DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
Office of Technology Solutions

Enterprise User Administration Front End Interface (EFI)

New Users Guide

June 6, 2019

Version 2.8

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1.0 INTRODUCTION TO EFI

EUA Front-End Interface (EFI) is a web interface which allows users to request access to the Centers for Medicare & Medicaid Services (CMS) network, application, and facility resources. In order to access the website, the user must first register for an account. EFI then provides the user the ability to fill out an access request form (HHS-745) online to obtain a new CMS ID. **EFI is only supported in Google Chrome v69+ or IE Explorer 9+ browsers.**

This document guides the user through the registration process, login process, username and password management process, how to export the HHS-745 pdf form, and how to request a PIV Card when a user is already registered in EFI and has an existing CMS ID in Enterprise User Administration (EUA).

There are four distinct user categories in the application when going through the PIV request process. Each is described below with some data points needed for each user category.

CMS Employee category is for new employees going through the onboarding process, as well as, CMS Commission Corps joining CMS. Both are referred to as CMS employees. CMS employees interact with the Human Resources (HR) department to determine when they should fill out the access request form as well as what admin code they will be requiring in order to onboard at CMS. In order to complete an Access Request as a CMS Employee, you must know your Admin Code, CMS Region/Facility, and if you are a manager or not.

Contractor users make up the majority of the population at CMS. These contractors come from many different companies and work on different contracts. EFI is able to dynamically search contracts and companies to ensure proper data entry. In order to complete the Access Request form as a contractor, you must know your CMS Region/Facility, Company, Contract Number (if applicable), PIV training documentation (if applicable) for PIV requests only, provided by your company.

Federal Agency users can fill out the Access Request form similar to many users but in most cases already have a Personal Identity Verification (PIV) credential. In order to complete an Access Request as a Federal Agency user, you must know your CMS Region/Facility, Federal Agency you work for, and the User Principal Name (UPN) from your PIV card/Common Access Card (CAC).

Business Partner is a user category that encompasses those that partner with CMS for critical transactions tied to the CMS mission. In order to complete an Access Request as a Business Partner: you must know your assigned CMS Region/Facility and your company specific information such as Plan Number if you are of type HPMS/HICS.

2.0 THINGS YOU NEED TO KNOW BEFORE REGISTERING

Please log into EUA and go to "Modify My Profile" to verify your information is correct. It is very important that this information is accurate. You **must** use the primary email address listed in EUA when registering in EFI. If you modified your EUA profile, please wait until the next day to continue your registration. If you cannot modify your EUA profile please request to your CAA to update the information for you.

Information your Federal Approver/CMS COR must provide to you:

Category: _____

Type: _____

Region: _____

Full Contract Number (including Task Order): _____

You may also find this how to video Helpful

STOP !!! If you do not have the above information do not proceed !!!

Note: If you previously had a EUA ID please verify that it has been properly deleted and not labeled with a status of REVOKE since this will cause issues when applying for a new EUA ID. Please contact the First Approver/ CMS COR to coordinate the deletion with the CAA in EUA before continue the new request in EFI.

3.0 REGISTER IN EFI

The registration process requires the user to first respond to the question, “Do you already have a CMS USERID?

As a new user of EFI, your answer will be “No”. The user is required to enter a desired username, password, first name, last name, and an email address. The user will also be required to enter their email address a second time. After the user clicks the “Sign Up” button, the user will receive an email message containing a link to verify the user’s ownership of the email address and to enable (activate) the EFI account.

Note: If you entered a personal email address this will be used in order to notify you during the approval process and also to create your new CMS ID in EUA. If you have an email from your company is recommended to use it.

1. Click **Register** from EFI login page (***EUA-EFI Home Page***).
2. Select the **No** radio button to answer the question, “Do you already have a CMS USERID?”

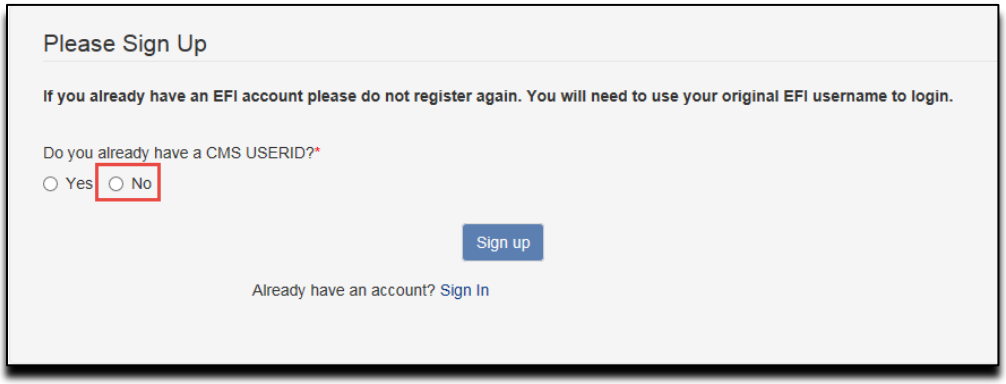


Figure 1: Register – Provide answer to “Do you have a CMSID”

3. Enter the personal information requested by the **Please Sign Up** form.
4. After you finished filling in all the required fields, click the **Sign up** button.

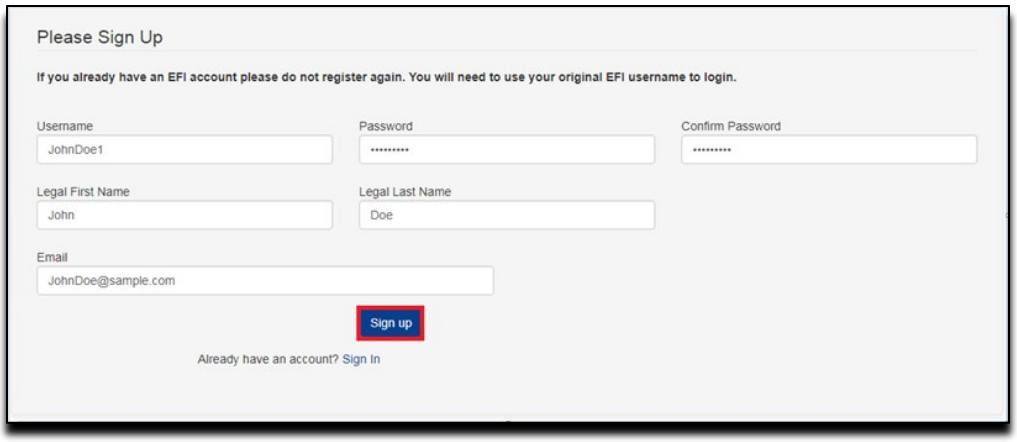


Figure 2: Register - Complete Sign up Form

5. You will be directed to main HOME page with a confirmation that you successfully have registered and to follow the instructions from the automated email to activate (enable) your EFI account. Please check your JUNK or SPAM folder if you have not received the email directly in your INBOX.

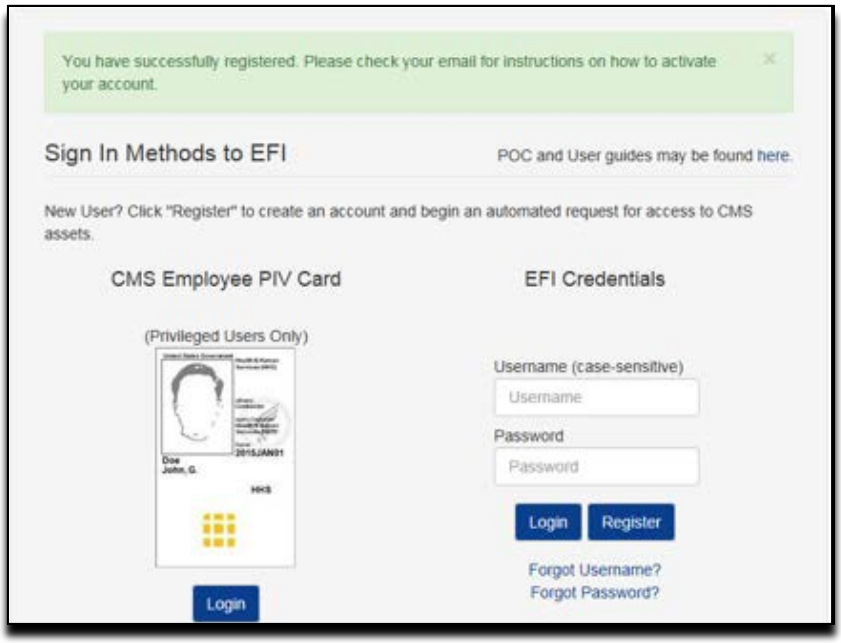
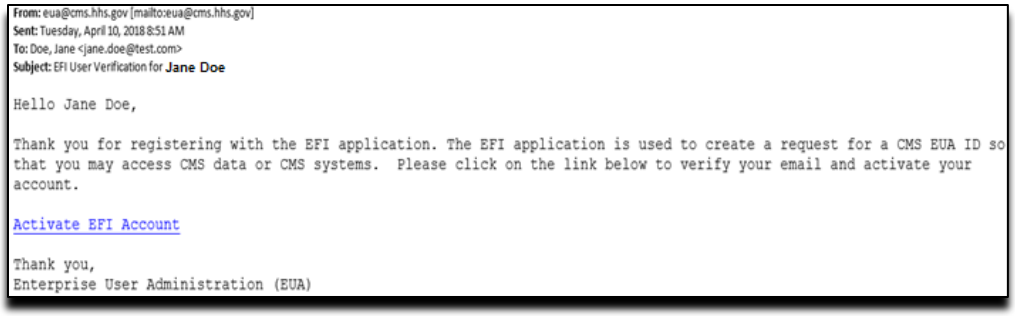


Figure 3: Register - Confirmation of Successful Registration

6. Click the **Activate EFI Account** link provided within the email:

Note: Do not use this link to login to EFI. Please open a new browser and enter the URL manually.



