



# Quick Reference Guide

## FFM Registration and Assister ID Verification

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This document describes the steps to gain access to the mandatory annual Assister Certification training for Assistors. Assistors will certify based on their assister type; Certified Application Counselor (CAC), Federally-Facilitated Navigator, State Based Exchange using the Federal Platform (SBE-FP) Assister, Enrollment Assistance Personnel (EAP), or “Other.”

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### Tips for a Smooth Registration

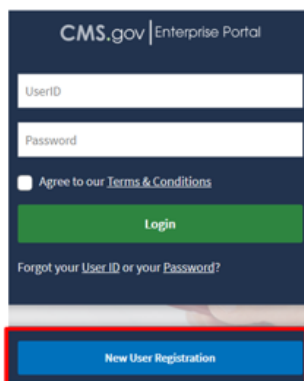
- Your CMS Portal User ID can be whatever you choose, it doesn't need to be your Assister ID Number.
- Use your full legal name (first name, last name).
- Enter your Social Security Number (SSN).
- Enter your HOME ADDRESS, **not** your work address.
- Provide your personal phone number.
- Provide your personal email address.
- Download a free copy of your credit report (annualcreditreport.com) before attempting identity verification.
- Check with your organization that you are listed on their official Roster, and that your name appears the same as your legal name.
- Do not use nicknames for either the Roster or your CMS Portal Account.

### New User Registration for Assisters

If you are a returning user you may proceed to [MLMS Login: Returning and New Assisters \(9\)](#)

Navigate to the **CMS Enterprise Portal** at [Portal.cms.gov](https://portal.cms.gov)

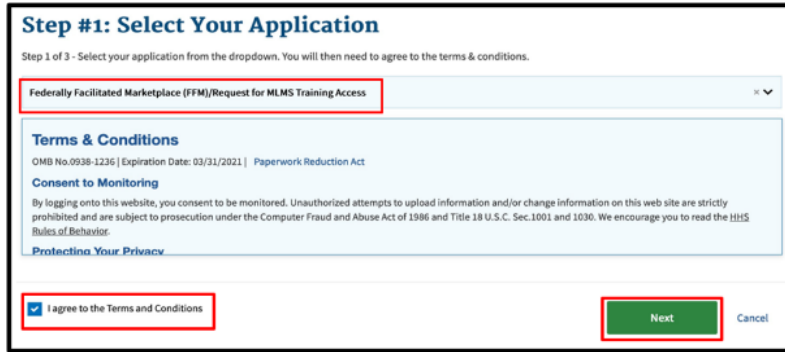
As a new user you will create a CMS Portal account by selecting the **New User Registration** button.



To start the registration process click the **New User Registration** button.

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**Step #1: Select Your Application**

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

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

**Terms & Conditions**  
OMB No.0938-1236 | Expiration Date: 03/31/2021 | Paperwork Reduction Act

**Consent to Monitoring**  
By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#).

[Protecting Your Privacy](#)

