyes (password visibility icons) to the right of each field. The first field is labeled "Enter Old Password", the second "Enter New Password", and the third "Confirm New Password". At the bottom of the form is a green button labeled "Reset Password".

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CMS IDM Portal UI Refresher Training

VIEW MFA DEVICE

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Viewing MFA devices

Help Desk / Manage Users

View MFA Devices

[← Back To Search Results](#)

[🔍 Perform New Search](#)

[👤 User Details](#)

[📄 Update LOA](#)

[🔒 Reset Password](#)

[🛡️ View MFA Devices](#)

[✉️ Update Email](#)

Name: Sarah HelpDesk

RECOVERY

User ID: sarahportalhd1

↕ Device Type	↕ Identifier	↕ Status	↕ Date Registered
Email	sarah.hangleben@newwave.io	Active	
Text Message (SMS)	+1 515-480-	Active	Nov 17, 2020

⏪ ⏩ 1 10 ▼

- 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

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UPDATING A USER'S EMAIL ADDRESS

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User Details page

Help Desk / Manage Users

[← Back To Search Results](#)

Update Email

[🔍 Perform New Search](#)

 User Details

 Update LOA

 Reset Password

 View MFA Devices

 Update Email

Name: Sarah NO

ACTIVE

Old Email Address

sarah.hangsleben@cms.hhs.gov

New Email Address (required)

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

Confirm New Email Address (required)

Justification (required)

Submit

Cancel

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CMS IDM Portal UI Refresher Training

UPDATING A USER'S LEVEL OF ASSURANCE (LOA)

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User Details Page

Help Desk / Manage Users

← Back To Search Results

Update LOA

🔍 Perform New Search

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

Name: Sarah NO **ACTIVE**

▼ ACCOUNT INFORMATION

User Status
ACTIVE

Last Profile Updated Date
Nov 18, 2020 1:24 PM

Last Login Date

LOA (required)
1 ▼

Select ▼

LOA Justification (required)

CMS IDM Portal UI Refresher Training

SUSPENDING / UNSUSPENDING USERS

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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

[← Back To Search Results](#)

 [User Details](#)

 [Update LOA](#)

 [Reset Password](#)

 [View MFA Devices](#)

 [Suspend User](#)

 [Update Email](#)

Suspend User

 [Perform New Search](#)

Name: Kingia Stuart

ACTIVE

Justification (required)

Suspend

Cancel

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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

CMS IDM Portal UI Refresher Training

REMOVE ROLES AND ATTRIBUTES

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User Details

Help Desk / Manage Users

User Details

[← Back To Search Results](#)

[🔍 Perform New Search](#)

 [User Details](#)

 [Update LOA](#)

 [Reset Password](#)

 [View MFA Devices](#)

 [Remove Role/Attribute](#)

 [Suspend User](#)

 [Update Email](#)

Name: Harri Robeson

ACTIVE

User ID: HarryRobeson

[> BASIC INFORMATION](#)

[> PERSONAL CONTACT INFORMATION](#)

[> BUSINESS CONTACT INFORMATION](#)

[> ACCOUNT INFORMATION](#)

[> ROLE INFORMATION](#)

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Remove Role

Help Desk / Manage Users

Remove Role/Attribute

[← Back To Search Results](#)

[🔍 Perform New Search](#)

-  User Details
-  Update LOA
-  Reset Password
-  View MFA Devices
-  Remove Role/Attribute
-  Suspend User
-  Update Email

Name: Harri Robeson ACTIVE User ID: HarryRobeson

Global Filter

<input type="checkbox"/>	↕ Application	↕ Role	↕ Attribute	↕ Value
<input type="checkbox"/>	Accountable Care Organization Management System (acoms)	ACO Helpdesk User		
<input type="checkbox"/>	Bundled Payments EFT	Bundled Payments EFT User		
<input type="checkbox"/>	Connexion	Connexion Authorizer		
<input checked="" type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	ME
<input type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	CA
<input checked="" type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	WV
<input type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	KY
<input checked="" type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	AK
<input type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	GA
<input type="checkbox"/>	DEX (Data Exchange) System	DEX State Admin	State(s)	NM

1 2 3 4 5 10

Remove All Cancel

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Justification

Organization

X Close

Justification

Please enter a justification to remove attribute(s)

Justification (required)

Role Removal

Submit Cancel

System

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CANCEL PENDING ROLE REQUESTS

