

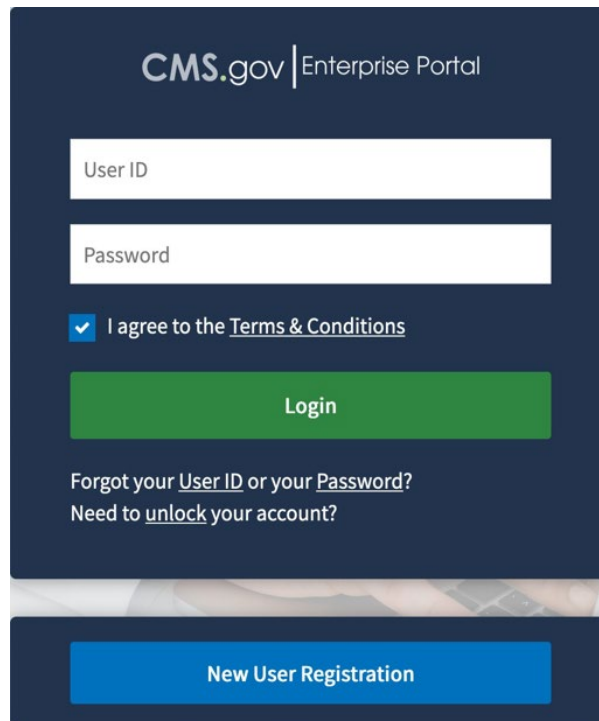
Identity Verification Process

All new assisters (certified application counselors, Navigators, and State-based Exchange-Federal Platform) need to **verify** their identity (ID) on the CMS Portal to access assister certification training on the MLMS.

This document provides an overview of how to **login** as a **returning** assister or **register** as a **new** assister on the CMS Portal, complete identity verification, then access training on the MLMS.

RETURNING assisters, please begin on next page.

NEW assisters, please begin on page 6.

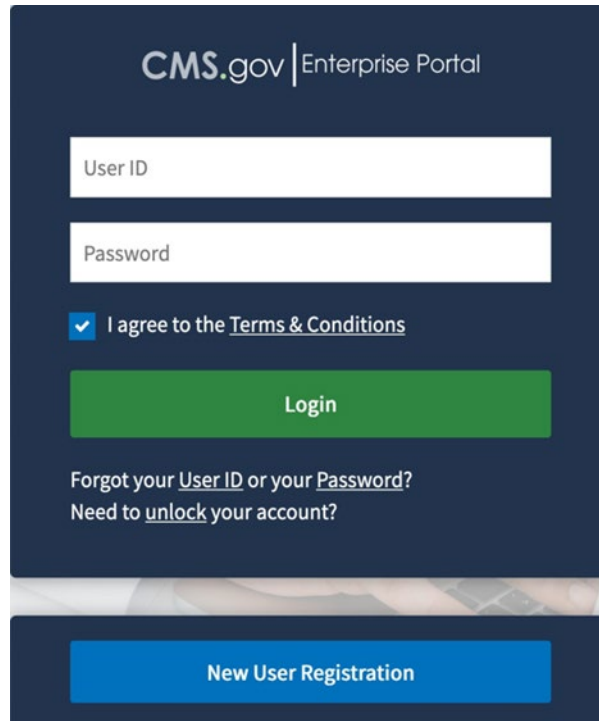


The image shows a screenshot of the CMS.gov Enterprise Portal login page. The page has a dark blue background. At the top, it says "CMS.gov | Enterprise Portal". Below that are two white input fields for "User ID" and "Password". Under the password field is a checkbox with a blue checkmark and the text "I agree to the [Terms & Conditions](#)". Below the checkbox is a green "Login" button. Under the login button, there are two lines of text: "Forgot your [User ID](#) or your [Password](#)?" and "Need to [unlock](#) your account?". At the bottom of the page, there is a blue "New User Registration" button.

Login: Returning Assisters

If you are a **returning** assister, follow these steps to determine if you need to complete the identity verification process.

1



The screenshot shows the CMS.gov Enterprise Portal login interface. At the top, it says "CMS.gov | Enterprise Portal". Below this are two input fields: "User ID" and "Password". Under the password field is a checkbox labeled "I agree to the Terms & Conditions" which is checked. A green "Login" button is positioned below the checkbox. At the bottom of the login form, there are two links: "Forgot your User ID or your Password?" and "Need to unlock your account?". Below the login form is a blue button labeled "New User Registration".