From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Tuesday, April 10, 2018 8:51 AM
To: Doe, Jane <jane.doe@test.com>
Subject: EFI User Verification for **Jane Doe**

Hello Jane Doe,

Thank you for registering with the EFI application. The EFI application is used to create a request for a CMS EUA ID so that you may access CMS data or CMS systems. Please click on the link below to verify your email and activate your account.

Activate EFI Account

Thank you,
Enterprise User Administration (EUA)

Figure 4: Register - EFI User Verification Email

7. You will be directed to the EFI login page with the following confirmation message "Your account is now verified and active."
8. This concludes the Registration process. You will be able to use your username and password to Log- in EFI.
9. Reference ***Login with Username/Password*** section for steps on how to Login with Username / Password.

4.0 FORGOT USERNAME

The "Forgot Username" process allows the user to recover their username. The user must provide their first name, last name, and one of three methods to provide the third item of information – CMSID, SSN, or Email. If there is match in the EFI system, an email message containing the user's username will be sent to the user.

Note: Please be aware that EFI entries are case-sensitive (upper/lower cases) so you will need to enter the information exactly as you did at registration.

Note: In order to use the CMSID method the user also should have a previous EFI account. Users that have an existing EUA ID but they just registered for a new EFI account won't be able to use the CMSID method.

1 **CMSID Method**

a. Click the **Forgot Username?** Please use link provided on the EFI login page (Figure 5).
b. Enter your First Name, Last Name, and select CMSID as the identify verification method.
c. Enter your CMSID and then click the **Recover Username** button.

Note: Please be aware that the First Name and Last Name will need to be entered exactly as you did during registration otherwise the system won't find your record.

Note: The user is required to enter a CMS ID (active) from EUA in the field. The user should also have a previous EFI account in order to match the information in the system.

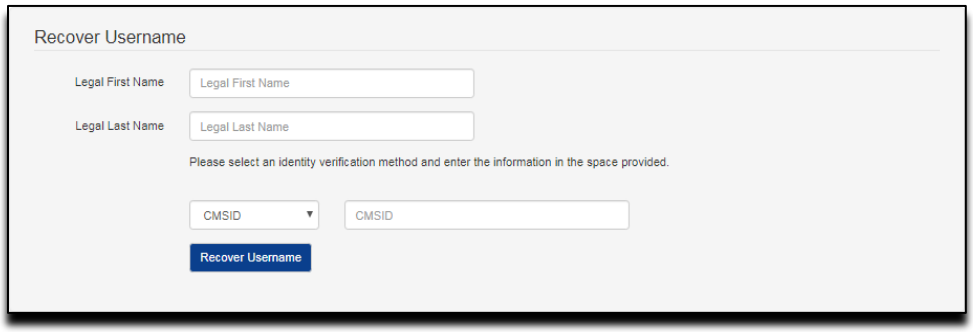
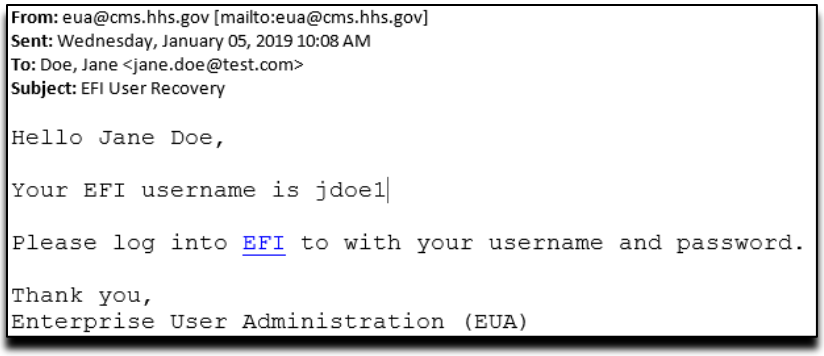


Figure 5: Forgot Username - EFI CMS ID identity verification method – Recovery Username page

d. You will receive an email at the email address you provided containing your EFI Username:


From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Wednesday, January 05, 2019 10:08 AM
To: Doe, Jane <jane.doe@test.com>
Subject: EFI User Recovery

Hello Jane Doe,

Your EFI username is jdoe1

Please log into EFI to with your username and password.

Thank you,
Enterprise User Administration (EUA)

Figure 6: Forgot Username - EFI Username Recovery email - CMSID identity verification method

2 SSN Method

If you select the SSN method, you will need to provide the following information: First Name, Last Name, and your SSN for the fields in the "Recover Username" form and then click the **Recover Username** button. For the SSN field you can enter the SSN number with the following format including dashes (xxx-xx-xxxx) or just the SSN number without dashes (xxxxxxxxx).

Note: Please be aware that the First Name and Last Name will need to be entered exactly as you did during registration otherwise the system won't find your record.

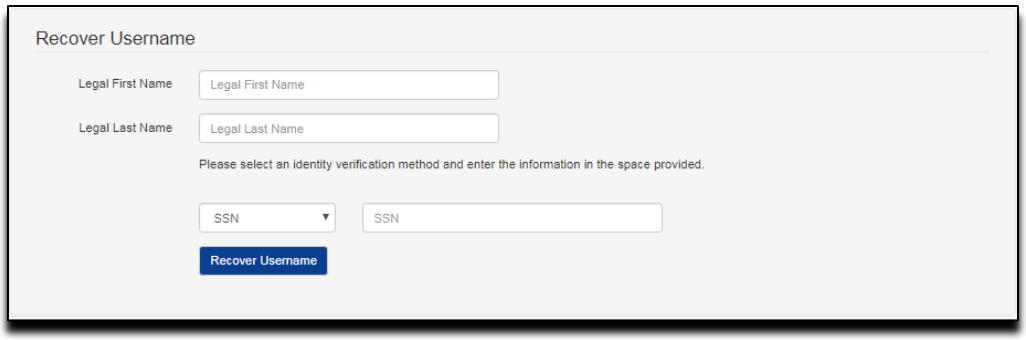
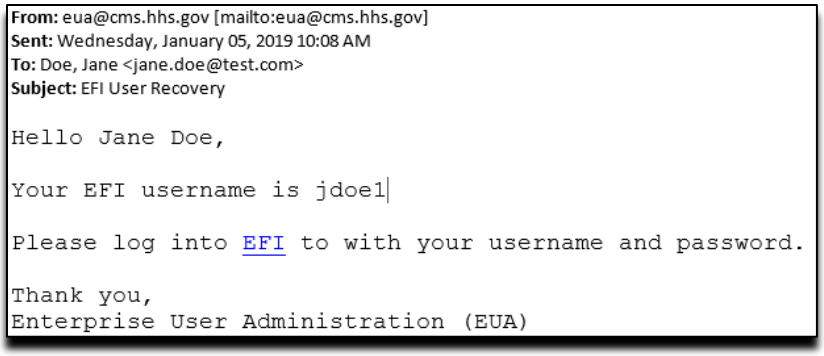


Figure 7: Forgot Username - EFI SSN identity verification method – Recovery Username page

a. You will receive an email at the email address you provided containing your EFI Username:


From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Wednesday, January 05, 2019 10:08 AM
To: Doe, Jane <jane.doe@test.com>
Subject: EFI User Recovery

Hello Jane Doe,

Your EFI username is jdoe1

Please log into EFI to with your username and password.

Thank you,
Enterprise User Administration (EUA)

Figure 8: Forgot Username - EFI Username Recovery email - SSN identity verification method

3 Email Method

If you select the Email method, you will need to provide the following information: First Name, Last Name, and the Email address used during registration and then click the **Recover Username** button.

Note: Please be aware that the First Name and Last Name will need to be entered exactly as you did during registration otherwise the system won't find your record.