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User Details

[← Back To Search Results](#)

-  [User Details](#)
-  [Update LOA](#)
-  [Reset Password](#)
-  [View MFA Devices](#)

User Details

[Perform New Search](#)

Name: Daisy Wyoming

User ID: Daisy_Wyoming45

[> BASIC INFORMATION](#)

[> PERSONAL CONTACT INFORMATION](#)

[> BUSINESS CONTACT INFORMATION](#)

[> ACCOUNT INFORMATION](#)

[> ROLE INFORMATION](#)

[> PENDING REQUEST INFORMATION](#)

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Request Details

[← Back To Search Results](#)

-  User Details
-  Update LOA
-  Reset Password
-  View MFA Devices

User Details

[🔍 Perform New Search](#)

Name: Daisy Wyoming

User ID: Daisy_Wyoming45

[> BASIC INFORMATION](#)

[> PERSONAL CONTACT INFORMATION](#)

[> BUSINESS CONTACT INFORMATION](#)

[> ACCOUNT INFORMATION](#)

[> ROLE INFORMATION](#)

[▼ PENDING REQUEST INFORMATION](#)

Global Filter

<input type="checkbox"/>	↕ Application	↕ Request ID	↕ Role Name	↕ Attribute	↕ Request Key	↕ Submitted Date	Expiration Date
<input type="checkbox"/>	DEX (Data Exchange) System	1644447	DEX State Admin		18983	Oct 22, 2019	Oct 23, 2019

Showing 1 of 1 record.

Navigation: [Previous] [1] [Next] [10] [Dropdown]

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Confirmation and Justification

▼ PENDING REQUEST INFORMATION

Global Filter

<input checked="" type="checkbox"/>	Application	Request ID	Role Name	Attribute	Request Key	Submitted Date	Expiration Date
<input checked="" type="checkbox"/>	DEX (Data Exchange) System	1644447	DEX State Admin		18983	Oct 22, 2019	Oct 23, 2019

Showing 1 of 1 record.

1 10

Cancel Pending Requests

PERSONAL CONTACT INFORMATION

Justification Close

Please enter a justification to cancel selected pending request(s).

Justification (required)
Cancel role request

Submit Cancel

Application	ID	Name	Request Key	
<input checked="" type="checkbox"/>	DEX (Data	1644447	DEX State	18983

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CMS IDM Portal UI Refresher Training

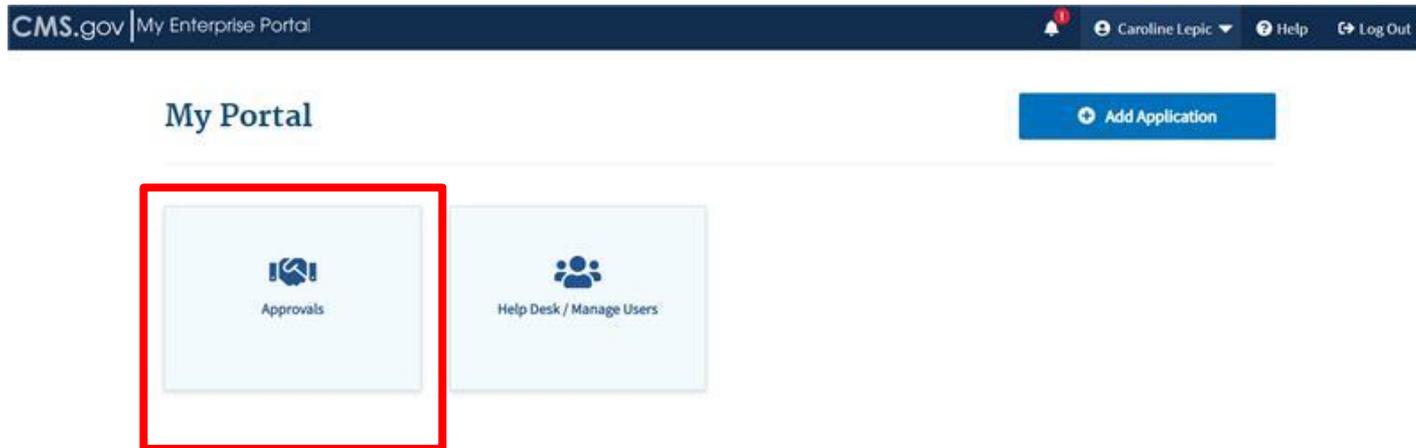
APPROVE ROLE REQUESTS

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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



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>

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.