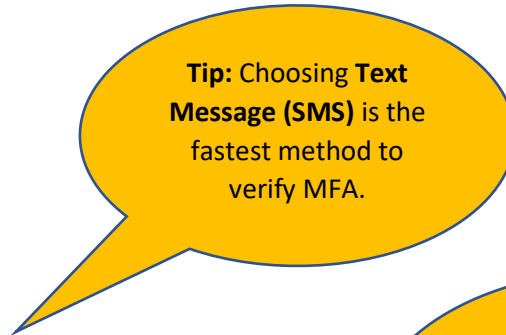
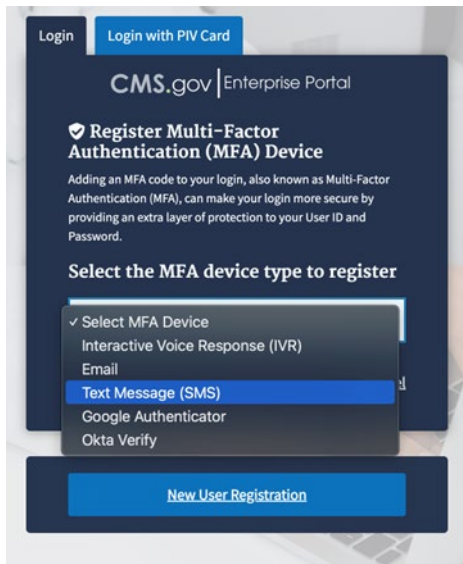
- Navigate to the CMS Enterprise Portal at [Portal.cms.gov](https://portal.cms.gov).
- Enter your **FFM Credentials (User ID and Password)** from last year.
- Review and agree to the **Terms & Conditions** and select **Login**.

FFM Credentials: This is the user ID and password you previously created to access the CMS Enterprise Portal. If you forget your credentials, try the “*Forgot your User ID or your Password*” links located under the **Login** button.

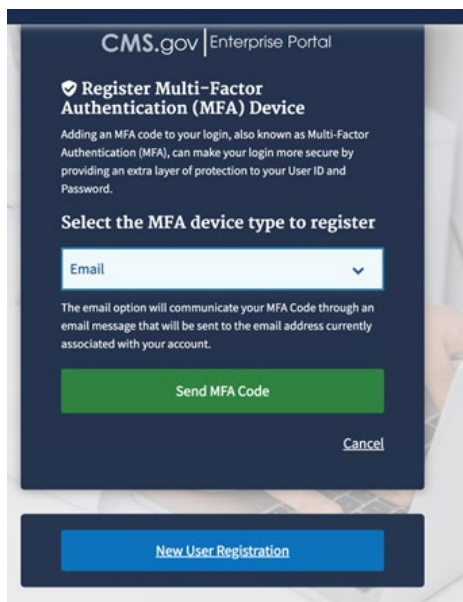
Setting Up Multi-Factor Authentication (MFA)

New this year, you will be required to add an additional layer of security called multi-factor authentication (MFA). **You will need to use MFA each time you log into the CMS Portal.**

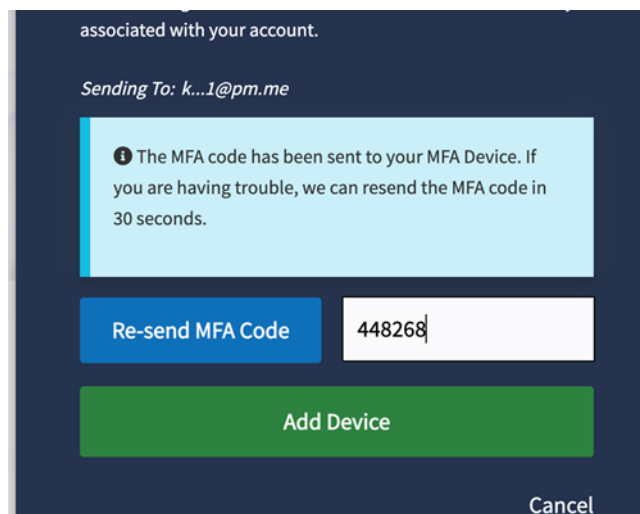
Select a device/method from the drop-down menu.



Select **Send MFA Code**.

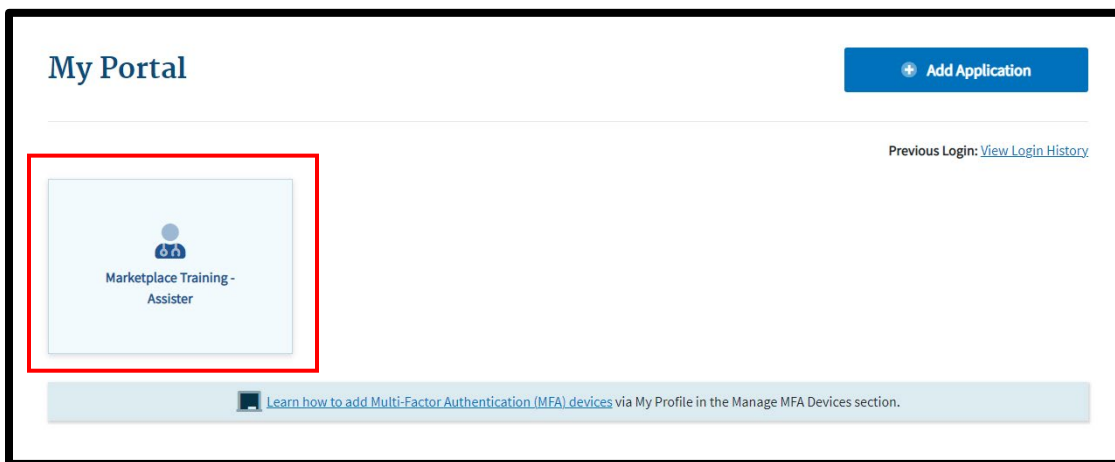


Enter the code you received in the device you selected. Then select **Add Device**.

