

# **QIES USER MAINTENANCE APPLICATION USER'S GUIDE**

**Prepared for**

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## INTRODUCTION

The Quality Improvement Evaluation System (QIES) User Maintenance application was created in response to an identified need for enhanced security in the QIES national systems that included individual, rather than facility-identified user IDs, and stricter password requirements.

With the QIES User Maintenance application (QUMA), QIES users set up their own user profiles and security information and can perform self-service account reset functions in the event of a forgotten password or an inactive account.

This user's guide provides information and instructions pertaining to the QIES User Maintenance application.

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## ACCESSING THE SYSTEM

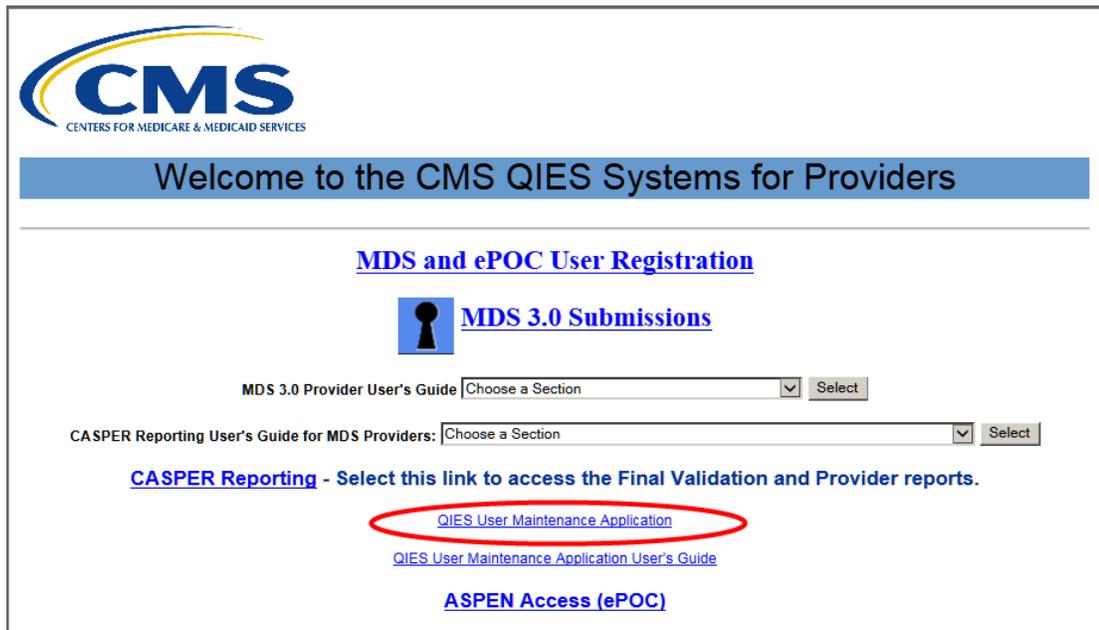
A link to the QIES User Maintenance application is readily accessible to QIES users at the following locations:

- QIES to Success web site (Figure 1)
- Welcome to the CMS QIES Systems for Providers page (Figure 2)

**Figure 1. QIES to Success Web Site Home Page**

The screenshot shows the 'QIES to Success' web application interface. At the top, there is a navigation bar with 'Home', 'Suggestions', and 'Help Desk' links. The left sidebar contains a menu with the following items: ASPEN, ASPEN Web Access, Dashboards, S&C PDQ, QIES State Applications (with sub-links for HHA Public Reports, MDS 2.0 Public Reports, MDS 3.0 Public Reports, and MDS 3.0 Frequency Report), CASPER (with sub-links for CASPER Reports, HHA training Worksheet, and MDS training Worksheet), QIES Workbench, MDS 3.0 Viewer, MDS 3.0 DMS, OASIS Viewer, OASIS DMS, LMS, TotalLMS, and QIES Infocenter. Under 'QIES Infocenter', there are links for 'QIES User Maintenance', 'HHA Account Maintenance', 'MDS Account Maintenance', 'CMS', 'Training & Education', 'MDS / RAVEN', 'OASIS / HAVEN', 'Swing Bed / iRAVEN', 'IRF-PAI', 'Metadata', and 'Online Training'. A red arrow points to the 'QIES User Maintenance' link. The main content area has a header 'QIES to Success - Overview' and a welcome message. A 'Notice: System Security Requirement' box is also present, stating that Transport Layer Security (TLS) 1.0 must be active in the web browser to access the QIES National Systems, including the new MDS 3.0 Submission System. A link 'How to Activate TLS (14 KB)' is provided, dated 09/03/2010. Another notice mentions a requirement for TLS 1.2 to be announced soon, with a link to check for updates, dated 03/13/2015.