Export Results

	Request ID	Requester	Application	Role Name	Attributes	Request Date	Expiration Date
<input type="checkbox"/>	555731	Zanaia Bowers (SNIMPLUSER04)	DEX (Data Exchange) System	DEX Business Owner Representative		Nov 17, 2020 04:32 PM	Nov 18, 2020 04:32 PM
<input type="checkbox"/>	555794	Table Search (IDM_MYPROFILE_TEST4)	MA/MA-PD/PDP/CC	IUI Authorizer		Nov 17, 2020 05:35 PM	Nov 18, 2020 05:35 PM
<input type="checkbox"/>	555744	Latonyaia Owen (LSIMPLUSER01)	SERVIS (State Exchange Resource Virtual Information System)	SERVIS Business Owner Representative		Nov 17, 2020 10:34 PM	Nov 18, 2020 10:34 PM
<input type="checkbox"/>	555908	Megan Holt (MEGAN.HOLT@FCSO.COM)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:11 AM	Nov 19, 2020 08:11 AM
<input type="checkbox"/>	555911	Cesar Hernandez (U6B8_TEST)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:22 AM	Nov 19, 2020 08:22 AM

Showing 1 to 5 of 5 records.

1 10

Top

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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.

[Export Results](#)

<input type="checkbox"/>	Request ID	Requester	Application	Role Name	Attributes	Request Date	Expiration Date
<input checked="" type="checkbox"/>	555731	Zanaia Bowers (SNIMPLUSER04)	DEX (Data Exchange) System	DEX Business Owner Representative		Nov 17, 2020 04:32 PM	Nov 18, 2020 04:32 PM
<input type="checkbox"/>	555794	Table Search (IDM_MYPROFILE_TEST4)	MA/MA-PD/PDP/CC	IUI Authorizer		Nov 17, 2020 05:35 PM	Nov 18, 2020 05:35 PM
<input type="checkbox"/>	555744	Latonyaia Owen (LSIMPLUSER01)	SERVIS (State Exchange Resource Virtual Information System)	SERVIS Business Owner Representative		Nov 17, 2020 10:34 PM	Nov 18, 2020 10:34 PM
<input type="checkbox"/>	555908	Megan Holt (MEGAN.HOLT@FCSO.COM)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:11 AM	Nov 19, 2020 08:11 AM
<input type="checkbox"/>	555911	Cesar Hernandez (U6B8_TEST)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:22 AM	Nov 19, 2020 08:22 AM

Showing 1 to 5 of 5 records.

[Approve](#) [Reject](#) [Top](#)

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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.

Export Results

<input type="checkbox"/>	Request ID	Requester	Application	Role Name	Attributes	Request Date	Expiration Date
<input checked="" type="checkbox"/>	555731	Zanaia Bowers (SNIMPLUSER04)	DEX (Data Exchange) System	DEX Business Owner Representative		Nov 17, 2020 04:32 PM	Nov 18, 2020 04:32 PM
<input checked="" type="checkbox"/>	555794	Table Search (IDM_MYPROFILE_TEST4)	MA/MA-PD/PDP/CC	IUI Authorizer		Nov 17, 2020 05:35 PM	Nov 18, 2020 05:35 PM
<input checked="" type="checkbox"/>	555744	Latonyaia Owen (LSIMPLUSER01)	SERVIS (State Exchange Resource Virtual Information System)	SERVIS Business Owner Representative		Nov 17, 2020 10:34 PM	Nov 18, 2020 10:34 PM
<input type="checkbox"/>	555908	Megan Holt (MEGAN.HOLT@FCSO.COM)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:11 AM	Nov 19, 2020 08:11 AM
<input type="checkbox"/>	555911	Cesar Hernandez (U6B8_TEST)	SPOT-First Coast Service Options Internet Portal (FCSO)	FCSO - Help Desk User		Nov 18, 2020 08:22 AM	Nov 19, 2020 08:22 AM

Showing 1 to 5 of 5 records.

1 10

Approve All Reject All

Top

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Role Request Details

Pending Approval Request

Name: Zanaia Bowers	ID: SNIMPLUSER04
> REQUESTER	
▼ Request Access, which includes:	
Application: DEX (Data Exchange) System	
Role: DEX Business Owner Representative	
Reason for Request: test	
Approve	Reject
Back to Approvals	

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