



CMS Identity Management (IDM) System UI



*Tier I Help Desk Training & User
Interface Overview for Non-Portal
Applications*

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CMS IDM UI Training for Non-Portal Applications

INTRODUCTION

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Presentation Roadmap

- URL and Help Desk Information
- UAT Testing
- Migration Information
- New User Registration
- Role Requests
- Self Service Functions
- 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 Non-Portal Apps

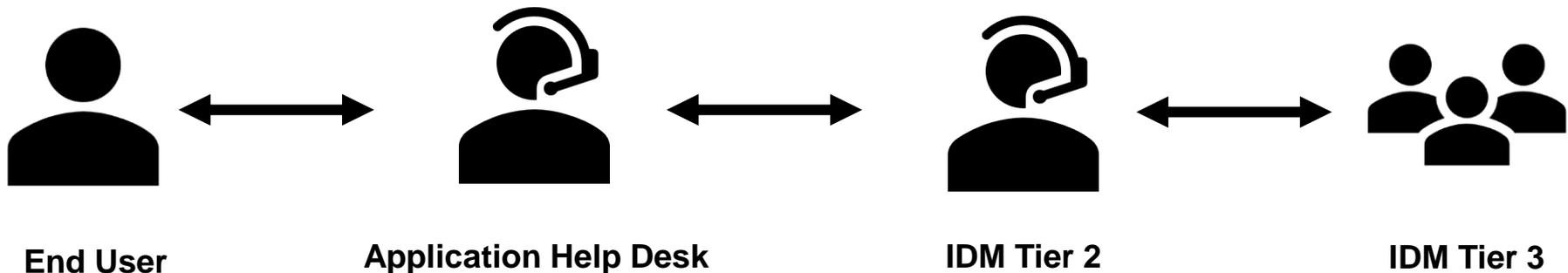
| Name | URL |
|--------------------------------|---|
| TEST Environment | |
| Registration URL | https://test.reg.idm.cms.gov/registration.html?appid=cmsidm |
| Self Service URL | https://test.home.idm.cms.gov/selfservice/ |
| IMPL/Val Environment | |
| Registration URL | https://impl.reg.idm.cms.gov/registration.html?appid=cmsidm |
| Self Service and Help Desk URL | https://impl.home.idm.cms.gov/selfservice/ |
| | |
| PROD Environment | https://home.idm.cms.gov/signin/login.html |
| | |

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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 UI for non-portal applications can be found CMS.gov
- The title of the user guide is IDM User Guide
- This user guide goes into greater detail for end users, how to manage your own account, and includes help desk actions

First Login for Non-Portal Users

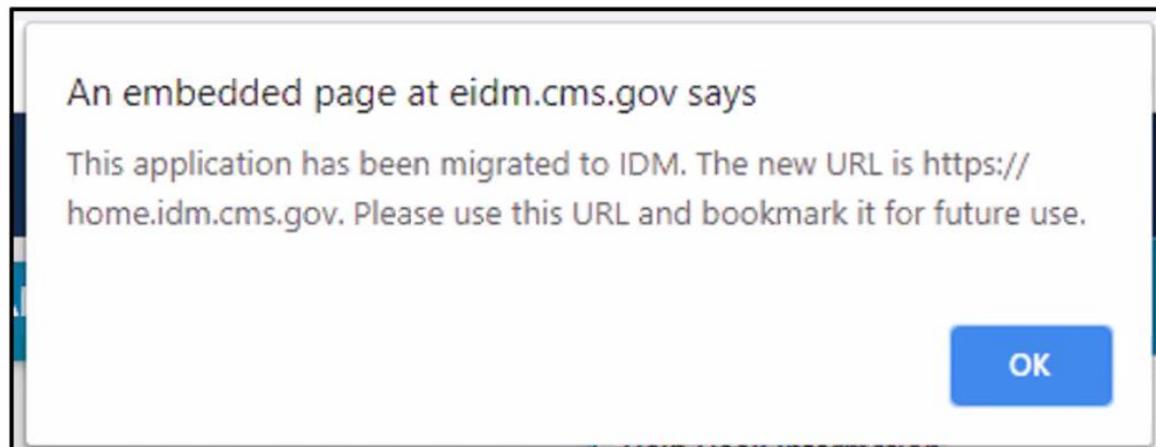
- Users logging into the IDM UI for the first time, will use their existing user ID and password
- If their account requires an MFA code, it will be defaulted to the email on their profile
- After successfully logging in, users can navigate to their profile and add additional MFA devices or change their security question and answer