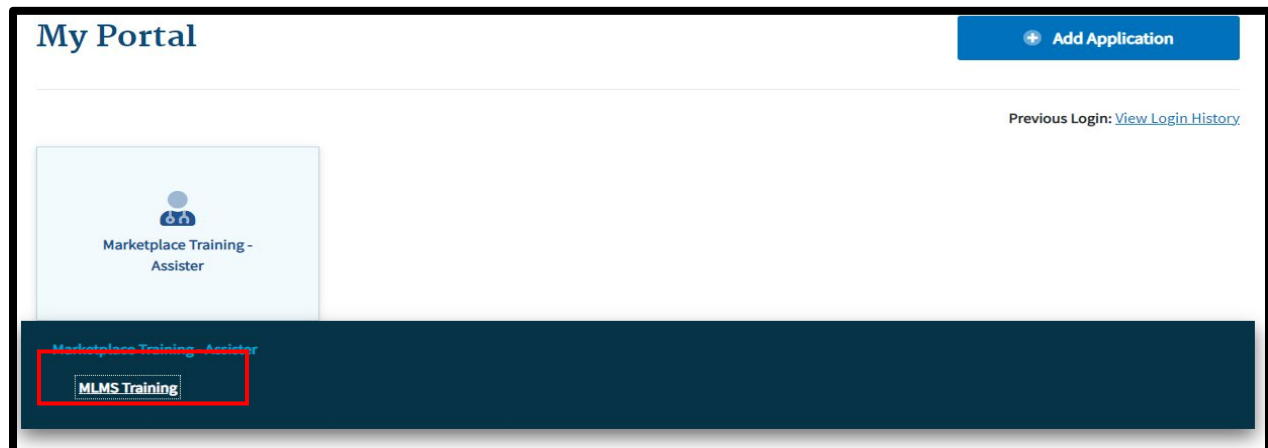


Returning Assisters: My Portal Screen

- On the “My Portal” screen, you should see the MLMS tile. If you do not see the MLMS tile, then your account has not been identity verified previously and you will need to complete identity verification.
- Select the **tile**.



- After selecting the MLMS tile, select the **MLMS Training** link to launch MLMS.



- On the My Portal screen, **if you do not see the MLMS tile**, then your account has not been verified previously and you will need to complete **identity verification**.
- Complete the [Request Access](#) and [Identity Verification](#) processes.

Returning Assisters: MLMS Welcome Page

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators and Certified Application Counselors (CACs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:

- Navigator Grant Leadership if you are a Navigator; or
- Certified Designated Organization (CDO) if you are a CAC;

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO or Navigator Grant Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organizations roster of Assisters.

All new and returning Navigators and CACs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: [Training Material](#)

<input type="checkbox"/> CAC	<input type="text" value="Enter CAC ID"/>	<input type="checkbox"/> Navigator	<input type="text" value="Enter Navigator ID"/>
<input type="checkbox"/> SBE-FP	<input type="text" value="Enter SBE-FP ID"/>	<input type="checkbox"/> Other	

From this page, check the box next to your assister type and enter your assister ID provided by your organization.

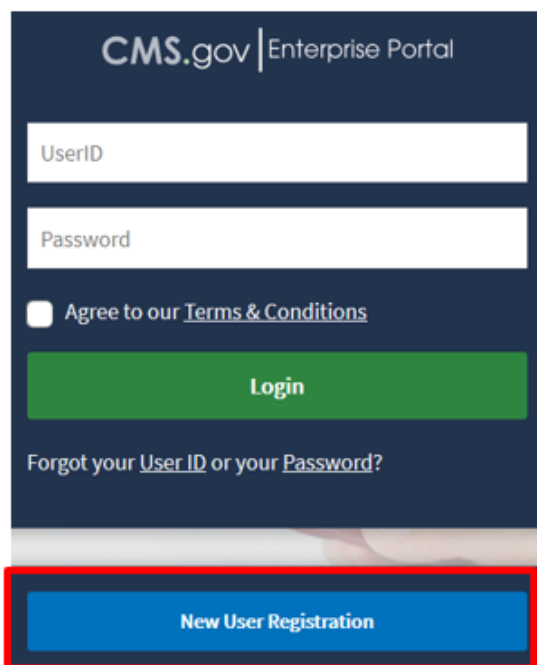
- Your CAC or Navigator ID **must be listed** with your organization on their **Roster** to proceed.
- For **CDOs**, the CAC Roster is located in the *Organizational Maintenance web form*.
- For **Navigator grantees**, the Navigator Roster is located in *HIOS*.
- If you get an “invalid ID” error message, please refer back to your organization to ensure you are on the Roster, or email cacquestions@cms.hhs.gov.

