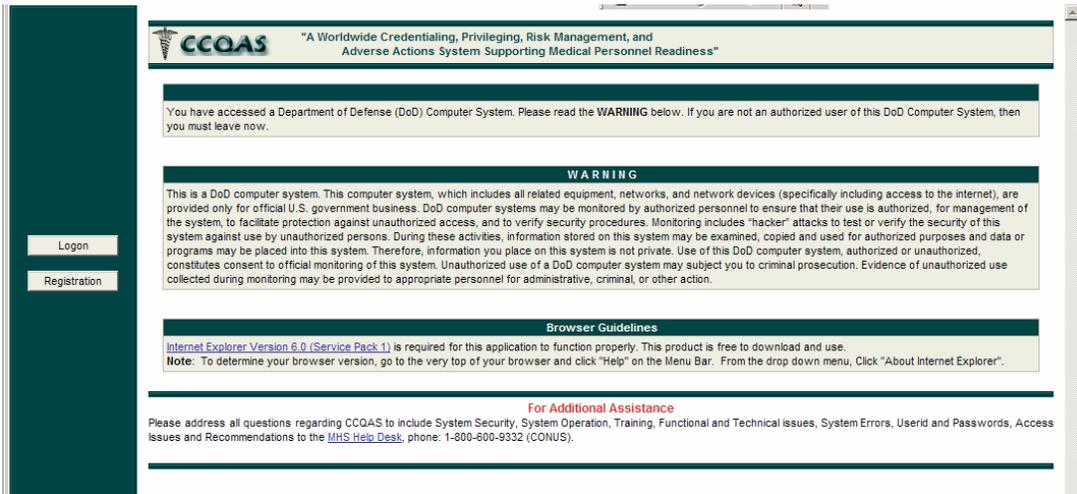


Army CCQAS 2.8 Quick Guide: Registering for a New User Account - Providers

The following guidance provides instructions to apply for a user account in CCQAS.

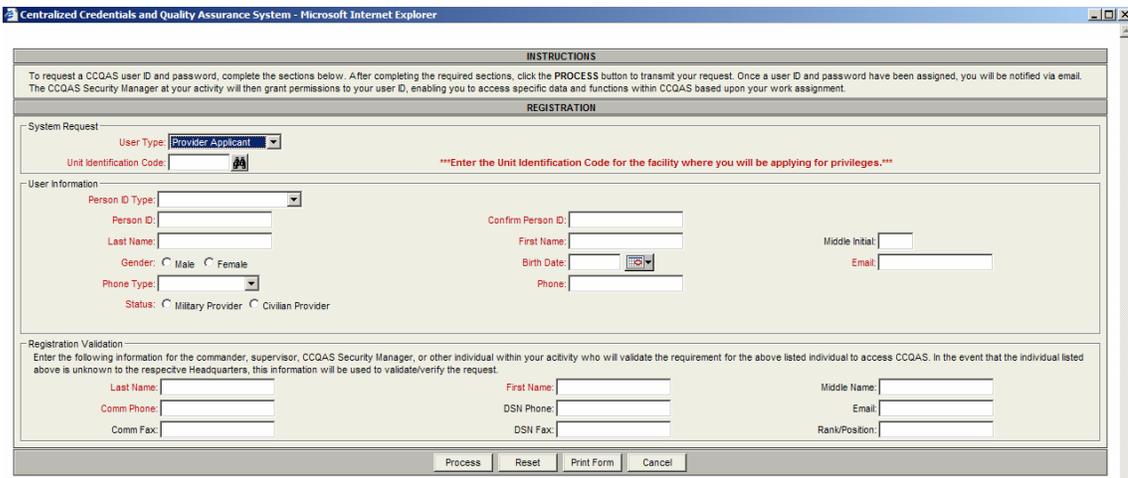
Note: DO NOT re-apply for a user account if you already have a user id and password for CCQAS. If you already have a user id and password but are having difficulty accessing CCQAS, please refer to the Frequently Asked Questions at the end of this guide or contact your unit credentials office.

New users of CCQAS may apply for a user account online by going to the URL <https://ccqas.csd.disa.mil>



The screenshot shows the CCQAS homepage. At the top, the logo and tagline are displayed: "A Worldwide Credentialing, Privileging, Risk Management, and Adverse Actions System Supporting Medical Personnel Readiness". Below this is a warning message: "You have accessed a Department of Defense (DoD) Computer System. Please read the WARNING below. If you are not an authorized user of this DoD Computer System, then you must leave now." A large "WARNING" section follows, detailing DoD computer system security policies. Below the warning is a "Browser Guidelines" section stating that Internet Explorer Version 6.0 (Service Pack 1) is required. At the bottom, there is a "For Additional Assistance" section with contact information. On the left side of the page, there are two buttons: "Ligon" and "Registration".