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
 - Okta Verify
 - Short Message Service (SMS) Text Message
 - YubiKey

Notifications for Migrated Applications

- If a user signs into EIDM and attempts to access an application that has been migrated to the non-portal they will get a notification informing them the application has moved and provide the link
- If a user signs into the IDM UI and attempts to access a Portal application, they will also receive an error stating to sign into EIDM (or IDM Portal post 2/2021)



Syncing between EIDM and IDM UI

- The EIDM and IDM UI for non-portal applications will have some syncing during the phased migration
- This only matters for users who need to access applications within both systems

Password resets and account unlocks



Profile Changes like updating email



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NEW USER REGISTRATION

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New User Registration

CMS.gov | IDM TEST

Sign In

Username

Password

Agree to our [Terms & Conditions](#)

Sign In

OR

Registration

Forgot your [Password](#) or [Unlock your account](#)?

All fields are required unless mark as optional

Enter First Name Enter Middle Name (optional) Enter Last Name Enter Suffix (optional)

Enter Birth Month Enter Birth Date Enter Birth Year

Is your address US based?
 Yes No

Enter Home Address #1 Enter Home Address #2 (optional)

Enter City Enter State Enter Zip Code Enter Zip Code Ext (optional)

Enter Phone Number

Enter E-mail Address Confirm E-mail Address

Agree to our [Terms & Conditions](#)

Cancel Next

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New User Registration

All fields are required unless mark as optional

Enter User ID

Enter Password Confirm Password

Select Challenge Question Enter Challenge Question Answer

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

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REQUEST ROLES

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Requesting a Role

The screenshot displays the CMS.gov IDM Self Service user interface. At the top left, it shows 'CMS.gov | IDM Self Service'. At the top right, there is a user profile icon with a '0' notification badge and the name 'Julius Goodnite' with a dropdown arrow. The main content area contains five white cards with rounded corners and dark blue icons:

- My Profile**: To access your Profile please click here. You can View or Edit your Profile or MFA on this page.
- My Applications**: To access applications you have access to please click here. You can navigate to any of your Applications on this page.
- My Roles**: To access your existing Roles please click here. You can View, Add, Edit or Remove Roles on this page.
- My Requests**: To access your own Pending requests please click here. You can View or Cancel your requests on this page.
- Role Request**: To request access to a new Application please click here. You can Add a Role in a new Application on this page.

The 'Role Request' card is highlighted with a red border.

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Requesting a Role

Role Request

* Optional fields are labeled as (Optional).

1 Application — 2 Role — 3 Review

Select an Application

Application is required.

Next

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Help Desk Contact

The screenshot shows a 'Role Request' form with a progress bar at the top containing three steps: 'Application', 'Role', and 'Review'. The 'Application' step is active. Below the progress bar, the 'Selected Application' is 'MDR State Exchange (MDR)'. A red arrow points to the 'View Helpdesk Details' link. A modal window titled 'Helpdesk Details' is open, displaying contact information for the 'MAPD Help Desk':

| MAPD Help Desk | |
|----------------|---|
| Email: | mapdhelp@cms.hhs.gov |
| Phone: | 800-927-8069 |
| Url: | http://mdr.helpdesk.com |

The modal also includes 'Cancel', 'Back', and 'Close' buttons.

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 Profile

To access your Profile please click here.

You can View or Edit your Profile or MFA on this page.



Role Request

To request access to a new Application please click here.

You can Add a Role in a new Application on this page.



Manage My Roles

To access your existing Roles please click here.

You can View, Add, Edit or Remove Roles on this page.



My Requests

To access your own Pending requests please click here.

You can View or Cancel your requests on this page.

My Requests



| Request ID | Application | Role | Submit Date | Expiration Date | Actions |
|------------|-------------|----------|-------------|-----------------|---------|
| 71319 | GENTRAN | End User | 09/01/2020 | 09/02/2020 | |

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SELF SERVICE FUNCTIONS

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Home Page Self Service Functions

CMS.gov | IDM
TEST

Sign In

Username

Password

Agree to our [Terms & Conditions](#)

