



**Centers for Medicare & Medicaid Services  
eXpedited Life Cycle (XLC)**

# Enterprise Privacy Policy Engine (EPPE)



**Contractor Approval Workflow  
Training Module - Requesting EPPE  
User Role**

# Topics List

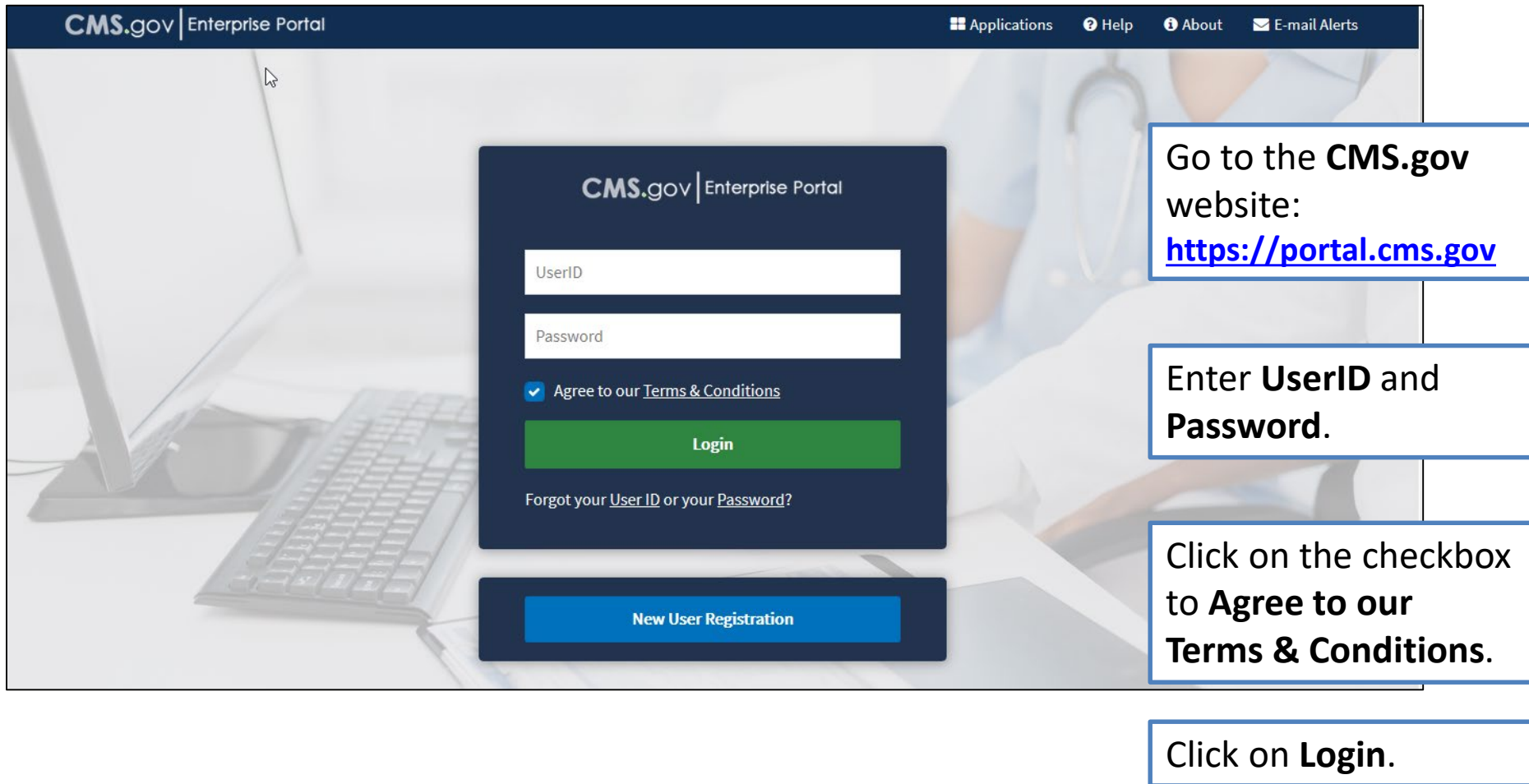
- EPPE Application Access Pre-Requisites
- Requesting EPPE User Role