I agree to the Terms and Conditions

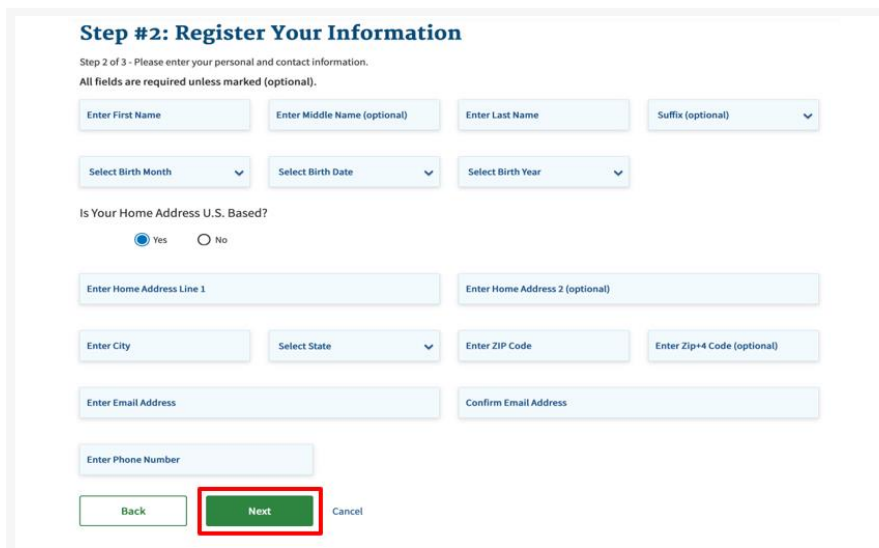
Next Cancel

- Type **FFM**
- Select **Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access**
- Check Box agreeing to **Terms.**
- Click **Next**

### Register your *personal* information for NEW Assisters

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

**IMPORTANT:** (Use **ONLY** your Personal information on this form. Do not enter any business information into these fields. Your identity will **NOT** be verified, and you will be unable to take the required training.)



**Step #2: Register Your Information**

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

Enter First Name    Enter Middle Name (optional)    Enter Last Name    Suffix (optional)

Select Birth Month    Select Birth Date    Select Birth Year

Is Your Home Address U.S. Based?  
 Yes     No

Enter Home Address Line 1    Enter Home Address 2 (optional)

Enter City    Select State    Enter ZIP Code    Enter Zip+4 Code (optional)

Enter Email Address    Confirm Email Address

Enter Phone Number

Back    Next    Cancel

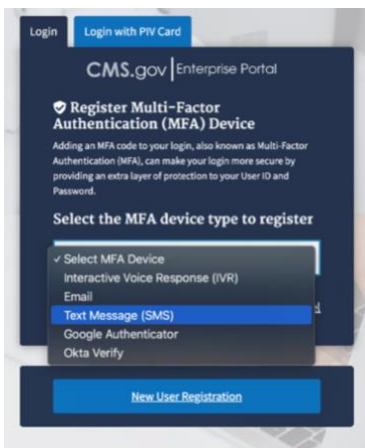


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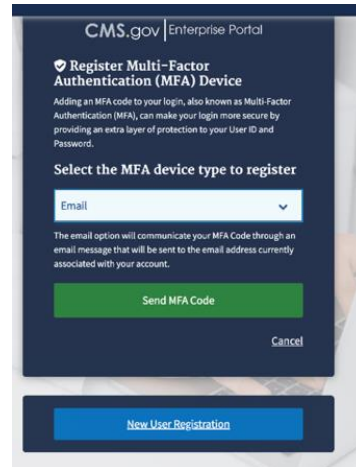
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### Setting Up Multi-Factor Authentication (MFA)

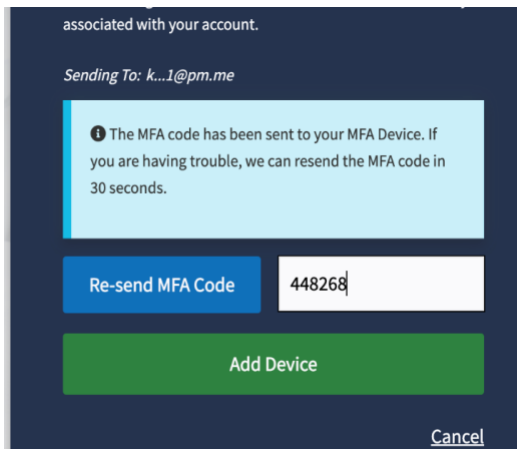
You will be required to add an additional layer of security called multi-factor authentication.



