

## Register for a HCQIS Access Roles and Profile (HARP) Account

Updated: 12/2/2019

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### Introduction

You will create an account and establish credentials in the HCQIS Access Roles and Profile system (HARP), and you will manage access to organizations by signing in to the Quality Payment Program at [gpp.cms.gov](http://gpp.cms.gov). This document will take you through the steps of registering for a HARP account and provide information on the remote identity proofing process that's a part of the registration process.

**What is HARP?** HARP is a secure identity management portal provided by us. New users who want to sign in to [gpp.cms.gov](http://gpp.cms.gov) will create their account in the HARP system.

If you already have an EIDM account and have verified you can sign in to [gpp.cms.gov](http://gpp.cms.gov) with your EIDM User ID and password, you can stop here.

You **DO NOT** need to register for a HARP account.

Updated: 12/2/2019





## Register for a HARP Account: Instructions and Screenshots

### Sign In to the Quality Payment Program

Go to [qpp.cms.gov](https://qpp.cms.gov), and click **Sign In** on the upper right-hand corner.

You do NOT need to register if you have credentials that let you sign in to [qpp.cms.gov](https://qpp.cms.gov).

Enter your **User ID** and **Password** in the requested fields to sign in and **stop** here.

You need to register if you have never signed in to [qpp.cms.gov](https://qpp.cms.gov). **Register** with HARP to obtain appropriate credentials in order to sign in.

1. Go to <https://qpp.cms.gov/login>
2. Click the **Register** tab or the **Register** link next to Sign In (see next page)

Quality Payment PROGRAM

MIPS Medicare-based Incentive Payment System | APMs Alternative Payment Models | About The Quality Payment Program | **Sign In** Manage Account and Register

## QPP Account

**SIGN IN** | **REGISTER**

### Sign in to QPP

**USER ID**  
User ID

**PASSWORD**  
Password

☐ Show password

Forgot your user id or password? [Recover ID or reset password](#)

**STATEMENT OF TRUTH**

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

☐ Yes, I agree.

**Sign in** > | **Don't have an account?** [Register](#)

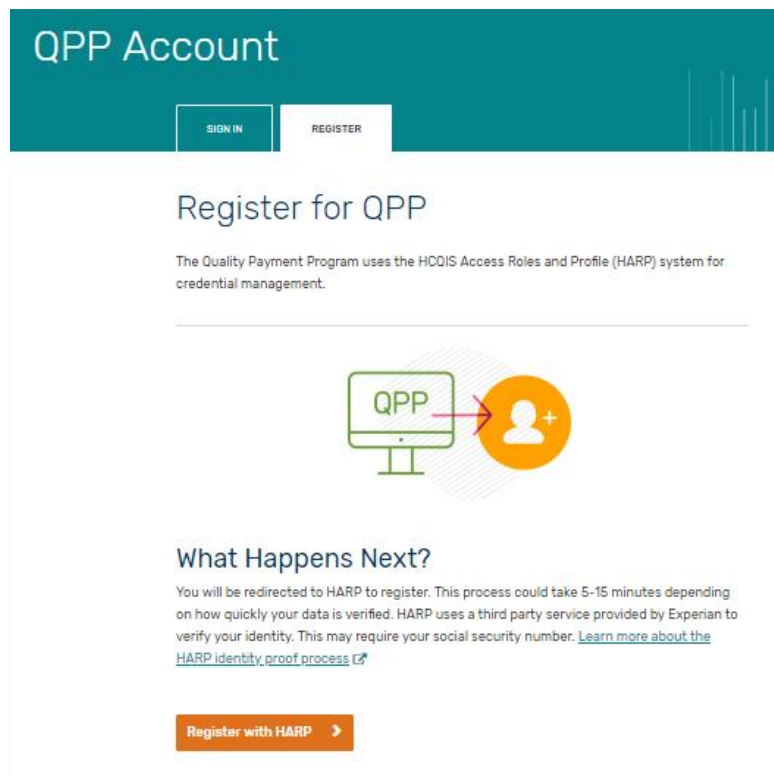
Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Register for QPP

Click **Register** with HARP at the bottom of the page, you will be redirected to the HARP site to complete your registration.




**QPP Account**

[SIGN IN](#) [REGISTER](#)

### Register for QPP

The Quality Payment Program uses the HODIS Access Roles and Profile (HARP) system for credential management.



