

CareDiscovery® Electronic Quality Measures

Quick Start Guide

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Getting Started with your Credentials

The direct link for CareDiscovery Electronic Quality Measures (CDeQM) Product

<https://cdeqm.virtusa.com>

Please bookmark the above link.

Please Note:

Upon your first login the screen may take some time to load. This initial load can take several seconds for the first time.

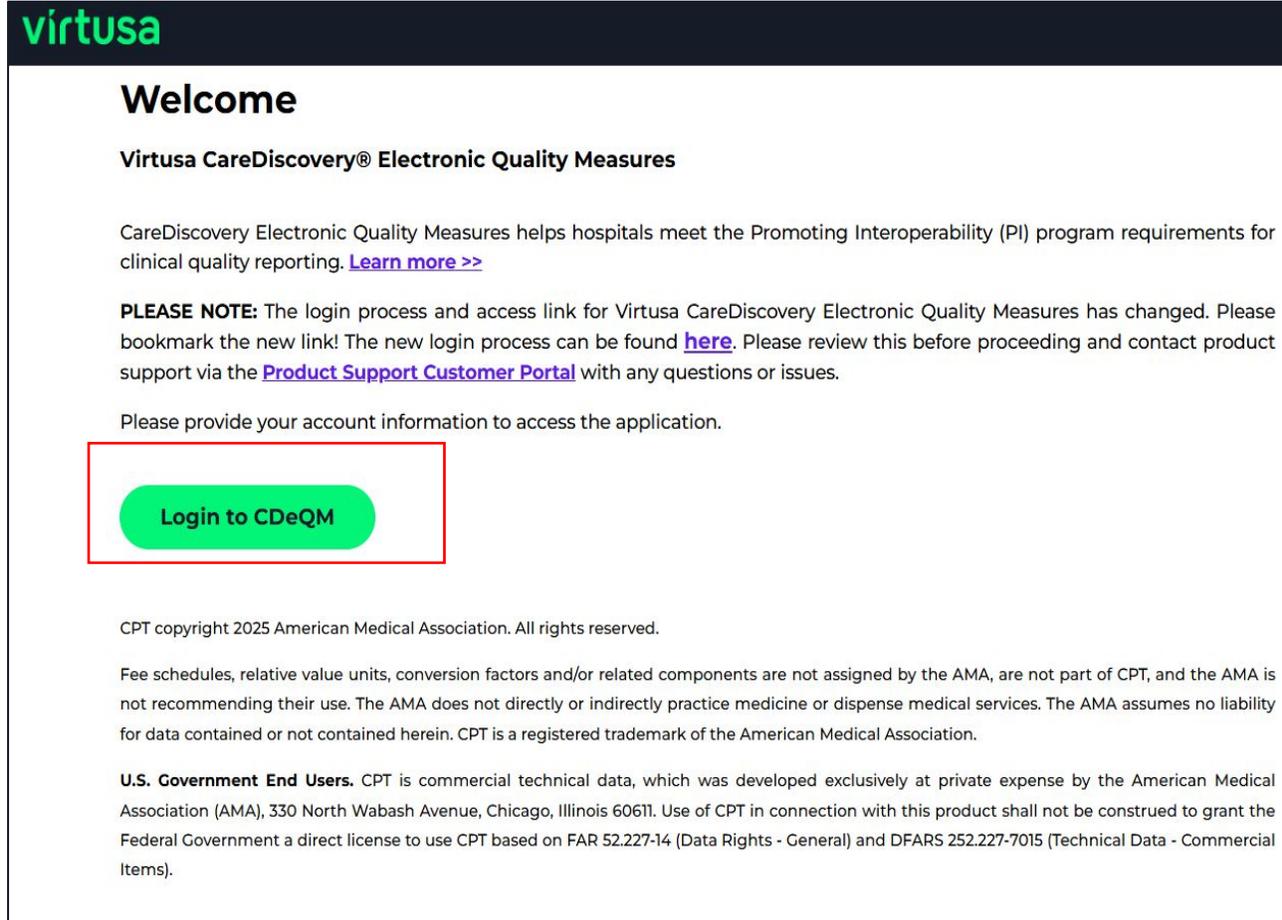
Product Login - Guidelines

Please follow these guidelines as failing to do so may result in an unsuccessful login attempt.

1. Launch the Google Chrome or Microsoft Edge browser and navigate to the CDeQM product URL.
2. Sign in only with your registered credentials
3. The new password must be between 15 and 40 characters, and the password must have a combination of at least one of each type of character - an uppercase letter, lowercase letter, number and a special character.
4. Choose either Email or Okta FastPass for authentication.
5. Enter the code received on your Email address
6. For Okta FastPass based authentication, you will need to complete:
 - a) Installation of Okta Verify software in your computer
 - b) Registration of your credentials in Okta Verify application
 - c) Verification of credentials using Okta Verify application

Accessing CDeQM through verification code via
registered email

Accessing CDeQM through verification code received via registered email



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Welcome

Virtusa CareDiscovery® Electronic Quality Measures

CareDiscovery Electronic Quality Measures helps hospitals meet the Promoting Interoperability (PI) program requirements for clinical quality reporting. [Learn more >>](#)

PLEASE NOTE: The login process and access link for Virtusa CareDiscovery Electronic Quality Measures has changed. Please bookmark the new link! The new login process can be found [here](#). Please review this before proceeding and contact product support via the [Product Support Customer Portal](#) with any questions or issues.

Please provide your account information to access the application.

[Login to CDeQM](#)

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- Click 'Login to CDeQM' button from the login page.

Sign in using registered credentials

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Please provide your account information to access the application.

Sign in with Okta FastPass

OR

Username

Password

Sign in

[Forgot password?](#) [Forgot UserName](#) [Start Over](#)

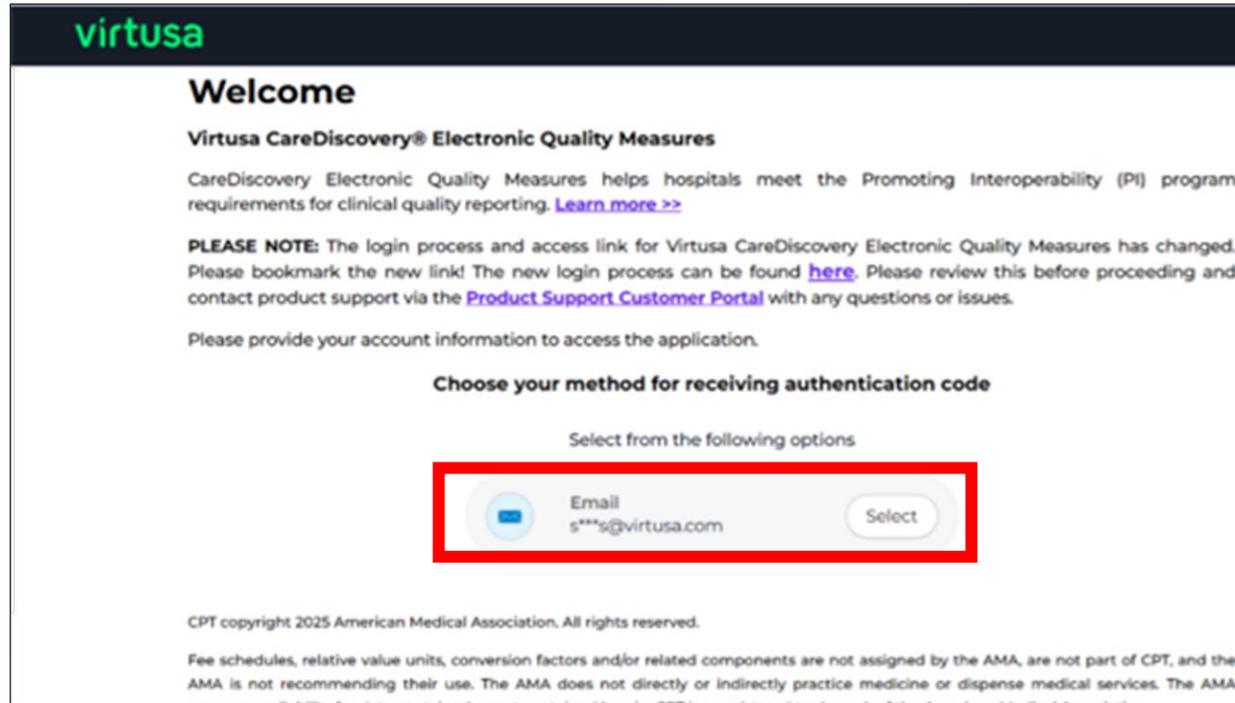
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Note: Ensure that the username does not include an '@' symbol. It should only contain alphanumeric characters and the following symbol _
Underscore

- Enter your registered username and password
- Click 'Sign In' button

Send verification code to registered Email Address



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Please provide your account information to access the application.