Individuals can serve as **BOTH a CAC and a Navigator**. To receive credit for both training types, please check each box and enter the corresponding ID number. On the following page, **take one set of training modules**. Upon completion, you will be credited for your other assister type as well.

Login: NEW Assisters

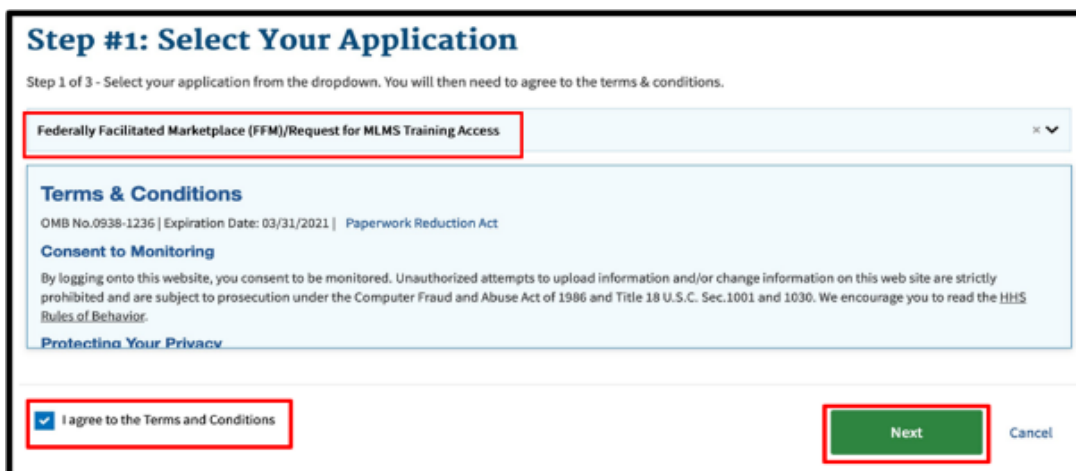
If you are a **new** assister, follow these steps to create a username and password.

- Navigate to the **CMS Enterprise Portal** at [Portal.cms.gov](https://portal.cms.gov).
- Create a CMS Portal account by selecting the **New User Registration** button.



Please note: If you are a **returning user**, please **login** instead of creating a new account.

1



- Type “ffm” into the box, then select **Federally Facilitated Marketplace (FFM) / Request for MLMS Training Access** from the drop-down menu.
- Read the Terms & Conditions, select the box to signify agreement, and select **Next**.

Register: NEW Assisters

For **NEW** assisters, enter your personal information as requested and select **Next**.

- Complete all required fields in “Step #2: Register Your Information” and select **Next**.

2

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.
All fields are required unless marked (optional).

<input type="text" value="Enter First Name"/>	<input type="text" value="Enter Middle Name (optional)"/>	<input type="text" value="Enter Last Name"/>	<input type="text" value="Suffix (optional)"/>
<input type="text" value="Select Birth Month"/>	<input type="text" value="Select Birth Date"/>	<input type="text" value="Select Birth Year"/>	

Is Your Home Address U.S. Based?

Yes No

<input type="text" value="Enter Home Address Line 1"/>	<input type="text" value="Enter Home Address 2 (optional)"/>		
<input type="text" value="Enter City"/>	<input type="text" value="Select State"/>	<input type="text" value="Enter ZIP Code"/>	<input type="text" value="Enter Zip+4 Code (optional)"/>
<input type="text" value="Enter Email Address"/>	<input type="text" value="Confirm Email Address"/>		
<input type="text" value="Enter Phone Number"/>			

Please note: your **personal** information is required: home address, DOB, etc. Please do not use your work information, or you will not be verified.

- Complete all required fields in “Step #3: Create User ID, Password & Challenge Questions” and select **Next**.

3

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.
All fields are required unless marked (optional).

User ID
dmrtester2

<input type="password" value="Enter Password"/>	<input type="password" value="Confirm Password"/>
---	---

Security answer to be used in case you forget your password or you need to unlock your account.

Security Question
Who is your favorite sports player?

Security Answer
The Great 8

Review: NEW Assisters

Review the New User Registration Summary and select **Next**. Then, in the “Confirmation” window, select the **login** link to proceed to next steps.

4

New User Registration Summary

Please review your information and make any necessary changes before submitting.

Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access

Application Description : Click Request Access to obtain system access. Provides access to MLMS training.

First Name John	Enter Middle Name (optional)	Last Name Smith	Suffix (optional)
Birth Month January	Birth Date 12	Birth Year 1988	
Home Address Line 1 1234 Main Street	Enter Home Address 2 (optional)		
City Anytown	State Alabama	ZIP Code 95493	Enter ZIP+4 Code (optional)
Email Address jsmith@gmail.com	Confirm Email Address jsmith@gmail.com		
Phone Number 234-567-8901			

All fields are required unless marked (optional).

User ID
jsmith@gmail.com

Enter Password

Confirm Password

Security Question
Where were you on New Year's Eve in the year 2000?

Security Answer
San Francisco

Submit User [Cancel](#)

Don't forget: Your **personal** information is required, or you will not be verified.

Confirmation

Your User ID has been successfully registered with CMS Enterprise Portal. An email has been sent to your registered email address.
You can now [login](#).

Remember to make note of your password and security questions.

MFA: NEW Assisters

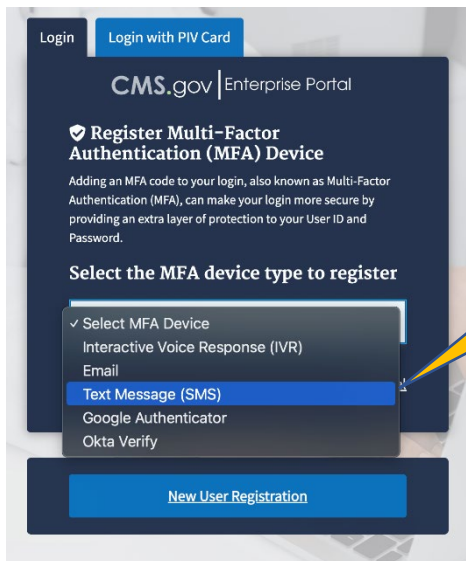
Setting Up Multi-Factor Authentication (MFA)

You will be required to add an additional layer of security called multi-factor authentication.

Note! You will need to use MFA each time you log into the CMS Portal.

Select a device/method from the drop-down menu.

5



Login | Login with PIV Card

CMS.gov | Enterprise Portal

Register Multi-Factor Authentication (MFA) Device

Adding an MFA code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type to register

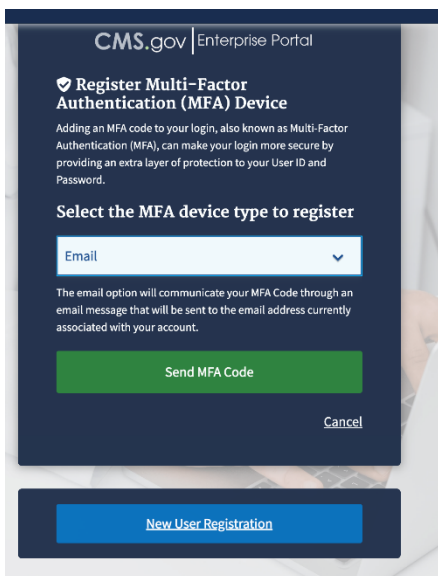
- Select MFA Device
- Interactive Voice Response (IVR)
- Email
- Text Message (SMS)**
- Google Authenticator
- Okta Verify

New User Registration

Tip: Choosing Text Message (SMS) is the fastest method to verify MFA.

If you use email to validate, the MFA code will be sent to the email address you registered your CMS Portal account with.

Select **Send MFA Code**.



CMS.gov | Enterprise Portal

Register Multi-Factor Authentication (MFA) Device

Adding an MFA code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type to register

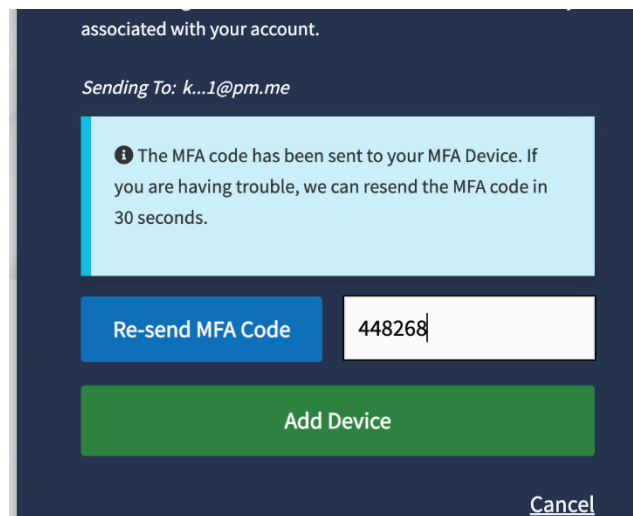
Email

The email option will communicate your MFA Code through an email message that will be sent to the email address currently associated with your account.

Send MFA Code

Cancel

New User Registration



associated with your account.