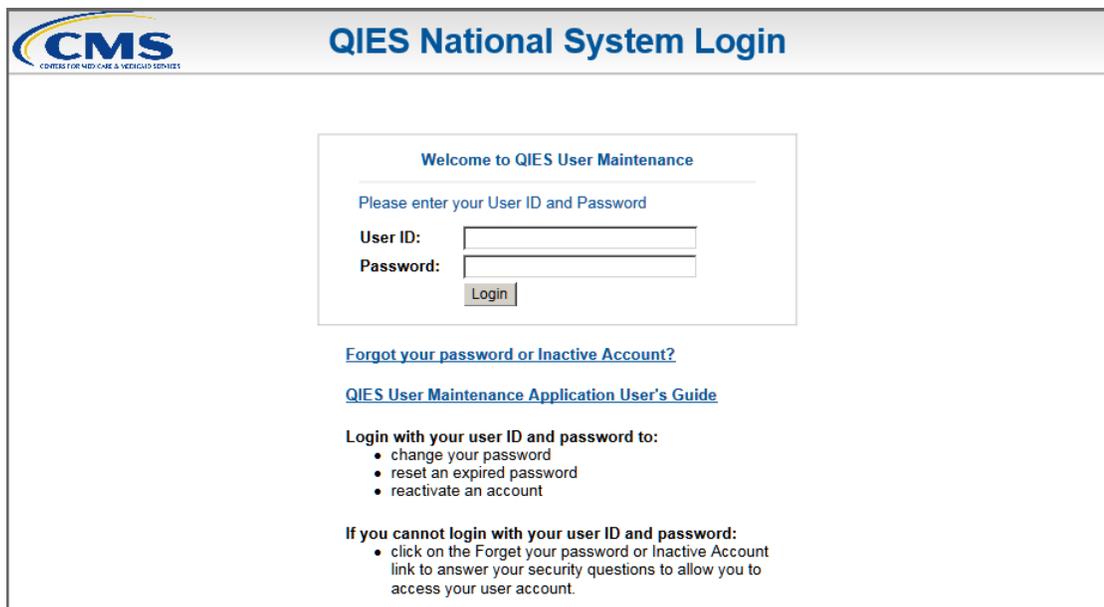
Figure 2. Welcome to the CMS QIES Systems for Providers Page (MDS Example)



To access the QIES User Maintenance application:

1. Select the link to the QIES User Maintenance Application from one of the pages listed above, the **QIES National System Login** page for QIES User Maintenance (Figure 3) is presented.

Figure 3. QIES User Maintenance Application Login Page



**NOTE:** Persons using the JAWS screen reader must start the JAWS application *prior* to accessing the QIES User Maintenance **Login** page in order to maintain password privacy.

The following shortcut keys are available for elements of the QIES User Maintenance **Login** page:

Alt + u    *User ID* field  
Alt + w    *Password* field  
Alt + g    **Login** button

**2.** Enter your user ID and password, and select the **Login** button.

The system responds with a pop-up box (Figure 4) informing you in how many days your password will expire.

**Figure 4. Password Expiration Days Notice**



**3.** Select the **OK** button.

The QIES User Maintenance **Password Update** page (Figure 5) is presented.

Figure 5. QIES User Maintenance Password Update Page

The screenshot displays the QIES User Maintenance Password Update page. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the page title 'QIES User Maintenance'. Below the title is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. A 'Skip Navigation Links' link is located at the top right. The main content area is titled 'Password Update' and shows the user 'User: XXXXXXXXXXXX'. A message states 'Your password will expire in 59 days.' Below this is a note: 'To ensure the security of the password value, the field will be populated with dots.' There are three input fields labeled 'Current Password:', 'New Password:', and 'Re-enter Password:'. An 'Update' button is positioned below the 'Re-enter Password' field. At the bottom, there is a link for 'Password Rules: [Show]'.

**NOTE:** After 12 minutes with no interaction with the server, a pop-up dialog box warns you that your online session will timeout in 3 minutes and asks if you would like to extend it. Select the **OK** button to extend your session. After 15 minutes of inactivity you are logged out of QIES User Maintenance and must log in with your user ID and password in order to use the QIES User Maintenance application once again.

Every page of the QIES Maintenance application includes the following constants:

- The CMS logo and the title of the application, QIES User Maintenance, span the top
- A Skip Navigation Links link – to the far-right, under the CMS logo and the application title

The Skip Navigation Links link allows users utilizing assistive readers to bypass the menu bar items, moving focus to the main body of the page.