Choose your method for receiving authentication code

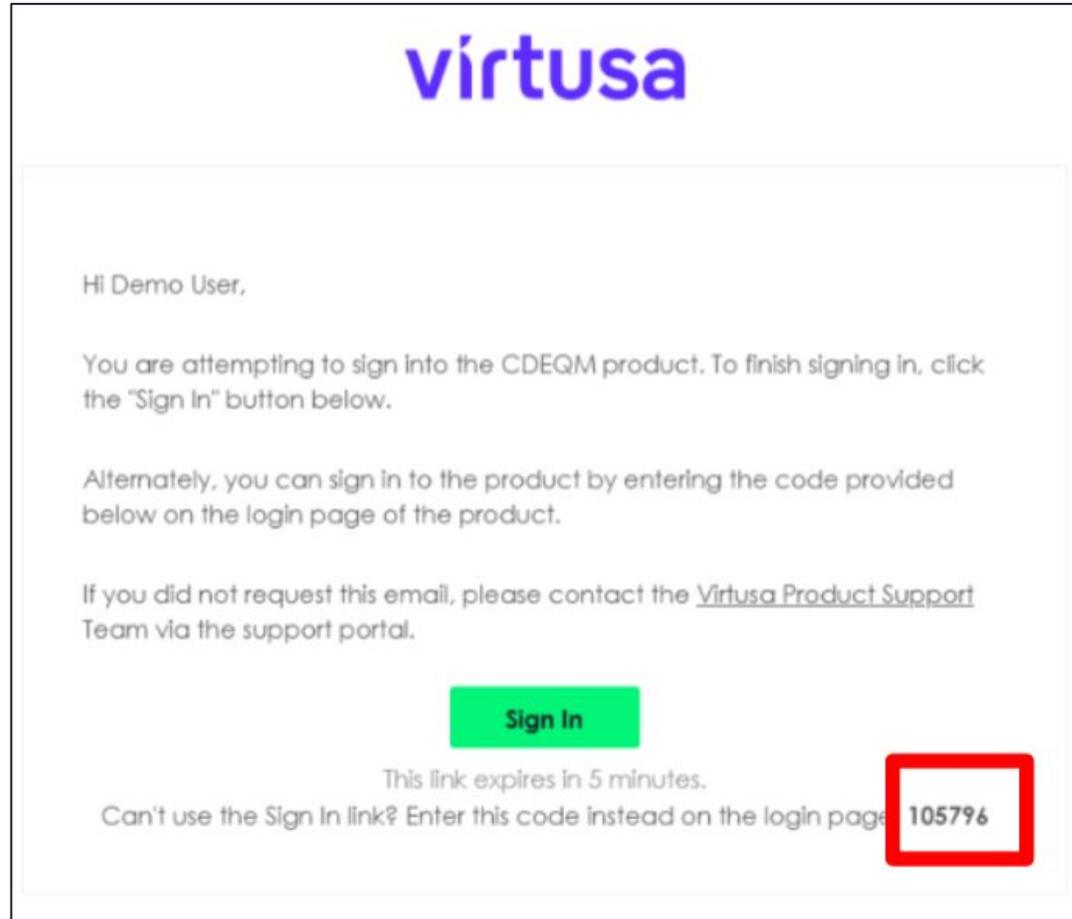
Select from the following options

Email
s***s@virtusa.com

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- Select 'Email' option to receive the verification code
- Click 'Send Verification code' button in the next screen

Receive OTP through registered Email Address



- Check the registered email for the verification code

Verification code received over the registered email address

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Please provide your account information to access the application.

 Haven't received an email? [Send again](#)

We've sent an e-mail with a security code to the following e-mail address: s***s@virtusa.com. You can sign in by clicking on the "Sign In" button in the e-mail or use the code provided in the email to login here.

Enter Code

Verify [Verify with something else](#)

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- Enter the verification code and click on 'Verify'

Product Login continued...

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Signing in...

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- After the code is verified, the screen with 'Signing in' message appears

CareDiscovery® Electronic Quality Measures - Home Page

virtusa CareDiscovery® Electronic Quality Measures Edit Profile | Help | Support | Sign out

Home | Data | Reports | Resources | My Preferences | Settings

Welcome **DEMO_USER!**

Electronic Submission

Generate the electronic submission format (Quality Reporting Document Architecture) for submission to CMS for the Promoting Interoperability (PI) program.



Inpatient Electronic Clinical Quality Measures (eCQMs)

HCO Data Availability

HCO	Indicator	Discharges		EOCs
		First	Last	
There is no data available for display.				

- User is verified and navigated to the CDQM Home page

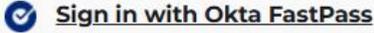
Initial setup to login into CDeQM using Okta FastPass

Step 1 - Installation of Okta Verify to enable sign in with Okta FastPass (One time setup)

Download Okta Verify application

contact product support via the [Product Support Customer Portal](#) with any questions or issues.

Please provide your account information to access the application.



OR

Username

Password

Sign in

[Forgot password?](#) [Forgot UserName](#) [Start Over](#)



Please provide your account information to access the application.

Click "Open Okta Verify" on the browser prompt

Didn't get a prompt?

Open Okta Verify

Don't have Okta Verify?

[Download here](#)

- Click on the Sign In with Okta FastPass button from the login screen
- Click on the Download here link to initiate the download of the Okta Verify application.

Direct Links for downloading Okta Verify:

For WINDOWS

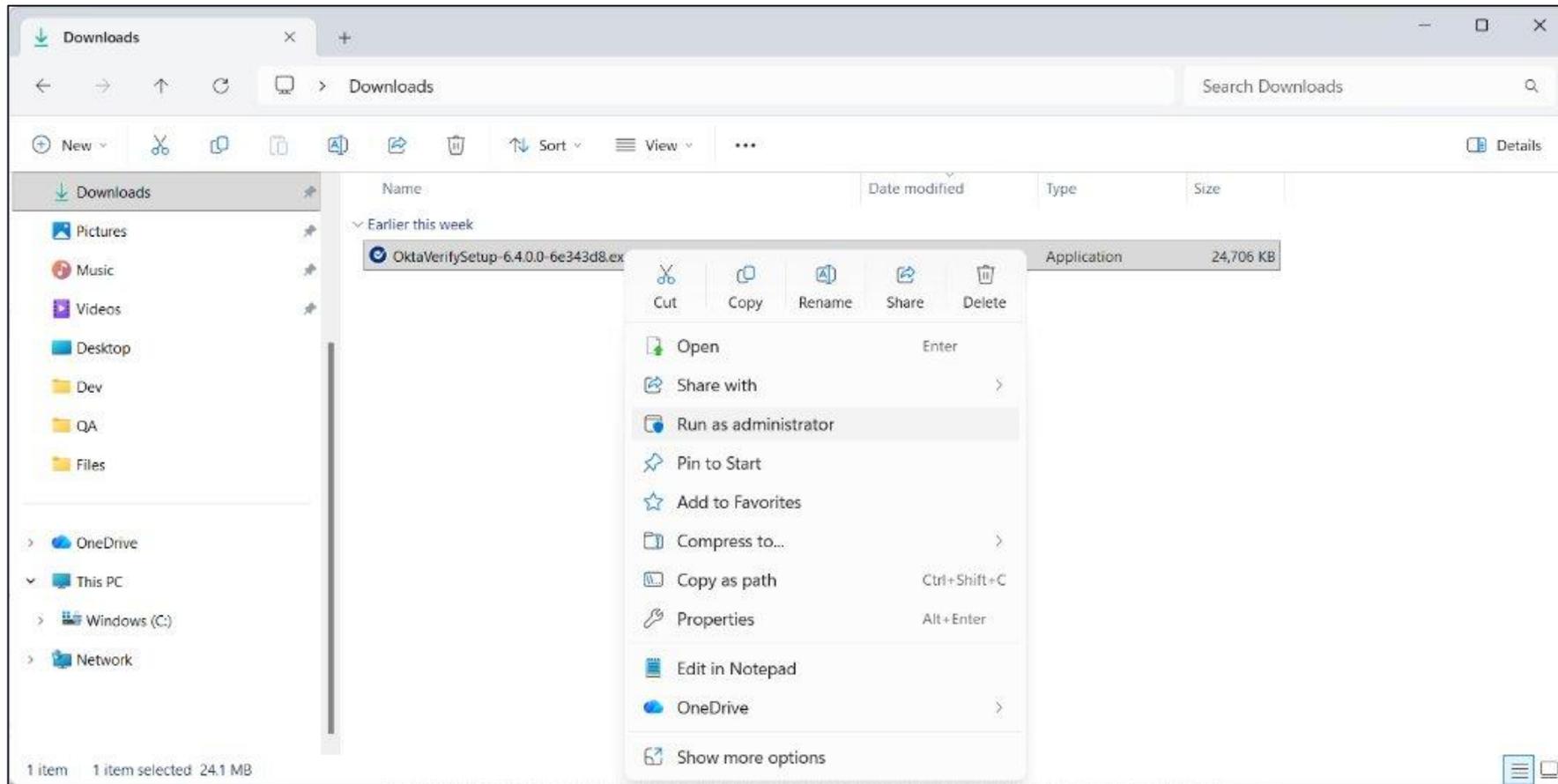
[Okta Verify Windows](#)