### What Happens Next?

You will be redirected to HARP to register. This process could take 5-15 minutes depending on how quickly your data is verified. HARP uses a third party service provided by Experian to verify your identity. This may require your social security number. [Learn more about the HARP identity proof process](#)

[Register with HARP](#)

#### **Returning users:**

Sign in with the same credentials you've always used

#### **New users:**

Sign in with your newly created HARP credentials

#### **Don't have an Account?**

Click [Register](#) next to Sign In

Have questions? Contact the Quality Payment Program  
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## HARP Account Registration

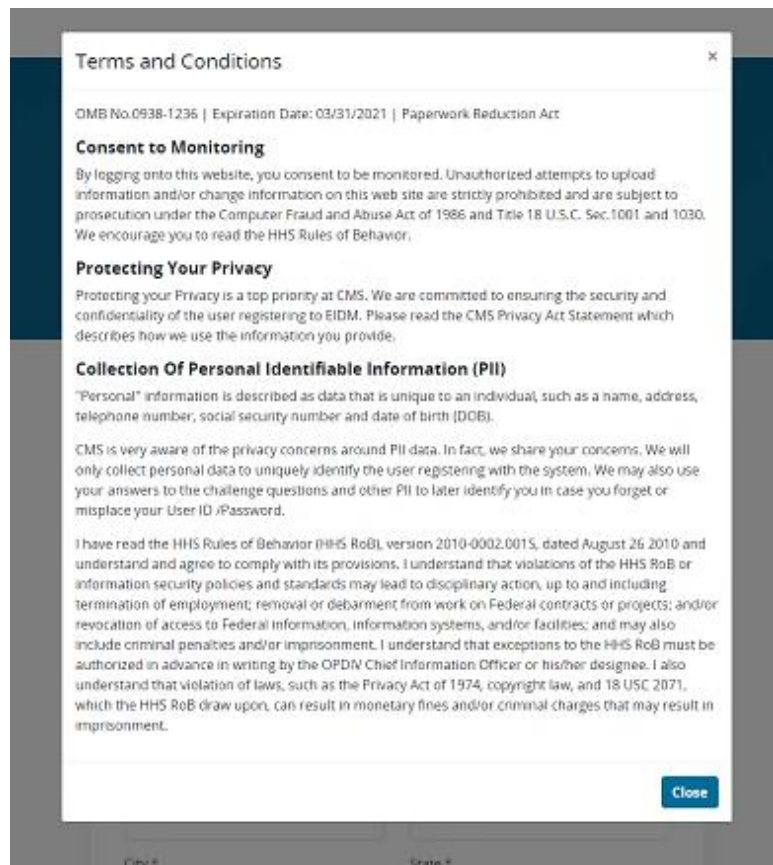
The HARP registration process will take between 5 and 15 minutes, depending on how quickly your identity can be verified. All fields with an asterisk (\*) are required.

To gain access to [gpp.cms.gov](http://gpp.cms.gov), your identity must be verified. HARP uses Experian **remote identity proofing** to verify your identity. For more information about remote identity proofing visit the [FAQs](#).

For a video walking you through the HARP registration process visit the [HARP YouTube Playlist](#).

## Review the Terms and Conditions

Before you begin your HARP registration, review the HARP **terms and conditions**. Once you have completed reviewing the terms and conditions, click **Close**.



Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Step 1: Profile Information

Enter your account information, like your legal name, date of birth, residential address and Social Security Number (SSN). Because your HARP credentials are used to sign in to Centers for Medicare & Medicaid Services (CMS) applications, like [qpp.cms.gov](http://qpp.cms.gov), that handle sensitive information such as personally identifiable information (PII) and personal health information (PHI), you must complete identity proofing.

**Create an Account**  
HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

**Profile Information**

Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? [Enter Reference Number](#)

All fields marked with an asterisk (\*) are required.

First Name \*  
Last Name \*  
Middle Initial  
Date of Birth \* @  
mm/dd/yyyy  
Email Address \*  
Confirm Email Address \*  
Phone Number  
Is your address in the United States? \*  
Yes No  
Home Address Line 1 \*  
Home Address Line 2  
City \*  
State \*  
ZIP Code \*  
ZIP Code Extension  
Social Security Number \* @  
Don't want to enter your SSN?  
Initiate Manual Proofing

☒ I agree to the Terms & Conditions \*

Next →

The personal information that uniquely identifies you, like your SSN, is used to verify your identity through Experian's remote proofing process.

This information is used to create personalized remote proofing questions later in the registration process that you will answer to verify your identity.

You must provide all required information and agree to the **Terms and Conditions** before you select **Next**. All fields with an asterisk (\*) are required.

Enter your **personal home address**, not your organization's address or an address provided in Provider Enrollment, Chain and Ownership System (PECOS).