# EPPE Access Pre-Requisites

## CMS Enterprise Portal Access, EIDM Credentials, and EPPE Access

- Obtain access to the CMS Enterprise Portal
  - Access CMS Portal
    - <https://portal.cms.gov/>
  - Download the VIP Access MFA Software
    - <https://vip.symantec.com/>
  - Obtain EIDM Credentials and EPPE Access
    - <https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/Privacy/EIDMNewUser.pdf>

# EPPE - Requesting Access to the EPPE Application

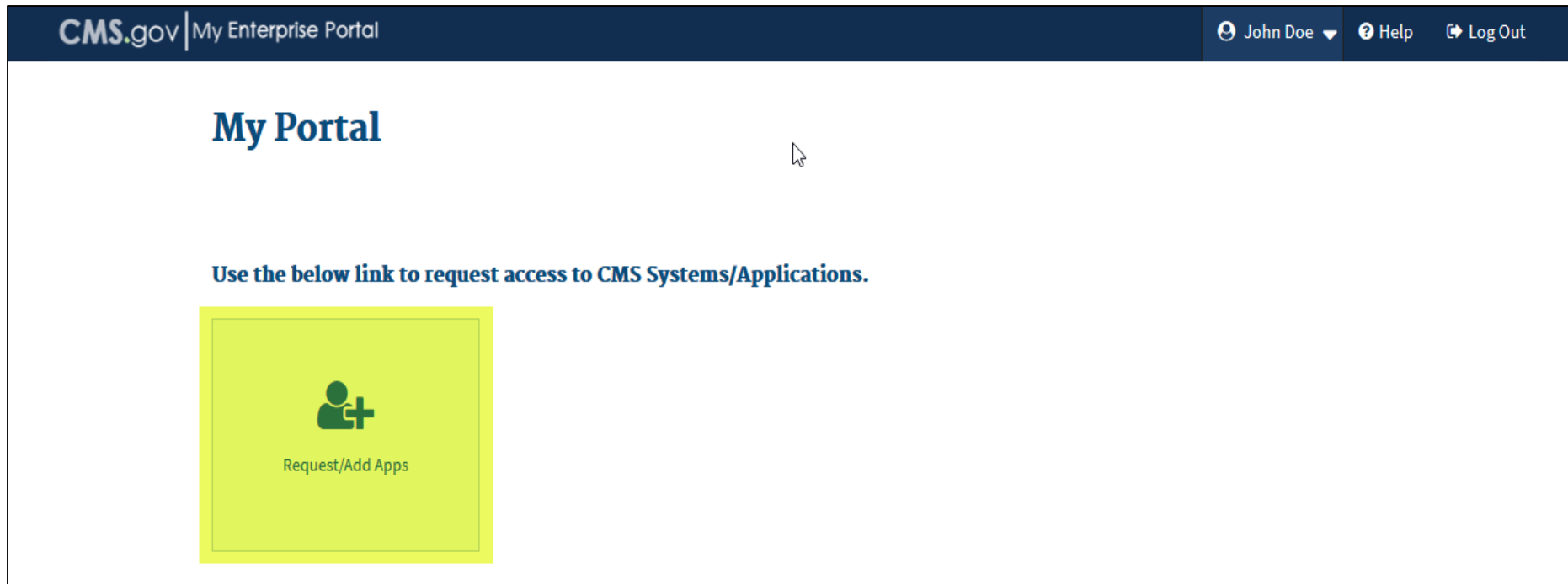


The screenshot shows the CMS.gov Enterprise Portal login interface. The header includes the CMS.gov logo and 'Enterprise Portal' text, along with links for Applications, Help, About, and E-mail Alerts. The main content area features a login form with fields for UserID and Password, a checkbox for 'Agree to our Terms & Conditions', a green 'Login' button, and a link for 'Forgot your User ID or your Password?'. Below the login form is a blue 'New User Registration' button. Four instructional callouts are overlaid on the right side of the page:

- Go to the **CMS.gov** website:  
<https://portal.cms.gov>
- Enter **UserID** and **Password**.
- Click on the checkbox to **Agree to our Terms & Conditions**.
- Click on **Login**.

