

RECERTIFICATION & PROFILE VERIFICATION

JOB AID

The CGS Account Recertification process is done to verify all users under the admin. To align with security rules, this process is to be completed every **90 days**. As with the existing recertification process, failure to complete the process timely will result in an interruption of service including deactivation.

Recertification Reminder - Notification will be sent within 47 days from the date you are due to recertify user access to myCGS.

- **Example of notification** - To retain access to your myCGS account, you must complete the recertification process within the next 47 days or it will be terminated on 02/01/2018.

The ADMIN will use the following steps to complete the recertification process:

1. Log into the portal and complete MFA code process
2. Once you have logged into the portal, you will receive a pop-up box stating recertification is required every 90 days.
3. Navigate to the ADMIN tab
4. Scroll to the bottom and click "Recertify Users"
5. Check the box next to all active users to be recertified
6. Click submit
7. You will receive a pop-up asking for you to confirm all active users are checked
8. Select submit to confirm

NEW!

The Profile Verification process is to be completed by each myCGS user. This, too, aligns with CMS and CGS security guidelines. Profile Verification must be completed every **250 days**. Failure to complete this process will result in interruption of service, including deactivation.

The myCGS User will use the following steps to complete the Profile Verification process:

1. Log into the portal and complete MFA code process
2. Once you have logged into the portal, you will receive a pop-up box stating profile verification is required
3. Navigate to the My Account Tab
4. Verify all information is still accurate or update the displayed data.
5. Click submit
6. User will be logged out of the portal
7. An email will be sent to the user
8. Open the email and click on the verification link
9. The user will be redirected to the sign-in page
10. Log back into the portal and complete the MFA process