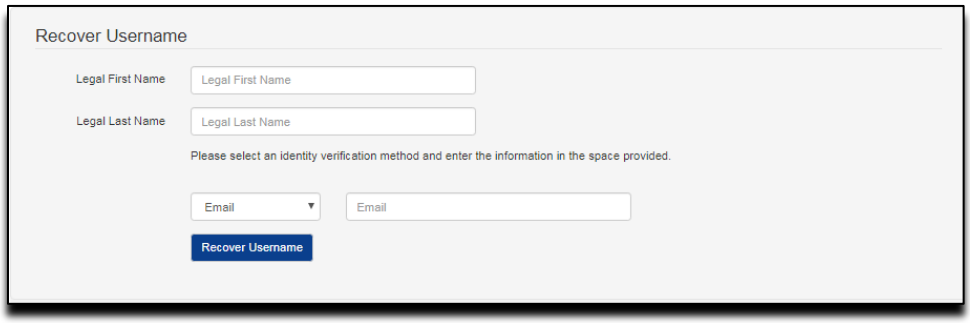
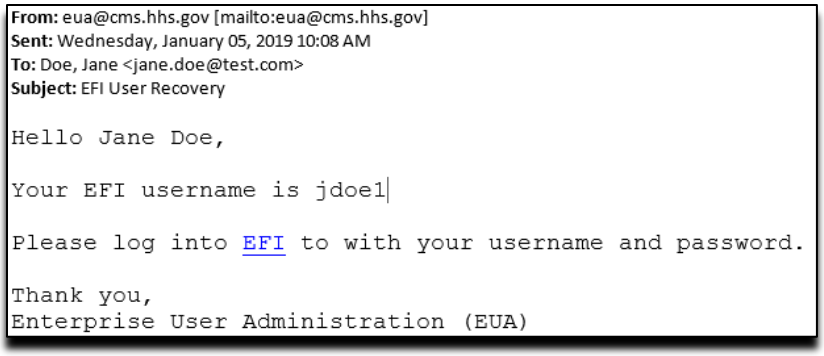


Figure 9: Forgot Username - EFI Email identity verification method – Recovery Username page

a. You will receive an email at the email address you provided containing your EFI Username:



From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Wednesday, January 05, 2019 10:08 AM
To: Doe, Jane <jane.doe@test.com>
Subject: EFI User Recovery

Hello Jane Doe,

Your EFI username is jdoe1

Please log into EFI to with your username and password.

Thank you,
Enterprise User Administration (EUA)

Figure 10: Forgot Username - EFI Username Recovery email - Email identity verification method

5.0 FORGOT PASSWORD

The "Forgot Password" process allows the user to reset their password. The user must provide their EFI username and the email address used during registration. If there is match in the EFI system, an email message containing a link to reset the password will be sent to the user.

Note: Please be aware that EFI is case-sensitive (upper/lower cases) so you will need to enter the information exactly as you did at the registration process.

1. Click the **Forgot Password?** Link from the EFI login page (EUA - EFI Login Page).

   Enter your Username and Email address in the "Recover Password" form and then click the **Recover Password** button.

Note: Please be aware that the Username and Email will need to be entered exactly as you did during registration otherwise the system won't find your record.

Figure 11: Forgot Password – Recover Password page

2. You will receive an email at the email address you provided containing a link to reset your password:

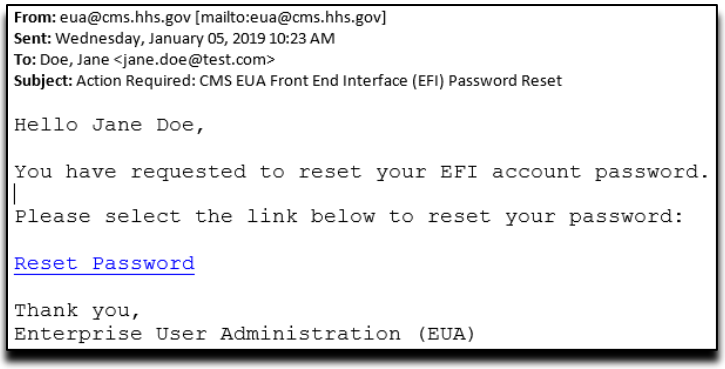


Figure 12: Forgot Password - EFI Password Reset Email

3. Reference Reset Password section for steps on resetting your password.

6.0 LOGIN WITH USERNAME/PASSWORD

The "Login with Username/Password" process requires the user to provide their EFI username and password and accept the Department of Health and Human Services (HHS) Warning message. After a successful login, the user will be directed to the EFI Home Page.

Note: Please be aware that EFI is case-sensitive (upper/lower cases) so you will need to enter the information exactly as you did at the registration process.

1. From the EFI login page (EUA - EFI Login Page) enter your EFI Username and Password under the **EFI Credentials** section and then click the **Login** button.

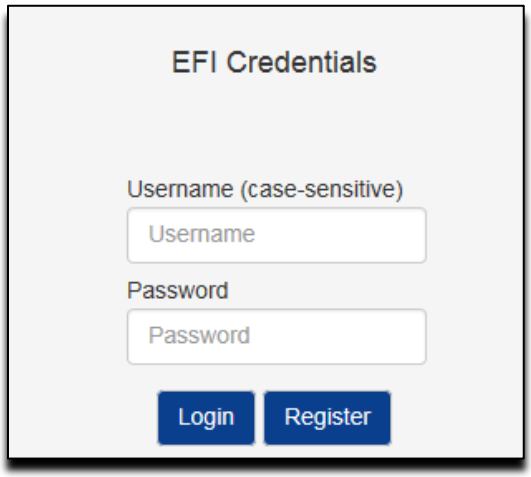


Figure 13: Login with Username/Password – EFI Credentials section

2. At the **WARNING** pop-up message, click the **Agree** button once you are ready to continue.

3. A successful login will take you to the EFI Home page which will display "Welcome to the CMS Network, Application, & Building Access Request Application!"

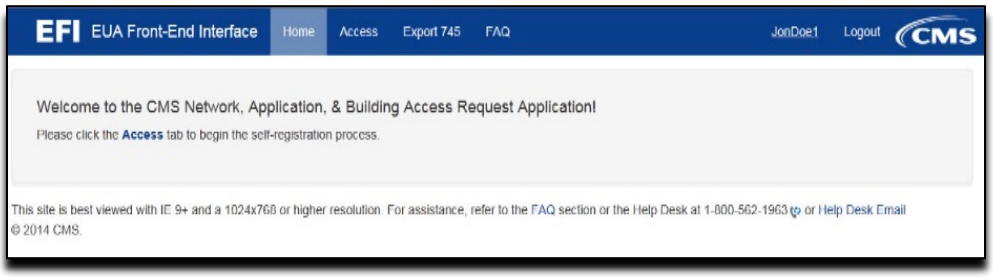


Figure 14: Login with Username/Password – EFI EUA Front-End Interface Home Page

6.1 Update EFI Email Address

The EFI system allows the user to update their email address setup from their Username. The user will only be able to perform the update after a successful login.

1. From the EFI Home Page the user should click on the Username on the top menu.

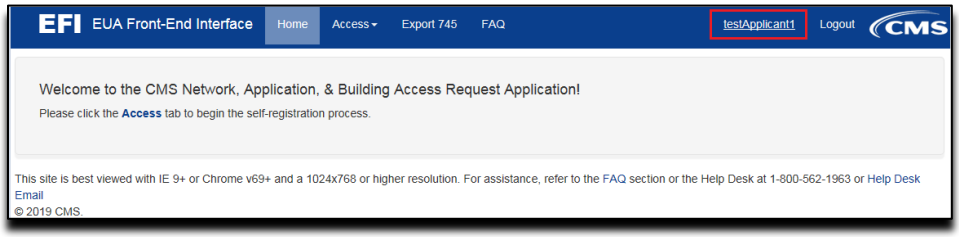


Figure 15: Update EFI Email Address – EFI EUA Front-End Interface Home Page

2. In the Account Details page please click the **Change Email** link to update the email address.

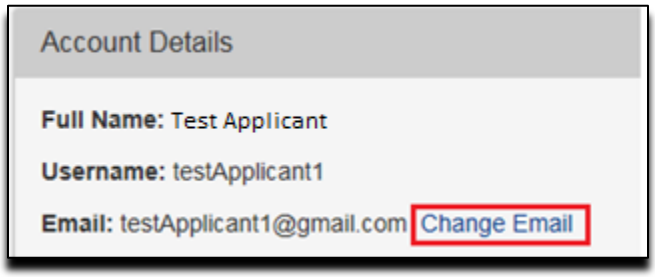


Figure 16: Update EFI Email Address – Account Details Page

3. In the Change Email page enter the new email address in both fields. Once you finished please click the **Change Email** button or the **Cancel** button to go back to the Account Details Page.

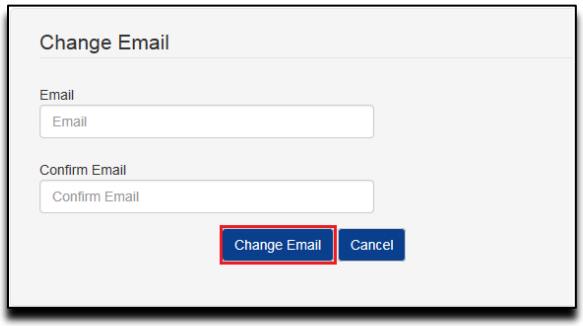


Figure 17: Update EFI Email Address – Change Email Page

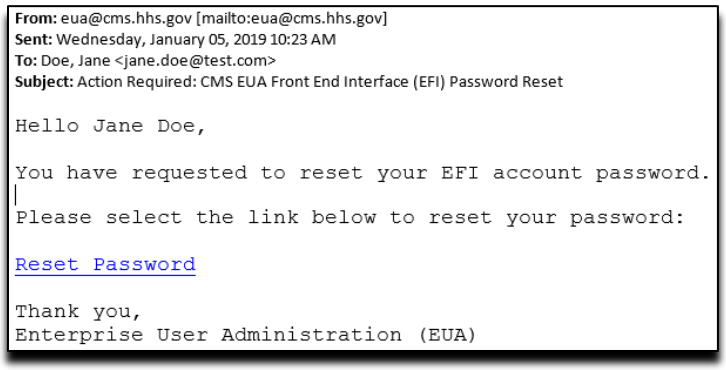
7.0 RESET PASSWORD

The “Reset Password” process allows the user to provide a new password for their account. Once the user completes the Forgot Password process, they will receive an email message containing a link to initiate the “Reset Password” process. After clicking the “Reset Password” link, the user will be directed to the EFI page where they can enter their username and a new password.