The keyboard shortcut to quickly bring focus to the Skip Navigation Links link is Alt + n. Once in focus, press Enter to activate the link.

- The QIES User Maintenance menu bar – under the Skip Navigation Links link

The QIES User Maintenance menu bar provides access to the functionality of the QIES User Maintenance application.

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## MENU BAR

The QIES User Maintenance menu bar includes the following items. The remainder of this guide describes the functionality of these items.

- Password Update
- User Profile
- Help
- Logout

The following shortcut keys bring focus to items on the QIES User Maintenance menu bar:

Alt + 1	<b>Password Update</b> page
Alt + u	<b>User Profile</b> page
Alt + p	<b>Help</b> page
Alt + o	<i>Logout</i>

With focus on one of these items, press the Enter key to access the page or activate the function.

**NOTE:** Shortcut keys utilizing numbers function only with the numeric keys along the top of the keyboard. They do not function with the numeric keys in the “10-key” pad of the keyboard.

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## USER PROFILE

The QIES User Maintenance application allows you to establish and maintain a user profile that includes basic information about you, as well as a set of security questions for you to use in the event you forget your password or your account must to be reset due to lack of use.

**NOTE:** The first time you access the QIES User Maintenance application, you should complete your user profile.

To access the QIES User Maintenance **User Profile** page, select the *User Profile* item (Figure 6) from the menu bar.

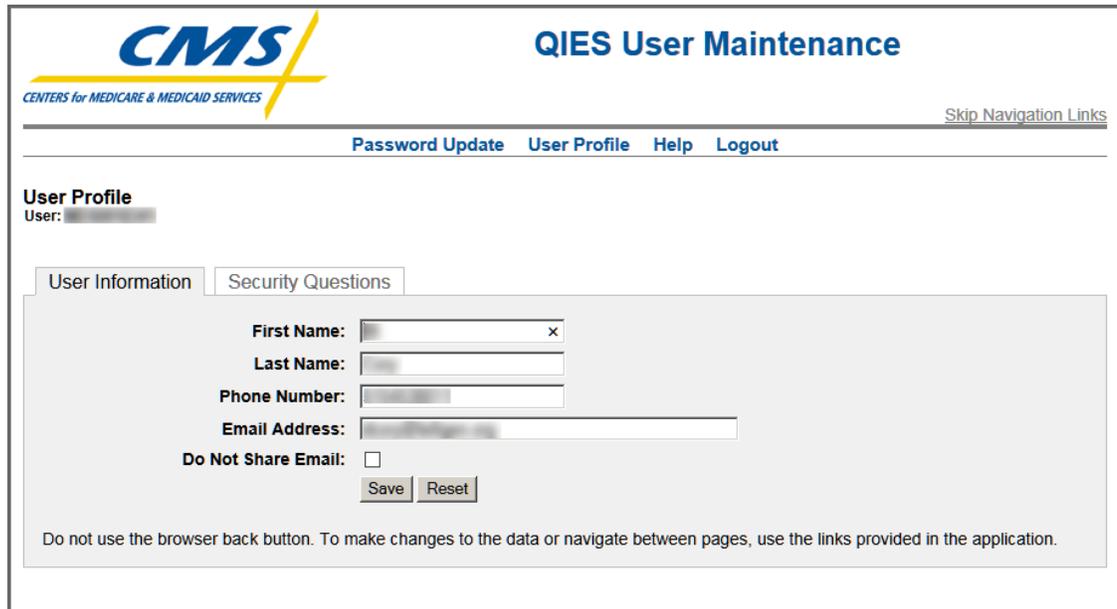
**Figure 6. User Profile Menu Bar Item**



The screenshot displays the QIES User Maintenance application interface. At the top left is the CMS logo with the text "CENTERS for MEDICARE & MEDICAID SERVICES". To the right is the title "QIES User Maintenance". Below the title is a navigation bar with links for "Password Update", "User Profile" (highlighted with a red box), "Help", and "Logout". A "Skip Navigation Links" link is also present. Below the navigation bar, the "Password Update" section is visible, showing the user's name as "User: XXXXXXXXXXXX". A message states "Your password will expire in 59 days." Below this, a note says "To ensure the security of the password value, the field will be populated with dots." There are three input fields labeled "Current Password:", "New Password:", and "Re-enter Password:". An "Update" button is located below the input fields. At the bottom of the section, there is a link for "Password Rules: [Show]".