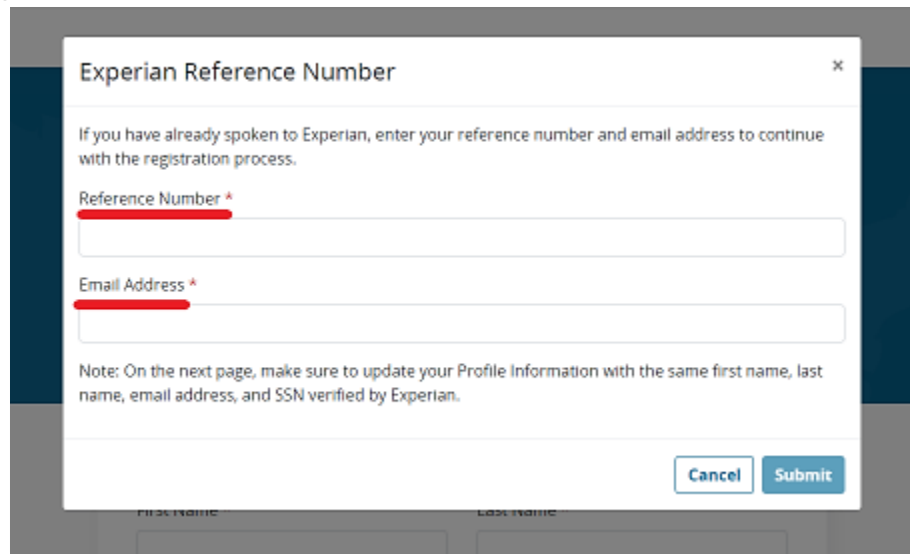
This information is used to confirm your identity.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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**Experian Reference Number:** If you have already spoken with Experian, you may enter the reference number provided by Experian and your email address to continue with the registration process.



### **Don't want to provide your SSN or live outside of the United States?**

A manual proofing process is available. However, it is not recommended to initiate the manual proofing if you are able to complete the remote proofing process.

To initiate the manual proofing process, you will:

1. **Provide all of the information on the Profile Information page** (you can leave SSN blank)
2. **Skip ahead** (click [here](#)) for more information.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Step 2: Account Information

### *User ID and Password*

Create a **User ID** and **password** using the criteria below.

Your HARP User ID must meet the following criteria:	Your HARP password must meet the following criteria:
<ul style="list-style-type: none"><li>• Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.</li></ul>	<ul style="list-style-type: none"><li>• Be a minimum of 12 characters, and include the following:</li><li>• A lowercase letter</li><li>• An uppercase letter</li><li>• A number (0-9)</li><li>• A symbol (e.g. !, @, #, \$, %, ^, &amp;, *)</li></ul>
<b>NOTE:</b> Your user ID and password cannot contain PII or PHI. In addition, your password cannot contain your User ID, first name or last name, or the following special characters: '+', '(', ')', '>', '<'. 	

Have questions? Contact the Quality Payment Program  
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## Challenge Question

Then you will choose a **challenge question** and **provide an answer**. Once you've entered your newly created User ID and password, selected a Challenge Question and provided a Challenge Question Answer, then click **Next**.

**Create an Account**  
HCQIS Access Roles and Profile

Profile Information   **Account Information**   Remote Proofing   Confirmation

**Account Information**

Create your user ID, password, and challenge question.  
All fields marked with an asterisk (\*) are required.

User ID \*

User ID must be between 5-100 characters.

Password \*   Confirm Password \*

Password must be at least 12 characters and include a lowercase letter, uppercase letter, number (0-9), and symbol (!@#%&^&\*). Cannot contain username.

Challenge Question \*   Challenge Question Answer \*

[← Back](#)   **Next →**

### Choosing a Challenge Question and Answer:

Select one challenge question and provide an answer.

The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.

A manual proofing process is available.

1. Provide all of the information on the Profile Information page (you can leave SSN blank)
2. **Skip ahead** (click [here](#)) for more information.

The challenge question will be used if you need to **reset your password**.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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### Step 3: Remote (Identity) Proofing

Based on the information provided in [Profile Information](#), Experian will generate personalized remote identity proofing questions unique to you.

**Create an Account**  
HCQIS Access Roles and Profile

Profile Information Account Information **Remote Proofing** Confirmation

#### Remote Proofing

All fields marked with an asterisk (\*) are required.

