

Common MARx UI Login Errors

Below are the most common MARx UI login errors and steps to resolve.

Please note: Many issues can be resolved by using the direct MARx UI login address: <https://marx.cms.hhs.gov>.

Error	Occurs when	Steps to Resolve
“System Error” message	Trying to log in to MARx UI while logged into the EIDM Portal.	<ol style="list-style-type: none"> 1. Log out of all CMS systems. 2. Close all Internet browser windows. 3. Open a new browser and navigate to https://marx.cms.hhs.gov. 4. Enter your login credentials.
“User ID does not exist” message	Trying to log in to MARx UI while logged into the EIDM Portal or when a new user tries to log in before provisioning is complete.	<ol style="list-style-type: none"> 1. For established users who have previously accessed the MARx UI, follow the steps listed above for issue #1 to resolve this error. 2. For new users who have just received access to the MARx UI, please allow up to 48 hours for account provisioning to be completed. If your MARx UI access request was approved more than 48 hours ago, contact the MAPD Help Desk.
Oracle error message	Users have a bookmark saved to launch the MARx UI, but the address in the bookmark has extra characters.	<ol style="list-style-type: none"> 1. Right click on the bookmark and select the “Properties” option. 2. Edit the Web address to https://marx.cms.hhs.gov. There should be no characters after the “.gov”.
Invalid password in MARx UI	User can log in to the EIDM Portal, but MARx UI will not accept the password due to different password rules.	<p>Log in to the EIDM Portal at https://portal.cms.gov and change your password to meet the MARx password criteria, which must:</p> <ol style="list-style-type: none"> 1. Be changed at least every 60 days. 2. Be exactly 8 characters. 3. Start with an alphabetic character. 4. Contain at least 1 number. 5. Contain at least 1 lower case letter. 6. Contain at least 1 upper case letter. 7. Not contain your User ID. 8. Be different from your previous 6 passwords. 9. Not contain any special characters. 10. Not contain 4 or more consecutive characters from any of your 6 previous passwords.

If you have attempted the steps to resolve the issue, but continue to receive an error message; please contact the MAPD Help Desk.

1-800-927-8069 or MAPDHelp@cms.hhs.gov.