Sending To: k...1@pm.me

The MFA code has been sent to your MFA Device. If you are having trouble, we can resend the MFA code in 30 seconds.

Re-send MFA Code

448268

Add Device

Cancel

Enter the code you received on the device you selected, then select **Add Device**.

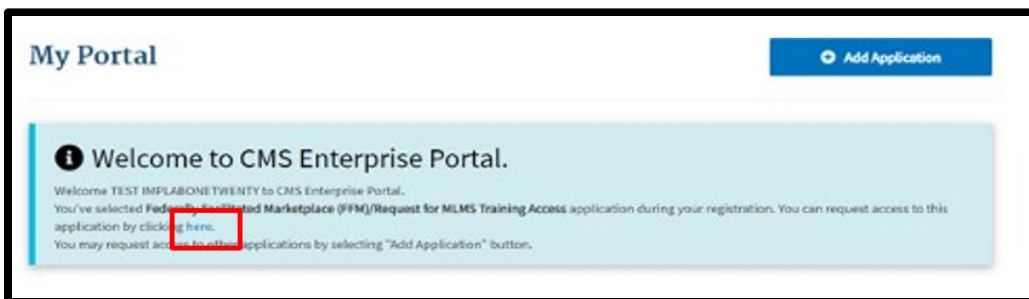
My Portal: NEW Assisters

Request MLMS Access

If you are a new assister, you will need to gain access to the MLMS portal to complete training. Navigate to the CMS Enterprise Portal ([Portal.cms.gov](https://portal.cms.gov)). Enter your login credentials (user ID and password). Then review and agree to the **Terms & Conditions** and select **Login**.

- Select **here** in the blue "Welcome to the CMS Enterprise Portal" box.

1

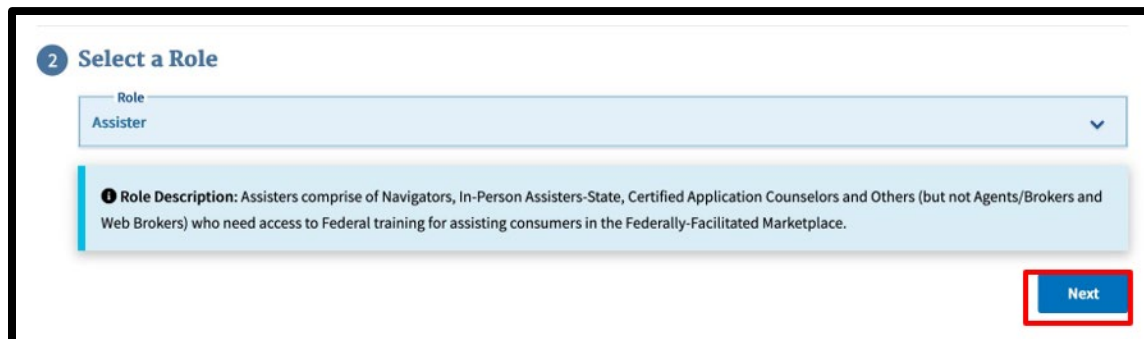


My Portal Add Application

Welcome to CMS Enterprise Portal.
Welcome TEST IMPLABONE TWENTY to CMS Enterprise Portal.
You've selected Federally-Facilitated Marketplace (FFM)/Request for MLMS Training Access application during your registration. You can request access to this application by clicking **here**.
You may request access to other applications by selecting "Add Application" button.

- Select the **assister role** from the drop-down menu, then select **Next**.

2



2 Select a Role

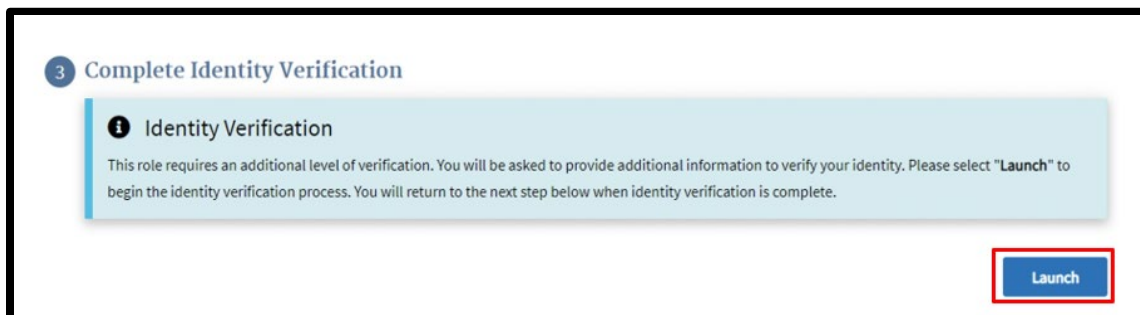
Role
Assister

Role Description: Assisters comprise of Navigators, In-Person Assisters-State, Certified Application Counselors and Others (but not Agents/Brokers and Web Brokers) who need access to Federal training for assisting consumers in the Federally-Facilitated Marketplace.