The QIES User Maintenance **User Profile** page (Figure 7) is presented.

Figure 7. QIES User Profile Page



**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

**QIES User Maintenance**

[Skip Navigation Links](#)

[Password Update](#) [User Profile](#) [Help](#) [Logout](#)

**User Profile**  
User: [Redacted]

User Information Security Questions

First Name: [Redacted] x  
Last Name: [Redacted]  
Phone Number: [Redacted]  
Email Address: [Redacted]  
Do Not Share Email:   
Save Reset

Do not use the browser back button. To make changes to the data or navigate between pages, use the links provided in the application.

A user profile is maintained on two tabs of the **User Profile** page:

- User Information
- Security Questions

### **User Information Tab**

When you access the **User Profile** page, the *User Information* tab (Figure 10) is presented by default. The *User Information* tab contains fields for the following user information. All fields are required.

- First name
- Last name
- Phone number
- E-mail address

**NOTE:** If you are a new user or a user who has not yet completed your user profile, the fields on the *User Information* tab are empty. If you previously provided your user profile information, that information is displayed in the fields on the *User Information* tab.

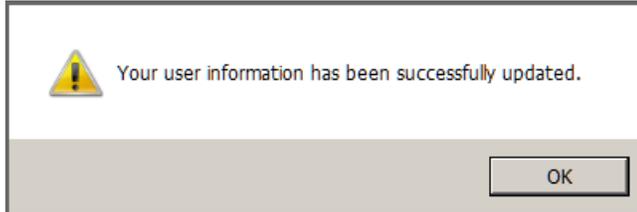
Please ensure that your e-mail address is correct. The self-service forgotten password/inactive account reset feature of the QIES User Maintenance application requires your current, valid e-mail address.

Additionally, for users associated with providers, the *User Information* tab provides a *Do Not Share Email* checkbox. Check this box if you prefer that your e-mail address is not shared with State agencies.

If you have not already completed your user profile, please provide the requested information and select the **Save** button.

The system responds with a pop-up box (Figure 8) indicating that your user information was successfully updated.

**Figure 8. User Information Successful Update Notice**



Select the **OK** button.

A message on the **User Profile** page (Figure 9) also confirms that your user information was successfully updated:

**Figure 9. User Information Update Confirmation Message**



## **Changing User Information**

If, at any time you wish to change your user information, you may update one or more fields on the *User Information* tab of the **User Profile** page.

To modify your user information:

- 1.** Select the *User Profile* item on the QIES User Maintenance menu bar.

2. Make changes to the appropriate fields on the *User Information* tab.

**NOTE:** If you make an error while editing your user information or wish to view the previously saved user information, you may select the **Reset** button to discard all new entries.

3. Select the **Save** button.

### **Security Questions Tab**

The QIES User Maintenance application includes a self-service feature that you may use in the event you forget your password or your account was inactivated due to lack of use. In addition to your e-mail address, this self-service feature relies upon three security questions for which you pre-defined the answers.

These security questions are found on the *Security Questions* tab (Figure 10) of the **User Profile** page.

**NOTE:** If the *Security Question* tab is not completed, you cannot use the self-service feature of the system to reset your account and/or password yourself.

**Figure 10. Security Questions Tab**

The screenshot displays the QIES User Maintenance application interface. At the top left is the CMS logo (CENTERS for MEDICARE & MEDICAID SERVICES). The title 'QIES User Maintenance' is centered at the top. Below the title is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. A 'Skip Navigation Links' link is also present. The main content area is titled 'User Profile' and shows a 'User:' field. Below this, there are two tabs: 'User Information' and 'Security Questions'. The 'Security Questions' tab is highlighted with a red rectangular box. The form under the 'Security Questions' tab includes the following fields: 'First Name:' with a text input field and a clear button (x); 'Last Name:' with a text input field; 'Phone Number:' with a text input field; 'Email Address:' with a text input field; and a 'Do Not Share Email:' checkbox. At the bottom of the form are 'Save' and 'Reset' buttons. A footer note states: 'Do not use the browser back button. To make changes to the data or navigate between pages, use the links provided in the application.'

The first time you access the *Security Questions* tab (Figure 11), the fields are empty.