For MAC

[Okta Verify App - App Store](#)

Note: If the link below does not open, please copy the URL below and paste it directly into your web browser's address bar to download the Okta Verify setup file

Locate the downloaded Okta Verify setup file and double-click it to start the installation



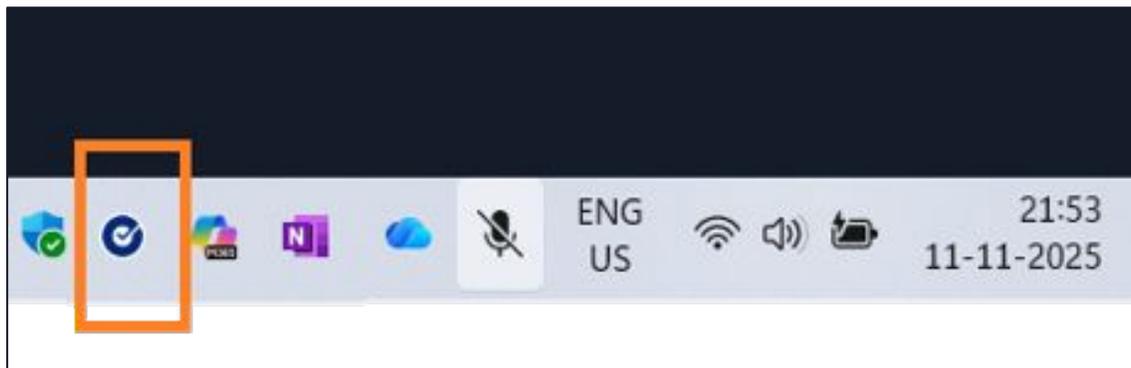
- Locate the file downloaded Okta setup file
- Run as administrator to install the file

Follow the on-screen instructions to complete installation



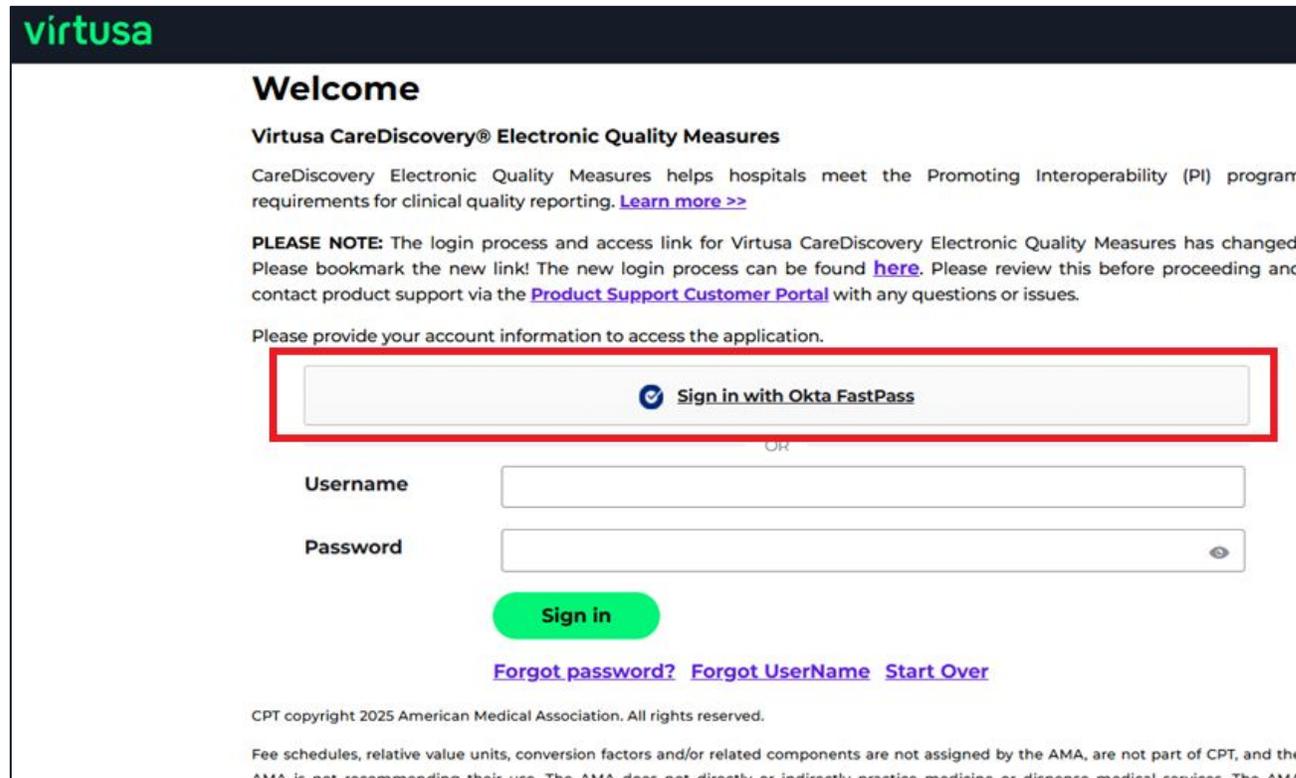
Once the installation of Okta verify setup start, follow the on-screen instructions to complete it.

- Click on 'Finish' when prompted
- After successful installation you will see the Okta Verify icon in your taskbar.



Step 2 - Registering your account in Okta Verify (One time registration)

Choose your login method – Sign in with Okta FastPass



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Please provide your account information to access the application.

[Sign in with Okta FastPass](#)

OR

Username

Password

[Sign in](#)

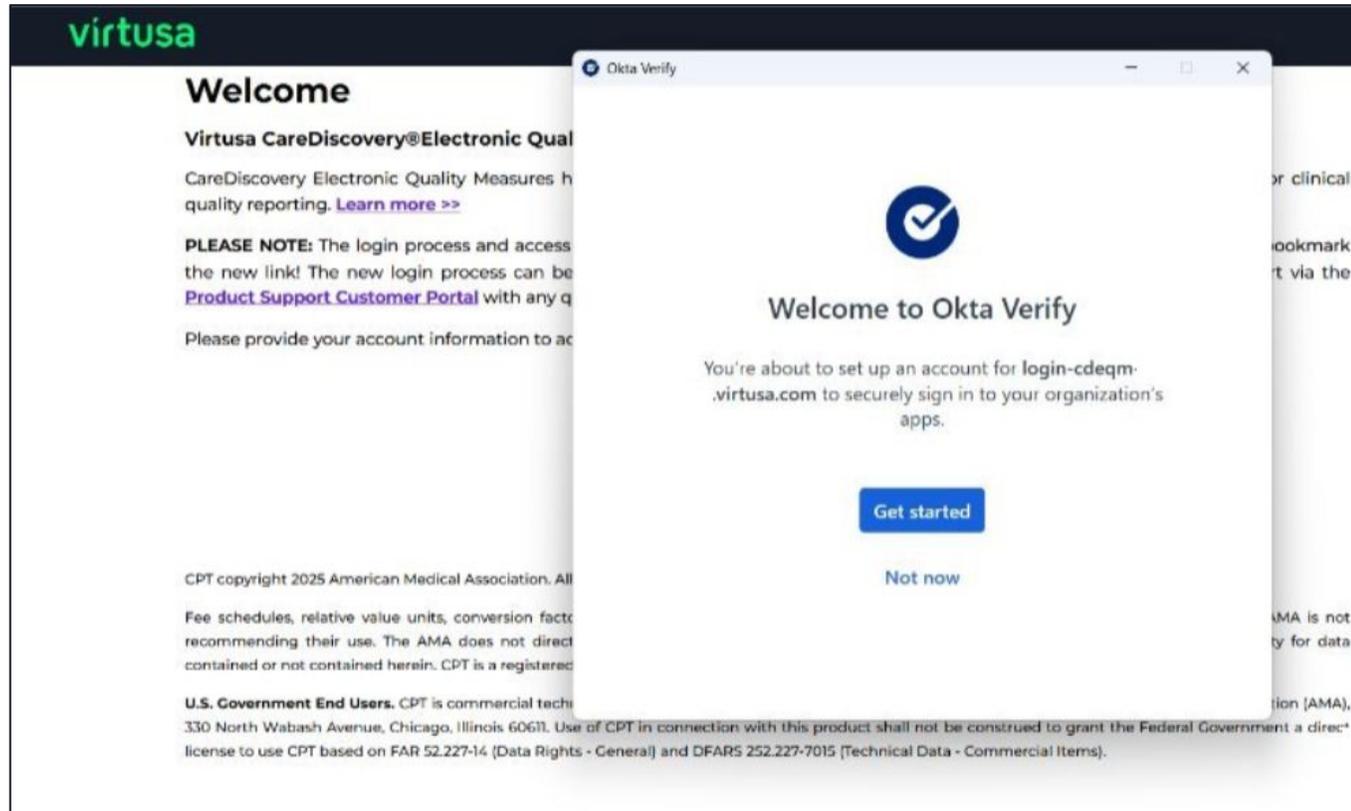
[Forgot password?](#) [Forgot UserName](#) [Start Over](#)