# EPPE - Requesting Access to the EPPE Application

The **My Portal** page displays.



Click on **Request/Add Apps**

# EPPE - Requesting Access to the EPPE Application

The **Access Catalog** page displays.

The screenshot displays the CMS.gov My Enterprise Portal. The top navigation bar includes the CMS.gov logo, 'My Enterprise Portal', and user information for John Doe with links for Help and Log Out. The main content area is titled 'Access Catalog' and features a search bar with 'EP' entered, a 'REQUEST ADMIN ROLE' checkbox, and a 'SHOW ALL' button. Below the search bar, a card for 'EPPE' (Enterprise Privacy Policy Engine) is visible, including help desk information and a 'Request Access' button. The right sidebar contains sections for 'My Access' (stating no current access) and 'My Pending Requests' (stating no pending requests). Red circles with numbers 1 and 2 highlight the search bar and the 'Request Access' button respectively.

**1.** Begin typing “EPPE” in the **Access Catalog** field. Upon entering the first two letters, the EPPE application will appear.

**2.** Click **Request Access**.

# EPPE - Requesting Access to the EPPE Application

The **Request New System Access** page displays.

**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

## Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.

\* System Description: EPPE-CMS's Enterprise Privacy Policy

\* Role: Select the Role

- Select the Role
- EPPE Administrator
- EPPE Business Owner Representative
- EPPE Help Desk
- EPPE Microstrategy User
- EPPE User**

Cancel

The **System Description** field is populated by default.

Click on the **Role** field and select **EPPE User** from the drop-down.

# EPPE - Requesting Access to the EPPE Application

The **Request New System Access** page displays.

The screenshot shows the 'Request New System Access' page in the CMS.gov My Enterprise Portal. The page has a dark blue header with the CMS.gov logo, 'My Enterprise Portal', and user information (John Doe, Help, Log Out). A sidebar on the left contains 'My Access' with links for 'Request New System Access', 'View and Manage My Access', and 'Annual Certification'. The main content area is titled 'Request New System Access' and includes instructions: 'Select a System and then a role to request access.' and 'Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to complete Identity Verification, establish credentials for Multi-Factor Authentication (MFA), or change your password the next time you login to the system. This may require you to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification is complete and Multi-Factor Authentication (MFA) is established.'

The form contains the following fields and elements:

- \* System Description: A dropdown menu with 'EPPE-CMS's Enterprise Privacy Policy' selected.
- \* Role: A dropdown menu with 'EPPE User' selected.
- Please submit role data section:
  - \* EPPE Organization Name: A text input field with a red circle '1' next to it.
- Notes to the Approver: A text area with a red circle '2' next to it. Above it is the instruction: 'Please enter any comments you want your Approver to see in the 'Notes to the Approver' field.'
- At the bottom right are 'Cancel' and 'Submit' buttons, with a red circle '3' next to the 'Submit' button.

1. Enter the **EPPE Organization Name**.

2. **Notes to the Approver** is optional.

3. Click on **Submit**.



# EIDM – New User/Request Access

After successfully gaining EIDM access credentials and requesting access to the EPPE application the user will be guided through the Remote Identity Proofing (RIDP) process.

RIDP is the process of validating sufficient information about you (e.g., credit history, personal demographic information, and other indicators) to uniquely identify you. If you are requesting electronic access to protected CMS information or systems, you must be identity proofed to gain access. CMS uses Experian, an external identification verification provider, to remotely perform identity proofing.