1. You may have opened a mortgage loan in or around February 2018. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select "NONE OF THE ABOVE/DOES NOT APPLY". \*

- ☐ BANK OF AMERICA
- ☐ FLEET MORTGAGE
- ☐ BANK ONE
- ☒ WASHTENAW MTG CO
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan in or around December 2015. Please select the lender for this account. If you do not have such an auto loan, select "NONE OF THE ABOVE/DOES NOT APPLY". \*

- ☐ HOUSEHOLD BK
- ☐ ONYX ACCEPT
- ☐ AMERICAN HONDA FIN
- ☐ NOWCOM/NEW YORK MOTORC
- ☒ NONE OF THE ABOVE/DOES NOT APPLY

3. You may have opened a (BANK CREDIT CARD) credit card. Please select the year in which your account was opened. \*


- ☐ 2009
- ☐ 2011
- ☐ 2013
- ☐ 2015
- ☒ NONE OF THE ABOVE/DOES NOT APPLY

4. You may have opened a Home Equity Line of Credit type loan in or around July 2016. Please select the lender to whom you currently make your payments or made your payments. \*

- ☐ FLEET MORTGAGE
- ☐ PARKWAY MTG
- ☐ ROCK FINANCIAL CORP
- ☐ FREDDIE MAC
- ☒ NONE OF THE ABOVE/DOES NOT APPLY

5. Which of the following is a current or previous employer? If there is not a matched employer name, please select "NONE OF THE ABOVE". \*

- ☐ LAKE LAND BANK
- ☐ SOURCE ONE MANAGEMNT
- ☐ MOUNTAIN RESPIATORY
- ☐ SEMINOLE MOSU
- ☒ NONE OF THE ABOVE/DOES NOT APPLY

☒ I'm not a robot 

[← Back](#) [Next →](#)

Answer the **remote proofing questions** for Experian to confirm your identity. For additional information on the remote identity proofing process visit the [FAQs](#).

Once you have answered the remote proofing questions, check **I'm not a robot** and click **Next**.

#### "I'm not a Robot?"

ReCAPTCHA is a challenge-response test that determines whether a user is human or a bot.

It offers an extra layer of security, protecting both users and websites from spam and abuse by allowing valid users to continue.

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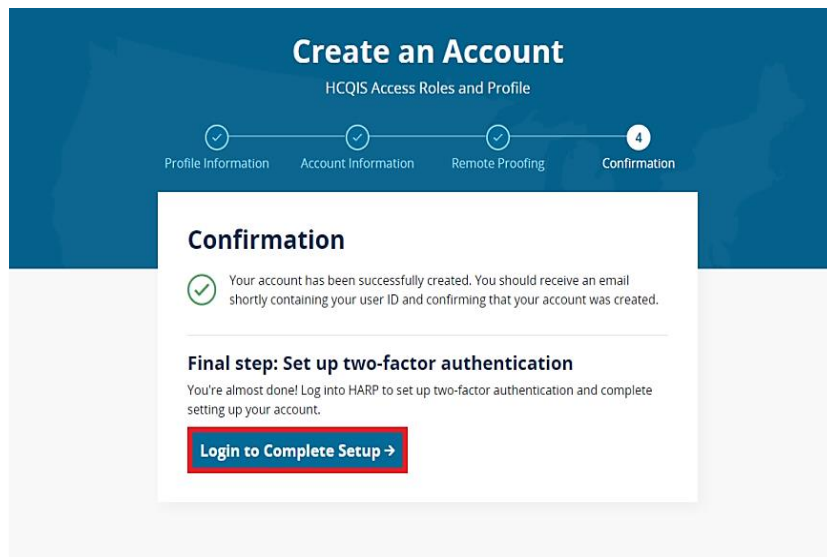
Updated: 12/2/2019



## Step 4: Confirmation

**Your HARP account has been created!**

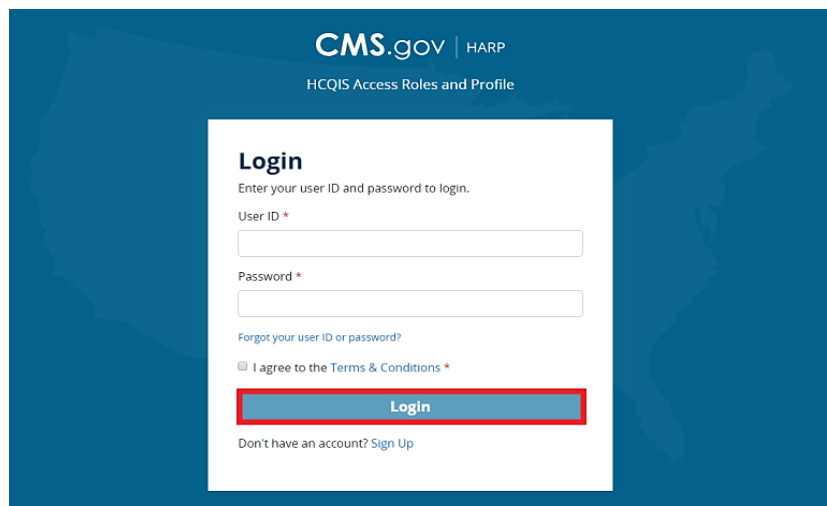
Click **Login to Complete Setup** to set up a device for two-factor authorization.