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To register the account in Okta Verify, select Sign in with Okta FastPass

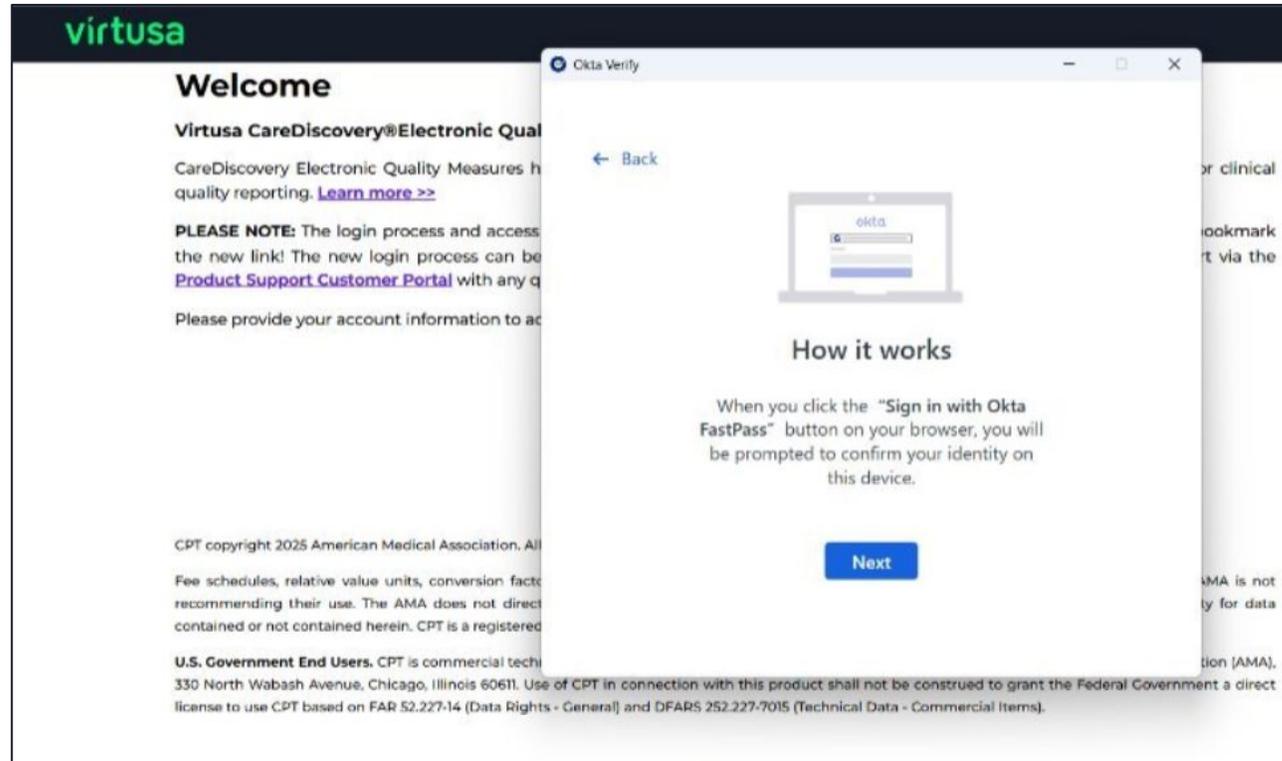
- Click on 'Sign in with Okta FastPass' from the login screen

Click on 'Get Started' button to initiate Okta Verify registration



- Click on 'Get started' when Welcome to Okta verify pop-up is displayed on the screen

Click on 'Next' button to continue when prompted



- Follow the on-screen instructions
- Click on 'Next' when prompted

A pop-up and new browser window will open

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Please provide your account information to access the application.

Sign in with Okta FastPass

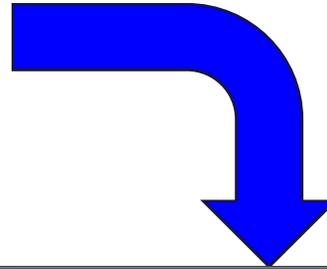
Username: DEMO_USER

Password:

Sign in

[Forgot password?](#)

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Please provide your account information to access the application.

Choose your method for receiving authentication code

Select from the following options

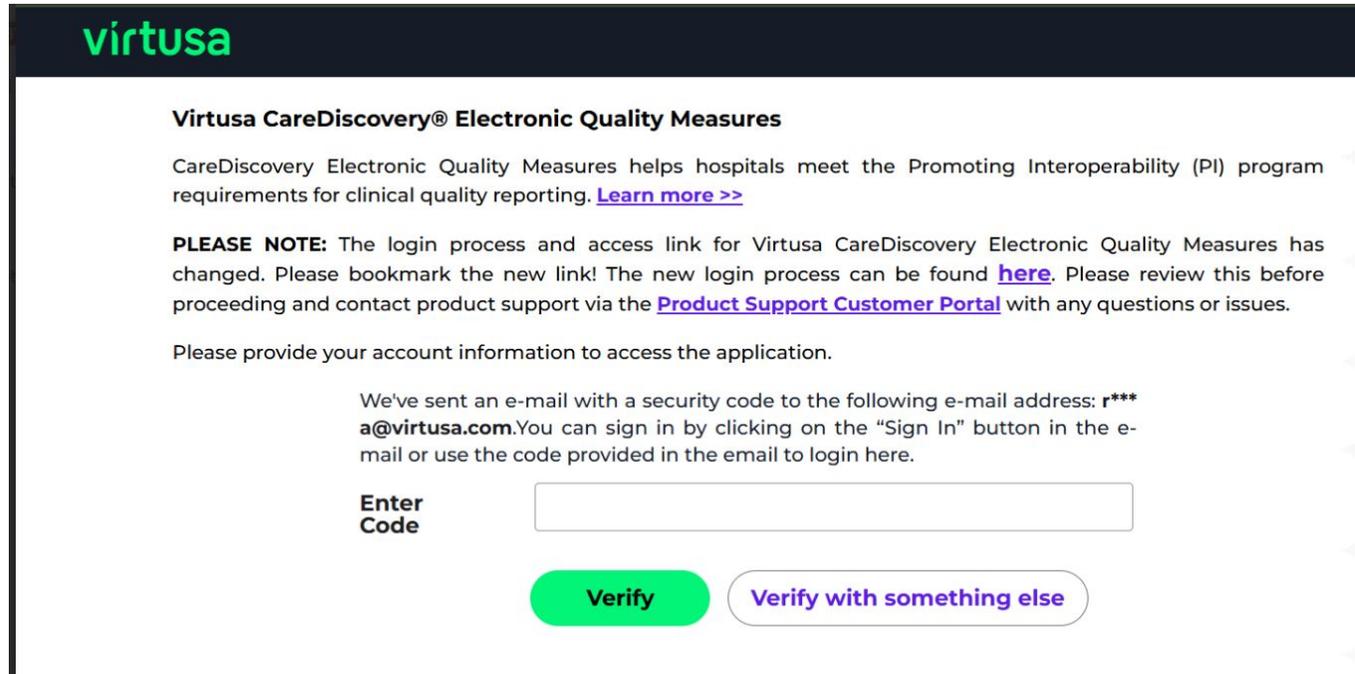
Email s***s@virtusa.com **Select**

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Confirm your identity in the new browser window

- In the new browser window, enter your CDeQM username and password, then click 'Sign in'
- Select email for receiving the verification code

