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If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
1. Introduction

This guide provides step-by-step instructions on how users who already have an active CMS.gov Enterprise Portal account and a role in the Health Insurance Oversight System (HIOS) can register for Multi-Factor Authentication (MFA), remove a registered MFA device, and log in with MFA.

Note: This guide is intended for existing HIOS users only. If you do not have an EIDM account or a HIOS account and would like to register for one, please visit https://portal.cms.gov.
2. Step-by-Step Instructions to Register for Multi-Factor Authentication (MFA) in CMS.gov Enterprise Portal

MFA is a security mechanism that is implemented to verify the legitimacy of a person or transaction.

MFA requires you to provide more than one form of verification in order to prove your identity. MFA registration is required only once when you are requesting a role, but will be verified every time you log into the CMS Enterprise Portal.

During the MFA registration process, the CMS.gov Enterprise Portal requires registration of a phone, computer, or email to add an additional level of security to a user’s account.

You may select from the following options to complete the registration process:

- **Smart Phone**: Download Verification and Identity Protection (VIP) access software on your smart phone/tablet. You must enter the alphanumeric credential ID that is generated by the VIP access client. You will then enter the Security Code generated by the VIP client.

- **Computer**: Download VIP access software on your computer. You must enter the alphanumeric credential ID generated by the VIP access client. You will enter the Security Code generated by the VIP client.

- **E-mail**: Select the e-mail option to receive an e-mail containing a Security Code required at login. You must provide a valid, accessible e-mail address.

- **Short Message Service (SMS)**: Use the SMS option to have your Security Code texted to your phone. You must enter a valid phone number. The phone must be capable of receiving text messages. Carrier charges may apply.

- **Interactive Voice Response (IVR)**: Select the IVR option to receive a voice message containing your Security Code. You must provide a valid phone number and (optional) phone extension.

   **Note:** The CMS Enterprise Portal supports the following internet browsers:

   - Internet Explorer 8, 9, 10, and 11
   - Mozilla-Firefox
   - Chrome
   - Safari

   ![Figure 1: CMS Enterprise Portal - Login to CMS Secure Portal](image)

2. Read the Terms and Conditions and select **I Accept** to continue.

   ![Figure 2: Terms and Conditions](image)

If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
3. Enter your **User ID** and select **Next**.

![Figure 3: Enter User ID](image1)

4. Select the **Register MFA Device** link.

![Figure 4: Register MFA Device](image2)

5. Select **OK** to navigate away from the login page.

*Note: Selecting **Cancel** will end the process to register an MFA Device.*
If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

6. Read the Terms and Conditions and select I Accept.
7. Enter your **User ID** and **Password**, and select **Log In**.

![Figure 7: Enter User ID and Password](image)

8. Answer the challenge questions and select **Next**.

![Figure 8: Challenge Questions](image)
9. Select an MFA device from the **MFA Device Type** dropdown.

**Note:** You can select the arrows on the left of each MFA Device Type for additional information.

9(a). If selecting **Phone/Tablet/PC/Laptop** as the **MFA Device Type**, enter the alphanumeric code that displays under the field labeled Credential ID (on the VIP Access software) in the **Credential ID** field. Enter a brief description (e.g., Laptop) in the field labeled **MFA Device Description**. Then select **Next**.

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If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
Adding Multi-Factor Authentication (MFA) to their Health Insurance Oversight System (HIOS) Application Role

If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.

9(b). If selecting **Text Message – Short Message Service (SMS)** as the **MFA Device Type**, enter the **Phone Number** that will be used to obtain the Security Code. Enter a brief description (e.g., Text) in the field labeled **MFA Device Description** and select **Next**.

---

**Figure 11: VIP Access Software**

**Figure 12: MFA Option (b) - Text Message - Short Message Service (SMS)**
OR

9(c). If selecting **Voice Message – Interactive Voice Response (IVR)** as the **MFA Device Type**, enter the **Phone Number** and corresponding **Extension** that will be used to obtain the Security Code. Enter a brief description (e.g., IVR) in the field labeled **MFA Device Description** and select **Next**.

**Note:** **Extension** is an optional field. You may choose to provide a 10-digit phone number or a phone number with an extension.

![Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.](image)

![Figure 13: MFA Option (c) - Voice Message - Interactive Voice Response (IVR)](image)
OR

9(d). If selecting **E-mail** as the **MFA Device Type**, the E-mail address on your profile will be automatically used to obtain the Security Code. Enter a brief description (e.g., E-mail) in the field labeled **MFA Device Description** and select **Next**.

**Note:** The E-mail address cannot be changed at the time of MFA device registration. It can only be changed using the 'Change E-Mail Address' option from the 'Change My Profile' menu.

10. Your registration for the **Multi-Factor Authentication** is now complete. Select **OK** to continue to log in with MFA.

**Note:** You will receive an E-mail notification for successfully registering the MFA Device Type.
11. Enter your **User ID** and select **Next** to continue to log in.

![Figure 16: Enter User ID](image_url)
3. Remove a Registered Multi-Factor Authentication (MFA) Device

To remove a registered Phone or Computer, please follow each step listed below unless otherwise noted.