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



Select "Send MFA Code"

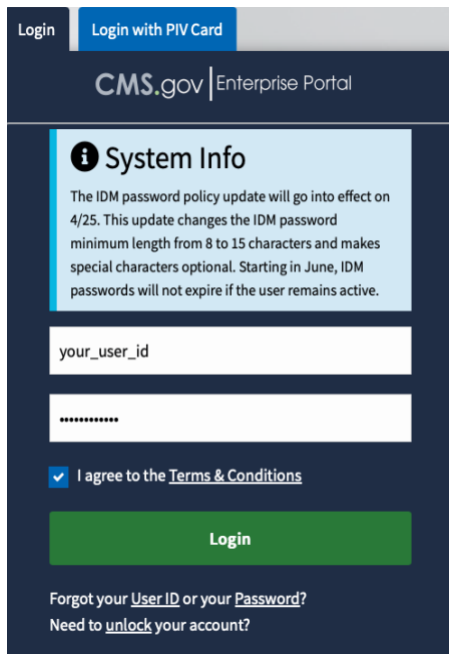


**Note! You will need to use MFA each time you log into the CMS Portal.**

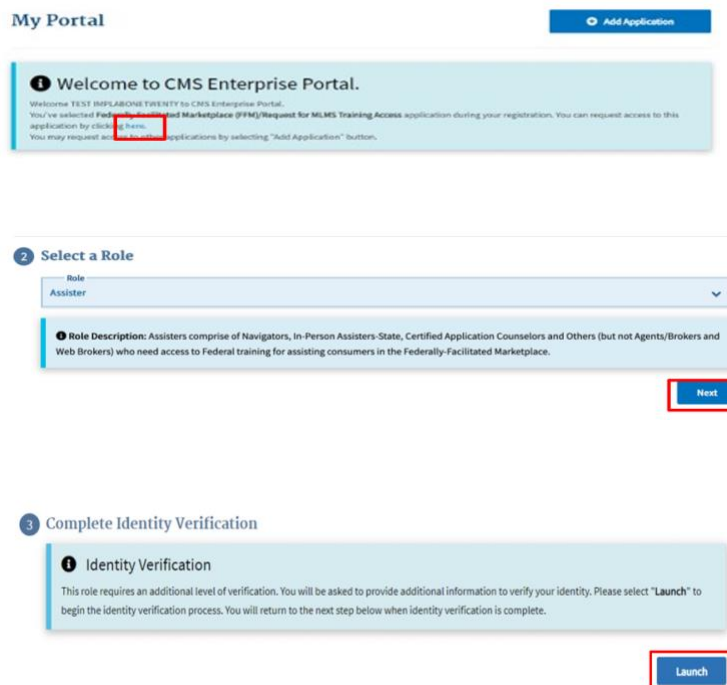
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## FFM Registration and Assister ID Verification

### Selecting the Assister Role



- Navigate to the CMS Enterprise Portal ([portal.cms.gov](http://portal.cms.gov)).
- Enter the User ID and password you just created.
- Review and agree to the Terms and Conditions
- Select Login.



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

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

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

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## FFM Registration and Assister ID Verification

### ID Verification: NEW Assisters

Before you begin the process of identity verification, we *strongly encourage* you to download a copy of your free credit report from Experian. If the information you provide does not match the information in the credit report, **YOU WILL NOT BE VERIFIED** until the data matches. Your free credit report can be requested at [Annualcreditreport.com](http://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**.

#### 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:

1. 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.
2. 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 “bulk inquiry” on your Experian credit report. Bulk inquiries do not affect your credit score and you do not incur any charges related to them.
3. 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 these files. For additional information, please see the Experian Consumer Assistance website: <http://help.experian.com/faq>.

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”.



- Read the instructions carefully.
- When you are ready to select **Next**.

#### Step #2: Accept Terms & Conditions

OMB No. 0938-1036 | Expiration Date: 04/30/2017 | OMB No. 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 FFM. 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 this 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 purpose of verifying your identity. Experian will not share 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.

I have read this Statement of Behavioral Requirements for the LHM (SBR) of Medicare and Medicaid (SBR) and understand it.



- Read the Terms and Conditions
- Check the box to Agree.
- Select **Next**.