Note: The password must be between 8-24 characters long and must contain at least one uppercase letter, one lowercase letter, and one special character. Please do not use previous 6 passwords.

1. Refer to the Forgot Password Section of this document for instructions on how to initiate password reset.
   Once you receive the EFI Password Reset email, click the **Reset Password** link within the email.

Note: Do not use this link to login to EFI. Please open a new browser and enter the URL manually.


From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Wednesday, January 05, 2019 10:23 AM
To: Doe, Jane <jane.doe@test.com>
Subject: Action Required: CMS EUA Front End Interface (EFI) Password Reset

Hello Jane Doe,

You have requested to reset your EFI account password.

Please select the link below to reset your password:

Reset Password

Thank you,
Enterprise User Administration (EUA)

Figure 18: Reset Password - EFI Password Reset Email

2. Complete the “Reset Password” form and then click the **Change Password** button.

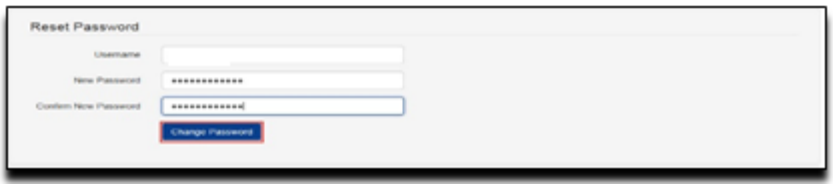


Figure 19: Reset Password - Reset Password Form

3. Verify the “Password has been successfully changed” message on the EFI login page.
4. You will receive an EFI User Change email confirmation message that your password has been updated.

8.0 NEW USER REQUEST

The "New User Request" process provides the user the ability to request a PIV card.

NOTE: At times you may encounter issues with the page not refreshing with new data as expected. This is frequently attributed to Internet Explorer holding the original web page, with all the data, in the cache and not releasing it. Please refer to How to Clear Cache in Internet Explorer Browser to resolve this issue.

From the EFI login page (EUA - EFI Login Page) enter your EFI Username/Password (EFI is case – sensitive).

Note: Reference to Login with Username/Password section for steps on how to Login with Username / Password.

1. Click the Access menu and then click **New User Request**.

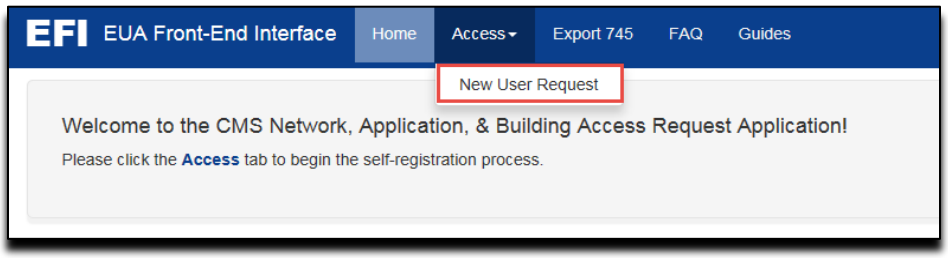


Figure 20: New User Request menu

2. The Access Request contains four sections of details where you will be required to provide information needed to grant access. The information will vary based on whether you are a Contractor, CMS/Federal Agency Employee, or Business Partner.

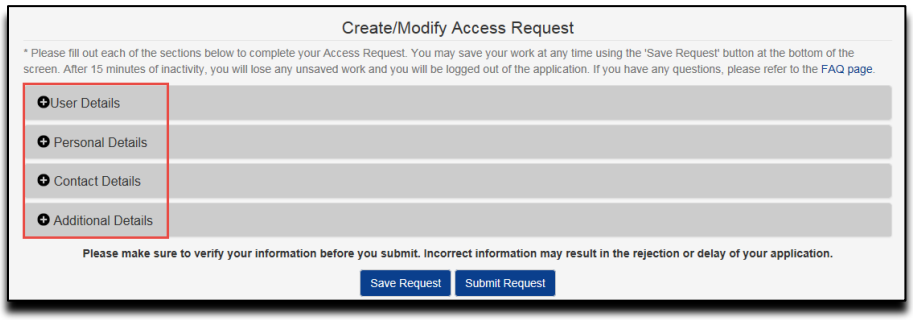


Figure 21: Access Request Details

3. Contractors and Federal Agency Employees are specifically asked if they have a PIV from another agency. If the answer is Yes, the UPN value is needed. A link to help documentation on how to capture your UPN from internet explorer is provided. Contractors also have to provide the PIV-issuing Agency name.

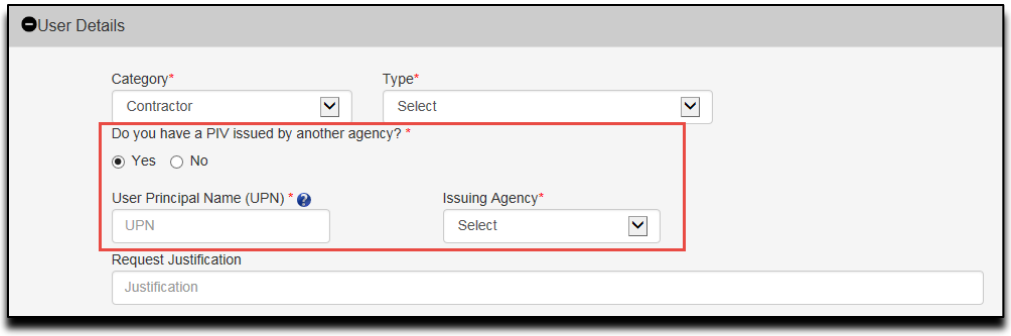


Figure 22: New User Request – PIV Issued by another Agency

4. Please review the Access Request form and fill out any missing data in the remaining sections.

   To expand a section, click the + button to the left of the section header (see Appendix A for mores samples). Required information is identified by a red asterisk (*)

5. In the "Additional Details" section, you will need to upload required documentation based on whether you are a Contractor or CMS/Federal Agency Employee.
   - Contractors are required to upload their PIV Training Certificate, Resume, and *signed* Declaration for Federal Employment form (OF-306). A link is provided to the CMS Contracting Policy and Resources web page where the documentation and training information is located.
   - CMS or Federal Agency Employees are required to upload their PIV Training Certificate

Note: You must manually sign the OF-306 before uploading the document. Digital signatures are not accepted.

Note: The maximum file size of each uploaded document is 4MB.

Note: If you are a contractor please make sure you upload the required information for a PIV card. We recommend to save the documents with your last name with file extension. (examples: lastname.jpg or lastname.png or lastname.tiff or lastname.pdf)

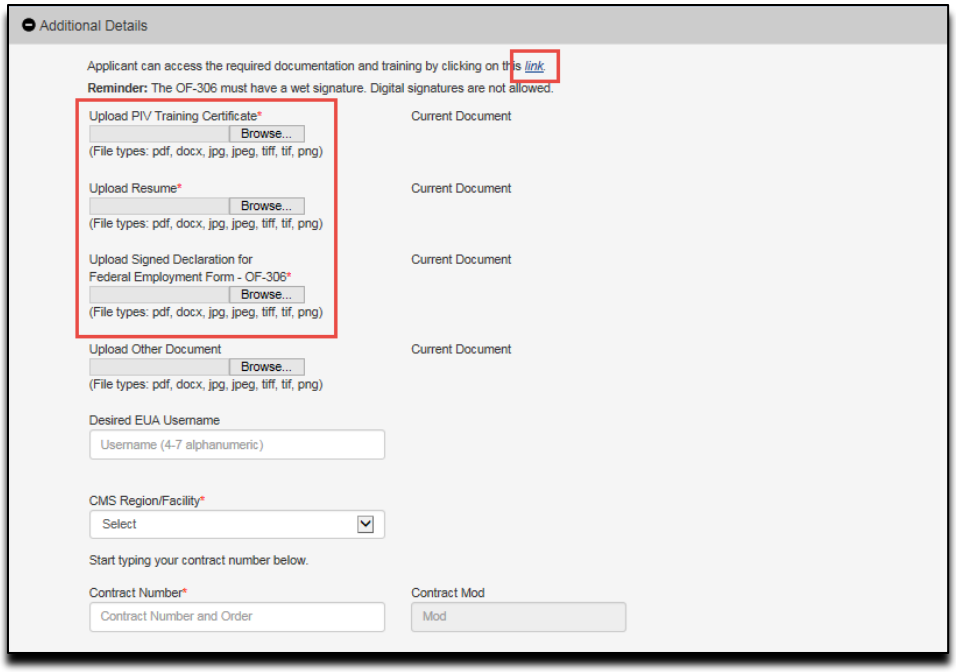


Figure 23: New User Access Request–Additional Details section where user will upload the Required Documentation

6. HPMS Business Partners will have to select a Consultant Type from the list of values. EFI will populate the Company Name and, if an association exists, the Plan Number(s) as well. You will not be able to edit these values if EFI adds them from an association.