**Figure 11. User Profile Page – Security Questions Tab**

The screenshot displays the 'QIES User Maintenance' interface. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the title 'QIES User Maintenance' and a link for 'Skip Navigation Links'. Below this is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. The main content area is titled 'User Profile' and shows 'User: xxxxxxxxxxxx'. There are two tabs: 'User Information' and 'Security Questions', with the latter being active. A note states: 'To ensure the security of the answers to the security questions, the field will be populated with dots.' There are three question blocks, each with a question, an input field, a 'Re-enter Answer:' field, and an 'Edit' checkbox. The questions are: 'Question #1: What is the name of the street where you grew up?', 'Question #2: What is the name of the first school you attended?', and 'Question #3: In what city/town did your mother and father meet?'. At the bottom of the form are 'Save' and 'Reset' buttons.

To establish answers to the security questions:

1. Enter and re-enter your response for each of the three (3) security questions.

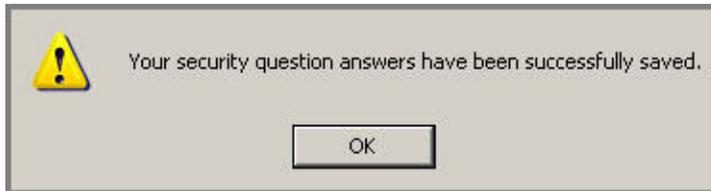
**NOTE:** Answers to the questions must be three (3) or more characters in length. You can use letters, numbers, special characters, and spaces. The values are not case-sensitive.

**NOTE:** For security purposes, your answers to the security questions are masked with a solid black circle. Because you cannot visually review your answers, “Re-enter” fields are provided for each. The system verifies that your answer to each security question matches the answer you entered into the associated “Re-enter” field.

**2.** Select the **Save** button.

The system responds with a pop-up box (Figure 12) indicating that your security question answers were successfully saved.

**Figure 12. Security Question Answers Successful Save Notice**



**3.** Select the **OK** button.

A message on the **User Profile** page (Figure 13) also confirms that your security question answers were successfully saved.

Figure 13. Security Question Answers Saved Confirmation Message

The screenshot displays the 'QIES User Maintenance' interface. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the page title 'QIES User Maintenance' and a link for 'Skip Navigation Links'. A navigation bar contains links for 'Password Update', 'User Profile', 'Help', and 'Logout'. Below this, the 'User Profile' section shows 'User: xxxxxxxxxxxx'. A red-bordered box highlights a confirmation message: 'Your security question answers have been successfully saved.' Below the message are two tabs: 'User Information' and 'Security Questions'. The 'Security Questions' tab is active, showing a warning: 'To ensure the security of the answers to the security questions, the field will be populated with dots.' There are three security questions, each with a text input field containing a dot and an 'Edit' button with a checkbox. The questions are: 'Question #1: What is the name of the street where you grew up?', 'Question #2: What is the name of the first school you attended?', and 'Question #3: In what city/town did your mother and father meet?'. At the bottom of the form are 'Save' and 'Reset' buttons.

## Changing Security Question Responses

If, at any time, you wish to modify one or more answers to your security questions:

1. Access the *Security Questions* tab (Figure 14) of the **User Profile** page.

**Figure 14. User Profile – Security Questions Tab**

The screenshot shows the 'QIES User Maintenance' interface. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the title 'QIES User Maintenance' and a link for 'Skip Navigation Links'. Below this is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. The main content area is titled 'User Profile' and shows 'User: XXXXXXXXXXXX'. There are two tabs: 'User Information' and 'Security Questions', with the latter being selected. A note states: 'To ensure the security of the answers to the security questions, the field will be populated with dots.' Below this are three questions, each with a text input field containing a dot and an 'Edit' checkbox. Question #1: 'What is the name of the street where you grew up?'. Question #2: 'What is the name of the first school you attended?'. Question #3: 'In what city/town did your mother and father meet?'. At the bottom are 'Save' and 'Reset' buttons.

2. Select the *Edit* checkbox(es) (Figure 12) associated with the question(s) you wish to change.

Figure 15. Security Question Edit Checkbox

The screenshot shows the 'QIES User Maintenance' interface. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the title 'QIES User Maintenance' and a link for 'Skip Navigation Links'. Below this is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. The main content area is titled 'User Profile' and shows 'User: XXXXXXXXXXXX'. There are two tabs: 'User Information' and 'Security Questions'. The 'Security Questions' tab is active. A note states: 'To ensure the security of the answers to the security questions, the field will be populated with dots.' There are three questions, each with a text input field containing a dot and an 'Edit' checkbox. The 'Edit' checkbox for the first question is highlighted with a red box. At the bottom are 'Save' and 'Reset' buttons.

For each question you selected the *Edit* checkbox, the system clears the answer field and provides a *Re-enter Answer* field (Figure 16).