#### Step #3: Enter Your Information

Please select the checkbox only if you have contacted the Experian verification Support Service and have successfully been verified. If you have successfully been verified by the Experian verification Support Service, your personal information on this screen must match what you provided Experian when completing the verification process.

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

First Name:  Middle Name (optional):  Last Name:  Suffix (optional):

Enter Social Security Number:  Birth Month:  Birth Date:  Birth Year:

Is Your Address US Based?  
 Yes  No

Home Address Line 1:  Enter Home Address Line 2 (optional):

City:  State:  ZIP Code:  Enter ZIP4 Code (optional):

Phone Number:

Email Address:  Confirm Email Address:

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



- Verify and/or update your information.
- **Ensure that it matches what is in your credit report.**
- **Remember! This is your personal information, not work information.**
- **Social Security Number is required.**

Next, simply answer the on-screen prompts and answer any questions. After the system validates all of the information you have provided, you will be taken to the log in page.

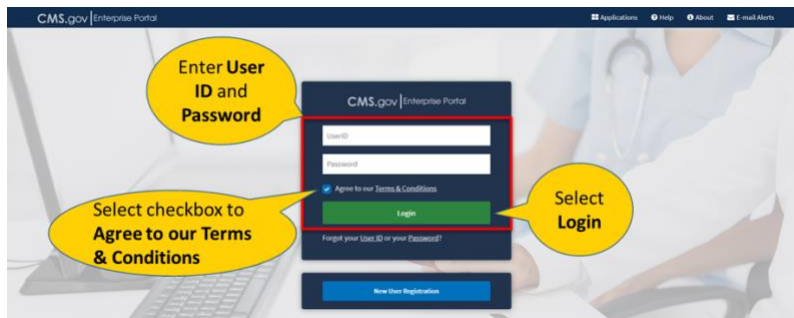
**IMPORTANT:** If you are unable to successfully complete the identity verification process, please make sure you are using your personal information instead of your work information. You **must** to provide your home address, date of birth, etc. **You will not pass ID verification if you use your work address.** If you cannot pass ID verification, you will need to request manual verification which takes 10 business days. Please do not continue to submit the same information repeatedly. The system will lock and you will require manual verification.

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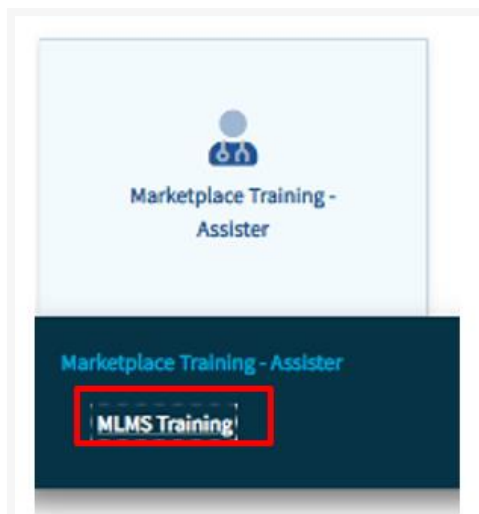
### MLMS Login: Returning AND New Assisters

Once you have navigated to the CMS Enterprise Portal (<https://portal.cms.gov>) enter your **login 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**.  
**If you do not see the MLMS tile**, then your account has not been verified and you will need to complete **identity verification**.

Click the tile and then select MLMS Training



- Click the Marketplace Training – Assister Tile
- Click MLMS Training



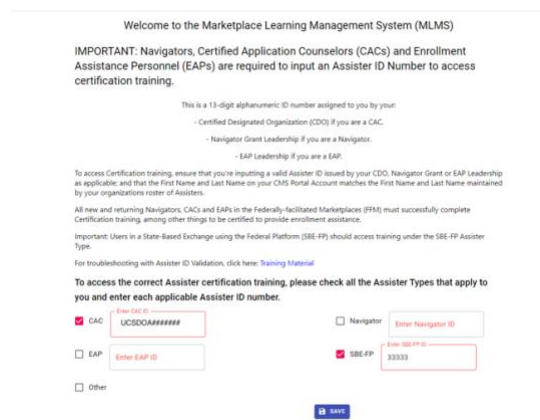
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### New and Returning Assisters: Verify and Update Assister ID Assister Type

BE SURE TO SELECT THE CORRECT ASSISTER TYPE. Being assigned the correct curriculum and receiving credit for your completed training depends on your ability to provide accurate information. If you get an error message when entering your Assister ID, do not just select another assister type. You must reach out to your organization and determine why your ID is giving an error.

