

CMS Portal Guide for Existing Users with IDM Accounts



August 2026

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A. Overview

The Centers for Medicare and Medicare Services (CMS) Portal allows users to access one or more CMS applications, such as the Marketplace Learning Management System (MLMS) and the Marketplace Assister Community (MAC), using a single set of login credentials.

There are several ways to access the CMS Portal:

- **If you already have a CMS Portal account,** [sign in](#) using your existing CMS Portal credentials. Refer to [Section A. Log in to the CMS Portal](#) for step-by-step instructions.
- **If you have a Login.gov or ID.me account,** [sign in](#) using your Login.gov credentials.
- **If you have an ID.me account,** sign in using your ID.me credentials.
- **If you do not have a CMS Portal, ID.me, or Login.gov account,** you will need to create one using the ID.me or Login.gov selection. To ensure your account connects properly to the CMS systems, begin the account creation process from the [CMS Enterprise Portal](#). **Do not create your new ID.me or Login.gov account directly on their websites.**
 - For guidance on creating a new Login.gov account or signing in with an existing Login.gov account, refer to the [CMS Portal User Guide for New Users - Login.gov](#).
 - For guidance on creating a new ID.me account or signing in with an existing ID.me account, refer to the [CMS Portal User Guide for New Users – ID.me](#) for additional instructions.

Refer to [Figure 1](#) for a flowchart and decision tree outlining the access request and login process. A Section 508-compliant text-only description of Figure 1 is available in [Appendix A: Accessible Workflow Transcript](#).

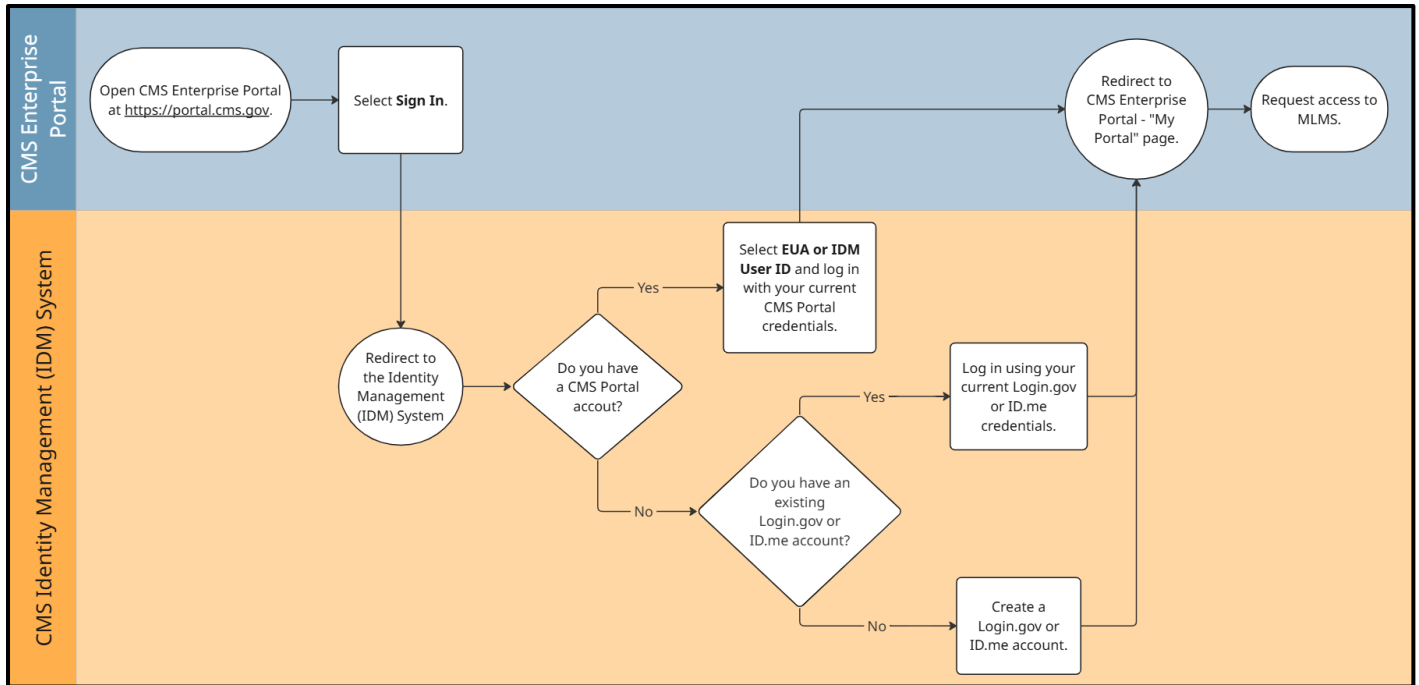


Figure 1: CMS Portal Login Flowchart

Since you already have login credentials for the CMS Portal, you will use your CMS Portal user ID and password to complete all steps.

IMPORTANT! If you do not remember your CMS Portal user ID and/or password, do **not** create another CMS Portal account. For guidance on preventing duplicate account creation, refer to [Appendix B. Avoiding Creation of a Duplicate CMS Portal Account.](#)

B. Log in to the CMS Portal

You may use your existing CMS Portal account to log in.

Step 1. Access the [CMS Enterprise Portal](https://portal.cms.gov) at portal.cms.gov and select **Sign In**.

