MAT Troubleshooting Guide

Introduction

This document provides Measure Authoring Tool (MAT) users with a list of common questions and responses to help users quickly troubleshoot and resolve questions pertaining to accessing and using the MAT web application. If you have a question that is not addressed here, please contact the MAT and Bonnie Team by logging into the ONC Project Tracking Tool and then clicking the blue create button on the MAT and Bonnie Issue Tracker here: https://oncprojectracking.healthit.gov/support/projects/BONNIEMAT/summary.

Question/Issue	Responses
I am locked out of my HARP account and cannot log into the MAT.	If your HARP account is locked, you can go to https://harp.cms.gov/login/login and follow the instructions to unlock your account. If you continue to experience difficulty accessing your HARP account, contact the QualityNet helpdesk. Email: qnetsupport@hcqis.org Phone: 1-866-288-8912
How do I register for a Measure Authoring Tool account?	Complete the New MAT User Request form located at https://www.emeasuretool.cms.gov/training-resources/mat-user-registration. Your will receive an email notification after your MAT account has been created. You will also need an active HARP account to use the Measure Authoring Tool. If you don't have a HARP account, you can request one here: https://harp.cms.gov/register/profile-info.
How can I reactivate my MAT user account?	To request your MAT account be reactivated by using the Contact the MAT Support Desk form located at https://www.emeasuretool.cms.gov/contact-us. Your will receive an email notification after your MAT account has been reactivated.
I already have a HARP account and a MAT account; how do I link them?	The first time you log into the MAT you will be required to link your HARP Account and MAT account. MAT LOGIN Page: 1. Log into the MAT with your HARP ID and password. 2. Agree to the terms and conditions by checking the checkbox. 3. Click the Sign In button. 4. Provide the two-factor authentication required and click Verify.

	5. You will be navigated to a page where you will do a onetime link between your HARP and MAT accounts. In the Link your HARP and MAT Accounts page: 1. Enter your MAT User ID and MAT password 2. Click the Link to MAT Account button 3. You will be prompted with a security question from your MAT Account 4. Provide the security question answer and click the Link to MAT Account button again.
I switched organizations, how do I update the organization and organization OID in MAT?	If you transferred to a new organization, you would need to submit a New MAT User Request form so that a new user account can be created specific to the user and organization. The New MAT User Request Form can be found at https://www.emeasuretool.cms.gov/training-resources/mat-user-registration.
How do I obtain UMLS license credentials in MAT to access value sets in VSAC?	To integrate with the Value Set Authority Center (VSAC) through the MAT, users are required to have a Unified Medical Language System© Metathesaurus License (UMLS). To request a license and create a UMLS account, users must access https://uts.nlm.nih.gov/license.html.
How do I transfer ownership of my measures to another user in the MAT?	To request transfer of a measure(s) from one user to another, use the 'Contact the MAT Support Desk' form located at https://www.emeasuretool.cms.gov/contact-us. Of note: A measure OWNER may request that a measure they own be transferred to another measure developer within their same organization. An organization may request that a user's measure(s) be transferred to the user moving to a new organization. To facilitate the Transfer of Ownership, the following information is required: ● Permission from the current owner to transfer ownership of the Measure(s) if the request is submitted by a user other than the current owner (copy of email notification is sufficient) ● Name and organization of the current owner ● Name and organization of the user for which the Measure is to be transferred ● Name of the Measure(s) to be transferred Desired timeframe for completion of transfer (must be a current or future date)

How will I know the Transfer of Ownership is complete?	To complete the Transfer of Ownership, the current owner and future owner will need to log out of the MAT. The Support Desk will complete the Transfer of Ownership. Once the Transfer of Ownership is complete, and e-mail will be provided confirming its completion. Most requests can be completed within one to two business days.
I am searching for a measure, and it is not listed in the search results.	Users can search for measures by measure name, owner first name, owner last name, abbreviated title or eQCM Identifier. Under the Recent Activity box, there is a search area with a check box next to it that states 'Filter by My Measures'. The search function automatically filters the measures to show only those that are owned by or shared with the current user. To view all measures currently in the MAT, you would uncheck this box next to 'Filter by My Measures' and click search.
Can I view a measure I do not own in the MAT?	Yes. All measures are "View-only" by default in the MAT. Unless a version or draft of a measure has been designated as "Private", you are able to view all measures in the MAT.
What does it mean to share a measure in the MAT?	Sharing a measure means the measure owner has provided permission to another MAT user to edit a measure. Only the measure owner can "Modify" access. To "Modify" access for another MAT user, see the instructions under the Share Icon section in chapter 5 of the User Guide.
Can I remove a version or draft of a measure from the MAT?	Yes, the owner of a measure can delete a version or draft of a measure from the MAT. Once a measure version or draft is deleted from the MAT, it cannot be recovered. This is a permanent action that cannot be reversed. To delete a measure version or draft, follow the instructions in Chapter 6 of the User Guide.
The CQL Library Editor in my MAT account is read-only, so I cannot edit the CQL. How can I fix this issue?	To opt-in to the CQL Library Editor, click the blue circular profile icon on the right side of the MAT banner at the top of the tool. Click 'MAT Account' on the dropdown menu displayed, and you will be taken to the 'Personal Information' subtab.
I am a measure developer, and I am continuing to get an error after saving my CQL in the CQL Editor. Can you review my CQL to determine where the error is?	Please submit questions related to CQL syntax to the CQL Issue Tracker located at https://oncprojectracking.healthit.gov/support/projects/CQLIT/issues/?filter=allopenissues.
Why am I unable to convert my QDM measure to a FHIR measure in the MAT?	To convert your QDM measure to a FHIR measure, first version your QDM measure. To do that, first select the QDM measure in the MAT, then select the Create Version button. After you have versioned your QDM measure, select the measure you would like to convert to FHIR, then select the Convert to FHIR button.

Why are the version numbers different on my QDM measure and my FHIR measure?	A new measure family is created when converting a QDM measure to a FHIR measure. The new FHIR measure will begin with v1.0 once the measure is versioned.
I am trying to clone a FHIR measure, but the clone option is not available when I select the FHIR measure.	The MAT currently does not offer the cloning future for FHIR measures.