You will also receive an **email** confirming your registration which contains your User ID.

## Step 5. Set Up Two-Factor Authentication

Enter your newly created **User ID** and **password**, agree to the **Terms and Conditions**, and then click **Login**.



### Future Login and Two-Factor Authentication:

We use two-factor authentication every time you access your HARP account. This means that each time you login, you will be prompted to enter a new security code sent to the device you set up in the following steps.

Have questions? Contact the Quality Payment Program  
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## Add Device

After logging in, you will be prompted to set up **two-factor authentication**. All accounts are required to set up two-factor authentication for additional security. Add your preferred **device type**.



CMS.gov | HARP  
HCQIS Access Roles and Profile

### Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

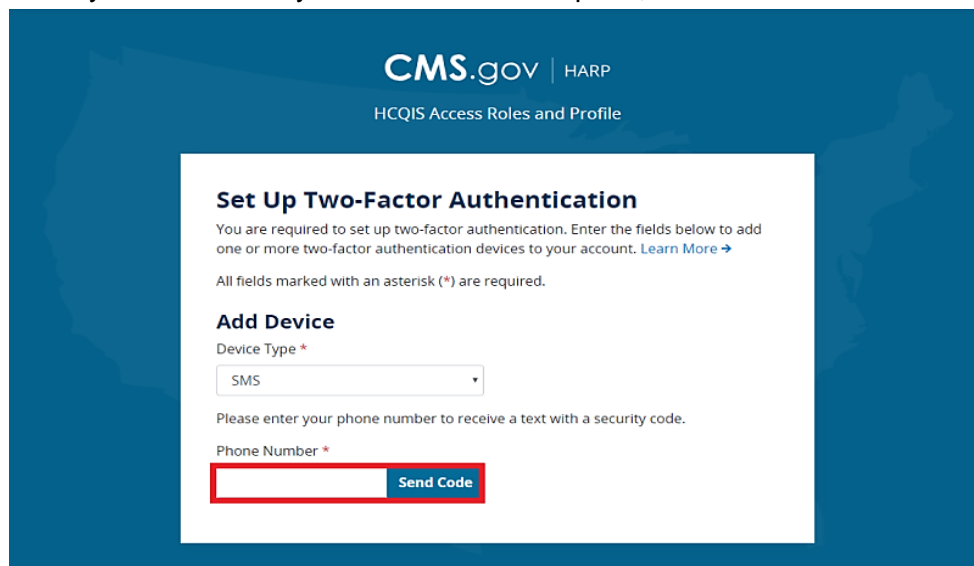
All fields marked with an asterisk (\*) are required.

**Add Device**  
Device Type \*

### Recommended Device Options:

1. Choose **SMS** when you want to receive your security code via **text message**.
2. Choose **Voice** when you want to receive your security code via **phone call**.

Next, you will be prompted to enter either your phone number or set up Google Authenticator; where you will receive your code. Once complete, click **Send Code**.



CMS.gov | HARP  
HCQIS Access Roles and Profile

### Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. [Learn More](#) →

All fields marked with an asterisk (\*) are required.

**Add Device**  
Device Type \*

Please enter your phone number to receive a text with a security code.

Phone Number \*  
 **Send Code**

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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Then, enter the **code** you received via text or phone call and click **Submit**.

The screenshot shows the CMS.gov HARP HCQIS Access Roles and Profile page. A white modal box titled 'Enter Code' is centered on a blue background. Inside the modal, it says 'Enter the security code to verify the device.' Below this is a text input field labeled 'Security Code \*'. At the bottom of the modal are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'. Below the buttons is a link that says 'Need a new code? Resend Code'.

**Your device has been added!** You can **add** another device, **remove** the device you just entered, or click **Complete Setup**.

The screenshot shows the CMS.gov HARP HCQIS Access Roles and Profile page. A white modal box titled 'Set Up Two-Factor Authentication' is centered on a blue background. It contains instructions and a table of devices. Below the table is an 'Add Device' section with a dropdown menu for 'Device Type \*'. At the bottom of the modal is a 'Complete Setup' button (highlighted with a red box).