Note: If the option Direct Plan Employee is selected please search for the Company Name by entering part of the word of the company and this will display a list of companies.

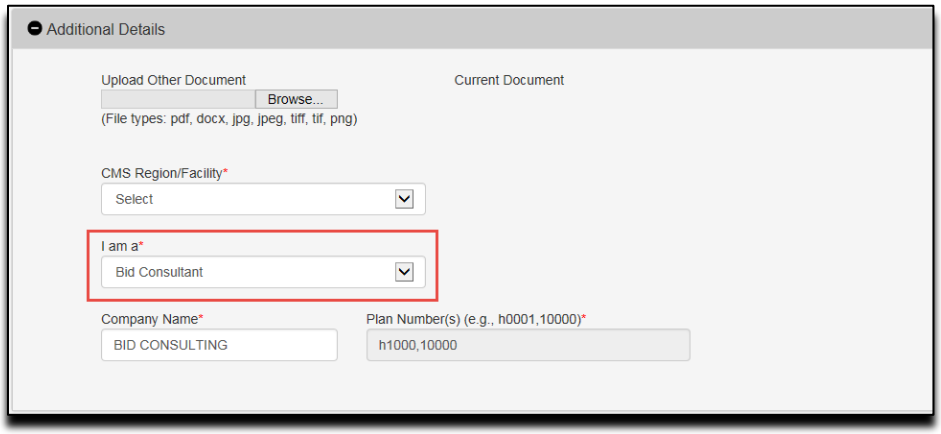


Figure 24: New User Access Request–HPMS Business Partner Consultant Type Selection Drop Down

7. In order to save your input data and work on it at another time, click the **Save Request** button at the bottom of the form.

8. After you have completed the information request, please review it for accuracy and enter your Social Security Number (SSN) in both required fields under Personal Details section before you click the **Submit Request** button.

Note: The form requires you enter the SSN in the following format "xxx-xx-xxxx" Please be sure to add the dashes.

Figure 25: New User Request/Update PIV – SSN field

If you receive, **"Form not saved. Please correct errors and try again"** message, you will need to correct any input errors from the sections that has a red mark and then go to Personal Details section to re-enter your SSN in both required fields before you click the **Submit Request** button again in order to submit your Access Request.

Note: If you already entered your SSN number in both fields under Personal Details and you are ready to submit your request then click "Submit". Please do not click the Save Request button because this will remove the SSN from the second field under the Personal Details section and also the required documents under Additional Details.

9. In order to see the errors just click the **+** button to the left of each of the section header to correct them.

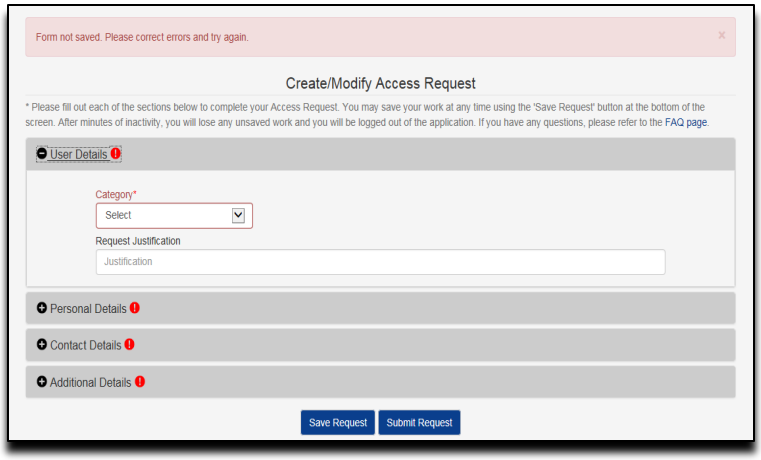


Figure 26: New User Request – Form not saved, Please correct errors

10. Once you have verified that all the information in each of the sections is correct then, continue with the submission of your request by clicking the **+** button to the left of the Personal Details section header to re-enter your SSN and then click the **Submit Request** button. A pop-up to sign your HHS-745 form will show. Once you have finished signing, click the **Confirm and Submit Signature** button to continue.

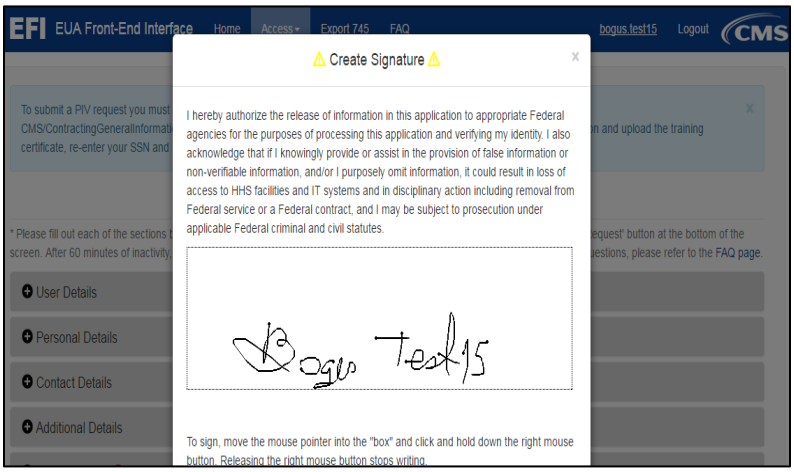


Figure 27: New User Request – Confirm and Submit Signature

At the "Confirmation of Submission" pop-up, click the **Confirm and Submit** button once you are ready to continue. Otherwise, click the **Cancel** button if you want to go back to your application request.

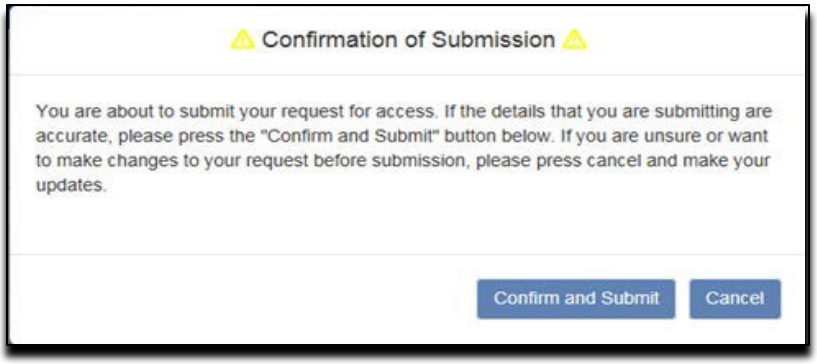


Figure 28: New User Request – Confirmation of Submission

You will be directed to the Status page showing a summary of your input and the status of your request.

Note: If you need to know the status of your request, first login to EFI (refer to Login with Username/Password section for steps on how to Login with Username/Password) click Access, and then click on the New User Request Menu. The request status is provided at the top of the request form. If you have further questions regarding your request, please contact your Federal Approver/COR or your point of contact from your onboarding Company.

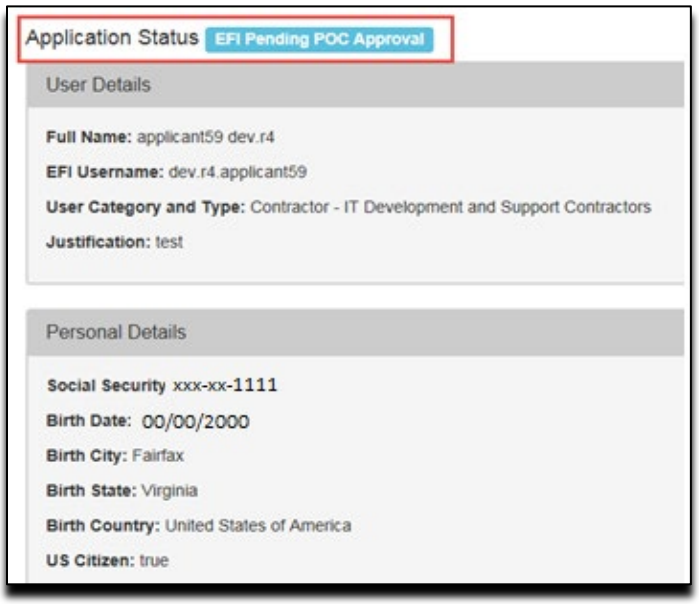


Figure 29: New User Request – Status after Submission

9.0 ACCESS REQUEST RETURN FOR MODIFICATION

The "Access Request Return for Modification" process provides the general steps on how the user will need to review the specific section(s) in the online form, to correct any errors and then resubmit the request for approval. The user must verify each of the marked sections in red and make all the necessary corrections, based on the selected role, before submitting the request.