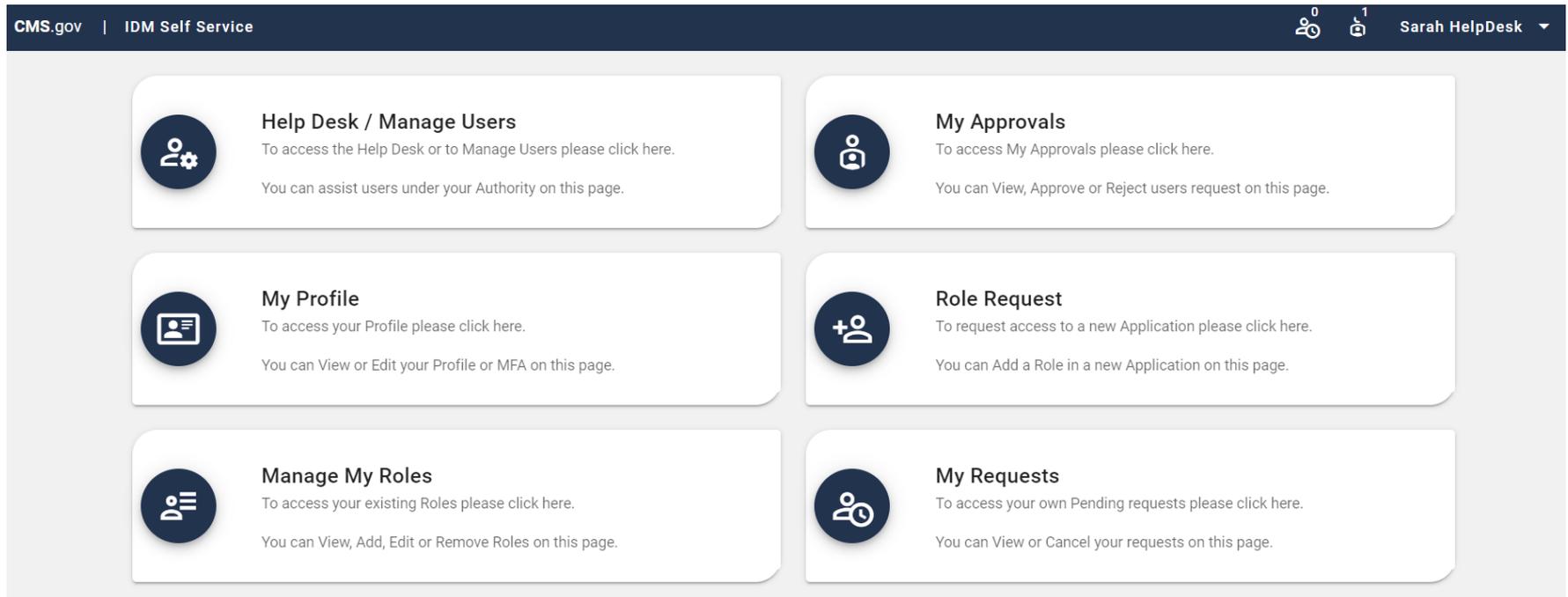
Sign In

Forgot your [Password](#) or [Unlock](#) your account?

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Self Service Page Icons



Help Desk/Manage Users and My Approvals tiles will only show up if that user has those functionalities based on their role(s).

Self Service Page Icons

The image shows a screenshot of the CMS.gov IDM Self Service interface. At the top, there is a dark blue header with the text "CMS.gov | IDM Self Service". Below the header is a navigation menu with several items: "Home" (highlighted in light blue), "My Approvals", "My Profile", "Role Request" (highlighted in light purple), "Manage My Roles", and "My Requests". To the right of the navigation menu is a main content area with a dark blue header that says "Role Request". Below this header, there is a section titled "Application" with a pencil icon. Underneath, there is a form field labeled "Select an Application" with a placeholder text that reads "Select the Application for which you want to add the".

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ACCESSING THE HELP DESK UI

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Self Service look for Help Desks

The screenshot shows the 'IDM Self Service' dashboard for a user named 'Adam Admin'. The dashboard features several tiles for self-service actions:

- Help Desk / Manage Users** (highlighted with a red border): To access the Help Desk or to Manage Users please click here. You can assist users under your Authority on this page.
- My Approvals**: To access My Approvals please click here. You can View, Approve or Reject users request on this page.
- My Profile**: To access your Profile please click here. You can View or Edit your Profile or MFA on this page.
- My Applications**: To access applications you have access to please click here. You can navigate to any of your Applications on this page.
- My Roles**: To access your existing Roles please click here. You can View, Add, Edit or Remove Roles on this page.
- My Requests**: To access your own Pending requests please click here. You can View or Cancel your requests on this page.
- Role Request**: To request access to a new Application please click here. You can Add a Role in a new Application on this page.

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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

Search

Application Search * Optional fields are labeled as (Optional).

Application Search Enterprise Search

Application Search requires at least the Application selected in order to perform a search.