Verify using the verification code received



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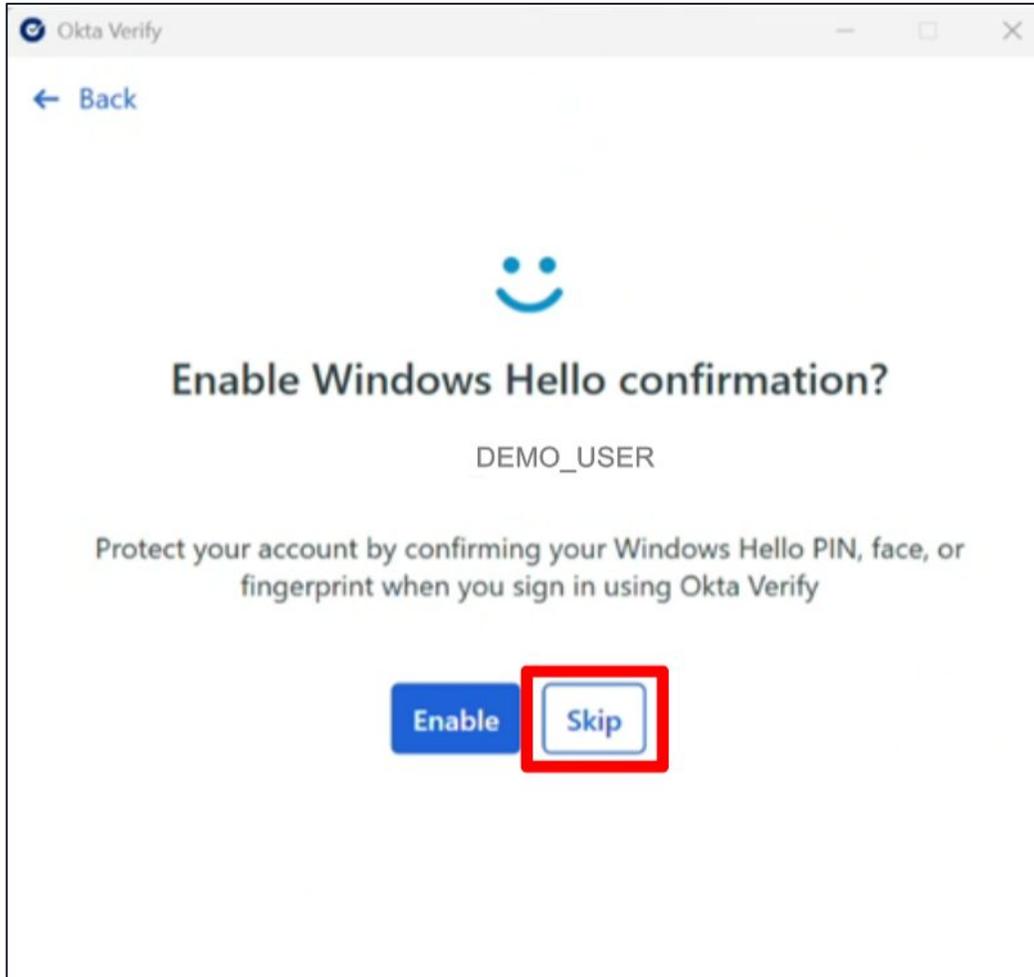
We've sent an e-mail with a security code to the following e-mail address: r***a@virtusa.com. You can sign in by clicking on the "Sign In" button in the e-mail or use the code provided in the email to login here.

Enter Code

[Verify](#) [Verify with something else](#)

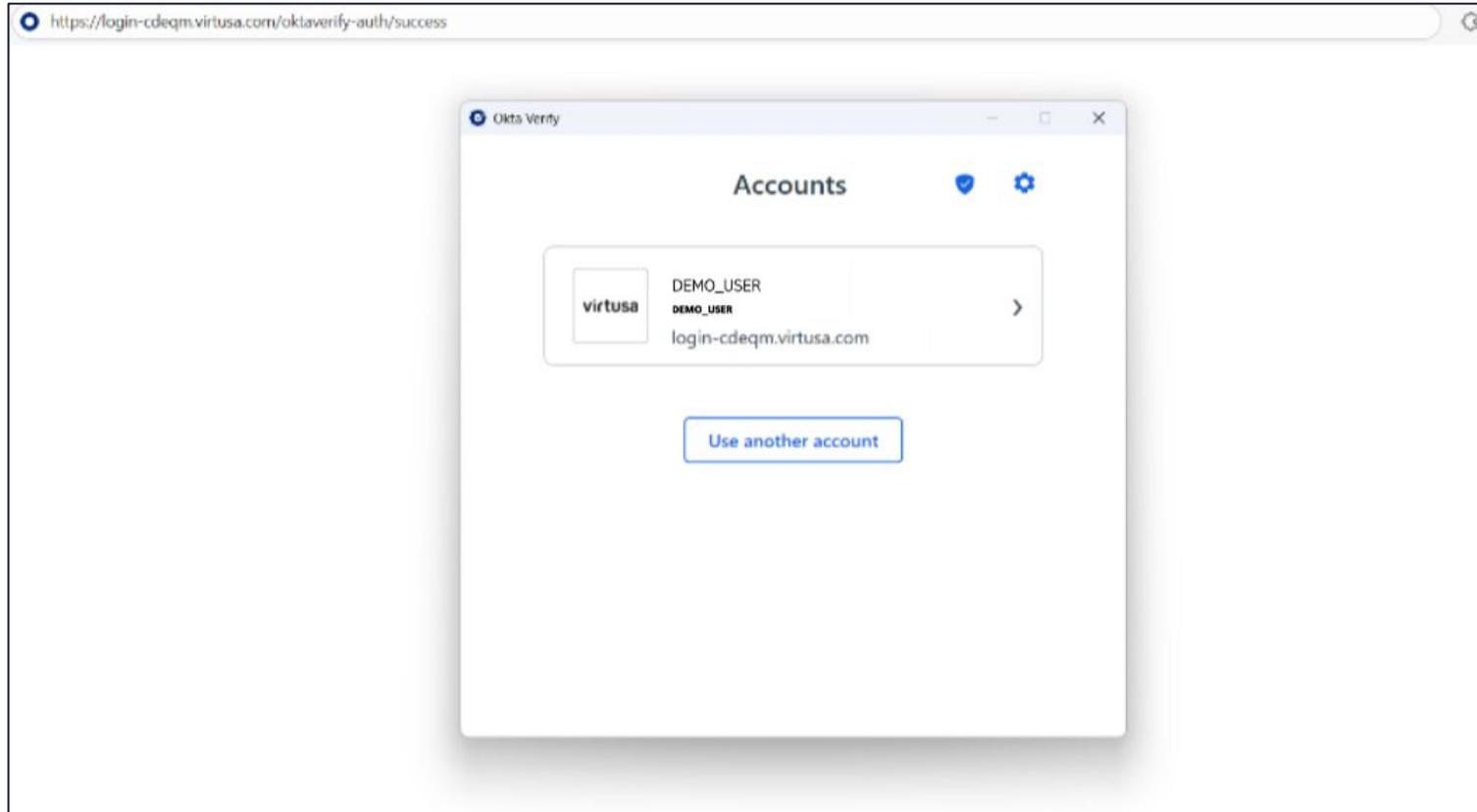
- Enter the verification code received on your registered email and click Verify.

Windows Hello Confirmation (Optional)



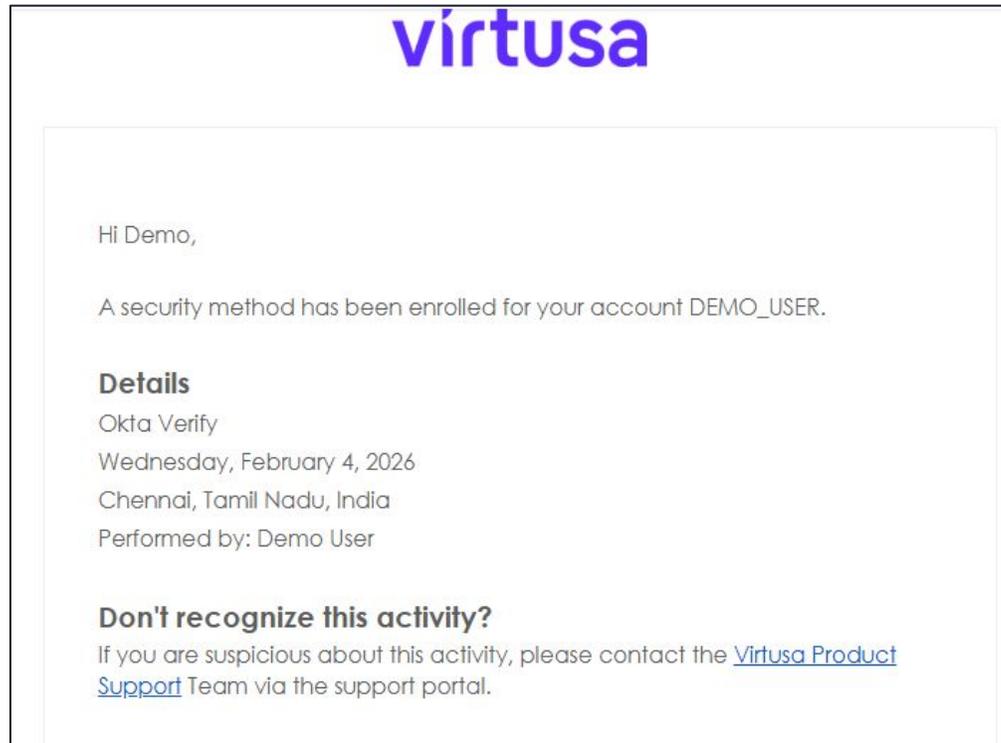
- Windows Hello setting is optional; users can choose to Skip it.
- The Windows password and related settings are the function of users' organization and not required for logging in to our products.
- When the verification completes, pop-up will ask whether to enable Windows Hello, click on 'Skip'
-

Registration completed



- You will see your account in Okta Verify and a confirmation message in the browser.
- Close the browser window.