For a contractor, once the user re-submits the request it will be reviewed by the contract Point of Contact (POC) or a user with Approval Authority for that contract. The POC will default to the POC of that contract as listed in SAM.gov. After the POC approves the request, the form will be reviewed by the Federal Approver/Contract Officer Representative (COR) and the user will then receive an email notification.

For all other users (CMS Employee, Federal Agency, and Business Partner), once the request is submitted it will be reviewed by the Federal Approver/COR and the user will then receive an email notification.

Note: If the contract does not have a POC or Approval Authority assigned then the request will be reviewed by the Federal Approver/COR and the user will then receive an email notification.

Note: Please be aware that only you can see the reason for the Return for Modification in your application. Please contact your Federal Approver/COR with any questions.

1. From the EFI login page (EUA - EFI Login Page) enter your EFI Username/Password (EFI is case – sensitive).

   Note: Reference the Login with Username/Password section for steps on how to Login with Username / Password.

2. Click the **Access** tab from the EFI Home page or from the EFI top menu **Access > New User Request**

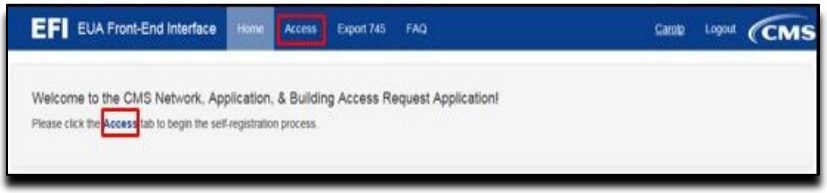


Figure 30: Access Request Return for Modification - Access Tab

   Please review the form and correct any errors in the sections marked in red for User Details, Personal Details, Contact Details, Additional Details.

   Note: The information will be provided by your Onboarding Company or CMS COR.

3. To expand a section in order to review and correct the error (s) please click the **+** button to the left of the section header (see Appendix A for mores samples).

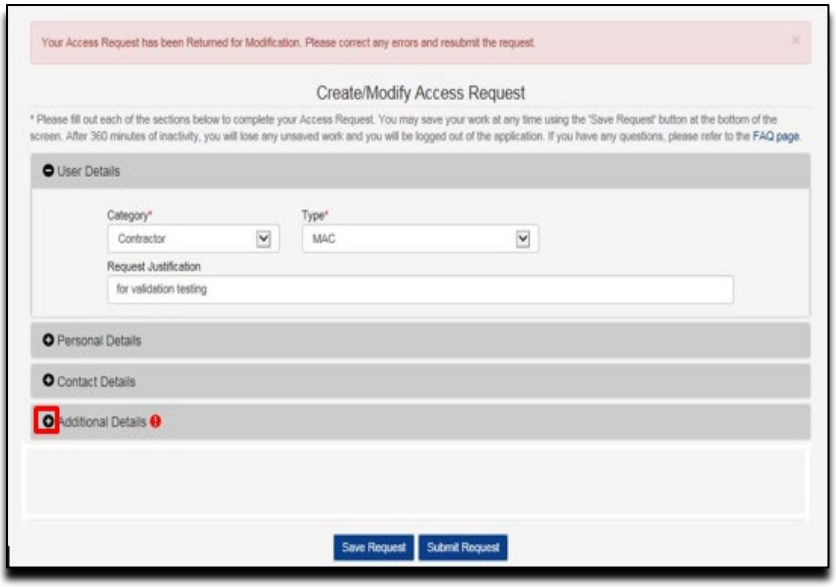


Figure 31: Access Request Return for Modification – Expand Error

Once you have updated the marked section(s) with the correct information, please review it for accuracy and enter your Social Security Number (SSN) in both required fields under Personal Details section before you click the **Submit Request** button.

Note: If you already entered your SSN number in both fields under Personal Details and you are ready to submit your request then click "Submit". Please do not click the Save Request button because this will remove the SSN from the second field under the Personal Details section and also the required documents under Additional Details.

4. Create your signature then **Confirm and Submit** the request.

5. You will be directed to the Status page showing the result of your submission and the status of your request.

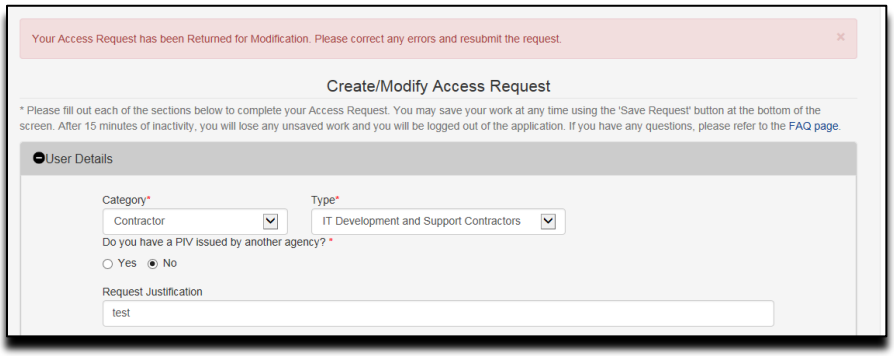
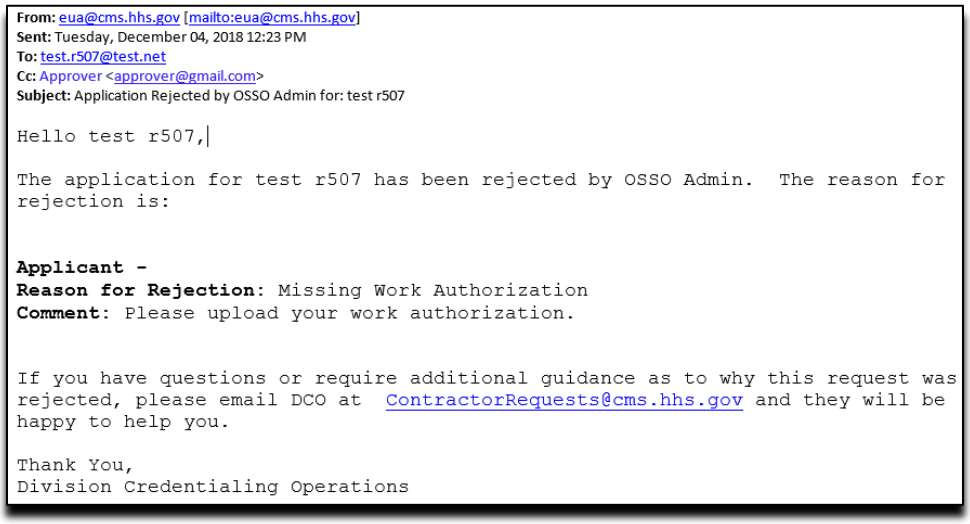


Figure 32: Access Request Return for Modification – Status for CMS Employee, Federal Agency & Contractor roles

10.0 OSSO-REJECTED ACCESS REQUESTS

The OSSO (Badging Office) may discover an issue with your application request and return it to you for corrections. This process differs from the Return for Modification process.

1. You should have received an email notifying you of the rejection. Your Federal Approver/COR will be copied on this notification.



From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Tuesday, December 04, 2018 12:23 PM
To: test.r507@test.net
Cc: Approver <approver@gmail.com>
Subject: Application Rejected by OSSO Admin for: test r507

Hello test r507,

The application for test r507 has been rejected by OSSO Admin. The reason for rejection is:

Applicant -
Reason for Rejection: Missing Work Authorization
Comment: Please upload your work authorization.

If you have questions or require additional guidance as to why this request was rejected, please email DCO at ContractorRequests@cms.hhs.gov and they will be happy to help you.

Thank You,
Division Credentialing Operations

Figure 33: OSSO-Rejected Access Request - Notification

Note: Occasionally, the OSSO will find multiple issues with your request that you will need to review and fix, or for you and your Federal Approver/COR to review and fix. Multiple reasons will be listed one below the other. Reasons for the Federal Approver/COR to fix will be labelled as an "Approver".

2. From the EFI login page (EUA - EFI Login Page) enter your EFI Username/Password (EFI is case – sensitive).

   Note: Reference the Login with Username/Password section for steps on how to Login with Username / Password.

3. Click the **Access** tab from the EFI Home page or from the EFI top menu **Access > New User Request**

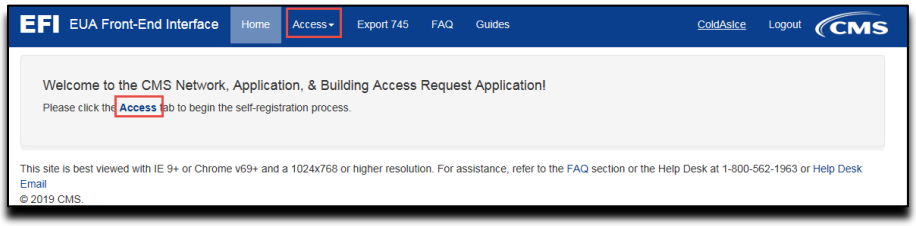


Figure 34: OSSO-Rejected Access Request - Access Tab

4. Your access request will be displayed to you. OSSO-rejected reasons will be listed at the top of the page and NOT in the body of the request as is done with Returns for Modification.