# EIDM – New User/Request Access

Users may have already encountered RIDP through various interactions with banking systems, credit reporting agencies, and shipping companies. The Experian identity verification service is used by CMS to confirm your identity when users access a protected CMS Application. When users log in to the CMS system and request access to EPPE, they will be prompted to RIDP if they have not been previously identity proofed to the level of assurance required by the EPPE. Users will be asked to provide a set of core credentials which include:

- Full Legal Name
- Social Security Number (may be optional)
- Date of Birth
- Current Residential Address
- Personal Phone Number

# EIDM – New User/Request Access

The Experian identity verification service will use the user's core credentials to locate their personal information in Experian and generate a set of questions, referred to as out-of-wallet questions. Experian will attempt to verify their identity to the appropriate level of assurance with the information they provided. Most users are able to complete the ID proofing process in less than five minutes. If users encounter problems with RIDP, they will be asked to contact Experian Support Services via phone to resolve any issues.

# EPPE - Requesting Access to the EPPE Application

The **Identity Verification** page displays.

The screenshot shows the 'My Enterprise Portal' interface. On the left, under 'My Access', there are links for 'Request New System Access', 'View and Manage My Access', and 'Annual Certification'. The main content area is titled 'Identity Verification'. It contains a paragraph explaining the need for identity verification, followed by three numbered instructions: 1. Ensure correct entry of personal information for Experian verification. 2. Understand that Experian uses credit reports for verification, which may result in a 'soft inquiry' on the credit report. 3. Acknowledge the need for personal and credit report information for the Experian application. Below these instructions is a note about the Terms and Conditions statement. At the bottom, there are two buttons: 'Next' (highlighted in yellow) and 'Cancel'.

CMS.gov | My Enterprise Portal

Screen reader mode Off | Accessibility Settings

John Doe ▼ Help Log Out

## My Access

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

## Identity Verification

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, primary phone number, date of birth and E-mail 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 "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.
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 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'.

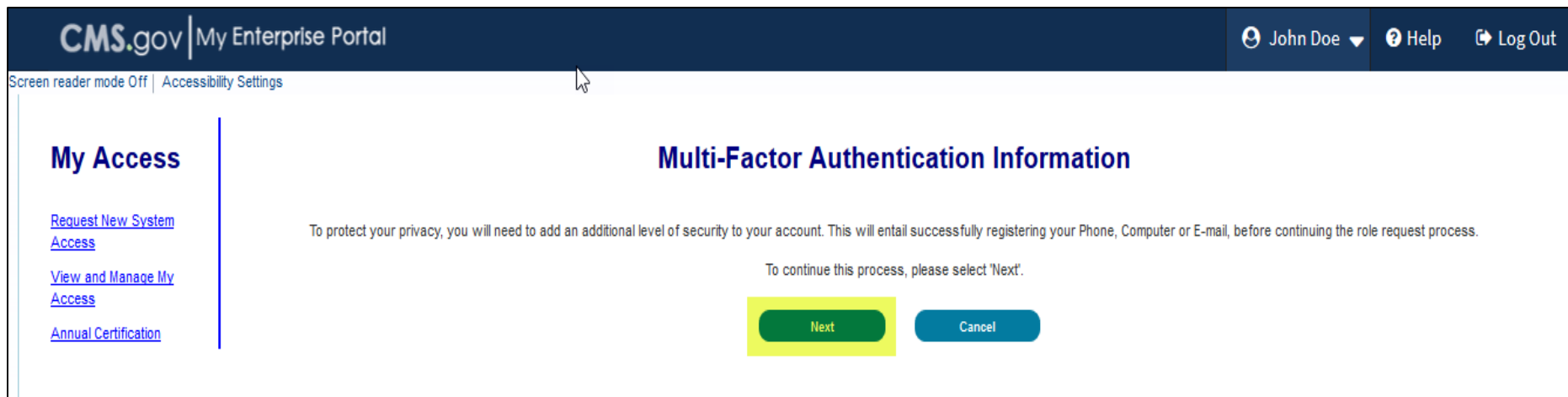
**Next** Cancel

By clicking on **Next** the Remote Identity Proofing (RIDP) process will be initiated.