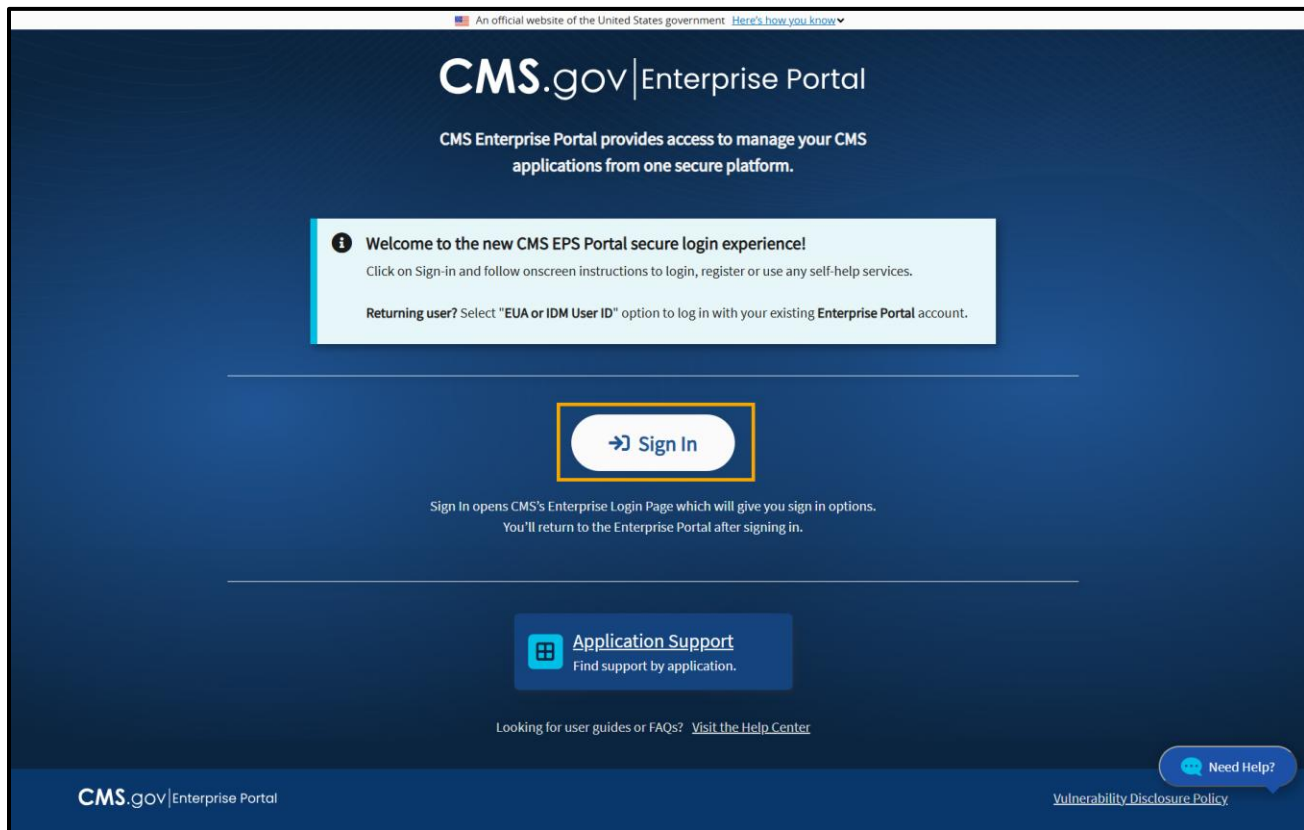
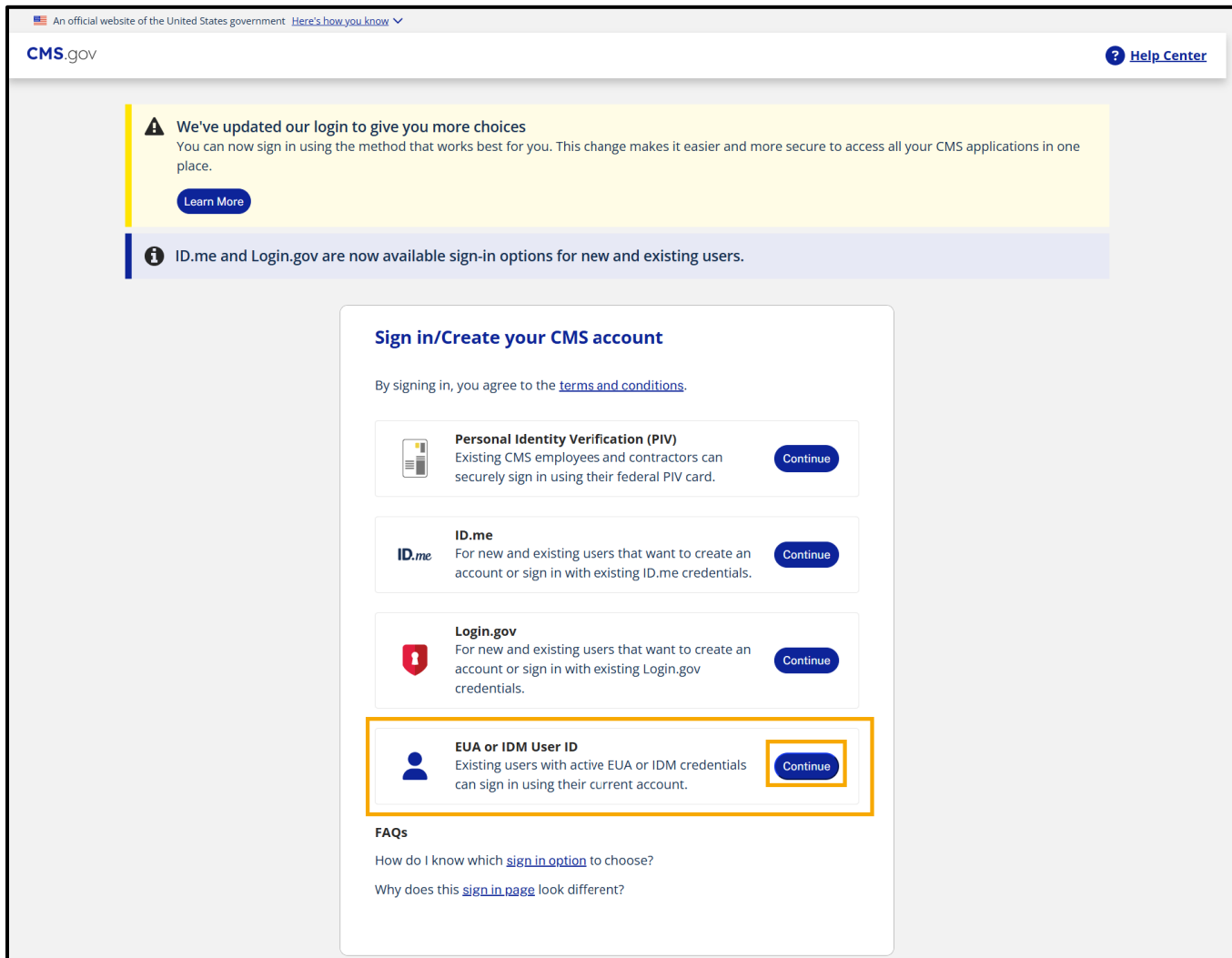


Figure 2: CMS Enterprise Portal Sign in Page

Step 2. The CMS Portal will redirect you to the [CMS.gov Identity Management \(IDM\) System](https://cms.gov).

a. In the “EUA/IDM User ID” section, select **Continue**.



The screenshot shows the CMS.gov website with a header bar containing the CMS logo and the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". Below the header, there is a navigation bar with "CMS.gov" on the left and a "Help Center" link on the right. A yellow banner at the top contains an information icon and the text: "We've updated our login to give you more choices. You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place." Below this banner is a blue banner with an information icon and the text: "ID.me and Login.gov are now available sign-in options for new and existing users." The main content area is titled "Sign in/Create your CMS account" and includes a link to "terms and conditions". There are four sign-in options, each with a "Continue" button: "Personal Identity Verification (PIV)" for existing CMS employees and contractors; "ID.me" for new and existing users; "Login.gov" for new and existing users; and "EUA or IDM User ID" for existing users with active credentials. The "EUA or IDM User ID" option is highlighted with a yellow border. Below the sign-in options is an "FAQs" section with two questions: "How do I know which sign in option to choose?" and "Why does this sign in page look different?".