Figure 16. Security Question Answer Ready to Edit

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

**QIES User Maintenance**

[Skip Navigation Links](#)

[Password Update](#) [User Profile](#) [Help](#) [Logout](#)

**User Profile**  
User: HHA0000262

User Information Security Questions

To ensure the security of the answers to the security questions, the field will be populated with dots.

Question #1  
What is the name of the street where you grew up? Edit   
  
Re-enter Answer:

Question #2  
What is the name of the first school you attended? Edit

Question #3  
In what city/town did your mother and father meet? Edit

3. For each question you selected to edit, enter your new response to the question and re-enter the same response in the *Re-enter Answer* field.

**NOTE:** If you make an error while editing a response, you may select the **Reset** button to discard all new entries.

4. Select the **Save** button to save your changes.  
The system responds with a pop-up box (Figure 17) indicating that your security question answers were successfully saved.

**Figure 17. Security Question Answers Successful Save Notice**



**5.** Select the **OK** button.

A message on the **User Profile** page also confirms that your security question answers were successfully saved.

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## PASSWORDS

The following rules govern the use of passwords that access QIES systems:

- QIES passwords are assigned to individuals and must not be shared.
- A password for QIES National application is valid only for 60 days. After 60 days, your password expires and the next time you attempt to log in to a QIES system, you must change your password before access is granted.
- If you do not log in with a valid password to a QIES system for 90 days, the status of your user account is changed to *Inactive* and subsequent attempts to access a QIES system is denied.

The QIES User Maintenance application includes a self-service feature that you may use in the event you forget your password or you need to reactivate an inactive account. This self-service feature relies upon your e-mail address and three security questions for which you pre-defined the answers.

### **Forgotten Password or Inactive Account**

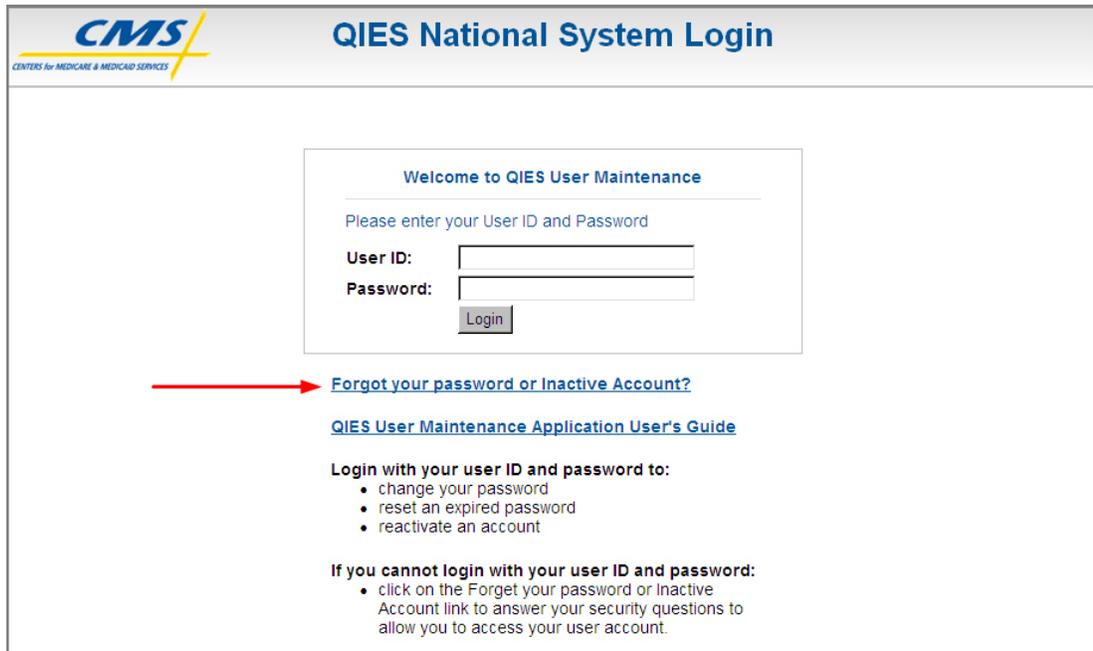
You can use the QIES User Maintenance application to:

- Reset a forgotten password.
- Reactivate an inactive account.

To reset your password or reactive your inactive account:

- 1.** On the **QIES National System Login** page for QIES User Maintenance, select the Forgot your password or Inactive Account? link (Figure 18).