User ID (Optional) E-Mail Address (Optional)

First Name (Optional) Last Name (Optional)

Application

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Enterprise Search

Search

Enterprise Search

* Optional fields are labeled as (Optional).

Application Search Enterprise Search

Enterprise Search requires at least First Name and Last Name or User ID or Email Address in order to perform a search.

| | |
|--|---------------------------|
| User ID (Optional) | E-mail Address (Optional) |
| First Name (Optional) | Last Name (Optional) |
| Date of Birth (Optional) MM/DD/YYYY | Last 4 SSN (Optional) |
| State (Optional) | |

Clear Fields

Enterprise Search

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VIEW USER DETAILS

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Search Results

Search Results

Search Results [Back to Search](#)

Total Results: 1 [Filter](#) 

| User ID | Name | E-mail Address | Status | Last Login | State | Source | Actions |
|---------|--------------------|-----------------|--------|------------|----------|--------|---|
| MXE | FakeFirst FakeLast | @gdit.hcqis.org | ACTIVE | | Virginia | eidm |      |

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User Details Page

Search Results Details

User Details for : COBLOC75 [Back to Results](#)

User Profile Applications MFA

Personal Information

Title:

First Name: Chip

Last Name: Block

Suffix:

Status: ACTIVE

Email: cobloc75@affluentHC.org

Date Of Birth: 12/31/2000

LOA: 3

Review Reference Number:

Last 4 of SSN: 8996

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ACCOUNT UNLOCK

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User Details Page

User Details for : SARAHL1 Back to Results

User Profile MFA     

User Information ^

| | |
|--------------------------|------------|
| Title: | |
| First Name: | SarahOne |
| Last Name: | Hangs |
| Suffix: | |
| Status: | LOCKED_OUT |
| E-mail Address: | sarah |
| Date Of Birth: | |
| LOA: | 3 |
| Review Reference Number: | |
| Last 4 of SSN: | |

Unlock Confirmation

The screenshot shows a web interface for user management. At the top, there are navigation tabs for 'Search', 'Results', and 'Details'. Below this is a dark header bar with the text 'User Details for : SARAHL1' on the left and 'Back to Results' on the right. The main content area is divided into sections: 'User Profile' and 'MFA'. On the right side of the 'MFA' section, there are several icons: a key, a document, a lock, a person, and a plus sign. A modal dialog box titled 'Unlock Account' is overlaid on the page. The dialog contains the question 'Are you sure you want to Unlock the User's Account?' followed by a 'Justification' text input field. Below the input field is a note: 'Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.' At the bottom of the dialog, there are two buttons: a yellow 'Cancel' button on the left and a green 'Unlock Account' button on the right. In the background, a 'User Information' section is partially visible with fields for Title, First Name, Last Name, Suffix, Status, and E-mail Address.

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PASSWORD RESET

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Password Reset

User Details for : SARAH1 Back to Results

User Profile MFA     

User Information ^

| | |
|-------------|----------|
| Title: | |
| First Name: | SarahOne |
| Last Name: | Hangs |
| Suffix: | |

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Email Password Reset

Results Details

Details for : SARAHL1 Back to Resu

Profile MFA 🔑 📄 🔒 👤

Reset Password

Are you sure you want to Reset the User's Password?

Click the checkbox to send an E-Mail to the user. Do not click the checkbox if you want to get a Temporary Password for the user.

Justification

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

Cancel Reset Password

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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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Temporary Password

Results Details

Details for : SARAHL1 Back to Resu

Profile MFA 🔑 📄 🔒 👤

Reset Password

Are you sure you want to Reset the User's Password?

Click the checkbox to send an E-Mail to the user. Do not click the checkbox if you want to get a Temporary Password for the user.

Justification

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

Cancel Reset Password

Reset Password

The User's Temporary Password is v@39?TXp

Close

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Password Reset Confirmation

Search Results Details

User Details for : SARAHL1 [Back to Results](#)

User Profile MFA

You have successfully reset the password for SarahL1 ✕

User Information

| | |
|-------------|----------|
| Title: | |
| First Name: | SarahOne |
| Last Name: | Hangs |
| Suffix: | |
| Status: | RECOVERY |

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VIEW MFA DEVICE

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Viewing MFA devices

Search Results Details

User Details for : COBLOC75 Back to Results

User Profile Applications **MFA**

| Factor | Device | Provider | Status | Create Date |
|--------|-------------------------|----------|--------|-------------|
| Email | cobloc75@affluentHC.org | OKTA | ACTIVE | |

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UPDATING A USER'S EMAIL ADDRESS

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User Details page

Search Results Details

User Details for : SARAHL2 Back to Results

User Profile MFA

User Information ^

| | |
|-------------|----------|
| Title: | |
| First Name: | SarahTwo |
| Last Name: | Hangs |
| Suffix: | |
| Status: | RECOVERY |

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Update Email Pop up

Details

SAR AHL2

FA

Number:

Update E-Mail Address

Update the E-Mail Address and Justification and click the Update E-Mail Address button below.