Next

- Select **Launch** to begin the identity verification process.

3



3 Complete Identity Verification

Identity Verification
This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

Launch

ID Verification: NEW Assisters

Before you begin this process, we *strongly encourage* you to download a copy of your free credit report from Experian before attempting identity verification. This will provide you with the information that Experian has on file for you so that you may provide correct responses to the ID proofing questions. ID proofing is verifying against your **personal information** contained in your credit report. Your free credit report can be requested at Annualcreditreport.com.

- On the “Identity Verification” page, you will be prompted to complete steps for identity verification. When you are ready to proceed, select **Next**.

4

Step #1: Identity Verification Overview

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind.

- Ensure that you have entered your legal name, current home address, phone number, date of birth and email address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
- Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
- You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website - <http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select ‘Next’.

Next

Cancel

- Once you have read through the information on this page, check the box to agree to the Terms and Conditions and select **Next**.
- On the next page, verify that all the information is correct, then select **Next**.
- After identity verification is complete, you will be taken back to the CMS Enterprise Portal to log in.

5

Step #2: Accept Terms & Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 | (OMB Re-Certification Pending) | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

Understand the HHS Rules of Behavior for Development User Accounts (addendum to the HHS Rules of Behavior (HHS RoB), document number HHS-

I agree to the Terms & Conditions

Back

Next

Cancel

ID Verification: NEW Assisters

6

Step #3: Enter Your Information

Enter your legal first name and last name, as it may be required for Identity Verifiers.
All fields are required unless marked (optional).

First Name David	Middle Name (optional)	Last Name BROOK	Suffix (optional) ▼
Social Security Number (optional)	Birth Month March ▼	Birth Date 30 ▼	Birth Year 1969 ▼

Is Your Address US Based?
 Yes No

Home Address Line 1 123 Main		Home Address Line 2 (optional)	
City Plymouth	State Virginia ▼	ZIP Code 23188	ZIP+4 Code (optional)
Phone Number 555-333-4444			
Email Address M141@pm.me		Confirm Email Address	

Changing your email address will remove any email MFA that you currently have. You can register a new email MFA in "Manage My Devices".

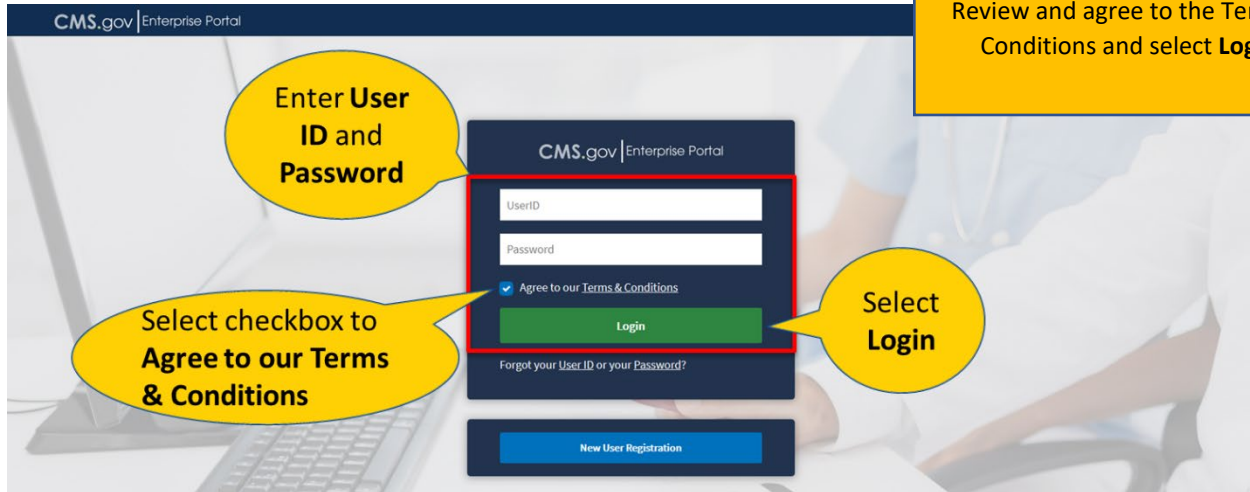
Check here if you have read and verified the information above is accurate and complete as required by Identity Verifiers.

Don't forget: Your **personal** information is required, or you will not be verified.