Your Assister ID, whether CAC, Navigator or EAP, is a 13-digit alphanumeric ID assigned to you by your organization leadership.



Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators, Certified Application Counselors (CACs) and Enrollment Assistance Personnel (EAPs) 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:

- Certified Designated Organization (CDO) if you are a CAC.
- Navigator Grant Leadership if you are a Navigator.
- EAP Leadership if you are an EAP.

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO, Navigator Grant or EAP 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 organization's roster of Assisters.

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

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

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

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

CAC   Navigator

EAP   SBE-FF

Other

- Check the box next to your assister type and enter the assister ID provided by your organization.
- Returning Assisters will see that their Assister ID is pre-populated.
- New Assisters will need to type their Assister ID into the field corresponding to the Assister type they selected.
- Click the SAVE button when ready.

CAC, Navigator and EAP IDs must be listed in your organization's roster, active, and not expired in order to proceed. If you get an error for your assister ID, please reach out to your organization to remedy the error. Many times your ID has expired and you will need to be issued a new one.

- For CAC's, the CAC roster is in the Organizational Maintenance web form.
- For Navigator grantees, the Navigator roster is in HIOS.
- For EAP's, the roster is in the Organizational Maintenance web form.

To earn certificates for more than one Assister type, check the box next to each Assister type and enter the ID number assigned to you by each organization. When you get to your transcript be sure to register for each curriculum for which you want to earn a certificate. **YOU ONLY NEED TO TAKE ONE CURRICULUM.** If you are registered for multiple curriculum, completing one will automatically give you credit for the rest of them. You will then be able to print the certificate for each assister type in your completed learning section.



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### Tips and Hints

#### Identity Verification

- Download a free copy of your credit report ([annualcreditreport.com](https://annualcreditreport.com)) before attempting identity verification.
- If you have entered the correct information and are not passing the ID Verification, contact [cacquestions@cms.hhs.gov](mailto: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
  - **EAPs:** Select EAP and enter your EAP ID
- **CACs:** If you receive an error message, check with your organization or please reach out to [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov) to resolve your issue.
- **Navigators:** If you receive an error message, check with your organization or please reach out to [navigatorgrants@cms.hhs.gov](mailto:navigatorgrants@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 Federally Facilitated Marketplace, don't check Other or SBE-FP). YOU WILL NOT GET CREDIT FOR TRAINING IF YOU DO THIS!**
  - If you serve as **one or more Assister types**, check **each box that applies**, then enter your corresponding IDs in the appropriate fields.
  - If you serve as **one or more Assister types**, you will only need to take the training **once**, and you will receive credit for **each** assister type you registered for.

### 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](https://marketplace.cms.gov/technical-assistance-resources/training-materials/training).

**REGTAP:** For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit [REGTAP | Registration for Technical Assistance Portal \(cms.gov\)](https://regtap.cms.gov)



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### Help Desks

#### MLMS Help Desk

Email: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

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

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#### CMS Enterprise Portal Help Desk

Email: [CMS\\_FEPS@CMS.hhs.gov](mailto:CMS_FEPS@CMS.hhs.gov)

Phone: 855-267-1515

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

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#### CAC Help Desk

Email: [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov)

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

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#### EAP Help Desk

Email: [eapquestions@cms.hhs.gov](mailto:eapquestions@cms.hhs.gov)

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

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#### Navigators

Email: [navigatorgrants@cms.hhs.gov](mailto:navigatorgrants@cms.hhs.gov)

- Error message; Navigator ID not valid
- For any other issues, or if you cannot get your issue resolved, please email your project officer.