An official website of the United States government [Here's how you know](#) ▼

CMS.gov [Help Center](#)

We've updated our login to give you more choices
You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place.
[Learn More](#)

ID.me and Login.gov are now available sign-in options for new and existing users.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

Personal Identity Verification (PIV)
Existing CMS employees and contractors can securely sign in using their federal PIV card. [Continue](#)

ID.me
For new and existing users that want to create an account or sign in with existing ID.me credentials. [Continue](#)

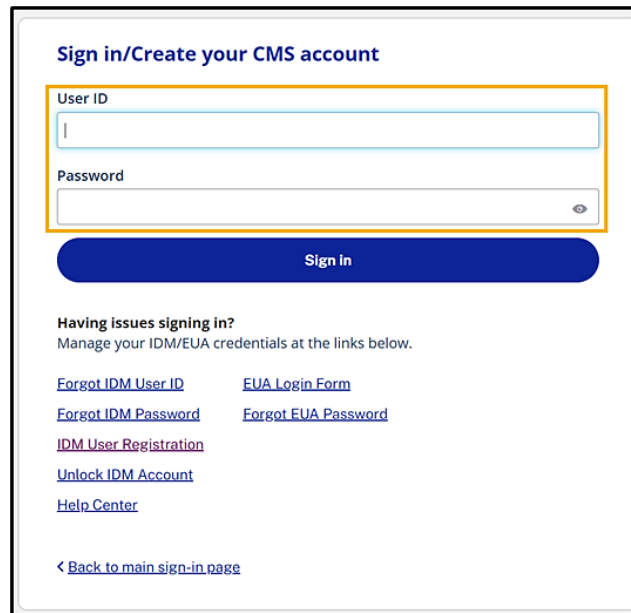
Login.gov
For new and existing users that want to create an account or sign in with existing Login.gov credentials. [Continue](#)

EUA or IDM User ID
Existing users with active EUA or IDM credentials can sign in using their current account. [Continue](#)

FAQs
How do I know which [sign in option](#) to choose?
Why does this [sign in page](#) look different?

Figure 3: CMS.gov Identity Management - EUA/IDM User ID Section

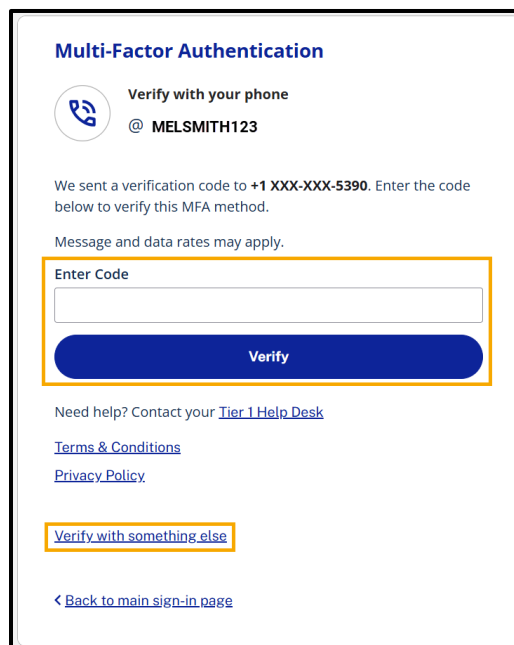
- b. Enter your CMS Portal user ID and password and select **Sign in**.



The form is titled "Sign in/Create your CMS account". It contains two input fields: "User ID" and "Password". Below these fields is a blue "Sign in" button. Underneath the button, there is a section titled "Having issues signing in?" with the text "Manage your IDM/EUA credentials at the links below." followed by several links: "Forgot IDM User ID", "EUA Login Form", "Forgot IDM Password", "Forgot EUA Password", "IDM User Registration", "Unlock IDM Account", and "Help Center". At the bottom, there is a link "< Back to main sign-in page".

Figure 4: CMS Portal/IDM Sign In - User ID and Password

- c. Complete the multi-factor authentication as prompted.
- d. Select **Verify**.



The form is titled "Multi-Factor Authentication". It features a phone icon and the text "Verify with your phone" and "@ MELSMITH123". Below this, it states "We sent a verification code to +1 XXX-XXX-5390. Enter the code below to verify this MFA method." and "Message and data rates may apply." There is an "Enter Code" input field and a blue "Verify" button. At the bottom, there are links for "Need help? Contact your Tier 1 Help Desk", "Terms & Conditions", "Privacy Policy", and "Verify with something else". A link "< Back to main sign-in page" is at the very bottom.

Figure 5: MFA Verification Code Field

- Step 3.** You will be directed to the CMS Enterprise Portal “My Portal” page.
- Step 4.** If you have taken annual Assister certification training on the MLMS in the past, select the **Marketplace Training - Assister** tile to access training.