**Note:** Because of privacy requirements additional RIDP pages cannot be displayed.

# EPPE - Requesting Access to the EPPE Application

The **Multi-Factor Authentication (MFA) Information** page displays.



Click **Next**.

# EPPE - Requesting Access to the EPPE Application

The **Register Your Phone, Computer or Email** page displays.

The screenshot shows the 'My Access' section of the CMS.gov My Enterprise Portal. The main heading is 'Register Your Phone, Computer, or E-mail'. Below this, there is an explanatory paragraph about Multi-Factor Authentication (MFA) and a list of four options: Phone/Tablet/PC/Laptop, Text Message Short Message Service (SMS), Interactive Voice Response (IVR), and E-mail. A note states that only two attempts are allowed to register an MFA device. Below the list, there is a dropdown menu for 'MFA Device Type' with 'Phone/Tablet/PC/Laptop' selected. There are also input fields for 'Credential ID' and 'MFA Device Description', and 'Next' and 'Cancel' buttons at the bottom.

Screen reader mode Off | Accessibility Settings

**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

**Register Your Phone, Computer, or E-mail**

Adding a Security 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 name and password.

You can associate the Security Code to your profile by registering your Phone, Computer or E-mail. Select the links below to find out more information about the options.

- [Phone/Tablet/PC/Laptop](#)
- [Text Message Short Message Service \(SMS\)](#)
- [Interactive Voice Response \(IVR\)](#)
- [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

\* MFA Device Type:

Enter the alphanumeric code that displays under the label Credential ID on your device.

\* Credential ID:

\* MFA Device Description:

[Next](#) [Cancel](#)

Select **Phone/Tablet/PC/Laptop** from the **MFA Device Type** dropdown list.

# EPPE - Requesting Access to the EPPE Application

The **Register Your Phone, Computer, or E-mail** page displays.

The screenshot shows the 'Register Your Phone, Computer, or E-mail' page on the CMS.gov My Enterprise Portal. The page includes a sidebar with 'My Access' links, a main content area with instructions and a list of MFA device types, and a form with fields for MFA Device Type, Credential ID, and MFA Device Description. A 'Next' button is at the bottom. A callout box on the right shows a Symantec VIP Access device screen with a Credential ID and Security Code, with a red circle '1' next to the copy button.

**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Annual Certification](#)

**Register Your Phone, Computer, or E-mail**

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of security. You can associate the Security Code to your profile by registering your Phone, Computer or E-mail. Select the links below to find out more information.

- [Phone/Tablet/PC/Laptop](#)
- [Text Message Short Message Service \(SMS\)](#)
- [Interactive Voice Response \(IVR\)](#)
- [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

\* MFA Device Type:

\* Credential ID:  **2**

\* MFA Device Description:  **3**

**4**

**1. Click the copy button next to the Symantec VIP Access/Credential ID.**

**VIP Access**

Credential ID	<input type="button" value="Copy"/>
VSST12574771	
Security Code	<input type="button" value="Copy"/>
076785	