E-mail Address

Justification

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

It will populate the current email on file for the user. In order to change it you must type in the new email on this pop up along with a justification.

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UPDATING A USER'S LEVEL OF ASSURANCE (LOA)

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User Details Page

Search Results Details

User Details for : SARAHFAKE20 [Back to Results](#)

User Profile     

User Information ^

LOA Information Page

Search Results Details

Update User's LOA

* Optional fields are labeled as (Optional).

Update the User's information where required and click the Update LOA button below.

| | | | |
|--------------------|--------------------|--|---|
| LOA LOA 1 | X ▼ | Social Security Number (Optional) 000-00-0000 | 👁 |
| First Name Sara | Last Name Hangs | | |

Note that SSN is optional for LOA 1 and LOA 2. When you select LOA 3 from the drop SSN changes to a required field

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Search Results Details

Update User's LOA

Update the User's information where required and click the Update LOA button below

LOA
LOA 1

LOA 1

LOA 2

LOA 3

Ca

LOA Reason

- Manually vetted by Application Help Desk
- Documents verified- Change of User Name
- Documents verified- Change of Address
- Documents verified- User record in Experian not updated
- Other

You will also be required to select an LOA reason from the drop down and justification before submitting

CMS IDM UI Training for Non-Portal Applications

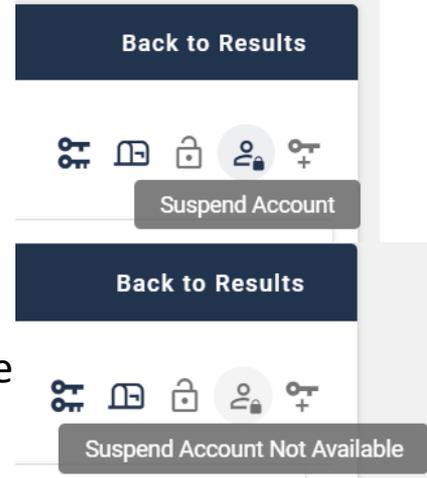
SUSPENDING / UNSUSPENDING USERS

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Suspending Accounts

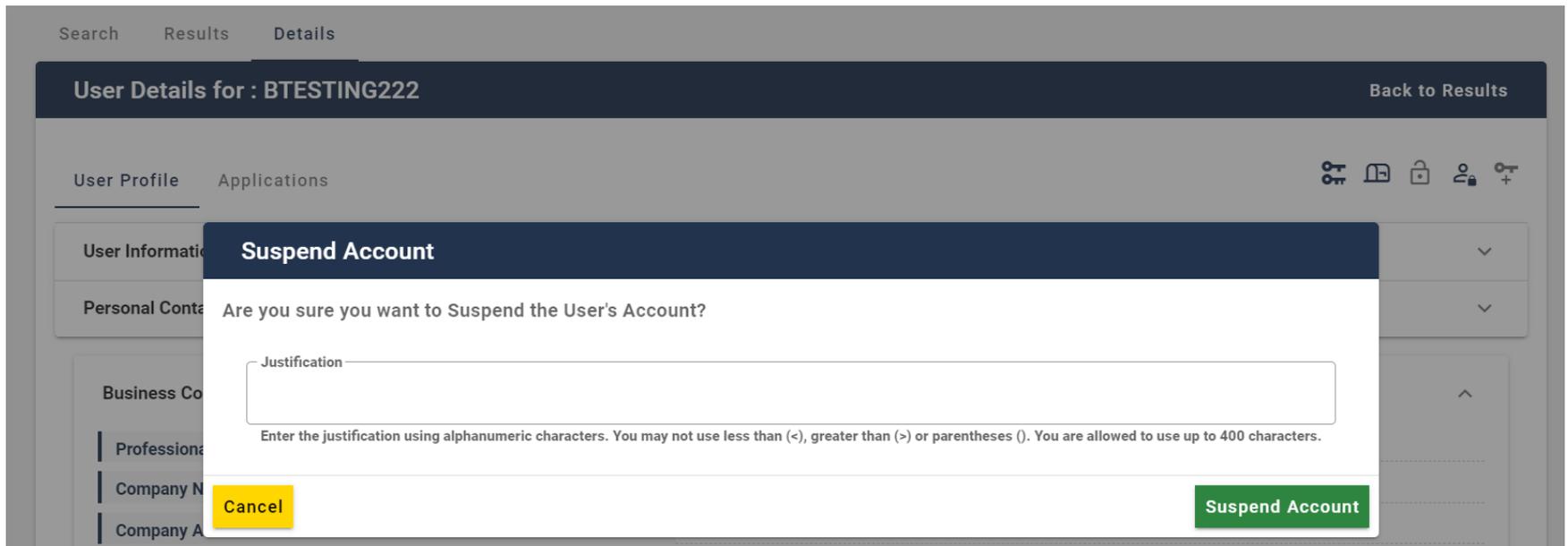
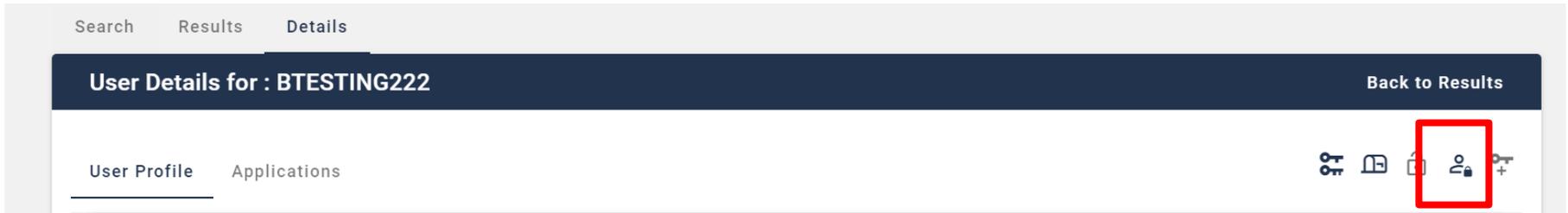
- You can only suspend accounts of users associated with your application, otherwise the option will be greyed out
- Suspending accounts should only be used for when a user violates the system's user agreement
- Examples of user agreement violations include users sharing their account with another individual, 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



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Suspending Accounts



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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

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REMOVE ROLES AND ATTRIBUTES

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User Details

Search Results Details

User Details for : BTESTING222 [Back to Results](#)

User Profile **Applications**     

Applications

| Internet Server (ISV)  | | | |
