



## QUICK REFERENCE GUIDE: PLAN YEAR 2024 Device Configuration Requirements

This document provides an overview of the device and browser settings required to access the Marketplace Learning Management System (MLMS) on the various devices supported by the system.

### MLMS currently supports:

- iPhone and iPad (Safari and Chrome)
- Android Phones and Tablets (Chrome)
- Windows PC's (Chrome, Edge, Firefox)
- Apple computers (Chrome, Edge, Firefox)

The basic device and browser requirements are all the same:

- Devices must be updated to the latest operating system and browser version.
- Browsers must be configured to permit pop-up windows.
- And, though not required, you may have a smoother user experience if you clear your browser's cache prior to launching a course.

Below are links to the instructions for how to set the pop-up configuration as well as how to clear your browser's cache.

### Pop-up windows

You must set your browser to NOT use (disable) its pop-up blocking feature. **Pop-up blockers must be deactivated.** Look below for instructions for your specific device and browser as each will have different steps to adjust this setting. NOTE: While you will log in and access MLMS training via the CMS Portal at <https://portal.cms.gov> you will disable the pop-up blocker for <https://mlms.csod.com>.

Android Devices (tablets or phones)

[Chrome](#)

Ipad/Iphone

[Chrome](#)

[Safari](#)

PC/Mac

[Chrome](#)

[Edge](#)

[Firefox](#)

[Safari](#)



## QUICK REFERENCE GUIDE: PLAN YEAR 2024 Device Configuration Requirements

### Clearing Browser Cache

If you experience any issues with the page loading or courses launching, try clearing your cache.

Android Devices (tablets or phones)

[Chrome](#)

Ipad/Iphone

[Safari](#)

[Chrome](#)

PC/Mac

[Chrome](#)

[Edge](#)

[Firefox](#)

- Be aware that some organizations restrict browser configurations or have a firewall which means you may encounter issues when using their device or network. If this is the case you will need to use a different device or network.
- If you contact the MLMS Help Desk you will need to provide basic information about your computer system. For example, the operating system (Windows or MAC) and browser (Edge, Chrome or Firefox).
- As a general rule, it is a good practice to take a screenshot of the last page of a course, be certain to include the full page showing your name of the screen to show that you have successfully completed the course. Please do not repeat a course if you have already completed it. Simply take a screen shot as evidence of completion. The Help Desk can use that as verification of completion and manually mark the course “complete” for you.
- MLMS HelpDesk Contact: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)