Figure 18. Forgotten Password/Inactive Account Link



**CMS**  
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## QIES National System Login

Welcome to QIES User Maintenance

Please enter your User ID and Password

User ID:

Password:

Login

[Forgot your password or Inactive Account?](#)

[QIES User Maintenance Application User's Guide](#)

**Login with your user ID and password to:**

- change your password
- reset an expired password
- reactivate an account

**If you cannot login with your user ID and password:**

- click on the [Forgot your password or inactive Account](#) link to answer your security questions to allow you to access your user account.

The system requests your user ID (Figure 19) and challenges you with three security questions to answer.

Figure 19. Security Questions



**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

## QIES User Maintenance Login

To ensure the security of the answers to the security questions, the field will be populated with dots.

**Enter Your User ID:**

What is the name of the street where you grew up?

What is the name of the first school you attended?

In what city/town did your mother and father meet?

Login

- 2.** Enter your user ID and responses to all three security questions and select the **Login** button.

**NOTE:** You are allowed three attempts to enter the correct responses to the security questions associated with the user ID you specified. If you do not answer correctly, the security questions are locked. Contact the QTSO Help Desk at 1-800-339-9313 for assistance with your account.

If you answer all of the security questions correctly, the system displays a message (Figure 20) indicating that an activation key has been sent to the e-mail address associated with your account. The page now includes an *Enter The Activation Key* field.

**Figure 20. Activation Key Response**

The screenshot shows the 'QIES User Maintenance Login' page. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. At the top right is the title 'QIES User Maintenance Login'. A red-bordered box highlights a message: 'An e-mail with the activation key has been sent to the e-mail address associated with your account.' Below this message is a note: 'To ensure the security of the answers to the security questions, the field will be populated with dots.' The form contains the following fields: 'Enter Your User ID:' with a text input field; 'Enter The Activation Key:' with a text input field (highlighted by a red-bordered box); three security questions with corresponding text input fields: 'What is the name of the street where you grew up?', 'What is the name of the first school you attended?', and 'In what city/town did your mother and father meet?'. At the bottom left of the form is a 'Login' button.

3. Access your e-mail account and open the e-mail message (Figure 21) from [info@qtso.com](mailto:info@qtso.com).

**Figure 21. Activation Key E-mail**

The screenshot shows an e-mail message. The text reads: 'Please use the activation key provided in this e-mail to change your password. The activation key is valid for a period of 24 hours.' Below this is: 'Please access the [QIES User Maintenance Application](#) to change your password.' The activation key is: 'Activation Key: 8yda3dyaff9chav82vt6nj0gwz1bd3kun400vbw1'. At the bottom is a disclaimer: '----- Email messages cannot be guaranteed to be secure or error-free as transmitted information can be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The Centers for Medicare & Medicaid Services therefore does not accept liability for any error or omissions in the contents of this message, which arise as a result of email transmission. CONFIDENTIALITY NOTICE: This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to which it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and delete and destroy all copies of the original message.'

4. Highlight and copy [Ctrl + c] the Activation Key. When you copy the Activation Key, ensure that you do not include any blank spaces following the last character of the key.
  
5. Return to the **QIES User Maintenance Login** page and paste [Ctrl + v] the Activation Key into the *Enter The Activation Key* field. Re-enter your user ID and responses to the three security questions in the appropriate fields and select the **Login** button.

The system responds with a pop-up box (Figure 22) informing you in how many days your current password will expire.

**Figure 22. Password Expiration Days Pop-Up Notice**



6. Select the **OK** button.

The **Password Update** page (Figure 23) is presented.

**Figure 23. Password Update Page**

The screenshot shows the 'QIES User Maintenance' interface. At the top left is the CMS logo with the text 'CENTERS for MEDICARE & MEDICAID SERVICES'. To the right is the title 'QIES User Maintenance' and a link for 'Skip Navigation Links'. Below this is a navigation bar with links for 'Password Update', 'User Profile', 'Help', and 'Logout'. The main content area is titled 'Password Update' and shows 'User: XXXXXXXX'. A message box states 'Your password will expire in 39 days.' Below this, a note says 'To ensure the security of the password value, the field will be populated with dots.' There are two input fields: 'New Password:' and 'Re-enter Password:'. An 'Update' button is positioned between these fields. At the bottom, there is a warning: 'Do not use the browser back button. To make changes to the data or navigate between pages, use the links provided in the application.' and a link for 'Password Rules: [Show]'.

7. Enter and re-enter your new password.

**NOTE:** Select the Show link to display a complete list of password rules.

8. Select the **Update** button.

The system responds with a pop-up box (Figure 24) indicating that your password was successfully updated.

**Figure 24. Password Successful Update Notice**



9. Select the **OK** button.

A message on the **Password Update** page (Figure 254) also confirms that your password was successfully updated.