|---|---------------|------------|---|
| Role | Assigned Date | Attributes | Actions |
| Internet Server Help Desk | 08/29/2020 | N/A |   |

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Remove Role Confirmation

Remove Role/Attribute

Are you sure you want to Remove the User's Role/Attribute?

| Cancel | User | Application | Role |
|---|-------------|-----------------------|---------------------------|
|  | BTESTING222 | Internet Server (ISV) | Internet Server Help Desk |

Justification

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

Cancel **Remove Selected Roles**

Add to Cart

The screenshot shows a user details page for 'BTESTING222'. The page has tabs for 'Search', 'Results', and 'Details'. The main header is 'User Details for : BTESTING222' with a 'Back to Results' link. Below the header, there are tabs for 'User Profile' and 'Applications'. A toolbar on the right contains icons for settings, a lock, a person, a plus sign, and a shopping cart with a '1' notification. The 'Applications' section is expanded to show a table with one row: 'Internet Server (ISV)' with a role of 'Internet Server Help Desk', assigned on '08/29/2020', and attributes 'N/A'. The 'Actions' column for this row contains a trash icon, a refresh icon, and a 'Remove from Cart' button.

| Role | Assigned Date | Attributes | Actions |
|---------------------------|---------------|------------|----------------------|
| Internet Server Help Desk | 08/29/2020 | N/A | Remove from Cart |

Add to Cart Icon

Remove Role/Attribute

Are you sure you want to Remove the User's Role/Attribute?

| Cancel | User | Application | Role |
|---|-------------|-----------------------|---------------------------|
|  | BTESTING222 | Internet Server (ISV) | Internet Server Help Desk |

Justification

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

Cancel **Remove Selected Roles**

CMS IDM UI Training for Non-Portal Applications

CANCEL PENDING ROLE REQUESTS

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User Details

Search Results Details

User Details for : TESTTEST1234

[Back to Results](#)

User Profile

Pending Requests

MFA



Request Key

Application

Role

Submitted Date

Due Date

Actions

103349

Internet Server (ISV)

Internet Server User

9/4/2020, 4:10:37 PM

9/5/2020, 4:11:37 PM



Rows per page: 10

1-1 of 1

<

>

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Justification and Confirmation

Search Results Details

User Details for : TESTTEST1234 [Back to Results](#)

User Profile Pending Requests MFA

Request Key
103349

Actions

Cancel Pending Role Request

Are you sure you want to cancel the User's Pending Role Request?