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#### Manual ID Verification Help Desk

Email: [FFMProducer-AssisterHelpdesk@cms.hhs.gov](mailto: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.
- Please note! This process takes 10 business days.



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### Error codes and Messages

CAC Error Codes: please contact your organization or [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov)

**DE-CERTIFIED: CAC Validation Failed (Salesforce):** Your access to the CAC Certification training has been removed and your current CAC ID has been de-certified. To restore your access to the CAC Certification Training, contact your organization to have them issue you a NEW 13-digit alphanumeric CAC ID number. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your CDOs roster of CACs. For further assistance, please contact [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov).

**You have been Decertified**

Your First Name and Last Name on your CMS Portal Account needs to match the First Name and Last Name maintained by your CDO roster of CACs. Please contact your organization to correct this error on the CAC Roster.

**You have not used the exact name on record**

Service is currently down, please try again later. You can contact the helpdesk if you continue to experience issues.

**The MLMS is not currently available**

CAC ID is not valid. Please use your 13-digit alphanumeric ID number assigned to you by your CDO.

**You have entered an invalid ID Number**

CAC ID not found, please ensure that you entered your CAC ID number correctly. If your number is correct, please contact your organization to verify that you are listed on your organization's CAC Roster.

**You have entered an invalid ID number**

CAC ID is not valid. Please use your 13-digit alphanumeric ID number assigned to you by your CDO. If your number is correct, please contact your organization to verify that you are listed on your organization's CAC Roster.

**You have entered an invalid ID number**

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EAP Error Codes: please contact your organization or [eapquestions@cms.hhs.gov](mailto:eapquestions@cms.hhs.gov)

**DE-CERTIFIED: EAP Validation Failed (Salesforce):** Your access to the EAP Certification training has been removed. To restore your access to the EAP Certification Training, ensure your Leadership issued 13-digit alphanumeric EAP ID number is valid. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your Leadership roster of EAPs. For further assistance, contact the helpdesk.

**You have been Decertified. Contact you EAP leadership to verify it is still active.**

Your First Name and Last Name on your CMS Portal Account needs to match the First Name and Last Name maintained by your EAP Leadership. Leadership roster of EAPs. For further assistance, contact the helpdesk.

**You have not used the name on record**

EAP ID not found, please ensure that you entered your EAP ID number correctly. If your number is correct, please contact your EAP Leadership to verify that you are listed on your organization's roster.

**The system cannot find that ID number**

EAP Unknown Validation Error, please try again.

**Unknown Validation Error**

**EXPIRED: EAP Validation Failed (Salesforce):** Your access to the EAP Certification training has been removed. To restore your access to the EAP Certification Training, ensure your Leadership issued 13-digit alphanumeric EAP ID number is valid. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your Leadership roster of EAPs. For further assistance, contact the helpdesk.

**Your EAP ID has expired**

Service is currently down, please try again later. You can contact the helpdesk if you continue to experience issues

**The MLMS is not currently available**

EAP ID is not valid. Please use your 13-digit alphanumeric ID number assigned to you by your EAP Leadership.

**You have entered an invalid ID Number**



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Navigator Error Codes: please contact your organization or [navigatorgrants@cms.hhs.gov](mailto:navigatorgrants@cms.hhs.gov)

HIOS validation failed: Error Code=<error code>

OK

The Navigator ID was entered incorrectly.

HIOS validation failed: Error Code=<error code>

OK

You have not used the name on record.

HIOS validation failed: Your access to the Navigator training has been removed. To restore your access to the Navigator Training, ensure your Navigator ID Number is valid. Also ensure that the First and Last Name on your CMS Portal Profile is accurate. For further assistance, contact the helpdesk for Assistance.

OK

The HIOS ID has been decertified. Contact the grantee organization to verify the Navigator ID is still active.