Device Type	Contact	Status	
SMS	[REDACTED]	ACTIVE	<a href="#">Remove</a> (highlighted with a red box)

**Add Device** (highlighted with a red box)

Device Type \*

[Dropdown menu]

**Complete Setup** (highlighted with a red box)

**Can I update devices later?**

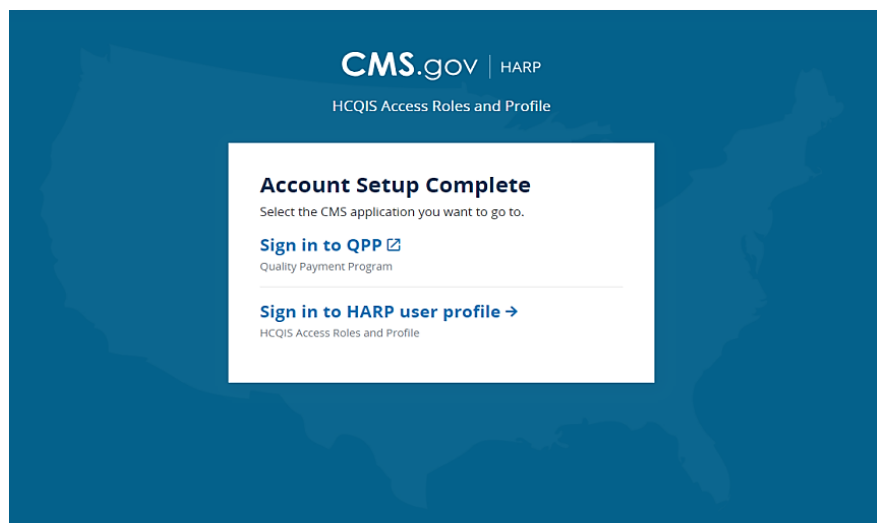
Yes, you can always log back in later to update your device(s).

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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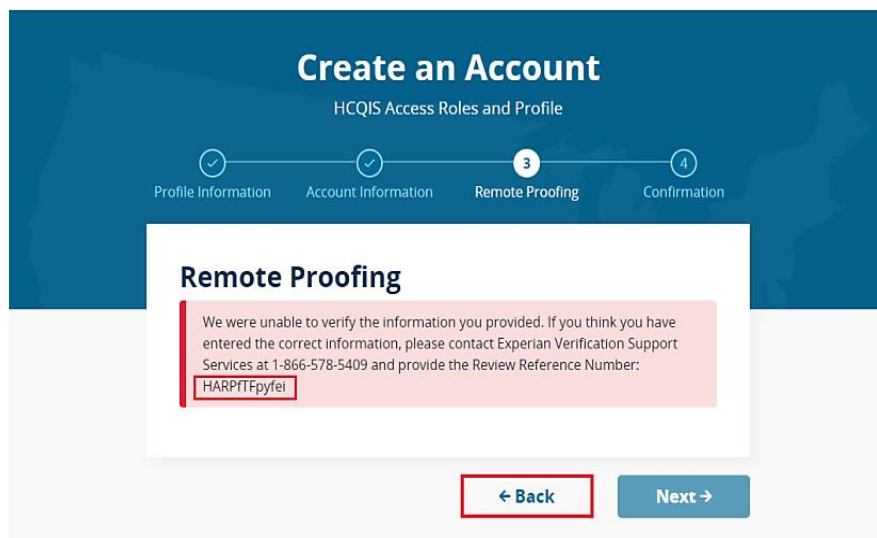
Once your account setup is complete, you will be able to **sign in to QPP** or go back and **sign in to your HARP user profile**.



## Errors with the Remote Proofing Process

If your identity **cannot** be verified based on the answers you provided, you will receive an error message prompting you to **contact** Experian Verification Support Services at 1-866-578-5409 and provide your **review reference number**.

If Experian cannot verify your identity, you will need to initiate the **manual proofing process**. For more information on manual proofing, click [here](#).



If you believe you made an error answering one or more Remote Proofing questions, you can also click **Back**.

You will return to the Profile Information page, where you can start the process again.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Manual Identity Proofing

If you do not want to provide your SSN or if you live outside of the United States, you will need to go through a **manual proofing process** to verify your identity.

**Note:** It is not recommended to initiate manual proofing if you are able to complete the remote proofing process because it takes longer to be approved and verified than remote proofing.

### Don't want to provide your Social Security Number?

Complete the required (\*) Profile Information fields (you can leave SSN blank). Check that you agree to the terms and conditions. Then, click the link to Initiate Manual Proofing below the SSN field.