Figure 25. Password Update Confirmation Message

The screenshot shows the QIES User Maintenance interface. At the top left is the CMS logo with the text "CENTERS for MEDICARE & MEDICAID SERVICES". To the right is the title "QIES User Maintenance". Below the title is a navigation bar with links for "Password Update", "User Profile", "Help", and "Logout". A "Skip Navigation Links" link is also present. The main content area is titled "Password Update" and shows "User: XXXXXXXXXXXX". A blue-bordered box contains the message: "Your password has been successfully updated."

### Update Expired Password

Passwords to QIES national applications expire every 60 days. When you attempt to log in to a QIES national application with an expired password, the system redirects you to the QIES User Maintenance **Password Update** page (Figure 26) and displays the message “Your password has expired. Please change it now.”

Figure 26. Password Update Page – Your Password Has Expired

The screenshot shows the QIES User Maintenance interface. At the top left is the CMS logo with the text "CENTERS for MEDICARE & MEDICAID SERVICES". To the right is the title "QIES User Maintenance". Below the title is a navigation bar with links for "Password Update", "User Profile", "Help", and "Logout". A "Skip Navigation Links" link is also present. The main content area is titled "Password Update" and shows "User: xxxxxxxxxxxx". A red-bordered box highlights the message: "Your password has expired. Please change it now." Below this message is a note: "To ensure the security of the password value, the field will be populated with dots." There are three password input fields labeled "Current Password:", "New Password:", and "Re-enter Password:". Below the fields is an "Update" button. At the bottom, there is a link for "Password Rules: [Show]".

**NOTE:** If you have not previously established answers to the QIES User Maintenance application security questions, you are redirected to the *Security Questions* tab of the **User Profile** page when you attempt to log in to a QIES national system with an expired password. To proceed, provide your responses to those questions. Refer to the *Security Questions* section of this guide for more information.

To change your password:

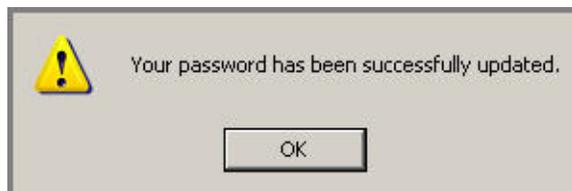
- 1.** Enter the following on the **Password Update** page:
  - Your current password in the *Current Password* field
  - A new password in the *New Password* field
  - The same new password in the *Re-Enter Password* field.

**NOTE:** Select the Show link to display a complete list of password rules.

- 2.** Select the **Update** button.

The system responds with a pop-up box (Figure 27) indicating that your password was successfully updated.

**Figure 27. Password Successful Update Notice**



- 3.** Select the **OK** button.

A message on the **Password Update** page (Figure 28) also confirms that your password was successfully updated. A link to the original application into which you were attempting to log in is provided.

**Figure 28. Password Update Confirmation Message with Return Link**



- 4.** Select the link to return to the application.

You are successfully logged in to the original QIES national application you were attempting to access.

### **Change Password**

You can use the QIES User Maintenance application to change your password at any time.

To change your password:

- 1.** Log in to the QIES User Maintenance application (Refer to the *Accessing the System* section of this guide).

The QIES User Maintenance **Password Update** page (Figure 29) is presented upon completion of a successful login.

Figure 29. QIES User Maintenance Password Update Page

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

**QIES User Maintenance**

Skip Navigation Links

Password Update User Profile Help Logout

**Password Update**  
User: XXXXXXXXXXXX

Your password will expire in 59 days.

To ensure the security of the password value, the field will be populated with dots.

Current Password:

New Password:

Re-enter Password:

Update

Password Rules: [Show](#)

2. Enter your current password in the *Current Password* field.
3. Enter a new password in the *New Password* field.
4. Enter the same new password in the *Re-enter Password* field.

**NOTE:** Select the [Show](#) link to display a complete list of password rules.

5. Select the **Update** button.

The system responds with a pop-up box (Figure 30) indicating that your password was successfully updated.

Figure 30. Password Successful Update Notice



**6.** Select the **OK** button.

A message on the **Password Update** page also confirms that your password was successfully updated.

**NOTE:** You are allowed to update your password once each day.

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## HELP

Select the *Help* item on the QIES User Maintenance menu bar to access the Help options that are available to you. The system presents links for the following:

- Accessibility Policy
- Contact Us
- Privacy Policy

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## LOGOUT

To log out of the QIES User Maintenance application, select the *Logout* item on the menu bar.