Symantec. Validation & ID Protection

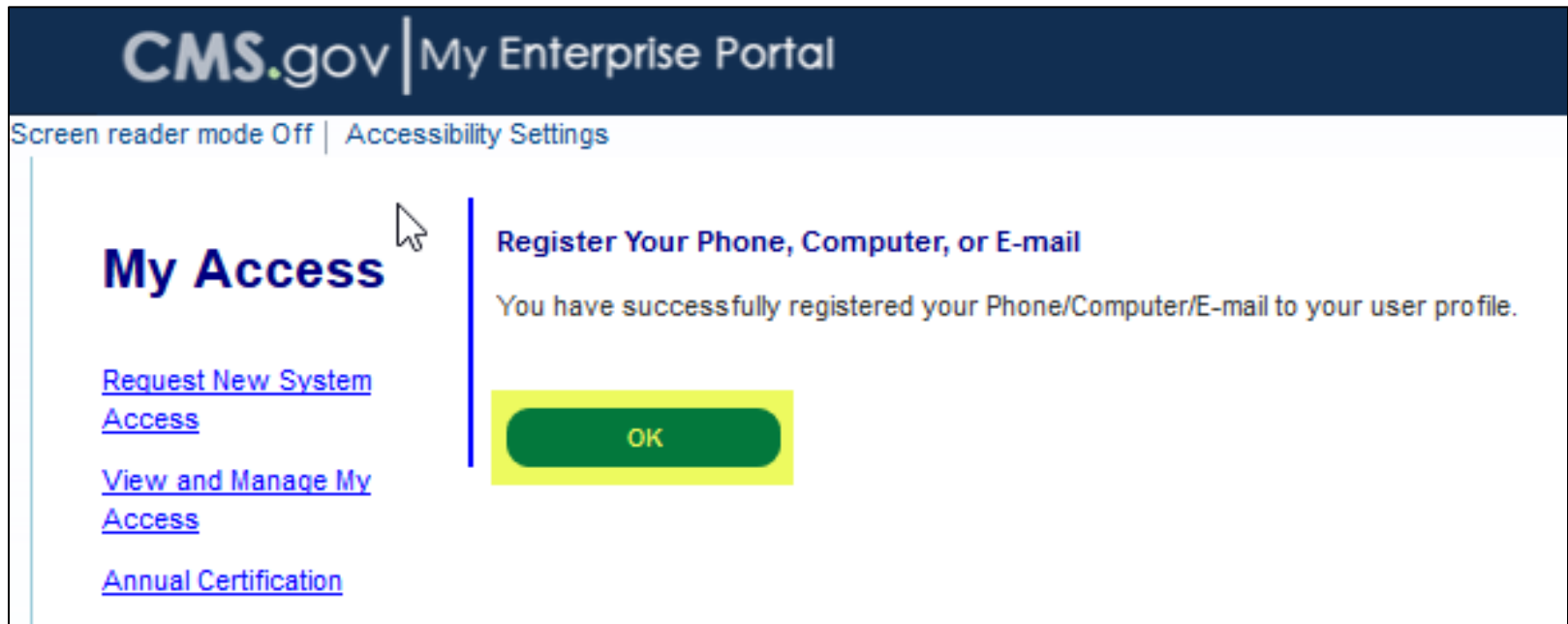
2. Paste the Credential ID into the **Credential ID** field.

3. Enter a **MFA Device Description**.

4. Click **Next**.

# EPPE - Requesting Access to the EPPE Application

The **Confirmation** page displays.