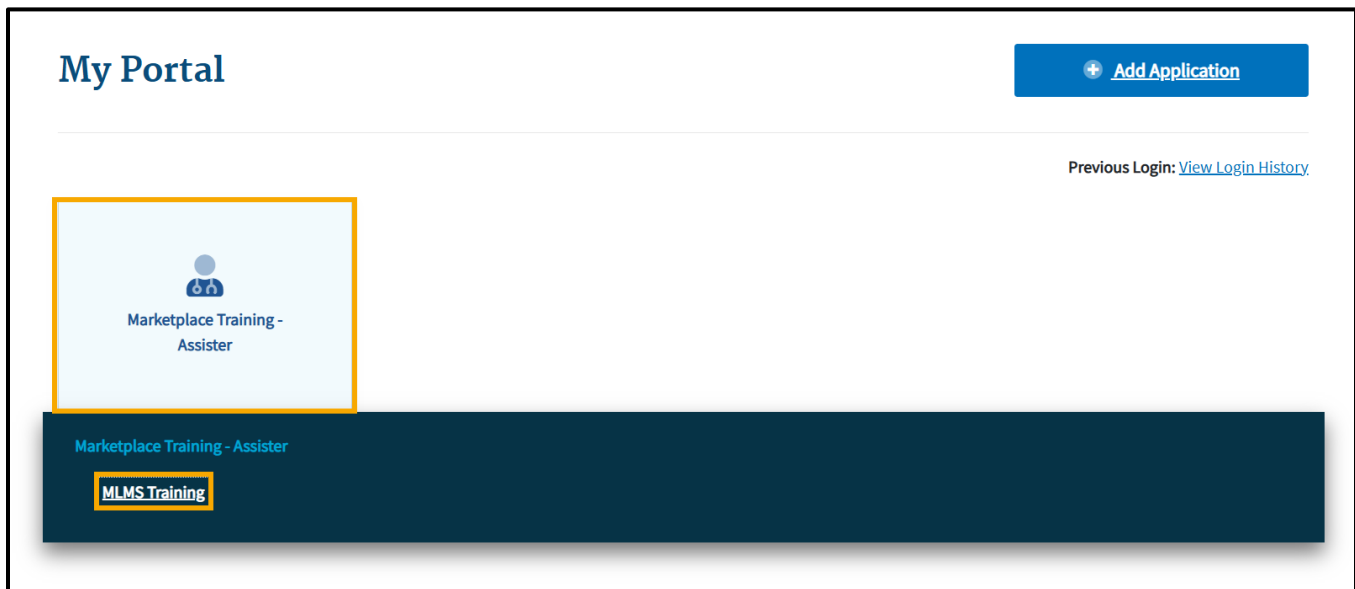


Figure 6: Marketplace Training - Assister Tile and MLMS Training Link

- a. If you do not have access to the MLMS, select **Add Application** to begin your MLMS access request.

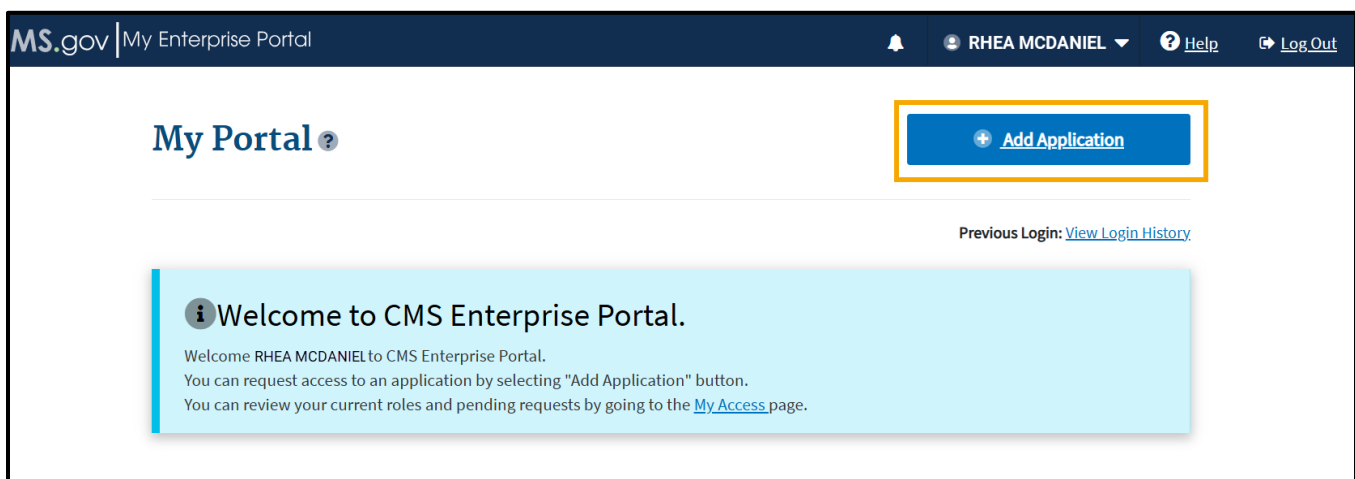


Figure 7: CMS Enterprise Portal “My Portal” Page

- b. In the search field or drop-down menu, type “FFM” then select **Federally-Facilitated Marketplace (FFM) Request for MLMS Training Access** from the drop-down menu.

Request Application Access ?

 The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

Select an Application

fed

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

2 Select a Role

3 Enter Reason for Request

Cancel

Figure 8: Select an Application - Request for MLMS Training Access

- c. Select **Assister** from the drop-down menu and select **Next**.

Request Application Access ?

 The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

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

 Completed
 Edit

2 Select a Role

Select a Role

Agent Broker Training Access

Assister

MSD Helpdesk Contractor FFM

Program Integrity

SBABI Approver

SBABI User

3

Figure 9: Select a Role – Assister

- d. When asked to provide a reason for your request, type **Access assister training**. Select **Submit**.

Request Application Access ?

☰ The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

1 Select an Application

✓ Completed

✎ Edit

✓

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

2 Select a Role

✓ Completed

✎ Edit

✓

Assister

3 Enter Reason for Request

Reason for Request

Access assister training

Submit

Cancel

Figure 10: Request Application Access - Enter Reason for Request

Refer to the [Assister Certification Training Resources on REGTAP](#) or the [Assister Certification Training Resources on CMS.gov](#) for additional resources on accessing and completing annual Assister certification training on the MLMS.

Appendix A. Accessible Workflow Transcript

This appendix provides a text-only screen-reader-accessible description of the login and access workflow illustrated in [Figure 1](#).

1. **Start at the CMS Enterprise Portal:** Go to: portal.cms.gov.
2. Select **Sign in**.
3. Redirect to **IDM:** After opening the CMS Enterprise Portal, you are redirected to the Identity Management (DIM) System.
4. **Decision Point: Do you have a CMS Portal account?**
 - **If yes:**
 - Select EUA or IDM User ID and log in with your current CMS Portal credentials.
 - After logging in, you are redirected back to the CMS Enterprise Portal “My Portal” page.
 - From the “My Portal” page, request access to the MLMS.
 - **If no:**
 - Continue to the next decision point.
5. **Decision Point: Do you have an existing Login.gov or ID.me account?**
 - **If yes:**
 - Log in using your existing Login.gov or ID.me credentials.
 - After logging in, you are redirected to the CMS Enterprise Portal “My Portal” page.
 - From the “My Portal” page, request access to the MLMS.
 - **If no:**
 - Create a Login.gov or ID.me account.
 - Once your account is created, log in and you will be redirected to the CMS Enterprise Portal “My Portal” page.
 - From the “My Portal” page, request access to MLMS.