### Don't live in the United States?

If you don't have an address in the United States, complete all the required (\*) [Profile Information](#) fields (SSN will be optional), select **No** to the question regarding your address in the U.S., and check that you agree to the **terms and conditions**. Then, click the link to Initiate Manual Proofing below the SSN field.



Is your address in the United States? \*

Yes ☒ No

Have questions? Contact the Quality Payment Program  
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## Initiate Manual Proofing

Once you click **Initiate Manual Proofing**, additional information about manual proofing will display.

Review the **manual proofing guidance** and **required documentation** needed in order to complete the manual proofing process. After you have reviewed this information, click **Submit Info for Manual Proofing** to begin the manual proofing process or you may **Cancel** your request.

You will only be able to click **Submit Info for Manual Proofing** if you have entered your Profile Information completely (with the exception of the SSN).

Initiate Manual Proofing

Please enter all required fields to submit Profile Information for manual proofing.

It is not recommended to initiate manual proofing if you are able to complete remote proofing, as manual proofing takes longer to complete.

To initiate manual proofing, you will need to complete the following steps:

1. Submit your Profile Information and Account Information to the Quality Payment Program via HARP (SSN is optional)
2. Send the following documents to Quality Payment Program via email, fax, or mail
  - o **One** of three approved forms of Government Photo IDs:
    - Current driver's license issued by state or territory; OR
    - Federal or State government issued photo identification card; OR
    - U.S. Passport
  - o **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Quality Payment Program will contact you via email if they need to request additional information.

**Submit Info for Manual Proofing** **Cancel**

Middle Initial Date of Birth \*

You will send a copy of **ONE** of these approved forms of government issued identification:

- Driver's license;
- Federal or State Photo ID; or
- U.S. Passport

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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After clicking **Submit Info for Manual Proofing**, you will create a User ID and password, select a Challenge Question, and provide a Challenge Question Answer.

### ***User ID and Password***

Create a **User ID** and **password** using the criteria below.

Your HARP User ID must meet the following criteria:	Your HARP password must meet the following criteria:
<ul style="list-style-type: none"><li>• Be a minimum of 5 characters (maximum of 100) alphanumeric characters and symbols.</li></ul>	<ul style="list-style-type: none"><li>• Be a minimum of 12 characters, and include the following:</li><li>• A lowercase letter</li><li>• An uppercase letter</li><li>• A number (0-9)</li><li>• A symbol (e.g. !, @, #, \$, %, ^, &amp;, *)</li></ul>
<b>NOTE:</b> Your user ID and password cannot contain PII or PHI. In addition, your password cannot contain your User ID, first name or last name, or the following special characters: '+', '(', ')', '>', '<'. 	

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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## Challenge Question

Choose a **challenge question** and **provide an answer**. Once you've entered your newly created User ID and password, selected a Challenge Question and provided a Challenge Question Answer, click **I'm not a Robot** and then **Next**.

### Choosing a Challenge Question and Answer:

Select one challenge question and provide an answer.

The challenge answer is not case sensitive and has a minimum character length of 4 (maximum of 100) alphanumeric characters.

A manual proofing process is available.

3. Provide all of the information on the Profile Information page (you can leave SSN blank)
4. **Skip ahead** (click [here](#)) for more information.

The challenge question will be used if you need to **reset your password**.

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
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After creating your Account Information, you will arrive at the **Confirmation** page, notifying that you have successfully completed the [Profile Information](#) and [Account Information](#) steps of your HARP registration.

**Create an Account**  
HCQIS Access Roles and Profile

Profile Information Account Information Remote Proofing **Confirmation**

### Confirmation

You have successfully submitted your Profile Information and Account Information to the Quality Payment Program. You will not be able to use your HARP user ID or password to log into CMS applications until you complete manual proofing.

#### Manual Proofing Next Steps

To complete the manual proofing for identity verification, please send the following documents to the contact information listed below. You can send secure mail, secure fax, or encrypted email (contact information listed below).

1. **One** of three approved forms of Government Photo IDs:
  - Current driver's license issued by state or territory; OR
  - Federal or State government issued photo identification card; OR
  - U.S. Passport
2. **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The Identity & Access Management Team will contact you via email if they have not received identification documents or if they need to request additional information.

Upon successful manual proofing, you will receive an email confirming your account creation. Log into HARP with your user ID and password to set up two-factor authentication.

**Quality Payment Program**  
8:00 AM - 8:00 PM EST  
Monday - Friday

Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
Phone: 1-866-288-8292  
TTY: 1-877-715-6222

**Note:** You will NOT be able to use your HARP account or sign into the Quality Payment Program website until you have completed the **manual proofing process**.