IMPORTANT: If you are unable to successfully complete the identity verification process, please make sure you are using your **personal information** instead of your work information. You need to provide your home address, DOB, etc. While the SSN field is optional, it sometimes helps if you include your SSN. **You will not pass ID verification if you use your work address.**

MLMS Login: NEW Assisters

1



CMS.gov | Enterprise Portal

UserID

Password

Agree to our Terms & Conditions

Login

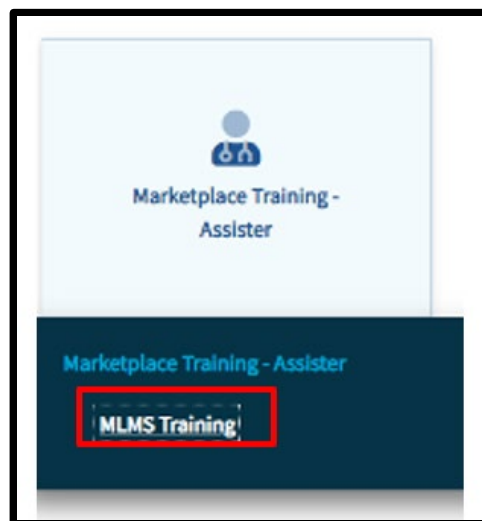
Forgot your User ID or your Password?

New User Registration

Once you return to the CMS Enterprise Portal, enter your **FFM credentials (user ID and password)**. Review and agree to the Terms & Conditions and select **Login**.

- On the “My Portal” screen you should see the **MLMS Tile**.

2



Select the **MLMS tile** and select **MLMS Training**.

New Assisters: MLMS Welcome Page

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators and Certified Application Counselors (CACs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:

- Navigator Grant Leadership if you are a Navigator; or
- Certified Designated Organization (CDO) if you are a CAC;

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO or Navigator Grant Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organizations roster of Assisters.

All new and returning Navigators and CACs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: [Training Material](#)

<input type="checkbox"/> CAC	<input type="text" value="Enter CAC ID"/>	<input type="checkbox"/> Navigator	<input type="text" value="Enter Navigator ID"/>
<input type="checkbox"/> SBE-FP	<input type="text" value="Enter SBE-FP ID"/>	<input type="checkbox"/> Other	

From this page, check the box next to your assister type and enter your assister ID provided by your organization, then select **Save**.

- Your CAC or Navigator ID **must be listed** with your organization on their **Roster** to proceed.
 - For **CDOs**, the CAC Roster is located in the *Organizational Maintenance web form*.
 - For **Navigator grantees**, the Navigator Roster is located in *HIOS*.
- If you get an “invalid ID” error message, please refer back to your organization to ensure you are on the Roster, or email cacquestions@cms.hhs.gov.

Individuals can serve as BOTH a CAC and a Navigator. *To receive credit for both training types, please check each box, and enter the corresponding ID number. On the following page, take one set of training modules. Upon completion, you will be credited for your other assister type as well.*

Tips for a Smooth Registration

Registering on the CMS Portal

- Your User ID can be what you choose, it doesn't need to be your Assister ID Number
- Use your **legal name**
- Enter your HOME ADDRESS, **not** your work address
- Provide your mobile number
- Provide your work email address
- Check with your organization that you are listed on their **official Roster**

Identity Verification

- Download a free copy of your credit report ([page 12](#)) before attempting identity verification.
- If you have entered the correct information and are not passing the ID Verification, contact cacquestions@cms.hhs.gov. Provide your **assister ID number** and explain you cannot pass ID verification.
- **DO NOT** continue to enter the same information; the system will lock, and you will be forced to manually verify.

Registering for MLMS Training

- Sign up for the **correct training**
 - **CACs:** Select CAC and enter your CAC ID
 - **Navigators:** Select Navigator and enter your Navigator ID
- **If you receive an error message, check with your organization or please reach out to cacquestions@cms.hhs.gov to resolve your issue.**
- **Do NOT sign up for another assister type if that type does not apply to you (e.g., if you are a CAC in the FFM, don't check Other or SBE-FP).**
 - If you serve as **BOTH** a CAC and a Navigator, check **both boxes**, then enter your IDs in the appropriate areas.
 - If you serve as **BOTH** a CAC and a Navigator, you will only need to take the training once, and you will receive credit for both assister types upon completion.

Resources

CMS Marketplace: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit Marketplace.cms.gov/technical-assistance-resources/training-materials/training.

Help Desks

MLMS Help Desk

Email: MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate
- Can't find curriculum
- Training is not launching
- Modules are not advancing
- Cannot take exams
- System is not recording your progress (take and save screenshots of your completion pages just in case)

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov

Phone: 855-267-1515

- Logging into CMS Portal
- User ID/Password Issues
- No access to MLMS

CAC Help Desk

Email: cacquestions@cms.hhs.gov

- Error message; CAC ID not valid
- Issues that cannot be resolved by the other help desks

Navigators

- For any other issues, or if you cannot get your issue resolved, please email your project officer.

Manual ID Verification Help Desk

Email: FFMProducer-AssisterHelpdesk@cms.hhs.gov

- You have provided your **personal** information during the identity verification process, but the system cannot identify you.
- Request a manual ID verification and provide a copy of your driver's license.