Justification
User requested wrong role

Enter the justification using alphanumeric characters. You may not use less than (<), greater than (>) or parentheses (). You are allowed to use up to 400 characters.

Cancel [Cancel Pending Role Request](#)

Search Results Details

User Details for : TESTTEST1234 [Back to Results](#)

User Profile MFA

You have successfully canceled the User's Pending Role Request. [X](#)

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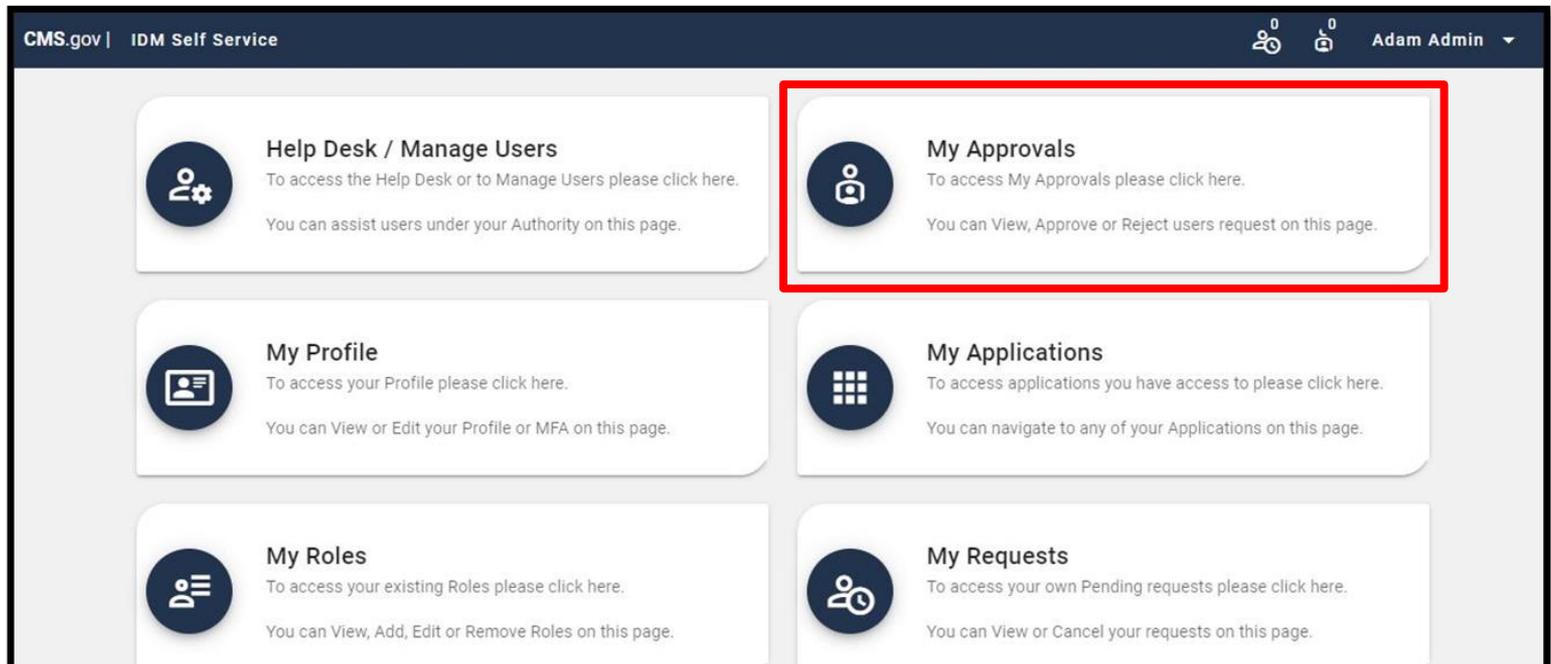
APPROVE ROLE REQUESTS

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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

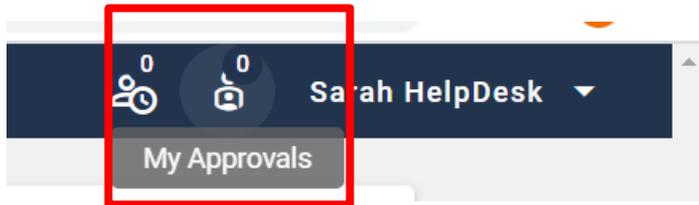


INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

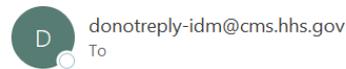
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Notifications for Pending Request