Receive email for successful Okta Verify registration



- User will receive a confirmation email on successful registration of Okta Verify

Accessing CDeQM through Okta FastPass

Click on the 'Login to CDeQM' button

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Login to CDeQM

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- Click on 'Login to CDeQM'

Choose Sign in with Okta FastPass as the login method

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Please provide your account information to access the application.

OR

Username

Password

[Forgot password?](#) [Forgot UserName](#) [Start Over](#)

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- Click on 'Sign in with Okta FastPass' to login via Okta FastPass
- Users must have registered the account in OKTA Verify

Enter the CDeQM application password

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Please provide your account information to access the application.

Verify with your CDEQM-Customer password

Password

Verify [Back to sign in](#)

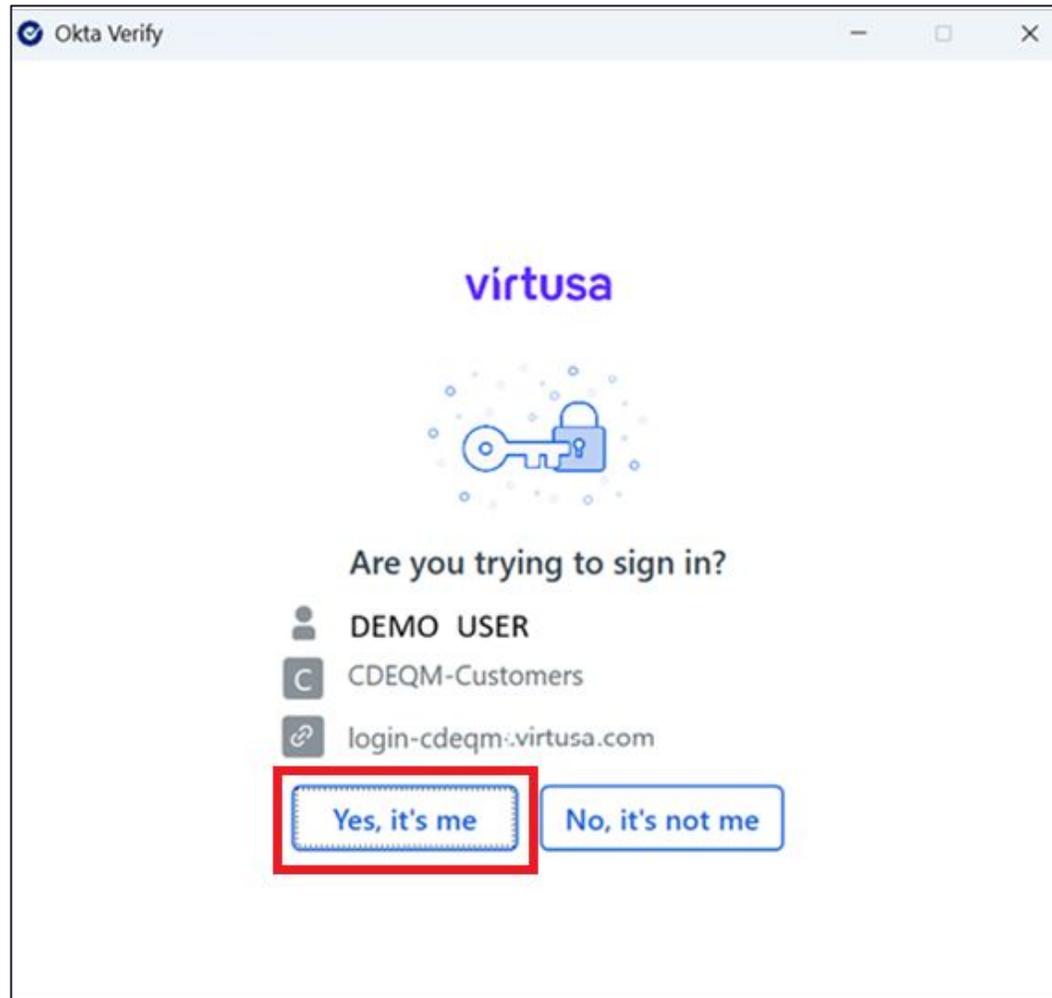
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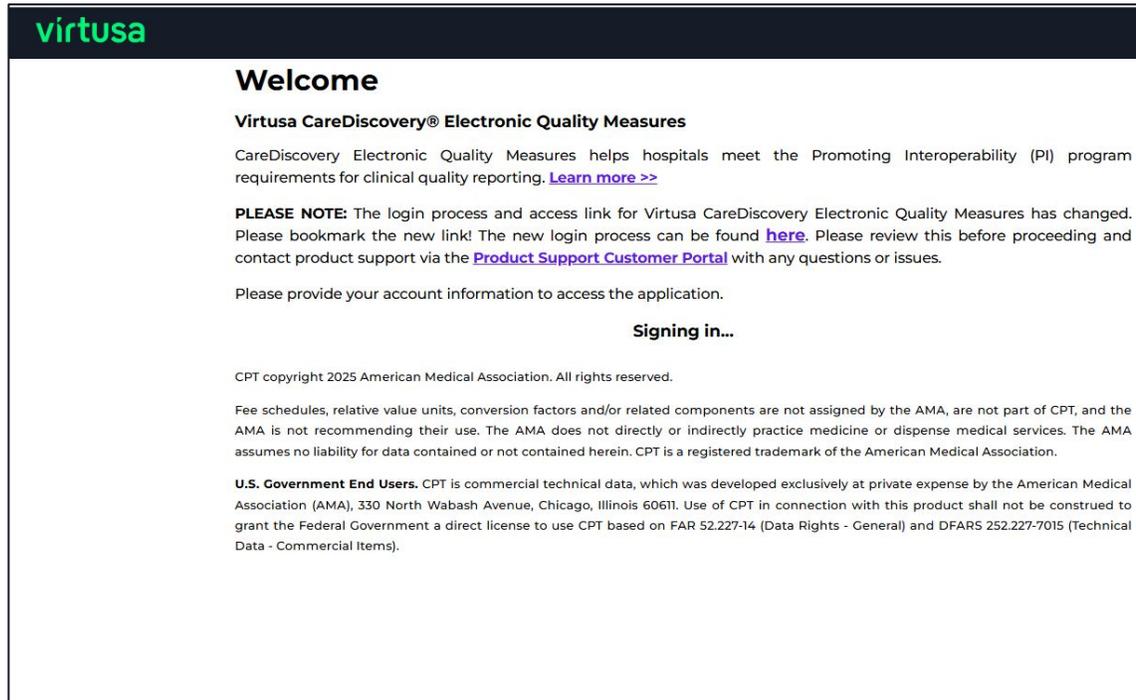
- Enter the CDeQM application password and click on 'Verify'

Confirm by clicking 'Yes, it's me' in the pop-up window



- A pop-up window opens where the user can confirm to open Okta Verify
- Click on 'Yes, it's me'

Wait till the verification completes



The screenshot shows the Virtusa logo in the top left corner. Below it is the heading "Welcome" followed by "Virtusa CareDiscovery® Electronic Quality Measures". The main text explains that the system helps hospitals meet Promoting Interoperability (PI) program requirements and includes a "Learn more >>" link. A "PLEASE NOTE" section states that the login process has changed and provides a "here" link. Below this is a "Product Support Customer Portal" link. A "Signing in..." section is partially visible. At the bottom, there is a copyright notice for 2025 American Medical Association and a disclaimer regarding the use of CPT codes.

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Signing in...

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- Wait, till the application verifies the password entered

You are successfully logged into CDeQM

virtusa CareDiscovery® Electronic Quality Measures Edit Profile | Help | Support | Sign out

Home | Data | Reports | Resources | My Preferences | Settings

Welcome **DEMO_USER!**

Electronic Submission

Generate the electronic submission format (Quality Reporting Document Architecture) for submission to CMS for the Promoting Interoperability (PI) program.