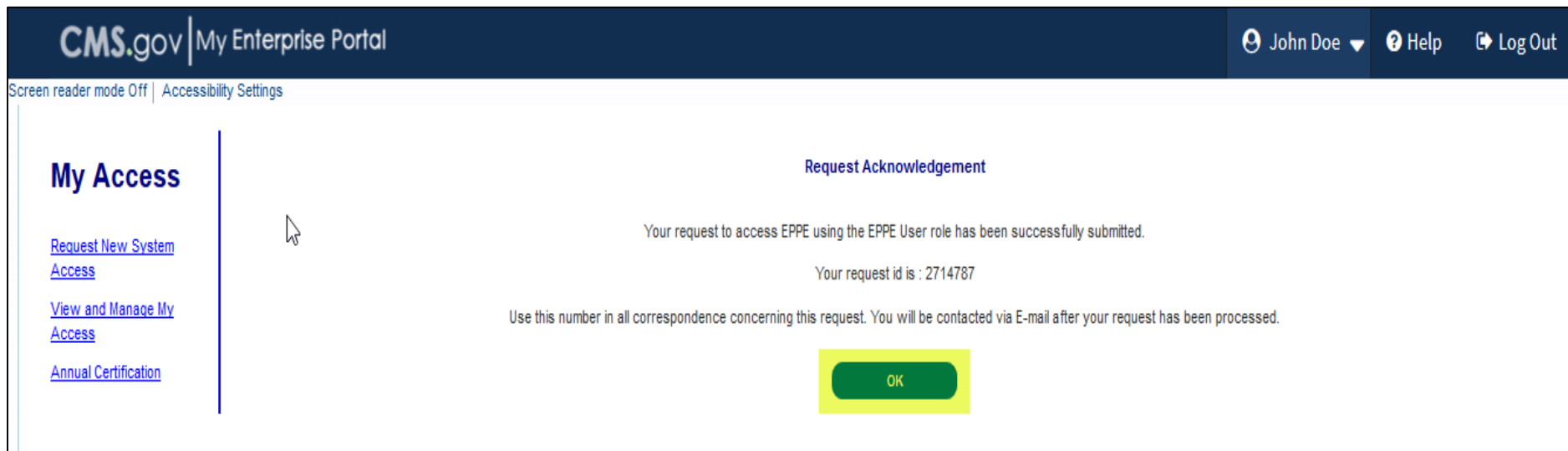


Click on **OK**.



# EPPE - Requesting Access to the EPPE Application

The **Request Acknowledgement** page displays.



The screenshot displays the CMS.gov My Enterprise Portal. The top navigation bar includes the CMS.gov logo, the text 'My Enterprise Portal', and user options: 'John Doe' with a dropdown arrow, 'Help', and 'Log Out'. Below the navigation bar, there is a link for 'Screen reader mode Off | Accessibility Settings'. On the left side, under the heading 'My Access', there are four links: 'Request New System Access', 'View and Manage My Access', and 'Annual Certification'. The main content area is titled 'Request Acknowledgement' and contains the following text: 'Your request to access EPPE using the EPPE User role has been successfully submitted.', 'Your request id is : 2714787', and 'Use this number in all correspondence concerning this request. You will be contacted via E-mail after your request has been processed.' At the bottom of the main content area, there is a green button with the text 'OK'.

Click on **OK**.

**Note:** Your request is issued an Request ID number. Use this number for all correspondence regarding this request.

# EPPE - Requesting Access to the EPPE Application

The **Manage Access/Pending Requests** tab displays.

The screenshot shows the CMS.gov My Enterprise Portal interface. The top navigation bar includes the CMS.gov logo, 'My Enterprise Portal', user information 'John Doe', 'Help', and a 'Log Out' button. A callout box points to the 'Log Out' button with the text 'Click on Log Out.' The left sidebar contains a 'My Access' section with links for 'Request New System Access', 'View and Manage My Access', and 'Annual Certification'. The main content area has two tabs: 'Manage Access' and 'Pending Requests(1)'. The 'Pending Requests' tab is active, displaying a table of pending requests. Below the table is a section for 'Rejected Requests' which currently shows no data.

**Pending Requests**

Below is the summary of your pending requests

Systems	Role Requested	Request Status	Request ID	Date Requested	Cancel Request
EPPE Application	EPPE User	Pending	2714787	12/21/2017	<a href="#">Cancel</a>

**Rejected Requests**

Below is the summary of rejected requests.

Systems	Role Requested	Request Status	Request ID	Date Requested	Date Rejected	Reason
There are no rejected requests at this time.						

The newly entered request is listed on the **Pending Requests** tab.

**Note:** The request has to be approved. An email will be sent once the pending request was approved. After access is granted, log into to the **CMS Secure Portal**.

# EPPE - New User/ Role Request



## EPPE Help Desk Contact Information

**Hours of Operation: Monday – Friday 9:00 AM to 6:00 PM EST**

**844-EPPE-DUA (844-377-3382)**

[eppe@cms.hhs.gov](mailto:eppe@cms.hhs.gov)