Appendix B. Avoiding Creation of a Duplicate CMS Portal Account

A CMS Portal account is required to sign in to the [CMS Portal](#). **It is important not to create more than one CMS Portal account.**

This appendix explains how to use the following self-service options:

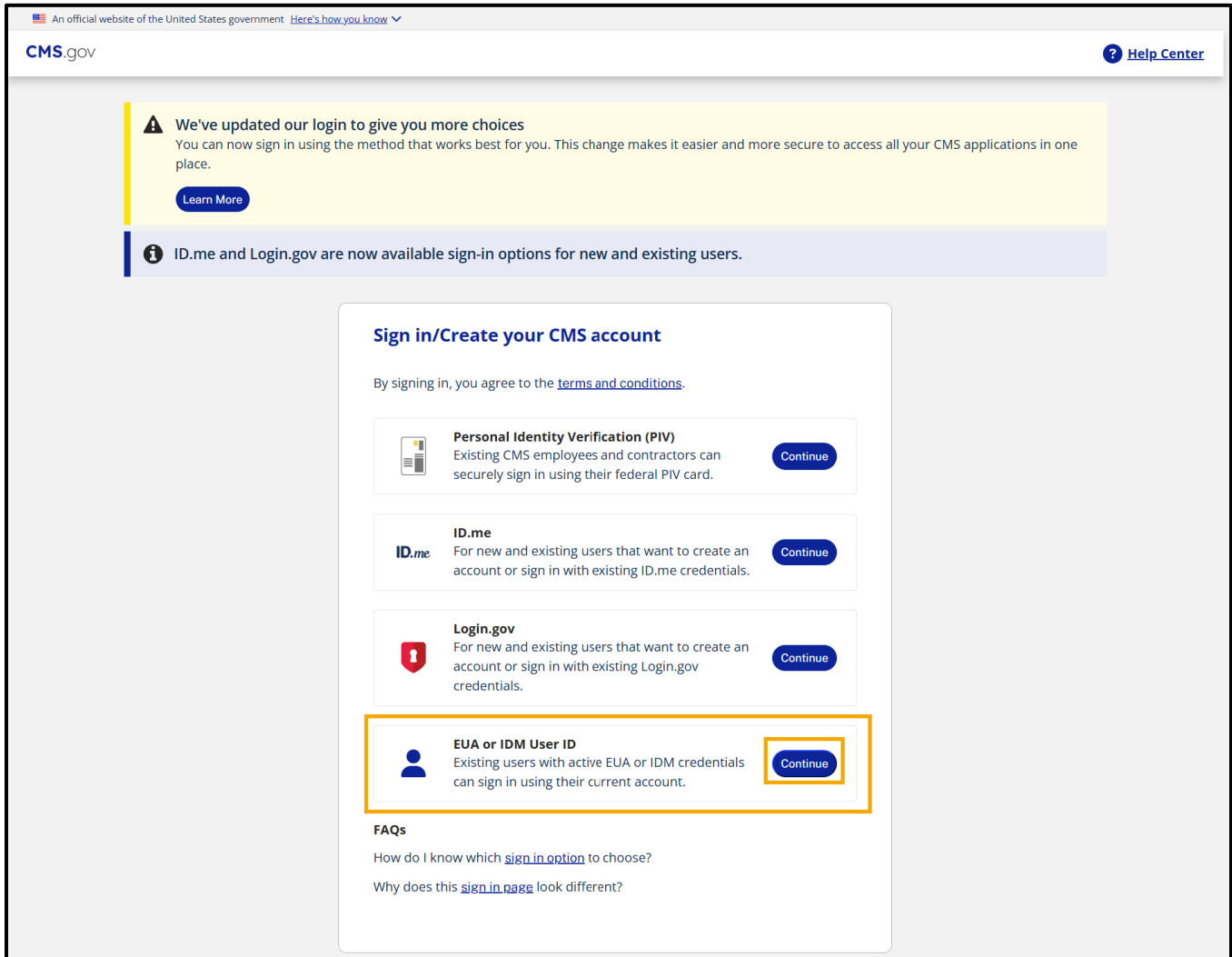
- Determine whether you already have a CMS Portal account and retrieve your CMS Portal user ID and password
- Reset your CMS Portal password

If you previously created a CMS Portal account – for example, to complete Assister certification training on the Marketplace Learning Management System (MLMS) - use your existing account to log in. Do **not** create a new one.

1. Determine If You Have a CMS Portal Account and Retrieve CMS Portal User ID

If you believe you already have a CMS Portal account, you may use the self-service **Forgot IDM User ID** link in the “EUA/IDM User ID” login section of the CMS IDM System to retrieve your CMS Portal user ID

Step 1. Access the [CMS IDM System](#) home page and select **Continue** in the “EUA/IDM User ID” section.



The screenshot shows the CMS.gov login page. At the top, there is a header with the CMS logo and the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". Below the header, there is a navigation bar with the CMS.gov logo and a "Help Center" link. The main content area features a yellow banner with an information icon and the text: "We've updated our login to give you more choices. You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place." Below this banner is a blue button labeled "Learn More". Underneath the banner is a purple banner with an information icon and the text: "ID.me and Login.gov are now available sign-in options for new and existing users." The central part of the page is a white box titled "Sign in/Create your CMS account". It contains a sub-header "Sign in/Create your CMS account" and a link to "terms and conditions". Below this, there are four sign-in options, each with an icon, a title, a description, and a "Continue" button. The options are: "Personal Identity Verification (PIV)" with a PIV card icon, "ID.me" with an ID.me icon, "Login.gov" with a Login.gov icon, and "EUA or IDM User ID" with a user icon. The "EUA or IDM User ID" option is highlighted with a yellow border. Below the sign-in options is a section titled "FAQs" with two questions: "How do I know which sign in option to choose?" and "Why does this sign in page look different?".

An official website of the United States government [Here's how you know](#) ▼

CMS.gov [Help Center](#)

⚠ We've updated our login to give you more choices
You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place.
[Learn More](#)

i ID.me and Login.gov are now available sign-in options for new and existing users.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

Personal Identity Verification (PIV)
Existing CMS employees and contractors can securely sign in using their federal PIV card. [Continue](#)

ID.me
For new and existing users that want to create an account or sign in with existing ID.me credentials. [Continue](#)