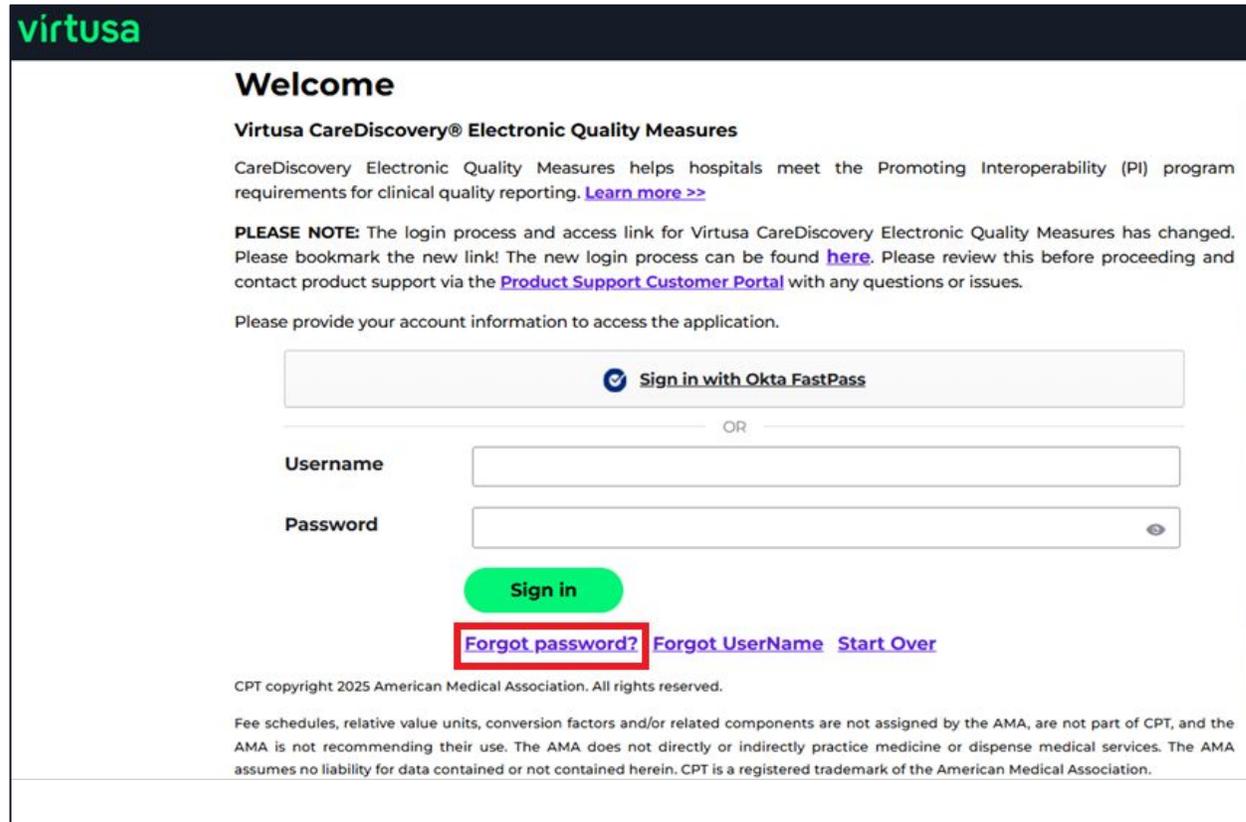
Inpatient Electronic Clinical Quality Measures (eCQMs)

HCO Data Availability

HCO	Indicator	Discharges		EOCs
		First	Last	
There is no data available for display.				

- On successful verification user is navigated to the CDeQM Home page

Forgot Password



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[Sign in with Okta FastPass](#)

OR

Username

Password

[Sign in](#)

[Forgot password?](#) [Forgot UserName](#) [Start Over](#)

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If you have forgotten your password, click the 'Forgot Password' to reset your password.

- Click 'Forgot Password'
- It will navigate to password change flow

Enter the credentials

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Please provide your account information to access the application.

[Reset your password](#)

Username

Next

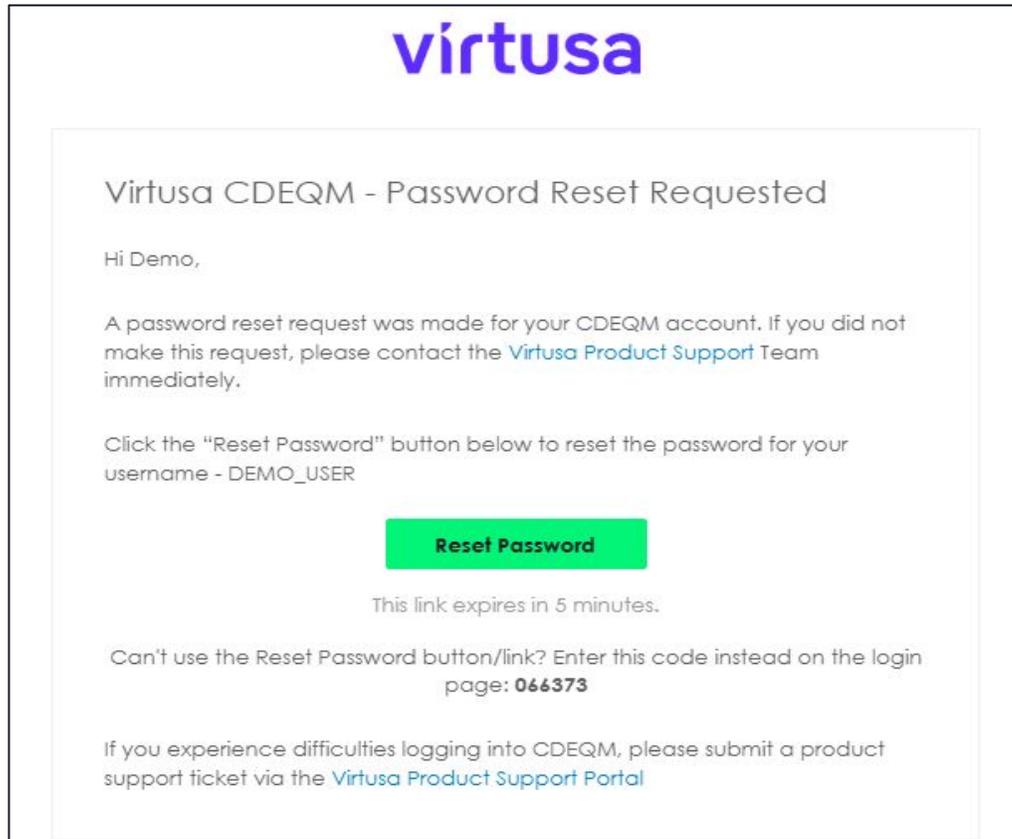
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- Enter the CDeQM username
- Click 'Next'

Receive Password Reset email from Virtusa



An email will be sent to your registered email address to reset your password and is valid for 5 minutes.

- Click on the Reset Password button to take the user to the change password screen

OR

- Copy the code from the email
- Enter it in the subsequent screen

Forgot Password – Verification Code

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Virtusa CareDiscovery® Electronic Quality Measures

CareDiscovery Electronic Quality Measures helps hospitals meet the Promoting Interoperability (PI) program requirements for clinical quality reporting. [Learn more >>](#)

PLEASE NOTE: The login process and access link for Virtusa CareDiscovery Electronic Quality Measures has changed. Please bookmark the new link! The new login process can be found [here](#). Please review this before proceeding and contact product support via the [Product Support Customer Portal](#) with any questions or issues.

Please provide your account information to access the application.

We've sent an e-mail with a security code to the following e-mail address: s***s@virtusa.com. You can sign in by clicking on the "Sign In" button in the e-mail or use the code provided in the email to login here.

Enter Code

Verify

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- Enter the verification code received via email
- Click on 'Verify'

Create New Password

virtusa

Welcome

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Reset your CDEQM Customer password

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 5 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

