



Quick Reference Guide: Avoiding the Creation of a Duplicate CMS Enterprise Portal Account

The [CMS Enterprise Portal](#) is a convenient single point of entry to numerous CMS applications, systems, and databases for agent and broker Federally-facilitated Marketplace (FFM) registration and training, including the Marketplace Learning Management System (MLMS).

A CMS user account is required to log into the [CMS Enterprise Portal](#). **It is important that users not create multiple CMS user accounts.** Having multiple or duplicate accounts can lead to delays, such as not being listed on the Agent and Broker FFM Registration Completion List and/or delays in receiving credit or compensation from issuers for FFM enrollment transactions.

This Quick Reference Guide explains how you can use the following self-service options:

- Find out if you have a CMS user account and retrieve your CMS User ID and password
- Reset the password to your CMS user account

Note: If you previously created a CMS user account, but did not complete FFM registration, you can still use your existing account and do not need to create a new one.

Find out if you have a CMS user account and retrieve your CMS User ID and password:

Process Step	Screenshot
If you believe you already have a CMS user account, you may use the self-service "Forgot User ID?" on the CMS Enterprise Portal to retrieve your CMS User ID.	

1. On the [CMS Enterprise Portal](#) home page, select the "Forgot User ID?" link.



Process Step

Screenshot

2. You will be asked to enter your name, email address, ZIP code, and date of birth. Make sure you enter the ZIP code and email address you would have used to create a CMS user account in the past.

If your email address has changed, please contact the Exchange Operations Support Center (XOSC) Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance, rather than creating a new account with a different email address.

The screenshot shows a registration form titled "Please enter the following information". It contains five input fields: "First Name", "Last Name", "E-mail Address", "Zip code", and "Date of Birth" (with three separate boxes for day, month, and year). At the bottom of the form are two buttons: "Cancel" and "Next".

3. If the system is able to verify your information, a confirmation screen will appear and you will receive an email containing your CMS User ID at your email address of record.

The screenshot shows a confirmation screen titled "Forgot User ID". The text reads: "Your information has been successfully verified. An E-mail containing your User ID has been sent to your email address." Below the text is a single "OK" button.

4. If the system is unable to verify your information, please contact XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance looking up your account details.

The screenshot shows an error screen titled "Forgot User ID". A red error message box at the top states: "Error: The information provided could not be validated. Please check the information you entered and try again." Below the error message are the registration form fields, which are pre-filled with: First Name: Sara, Last Name: Smith, E-mail Address: sarasmith@emailaddress.com, Zip code: 12345, and Date of Birth: 1/1/1970. "Cancel" and "Next" buttons are at the bottom.

5. Once you have obtained your CMS User ID, return to the [CMS Enterprise Portal](#) home page and select the "Login to CMS Secure Portal" button to log in to your account using your CMS User ID and password.

Please note that your account will be locked after four attempts to log in using an incorrect password. If your account is locked, please contact XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance. If you do not remember your password, please follow the steps below to reset it.

The screenshot shows the "CMS Secure Portal" login page. It features a blue header with the text "CMS Secure Portal". Below the header, a message states: "To log into the CMS Portal a CMS user account is required." A prominent blue button with a lock icon and the text "Login to CMS Secure Portal" is highlighted with a red border. Below this button are three links: "Forgot User ID?", "Forgot Password?", and "New User Registration".

Reset the password to your CMS user account:

Process Step	Screenshot
If you have forgotten your password, you may use the "Forgot Password?" link to reset your password.	

1. On the [CMS Enterprise Portal](#) home page, select the "Forgot Password?" link.



2. You will be asked to answer a set of challenge questions you selected when you created your account and then enter a new password.

Please note that passwords must:

- Be a minimum of eight and a maximum of 20 characters
- Contain at least one letter and one number
- Contain at least one upper case and one lower case letter
- Contain at least one special character
- Be different from the previous password used
- Not contain the CMS User ID
- Not include the following special characters: ? < > () ' " / | &

3. Once you have reset your password, return to the [CMS Enterprise Portal](#) home page and select the "Login to CMS Secure Portal" button.