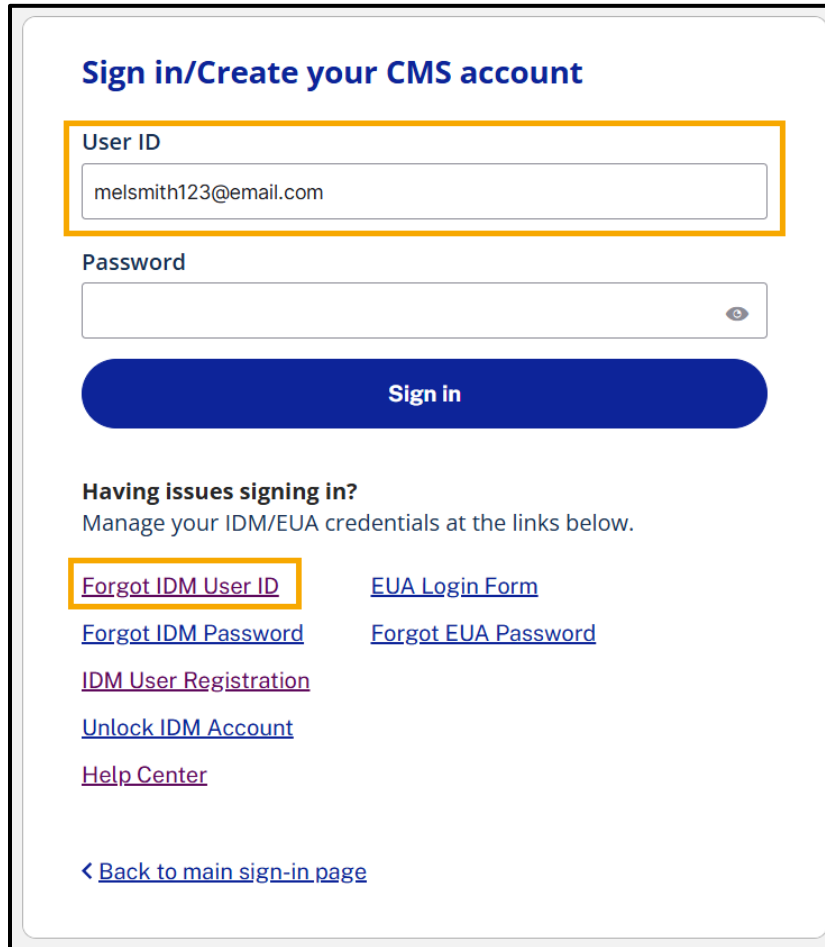
Login.gov
For new and existing users that want to create an account or sign in with existing Login.gov credentials. [Continue](#)

EUA or IDM User ID
Existing users with active EUA or IDM credentials can sign in using their current account. [Continue](#)

FAQs
How do I know which [sign in option](#) to choose?
Why does this [sign in page](#) look different?

Figure 11: CMS IDM System and EUA/IDM User ID Section

Step 2. Enter your name or email address in the **User ID** field and select **Forgot IDM User ID**.



Sign in/Create your CMS account

User ID

melsmith123@email.com

Password

Sign in

Having issues signing in?
Manage your IDM/EUA credentials at the links below.

[Forgot IDM User ID](#) [EUA Login Form](#)

[Forgot IDM Password](#) [Forgot EUA Password](#)

[IDM User Registration](#)

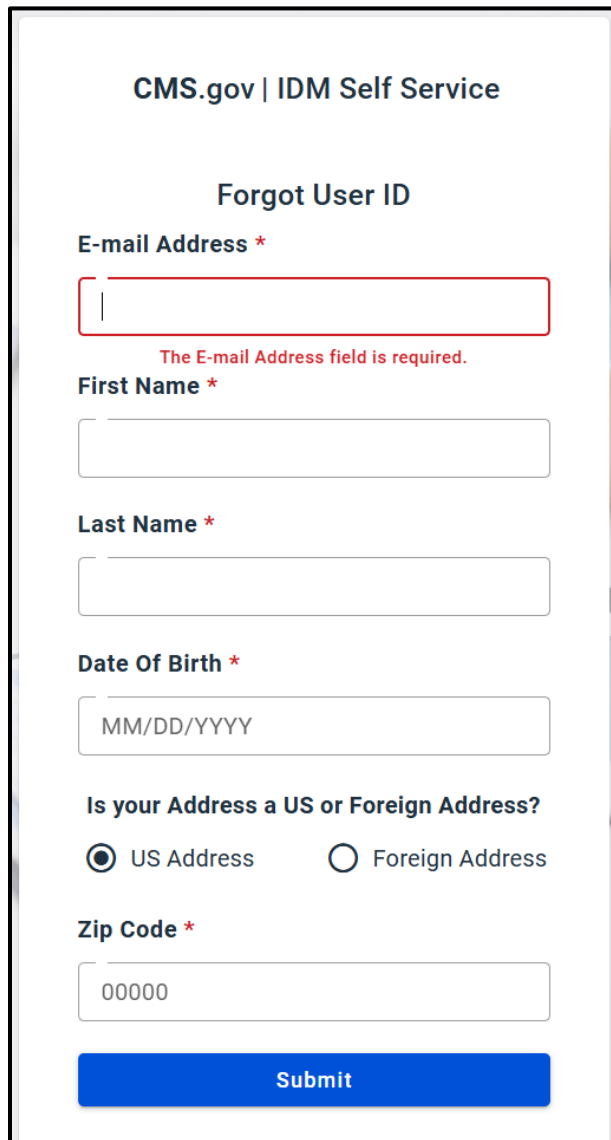
[Unlock IDM Account](#)

[Help Center](#)

[← Back to main sign-in page](#)

Figure 12: CMS IDM System Home Page - Forgot IDM User ID Link

- Step 3.** Enter your email address, name, date of birth, whether your address is U.S. based, and a ZIP code. Make sure you enter the ZIP code and email address you used when you originally created your CMS Portal account.



CMS.gov | IDM Self Service

Forgot User ID

E-mail Address *

The E-mail Address field is required.

First Name *

Last Name *

Date Of Birth *

Is your Address a US or Foreign Address?

☒ US Address ☐ Foreign Address

Zip Code *

Submit

Figure 13: Self-Service "Forgot User ID" Page-

If your email address has changed, please reach out to the CMS Portal Helpdesk at CMS_FEPS@cms.hhs.gov or contact the Marketplace Service Desk at 1-855-267-1515 Monday-Friday from 8:00 AM-8:00 PM Eastern Time.

Step 4. A confirmation message appears indicating that an email has been sent with your user ID.

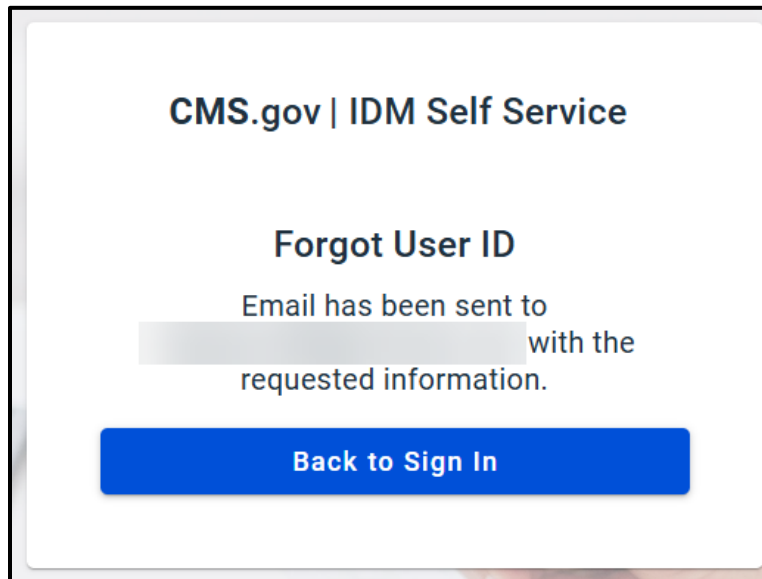


Figure 14: Forgot User ID Email Sent Confirmation

If you do not receive an email, please reach out to [CMS FEPS@cms.hhs.gov](mailto:FEPS@cms.hhs.gov) or 1-855-267-1515 Monday-Friday from 8:00 AM-8:00 PM Eastern Time for assistance.