   **Note:** The CMS Enterprise Portal supports the following internet browsers:
   - Internet Explorer 8, 9, 10, and 11
   - Mozilla-Firefox
   - Chrome
   - Safari

   ![Figure 17: CMS Enterprise Portal - Login to CMS Secure Portal](image)

2. Read the Terms and Conditions and select **I Accept** to continue.

   ![Figure 18: Terms and Conditions](image)

If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
3. Enter your **User ID** and select **Next** to continue.

![Figure 19: Enter User ID](image)

4. Enter your **Password**, select an MFA device from the **MFA Device Type** dropdown, enter the **Security Code**, and select **Log In**.

**Note:** You should select the **MFA Device Type** that you previously registered.

![Figure 20: Enter Password, Select MFA Device Type, Enter Security Code](image)
5. Select your username and then select **My Profile** from the dropdown menu to go to your profile.

![Figure 21: CMS Enterprise Portal - My Profile](image)

6. Select the **Remove Your Phone, Computer, or E-mail** link to remove a registered MFA device from your profile. Select the radio button next to the device you wish to remove, enter the **Security Code** sent to your device, and select **Next** to continue.

![Figure 22: Remove Your Phone, Computer, or E-mail](image)

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If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
7. Select the registered device you want to remove, select **Send Security Code**, enter the security code received on the selected MFA Device Type, and select **Next** to proceed.

*Note: Selecting Cancel will end the device removal process.*

![Figure 23: Enter Security Code to Remove Your Phone, Computer, or E-mail](image)

8. Removal of your registered MFA device is now complete. Select **OK** to proceed.

*Note: You will receive an E-mail notification for successfully removing the MFA device.*

![Figure 24: Successfully Removed Registered MFA Device](image)
9. You will need at least one MFA device registered to your profile to continue to access your application using MFA. To remove the last registered device from your profile, you will need to register a new device to your profile.

![Figure 25: CMS Enterprise Portal - My Profile - Registered MFA Device](image-url)
4. Login Using MFA


*Note: The CMS Enterprise Portal supports the following internet browsers:*

- Internet Explorer 8, 9, 10, and 11
- Mozilla-Firefox
- Chrome
- Safari

![CMS Enterprise Portal - Login to CMS Secure Portal](image)

2. Read the Terms and Conditions and select **I Accept** to continue.

![Terms and Conditions](image)

If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
3. Enter your **User ID** and select **Next**.

![Image of CMS.gov Enterprise Portal with User ID entered](image1)

**Figure 28: Enter User ID**

4. Enter your **Password**, select an MFA device from the **MFA Device Type** dropdown, and select **Log In**.

**Note**: The Security Code for E-mail and One-Time Security Code will expire in 30 minutes. The Security Code for the other MFA device types will expire in 10 minutes. If you are unable to enter the code within the period, you will need to request a new Security Code.

![Image of CMS.gov Enterprise Portal with Password entered and MFA device selected](image2)

**Figure 29: Enter Password and Select MFA Device Type**
4(a). If you select **Phone/Tablet/PC/Laptop** as the **MFA Device Type**, enter the Security Code that displays under the field labeled Security Code (on the VIP Access software) in the **Security Code** field. Select **Log In**.

4(b). If you select **Text Message – Short Message Service (SMS)** or **Interactive Voice Response (IVR)** or **E-mail** as the **MFA Device Type**, select **Send** to receive the Security Code on the selected MFA device type. Enter the Security Code in the **Security Code** field and select **Log In**.
4(c). If you select **One-Time Security Code** as the **MFA Device Type**, enter the Security Code that was sent to your registered E-mail address via the ‘Unable to Access Security Code?’ link or provided by the Helpdesk, in the **Security Code** field. Select **Log in**.

![MFA Device Type: One-Time Security Code](image)

Figure 33: MFA Device Type: One-Time Security Code

5. If you are not able to access your Security Code, select the ‘**Unable to Access Security Code?**’ link. On selecting this link, the ‘**Unable to Access Security Code?**’ popup message will be displayed. Select **OK** to continue.

![Unable to Access Security Code - Select OK](image)

Figure 34: Unable to Access Security Code - Select OK

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If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
6. Enter your **User ID** and select **Next**.

![Figure 35: Enter User ID](image)

7. Answer the challenge questions and select **Next**.

![Figure 36: Challenge Questions](image)

8. Select **OK** to return to the login page.

*Note: This security code will expire in 30 minutes or after it is used successfully for the first time.*

![Figure 37: Security Code Sent to E-mail - Select OK](image)
9. An e-mail with the Security Code will be sent to the E-mail address on your profile.

![Figure 38: E-mail with Security Code for MFA](image)

10. Read the Terms and Conditions and select *I Accept* to continue.

![Figure 39: Terms and Conditions](image)

11. Enter your *User ID* and select *Next*.

![Figure 40: Enter User ID](image)

If you have questions about or need assistance regarding MFA, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
12. Enter your Password, select One-Time Security Code as the MFA Device Type, and enter the Security Code that was sent to the E-mail address on your profile. Then select Log In.

Figure 41: Enter Password, Select MFA Device Type, Enter Security Code