| **Requested field** | **Response** | | |
| --- | --- | --- | --- |
| Requestor's Name\* | Jenna Gillis | | |
| Requestor's Contact Phone Number\* | (443) 807-7580 | | |
| Requestor's Contact Email Address\* | [jgillis@collabralink.com](mailto:jgillis@collabralink.com) | | |
| Submitter's CMS GTL/POC Name\* | Stephanie Coppel | | |
| CMS Org\* | DSG | | |
| Desired Target Date\* | 8/10/2020 | | |
| Your Application Name\* | Medicaid and CHIP Program (MACPro) System – CARTS (Children’s Health Insurance Program (CHIP) Annual Report Template System) Application | | |
| Environment(s) | * **EIDM TEST** | □ EIDM IMPL | □ EIDM PROD |
| Summary of Request | Create additional MACPRO Roles in EIDM TEST for CARTS application | | |
| Description of Request | The purpose of this request is to create additional MACPro roles for the CARTS application. We would like to request the following new roles be created in EIDM.   * MACPRO CARTS Approver * MACPRO CARTS CMS Staff User * MACPRO CARTS Business Support User * MACPRO CARTS State User * MACPRO CARTS Help Desk | | |
| Urgency Level | □ Emergency | □ Urgent | * **Normal** |
| Completed within 1 Business Day. | Completed within 5 Business Days. | Completed in 10 to 15 Business Days. |
| Urgency Justification   \**require for urgency levels of Emergency and Urgent* |  |  |  |
| SR Type | Account Administration → | Create → | □ Account |
| □ Attribute |
| Modify → | □ Account |
| □ Attribute |
| □ LOA Step Up |
| □ Password Reset |
| Remove → | □ Account |
| □ Attribute |
| Configuration → | Create → | □ Connectivity |
| □ Webgate |
| Modify → | □ Application |
| □ Connectivity |
| □ Display Information |
| * **Settings/Properties** |
| □ Webgate |
| Remove → | □ Connectivity |
| □ Webgate |
| Informational → | Request → | □ Documentation |
| □ Other |
| □ Process |
| □ Training Material |
| Reports | Create → | □ Distribution |
| Modify → | □ Distribution |
| □ Metrics |
| Request → | □ Metrics |
| **Important**: If this Service Request concerns application user accounts, the next tab may be used to provide relevant details of the affected application user accounts. For email Templates please attach in the spreadsheet or to the email so the request is complete. | | | |