To complete the process, you must send the **required documentation** to the Quality Payment Program within the designated time period to verify your identity. If the Quality Payment Program does NOT receive your required documentation, your account will be **closed** and you will need to begin the HARP account creation and manual proofing process **again**.

Have questions? Contact the Quality Payment Program  
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Updated: 12/2/2019



## Forgot User ID or Password

If you forget your User ID or password, click the **Recover ID or reset password** at the bottom of the Quality Payment Program Sign In page.

QPP Account

SIGN IN REGISTER

Sign In to QPP

USER ID

User ID

PASSWORD

Password

☐ Show Password

Forgot your user id or password? [Recover ID or reset password.](#)

STATEMENT OF TRUTH

In order to sign in, you must agree to this: I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

☐ Yes, I agree.

Sign In > Don't have an account? [Register](#)

If you need to reset your password, **you cannot reuse your last three passwords** and your new password must meet the HARP password criteria below:

### Your HARP password must meet the following criteria:

- Be a minimum of 12 characters, and include the following:
- A lowercase letter
- An uppercase letter
- A number (0-9)
- A symbol (e.g., !, @, #, \$, %, ^, &, \*)

**NOTE:** Your password cannot contain part of your User ID, first name or last name, or the following special characters (+, (, ), >, <).

Have questions? Contact the Quality Payment Program  
By Phone: 1-866-288-8292 (TTY: 1-877-715-6222) or By Email: [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov)  
Monday – Friday, 8am – 8pm EST

[Updated: 12/2/2019](#)



## What's Next?

Now that you have completed your HARP registration and set up your device for two-factor authentication, you will be able to **sign in** to [qpp.cms.gov](http://qpp.cms.gov) with your newly created User ID and password.

Once there you will need to **Connect to an Organization**.

Review the **Connect to an Organization document** in this zip file to learn how to request access to an organization(s) so you can view, submit, and manage data on behalf of that organization(s).

## Frequently Asked Questions

### 1. What is remote identity proofing?

Remote identity proofing (RIDP) is the process of validating personal information that uniquely identifies you. For example, your credit history, personal demographic information, Social Security Number (SSN) and other indicators. This information will be used to locate your information in Experian and to create questions that only you can answer to verify your identity.

### 2. What happens to the data I submit for remote identity proofing?

The personal information you provided such as your personal address and contact information, is stored in your HARP profile account. The information that uniquely identifies you such as your Social Security Number (SSN) and credit history that Experian used to confirm your identity is not retained by CMS. For more information regarding how CMS uses the information you provide, please read the [CMS Privacy Act Statement](#).

### 3. Who do I contact if my identity can't be verified during the remote identity proofing process?

If your identity can't be verified through the online [remote identity proofing](#) process, you will be prompted to contact Experian Verification Support Services and provide the Review Reference Number included in the notification. For security purposes, Experian Support Services can't assist you if you don't have a reference number.

Experian Verification Support Service representatives are available Monday through Friday from 8:30 a.m. to 10:00 p.m., Saturday from 10:00 a.m. to 8:00 p.m., and Sunday from 11:00 a.m. to 8:00 p.m., Eastern Standard Time. Call (866) 578-5409. The Experian website can be accessed at [www.experian.com](http://www.experian.com).

All other questions on the HARP Account Registration process should be directed to the Quality Payment Program. Contact information at the bottom of each page.

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#### 4. What if my identify can't be verified during the Experian phone proofing process?

If you contact the Experian Verification Support Services Help Desk at (866) 578-5409, and your identity can't be confirmed, you will be encouraged to complete the [manual identity proofing process](#). Please note that you will have to send required documentation to the Quality Payment Program Service Center through one of the approved delivery methods within 30 days of your account creation.

#### 5. What if I don't send the required manual proofing documentation to the Service Center within the designated time period?

If you fail to submit the required documentation to the Quality Payment Program to complete the manual proofing process within the designated time period, your request will be closed. If your request is closed, you will need to start the account creation process and manual proofing process again.

In order to complete your HARP account creation and gain QPP Account access, your identity must be verified. In order to complete this process, you must send the required documentation to the Quality Payment Program within the designated time period to complete the manual proofing process and verify your identify.

#### 6. Will remote identity proofing affect my credit score?

No, this will not impact your credit score. Experian creates a "soft" inquiry, which are only visible to you and the requesting consumer. Soft inquiries have no impact on your credit report, history, or score.

### Version History

Date	Description of Change
12/2/19	Added link to HARP Youtube videos
07/01/19	<ul style="list-style-type: none"><li>Added version history</li><li>Corrected stretched images</li></ul>
12/18/18	Original posting

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