Step 5. Once you receive your CMS Portal user ID, return to the [CMS Portal](#) home page to sign in.

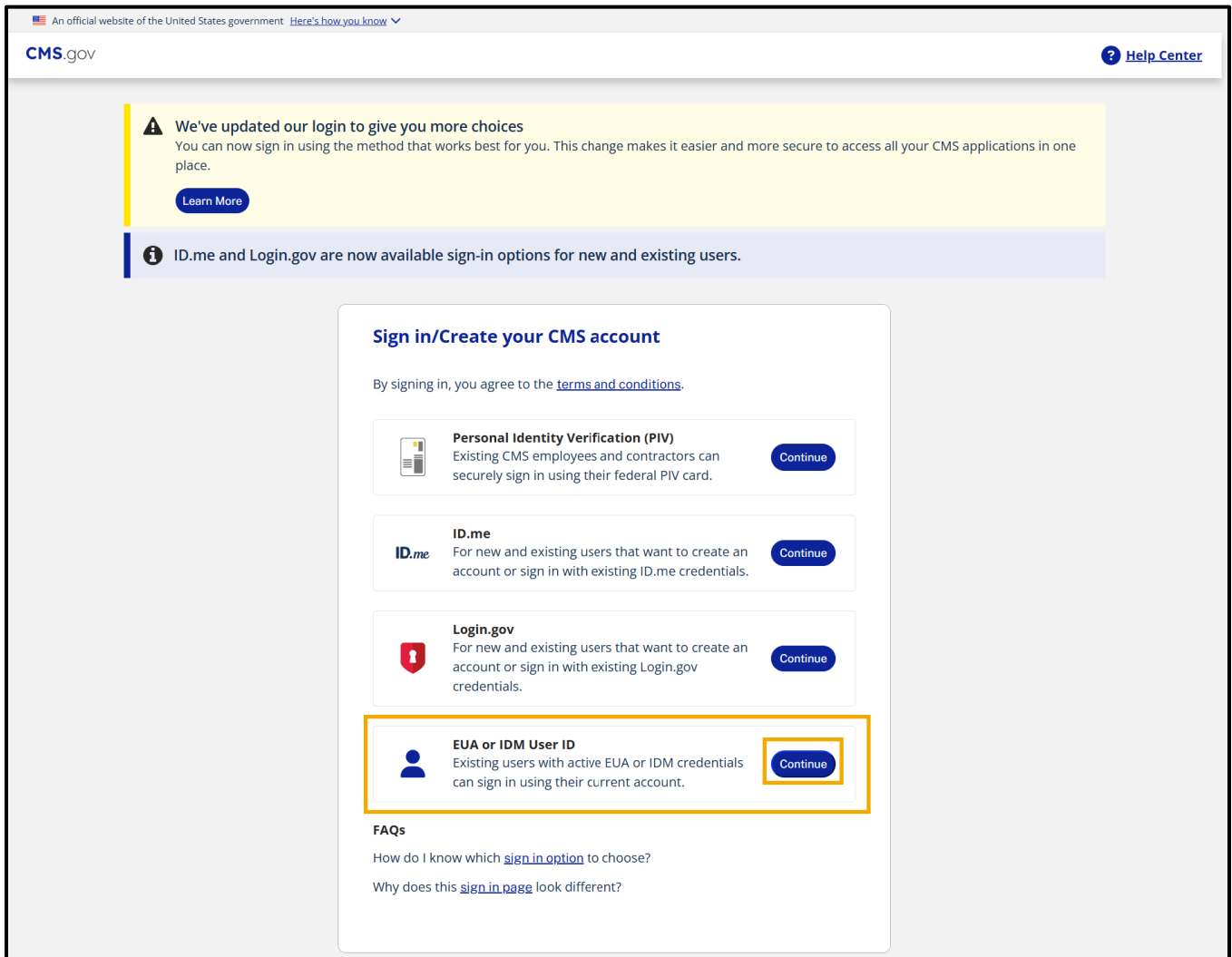
2. Reset your CMS Portal Password

If you have forgotten your password, you may use the **Forgot IDM Password** link in the EUA/IDM User ID login section of the [CMS IDM System](#) to reset it.

Your account will be locked after four unsuccessful sign-in attempts.

To reset your password:

Step 1. Access the [CMS IDM System](#) home page and select **Continue** in the “EUA/IDM User ID” section.



The screenshot shows the CMS.gov login page. At the top, there is a header with the CMS logo and the text "CENTERS FOR MEDICARE & MEDICAID SERVICES". Below the header, there is a navigation bar with the CMS.gov logo and a "Help Center" link. A yellow banner at the top of the main content area contains a warning icon and the text: "We've updated our login to give you more choices. You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place." Below this banner is a blue banner with an information icon and the text: "ID.me and Login.gov are now available sign-in options for new and existing users." The main content area is titled "Sign in/Create your CMS account" and includes a link to the terms and conditions. There are four sign-in options, each with a "Continue" button: "Personal Identity Verification (PIV)" for existing CMS employees and contractors; "ID.me" for new and existing users; "Login.gov" for new and existing users; and "EUA or IDM User ID" for existing users with active credentials. The "EUA or IDM User ID" option is highlighted with an orange border. Below the sign-in options is an "FAQs" section with two links: "How do I know which sign in option to choose?" and "Why does this sign in page look different?"