To apply for a CCQAS user account, click the Registration button on the left hand side of the screen. CCQAS will return the Registration screen.



The screenshot shows the "REGISTRATION" form in a Microsoft Internet Explorer browser window. The form is titled "INSTRUCTIONS" and "REGISTRATION". It contains several sections: "System Request" with a dropdown for "User Type" set to "Provider Applicant" and a text field for "Unit Identification Code"; "User Information" with fields for "Person ID Type", "Person ID", "Last Name", "First Name", "Middle Initial", "Birth Date", "Phone", "Gender" (Male/Female), "Phone Type", and "Status" (Military/Civilian Provider); and "Registration Validation" with fields for "Last Name", "First Name", "Middle Name", "Comm Phone", "DSN Phone", "Email", "Comm Fax", "DSN Fax", and "Rank/Position". A red asterisk indicates that the Unit Identification Code is required. At the bottom of the form are buttons for "Process", "Reset", "Print Form", and "Cancel".

Instructions for completing the online form are provided at the top of the screen. Data fields labeled with red text must be completed in order to submit the form. You should, however, complete every field to the extent possible to avoid delays in the processing your request for a user account.

If you are a provider who requires access to CCQAS for the purpose of requesting clinical privileges or applying to become a clinical support staff member (i.e., RN), select “**User Type** = *Provider Applicant*”.

The **Unit Identification Code** (UIC) is unique code associated with the facility or unit where you will be providing patient care. Click the binoculars icon () to locate the correct UIC.

Hint: When searching for UICs, it is easiest to search by a combination of Service and state, or partial UIC designation (if known). Avoid use of MTF Address, MTF City, and MTF Name as these may not be intuitive and may confuse the search effort.

The **Person ID Type** is either a Social Security Number (SSN) or Foreign Identification Number (FIN), whichever is applicable. Enter your *Social Security Number* in the appropriate field; you will be asked to enter it twice to ensure it is entered correctly. If you are a foreign national, enter the country of the MTF location where you will be working; the system will then automatically generate a unique Foreign Identification Number.

Enter your **Last Name**, **First Name**, and **Middle Initial**, using your legal name.

Enter your **Gender** and **Birth Date**. The calendar icon () may be used to enter your birth date.

Hint: To enter the desired date, you must first select the year and month from the pick lists at the top of the calendar. Once the correct year and month are selected, you then click on the desired day of the month. When the day is selected, the calendar function will automatically close and the selected date will populate the date field. If an error was made in the entry of the date, you may simply reopen the calendar and select a new date. You may also enter the date directly in the date field according to the format, “mm/dd/yyyy”.

Enter the **Email** address where you can receive CCQAS messages and notifications. You will receive your new user account information via emails sent to this address.

Note: It is important that the email address you enter is accurate and one which you use most often. All system-generated emails addressing CCQAS-related tasks will be sent to this email address.

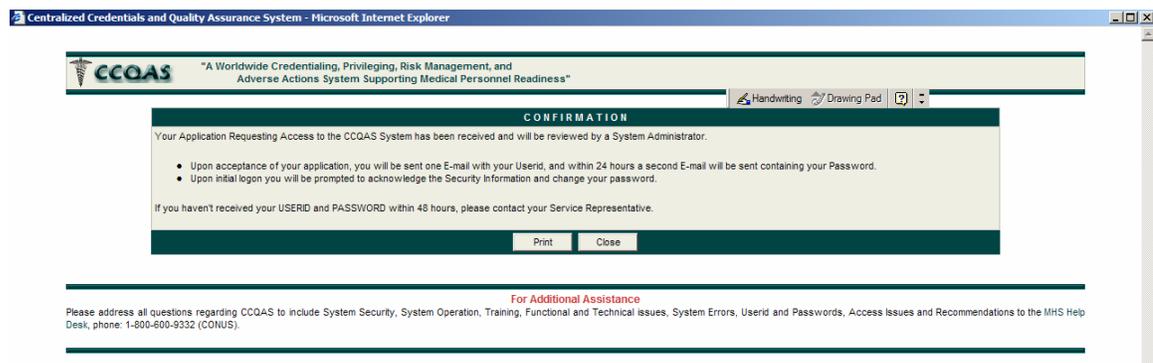
The **Phone** and **Phone Type** should correspond to the contact number where you may be reached if there are questions regarding your request for a user account.

