

Commercial Repayment Center Portal (CRCP) Learning Plan

Table 1 – CRCP Learning Plan

ID#	Title	Type	Description
01	Learning Plan	PDF	A printable listing of the courses and their descriptions for the CRCP CBT Learning Plan.
02	Benefits of Using the CRCP	PDF	This course explains the benefits and basic functions of the CRCP.
03	Application Overview	PDF	This course provides a brief overview on how the CRCP can be used to view demand and case/beneficiary information and respond to demands. It includes summary level information on how to get started using the application as well as information on general navigation guidelines. Additionally, it explains how the Account Manager can view open debt reports.
04	PIN Request	PDF	The CRCP requires a two-step process to register and setup a new account: Step 1: PIN Request (performed by the Authorized Representative, or another person on the Authorized Representative’s behalf) and Step 2: Account Setup (performed by the Account Manager). This module reviews the PIN Request process, including the CRCP User Roles and Authorized Representative’s next steps after PIN Request completion. See the "Account Setup" course for information on Step 2.
05	Account Setup	PDF	The CRCP requires a two-step process to register and setup a new account: Step 1: Personal Identification Number (PIN) Request (performed by the Authorized Representative, or another person on the Authorized Representative’s behalf) and Step 2: Account Setup (performed by the Account Manager). This module reviews the Account Setup process. It explains what is required to complete account setup and the steps to follow once the Account Setup has been completed. See the "PIN Request" course for information on Step 1.
06	Account Designee Maintenance	PDF	This course explains how the Account Manager can invite/add individuals (Account Designees) to assist with a CRCP account. It describes how to update Account Designee information and how to re-generate the invitation e-mail. It also explains how to delete Account Designees from an account.

ID#	Title	Type	Description
07	Account Designee Access	PDF	This course explains the basic registration process a new user will follow to become an Account Designee, (i.e., how you will set up your Login ID and Password), and the basic CRCP functions you will access once registered.
08	User and Account Information	PDF	This course explains how an Account Manager or Account Designee can update their personal information, change their Password, retrieve a forgotten Login ID/Password and view account activity and associated Tax Identification Numbers (TINs). It also explains how an Account Manager can update Authorized Representative information.
09	Demands	PDF	This course provides a brief overview of the case recovery process. It explains how to provide a response to a demand by submitting defense documents on the CRCP. It also shows how to view information on previously submitted defenses.
10	Case Information	PDF	This course explains how to view case specific information for a beneficiary included in a demand on the CRCP. It describes how to utilize the Case Information page to see the following case-related information: beneficiary, demand, employer and insurer, financial, letter activity, defense history and submitted documents.
11	Request Letter Access	PDF	This course will explain how to use the Request Letter Access process to associate data related to a letter to your CRCP account. This course will also explain how to remove letter information that was incorrectly associated to your CRCP account.
12	Electronic Payments	PDF	This course will explain how CRCP users can initiate payment. Users will be directed to Pay.gov with the payment amounts that can be paid using ACH (banking account information), debit card, and PayPal. This course also informs users that credit card payments are not currently accepted.
13	Multi-Factor Authentication	PDF	This course will explain the steps the user, a beneficiary and non-beneficiary user must take to be able to view unmasked case information in the CRCP.

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