An official website of the United States government [Here's how you know](#) ▼

CMS.gov [Help Center](#)

⚠ We've updated our login to give you more choices
You can now sign in using the method that works best for you. This change makes it easier and more secure to access all your CMS applications in one place.
[Learn More](#)

i ID.me and Login.gov are now available sign-in options for new and existing users.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

 **Personal Identity Verification (PIV)**
Existing CMS employees and contractors can securely sign in using their federal PIV card. [Continue](#)

 **ID.me**
For new and existing users that want to create an account or sign in with existing ID.me credentials. [Continue](#)

 **Login.gov**
For new and existing users that want to create an account or sign in with existing Login.gov credentials. [Continue](#)

 **EUA or IDM User ID**
Existing users with active EUA or IDM credentials can sign in using their current account. [Continue](#)

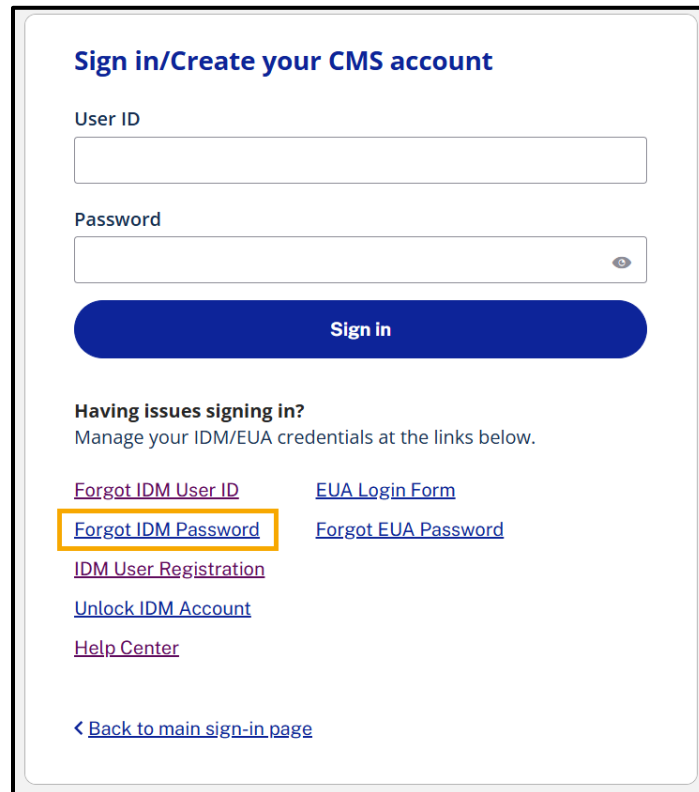
FAQs

How do I know which [sign in option](#) to choose?

Why does this [sign in page](#) look different?

Figure 15: CMS IDM System and EUA/IDM User ID Section

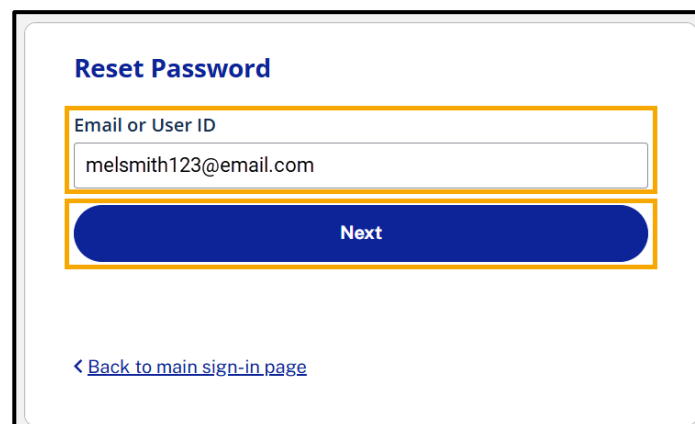
Step 2. On the “Sign in/Create your CMS Account” page, select **Forgot IDM Password**.



The screenshot shows the 'Sign in/Create your CMS account' page. It features a 'User ID' input field, a 'Password' input field with a toggle icon, and a blue 'Sign in' button. Below the button, there is a section titled 'Having issues signing in?' with the text 'Manage your IDM/EUA credentials at the links below.' This section contains several links: 'Forgot IDM User ID', 'EUA Login Form', 'Forgot IDM Password' (highlighted with a yellow box), 'Forgot EUA Password', 'IDM User Registration', 'Unlock IDM Account', and 'Help Center'. At the bottom, there is a link '< Back to main sign-in page'.

Figure 16: Forgot IDM Password Link

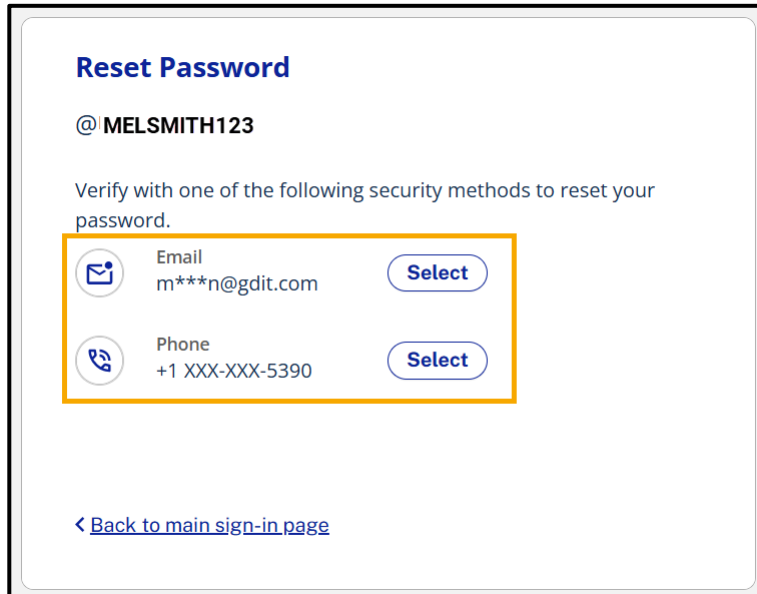
Step 3. Enter your email address or user ID and select **Next**.



The screenshot shows the 'Reset Password' page. It features an 'Email or User ID' input field containing the text 'melsmith123@email.com'. Below the input field is a blue 'Next' button. At the bottom, there is a link '< Back to main sign-in page'.

Figure 17: Reset Password - Enter Email or User ID

Step 4. Select a recovery method. Email is selected by default. Verify the recovery method on the next screen.



The screenshot shows a 'Reset Password' interface for the user '@ MELSMITH123'. It prompts the user to 'Verify with one of the following security methods to reset your password.' Two methods are listed: 'Email' with the address 'm***n@gdit.com' and 'Phone' with the number '+1 XXX-XXX-5390'. Each method has a 'Select' button. A blue box highlights the email option. At the bottom, there is a link to '< Back to main sign-in page'.

Figure 18: Reset Password - Recovery Method

- Step 5.** Follow the instructions sent to your recovery method, answer your security question(s), and create a new password.
- Step 6.** Once your password is reset, return to the [CMS Portal](#) home page to log in.

Version History

Version	Description of Change(s)
July 2026	Initial user guide for existing CMS Portal account users
August 2026	Updated to include ID.me updates