You are required to indicate whether you are functioning as a *Military Provider* or *Civilian Provider*. You should select **Status** = *Military Provider* if you will be working

at the designated facility or unit as a uniformed service member, such as an active duty service member, a reserve or guard provider conducting their annual training, or a deployed service member. If you are applying for clinical privileges as a civilian or contractor at the designated facility or unit, you should select **Status = Civilian Provider**.

Complete the Registration Validation section to provide the contact information for the supervisor under which you will be working at the designated facility or unit. Though not all fields in this section are labeled with red text, you should provide as much information as possible, since the information on this form will be used by the CCQAS administrator to verify your identity and your need for system access. Incorrect or missing information on this portion of the form may result in delays in processing your request for a user account.

After all information has been entered on the form, click on the **<Process>** button. The application is then sent to the CCQAS Administrator for processing.



CCQAS will return a confirmation of application submission which may either be printed or closed.

Within 3 duty days of submitting your request, you will receive two email messages containing your user id and temporary password to access CCQAS. If 3 duty days have passed and you have not received any correspondence contact your unit credentials manager or other designated Service representative to check on the status of your request.

Once you receive your temporary password, you will then have 90 days to log on to CCQAS and obtain a permanent password. Your password will be valid for 90 days. Starting at thirty (30) days prior to the expiration of your password, every time you log into CCQAS, a pop-up notification message will appear with instructions on how you may obtain a new password. If a password is allowed to expire, your user account will be locked and you will have to contact your unit CM or other designated Service representative or the MHS Helpdesk for assistance.

Frequently Asked Questions

FAQ: I received my user id and temporary password via email a few weeks ago, but CCQAS will not accept the password that was given to me. What should I do?

Answer: If more than 90 days have lapsed since you received the email message containing your temporary password, then your password has expired and a new temporary password will need to be issued. You should contact your credentials office to request a new temporary password for your account. Upon receipt of this new password, you will have 90 days to log on to CCQAS using the temporary password and select a new password.

FAQ: My CCQAS password has expired. What should I do?

Answer: If your password has expired, a new temporary password will need to be issued. You should contact your credentials office to request a new temporary password for your account. Upon receipt of this new password, you will have 90 days to log on to CCQAS using the temporary password and select a new password.

FAQ: I forgot my CCQAS password. What should I do?

Answer: If you forgot your password, contact your credentials office to request a new temporary password for your account. Upon receipt of this new password, you will have 90 days to log on to CCQAS using the temporary password and select a new password.

FAQ: CCQAS will not allow me to log on, but I know I am using the correct password. What should I do?

Answer: If your user id and password are both current and valid, it is likely that your user account has been locked. Your account will be locked after three consecutive failed logon attempts. Your account may have been intentionally locked, or a lock out may have occurred as a result of user error when entering the case-sensitive password. To have your account unlocked, you should contact your credentials office.

FAQ: I have a current user id and password to CCQAS, but I do not have the access to the parts of CCQAS I need to do my job. What should I do?

Answer: The portions of CCQAS to which you have access are determined by the permissions you were granted at the time your user account was created. If you believe that your permissions need to be changed contact your credentials office.

FAQ: I am a provider who has already submitted an electronic application for clinical privileges in CCQAS and was approved for clinical privileges at my facility. I have now been assigned to review CCQAS electronic privilege applications submitted by other providers who will be working in my department. I am also required to complete performance appraisal reviews (PAR) for the privileged provider staff in my department. What do I need to do?

Answer: You should contact your credentials office to request the addition of permissions to your CCQAS user account that will enable you to conduct reviews of privilege applications and complete PARs for your staff.

FAQ: I currently use CCQAS to review and approve privilege applications submitted by providers who work in my department. In a few months, I will need to renew, update, and submit my application. What do I need to do?

Answer: You should contact your credentials office to request the addition of permissions to your CCQAS user account that will enable you to complete and submit an electronic application.

FAQ: I am a provider who has already submitted an electronic application for clinical privileges in CCQAS and has been approved for clinical privileges at my unit. I have been reassigned to work at another facility and need to apply for clinical privileges. What do I need to do?

Answer: The credentials office at your facility or unit will initiate an ICTB (for temporary duty) or PCS (permanent change of station) transaction in CCQAS that will automatically create your electronic application for privileges at the gaining facility. You will then receive an email notification informing you that you have an open task to complete and submit an application for work at the gaining facility. You may then log into CCQAS with your existing user id and password to complete and submit this application.

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