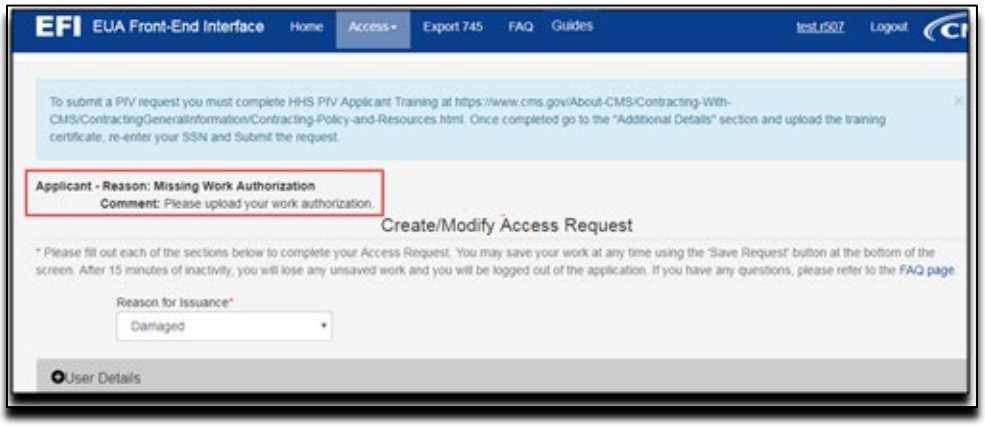


Figure 35*:* OSSO-Rejected Access Request – Reason for Rejection

5. Resolve the issues and re-submit the application as described in the New User Request section. You can email the OSSO team with any questions at ContractorRequests@cms.hhs.gov

Note: Occasionally, the OSSO will select the reason "Other" and the request will be send back directly to your Federal Approver/COR, so please to follow up with your approver to return the request back so you can review and update it.

11.0 EXPIRING CONTRACT NOTIFICATION

EFI will send a notification to you, the Applicant, and to your Approver when an approval was granted to an Access Request where the contract expires within six months.

From: eua@cms.hhs.gov [mailto:eua@cms.hhs.gov]
Sent: Monday, January 05, 2019 4:23 PM
To: Doe, Jane <jane.doe@test.com>; dev.app1@test.net
Subject: Contract Expiring, No PIV Issued

Hello,

A PIV request for of under
has been approved.
The contract expires in less than six months so a PIV cannot be issued however a CMS ID has been generated for this applicant.

Thank you,
Enterprise User Administration (EUA)

Figure 36*:* Email Notifying Expiring Contract

Please contact your CMS COR / Federal Approver to resolve this in EFI using the EUA EFI Federal Approvers guide.

APPENDIX A: SNAPSHOTS OF THE INFORMATION ASKED IN EACH SECTION OF THE ACCESS REQUEST FORM

The "Additional Details" section will display the required information according to the Category (CMS Employee, Contractor, and Federal Agency) and User Type (showing a few examples).