- 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

| Request ID | Requestor | Application | Role | Attributes | Submit Date | Expiration Date | Actions |
|------------|--|-------------|------------------|------------|-------------|-----------------|---------|
| 210850 | Karen Huber (NSTST10) | BCRS Web | BCRS COB&R HD | | 08/23/2020 | 08/24/2020 | |
| 212465 | Jerrella aLogan (CHIT-AUTO-API-DONOTUSE-BCRS-WEB-TST-02) | BCRS Web | BCRS Web | | 08/24/2020 | 08/25/2020 | |

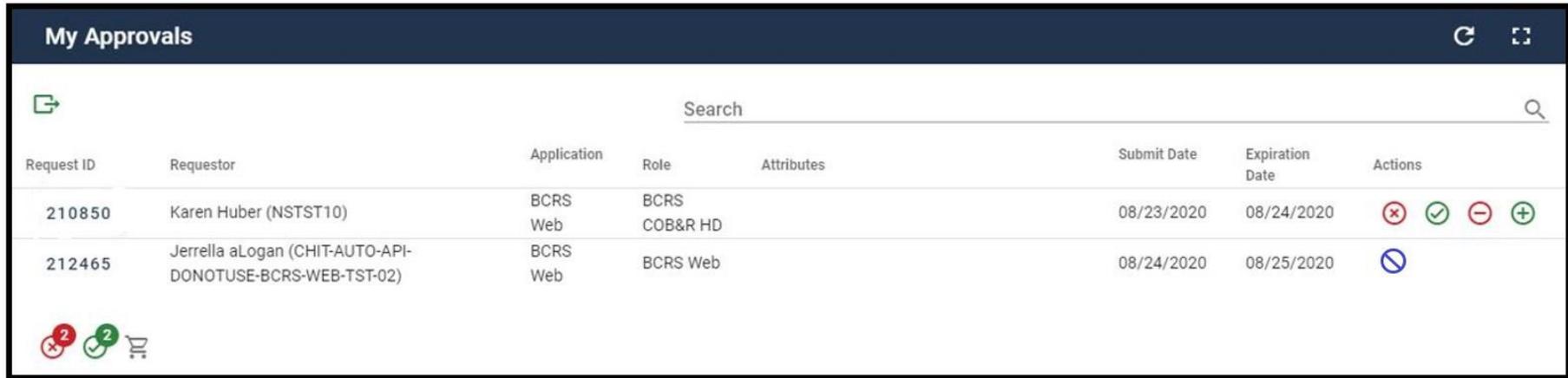
1. Individual Request ID – you can click on the request ID to view more information about the request
2. Quick Action Buttons – (left – right) reject request, approve request, add to cart for rejection, add to cart for approval, the blue circle is to remove the request from the cart
3. Cart Buttons – (left – right) how many requests are rejected in the cart, how many requests are set to be approved in the cart, view cart

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Approving Roles

4.



The screenshot shows a 'My Approvals' interface. At the top left, there is a green export button (a document with an arrow) which is highlighted by a red '4.' and a green circle. To its right is a search bar. Below these are two table rows. The first row has request ID 210850, requestor Karen Huber (NSTST10), application BCRS Web, role BCRS COB&R HD, submit date 08/23/2020, and expiration date 08/24/2020. The second row has request ID 212465, requestor Jerrella aLogan (CHIT-AUTO-API-DONOTUSE-BCRS-WEB-TST-02), application BCRS Web, role BCRS Web, submit date 08/24/2020, and expiration date 08/25/2020. The 'Actions' column for the first row contains four icons: a red 'X', a green checkmark, a red minus sign, and a green plus sign. The second row has a blue circle with a slash icon. At the bottom left, there are three icons: a red circle with '2', a green circle with '2', and a shopping cart icon.

| Request ID | Requestor | Application | Role | Attributes | Submit Date | Expiration Date | Actions |
|------------|--|-------------|---------------|------------|-------------|-----------------|---|
| 210850 | Karen Huber (NSTST10) | BCRS Web | BCRS COB&R HD | | 08/23/2020 | 08/24/2020 |     |
| 212465 | Jerrella aLogan (CHIT-AUTO-API-DONOTUSE-BCRS-WEB-TST-02) | BCRS Web | BCRS Web | | 08/24/2020 | 08/25/2020 |  |

4. This green button allows you to export the list of requests

All requests whether approving or rejecting will require a justification