New password

Re-enter password

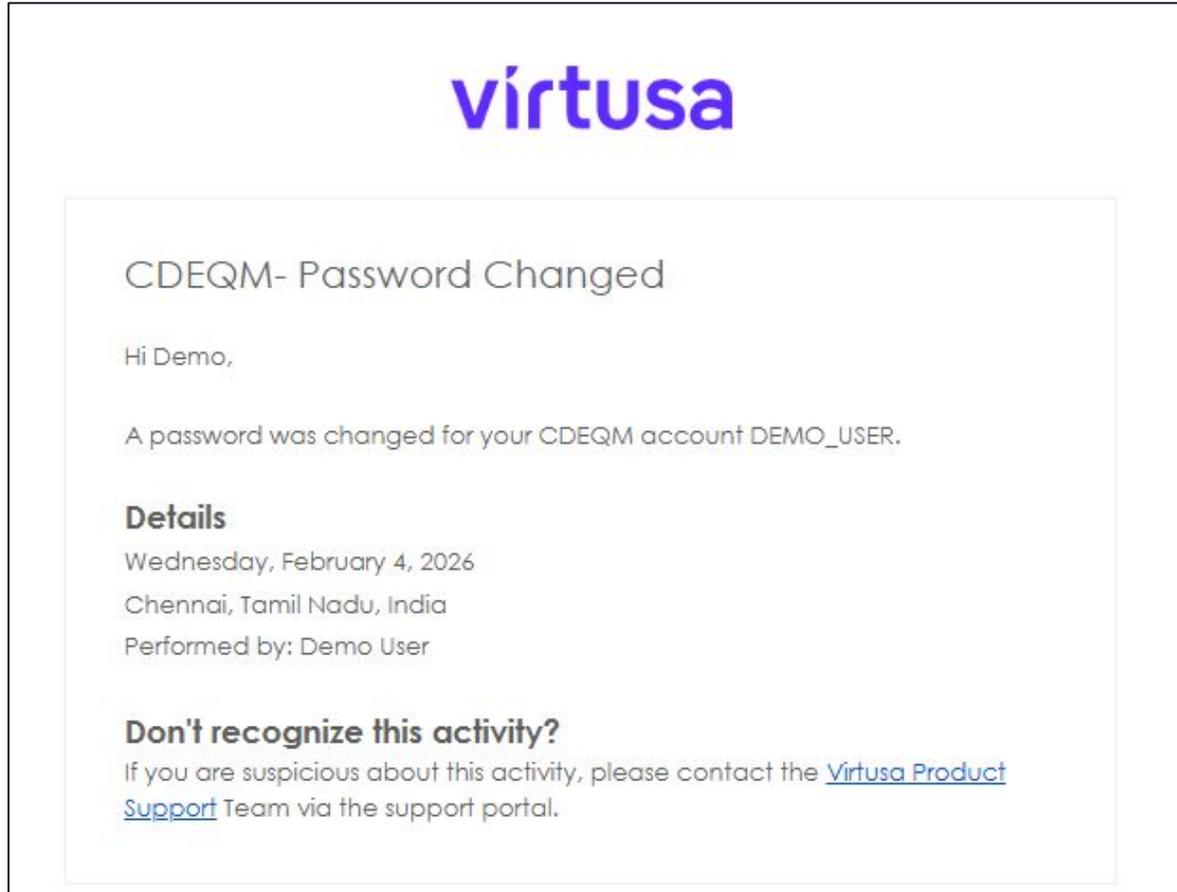
Sign me out of all other devices.

Reset Password

User needs to set new password

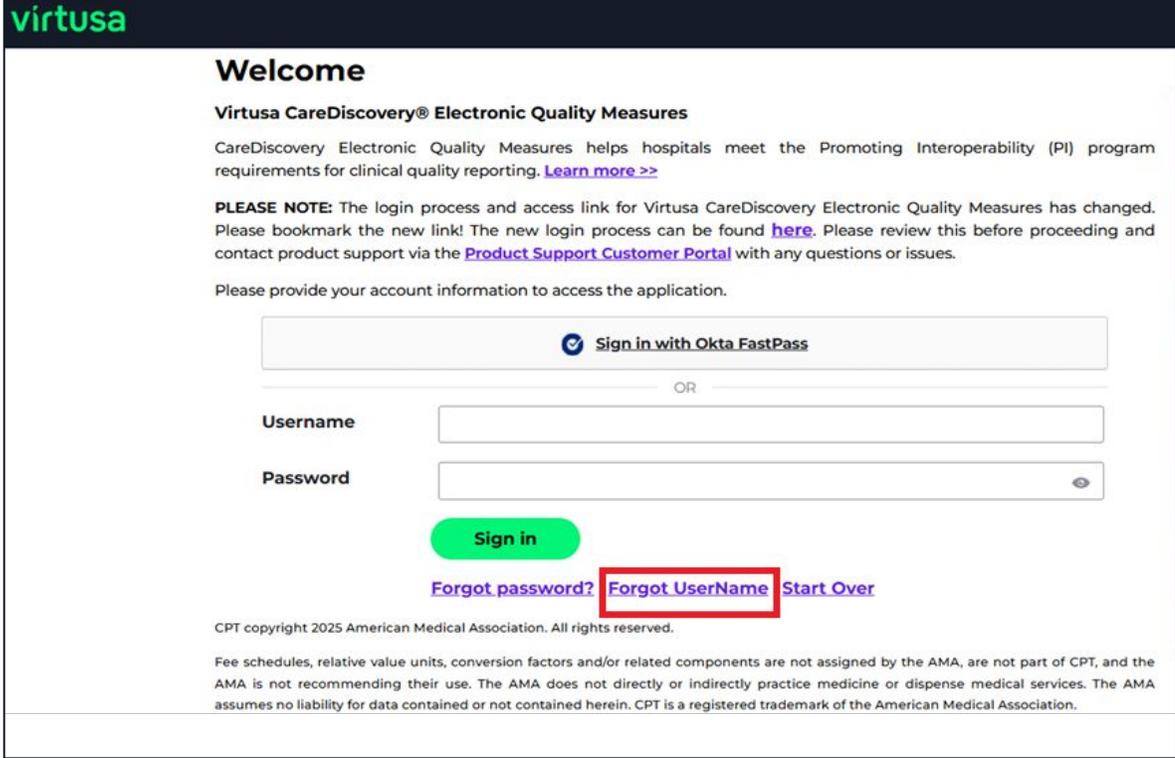
- Follow the guidelines for the New password given and create the password accordingly
- Re-enter the new password and click 'Reset Password'

Email received on successful reset of password



- User will receive an email to be informed that password has been updated

Forgot Username



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Please provide your account information to access the application.

OR

Username

Password

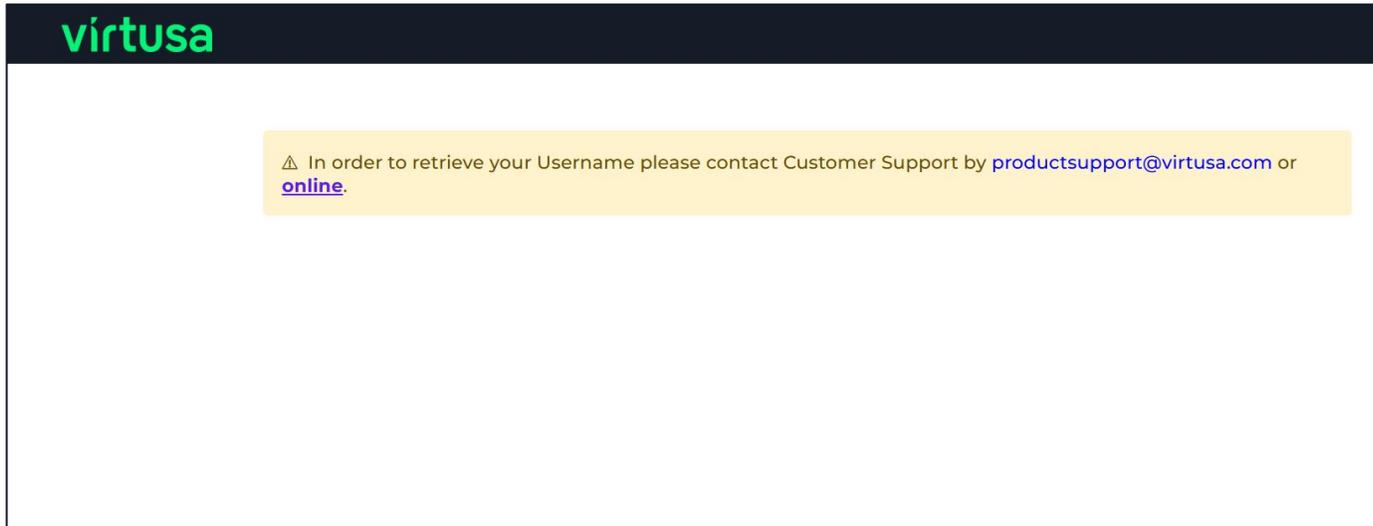
[Forgot password?](#) **[Forgot UserName](#)** [Start Over](#)

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If you have forgotten your Username, click the 'Forgot UserName' for retrieving your Username with the help of product support team.

Forgot Username



Description:

To retrieve your Username please contact Customer Support for assistance at

(844) 276-0009 or productsupport@virtusa.com

Virtusa Product Support Resources

Product Support Portal

- The Product Support Portal can be accessed at the following location - <https://ais.service-now.com/csm>.
- The login credentials for the Product Support Portal are different from the CareDiscovery Electronic Quality Measures product. You received your Product Support Portal login credentials via a separate email. Locate emails from ais.support@virtusa.com, with a subject line of “Welcome to the Virtusa CDQM and CDeQM Support Platform!” and “Virtusa CDQM and CDeQM Support Platform”.
- Use the Product Support Portal to submit product related questions or issues and communicate with the Product Support team.
- The Product Support Portal also provides you access to the product specific Client Community.
 - Virtusa will be sharing important product and regulatory updates using the Client Community. It is extremely important that you monitor the Client Community on a regular basis to ensure you do not miss any critical product/regulatory information.

Product Support Phone and Email

- You can reach product support directly at the information provided below -
 - Email - ProductSupport@Virtusa.com
 - Phone - **(844) 276-0009**

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