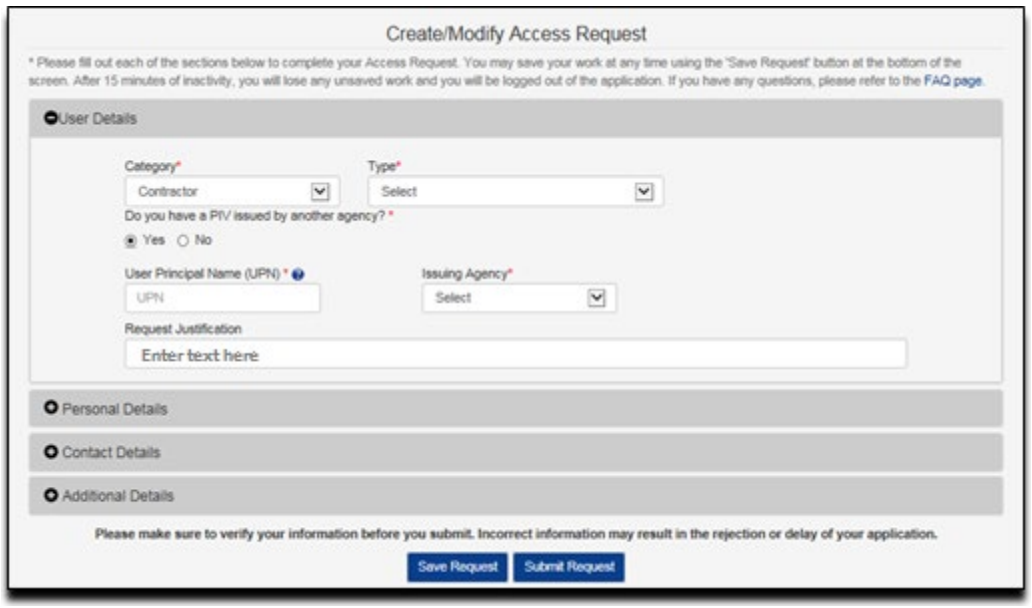


Figure 37: User Details section - Contractor

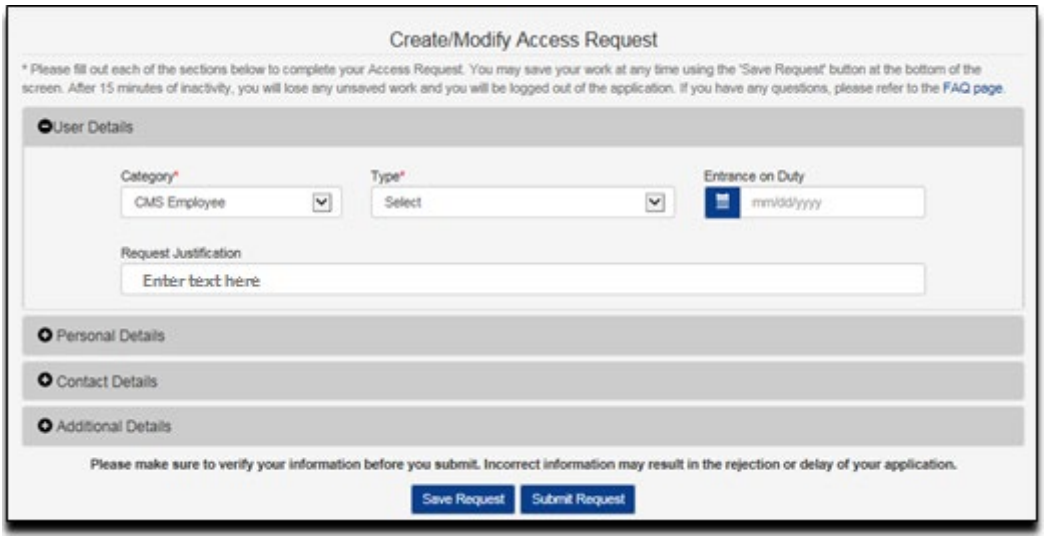


Figure 38: User Details section – CMS Employee

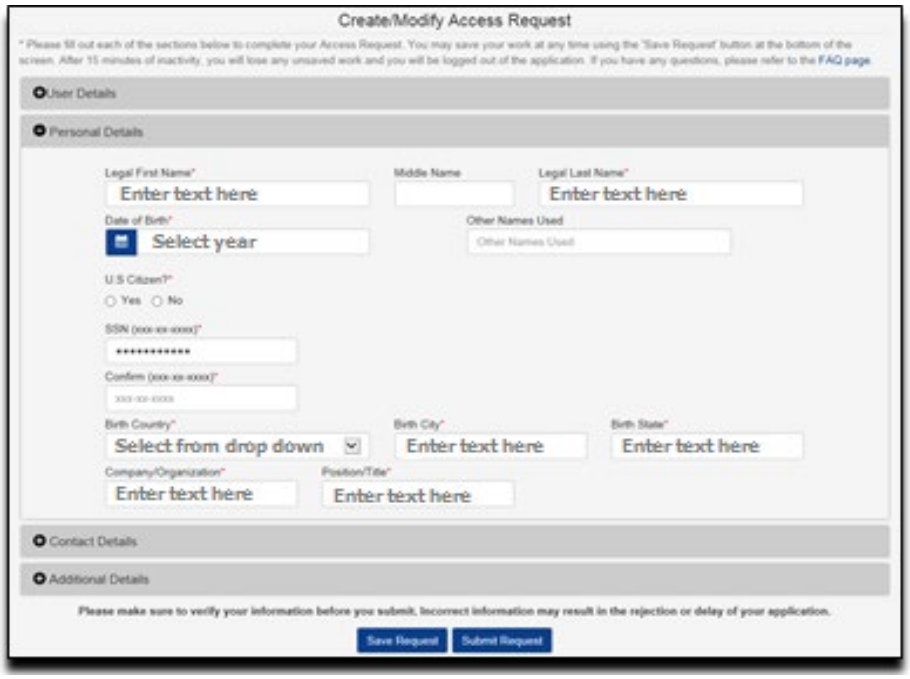


Figure 39: Personal details section – Contractor

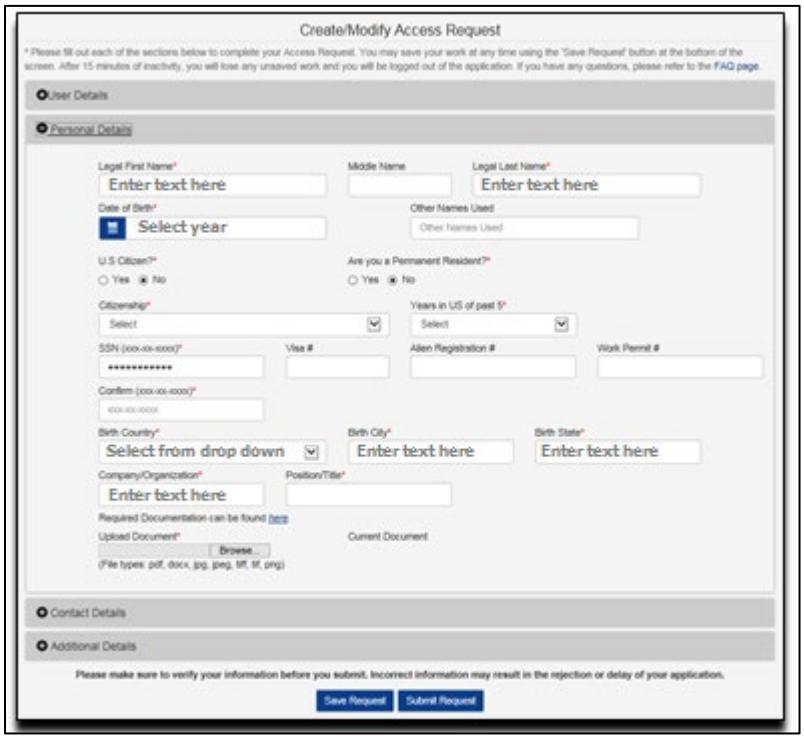


Figure 40: Personal Details section – Foreign National Contractor

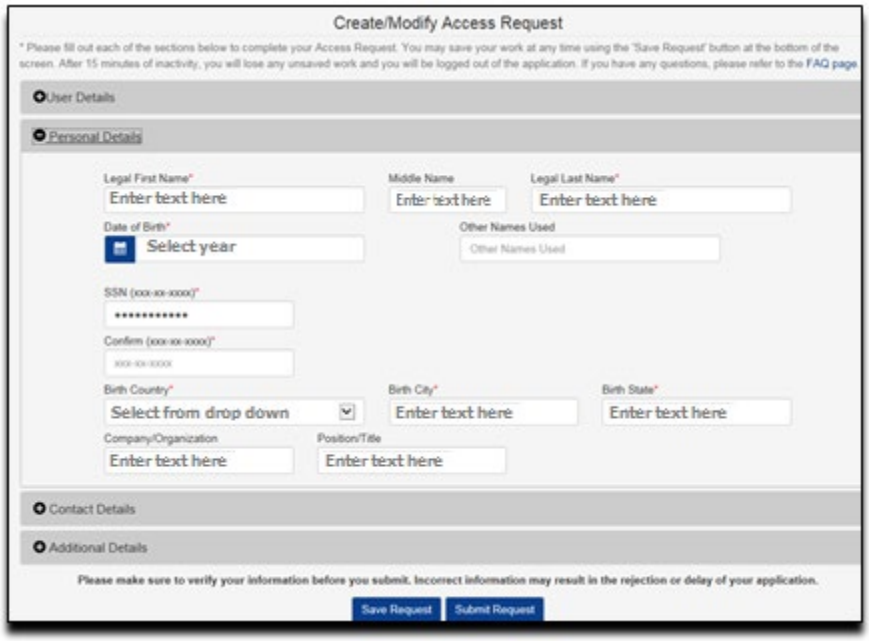


Figure 41: Personal Details section – CMS Employees

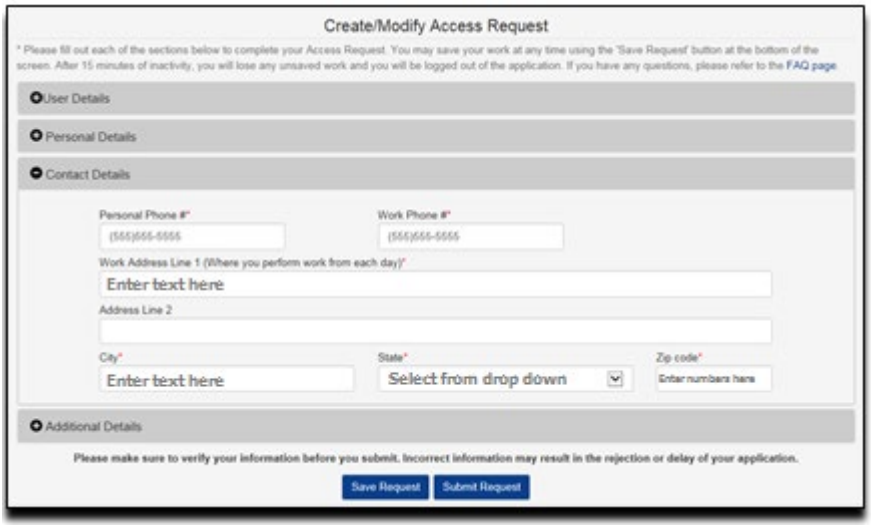


Figure 42: Contact Details section

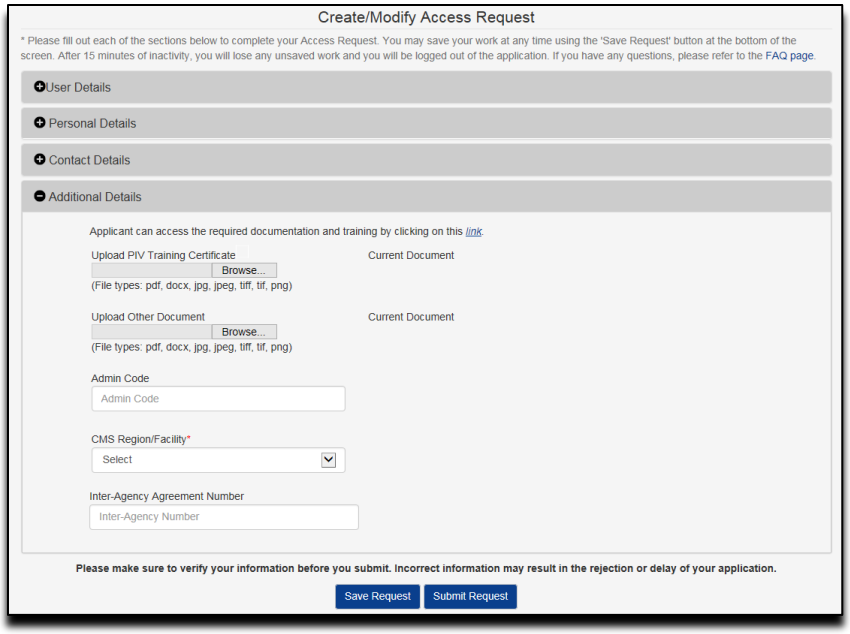


Figure 43: Additional Details section – CMS Employee

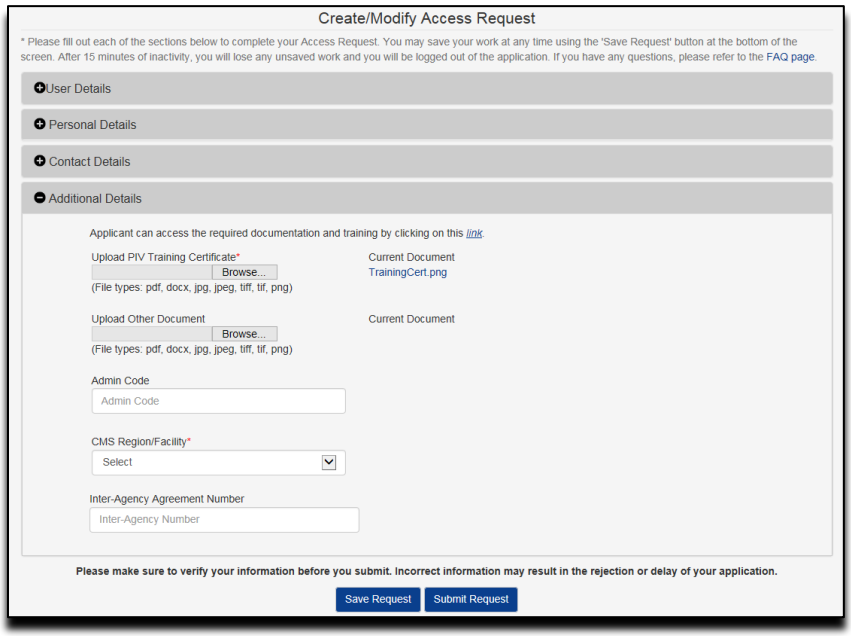


Figure 44: Additional Details section – Federal Agency Employees

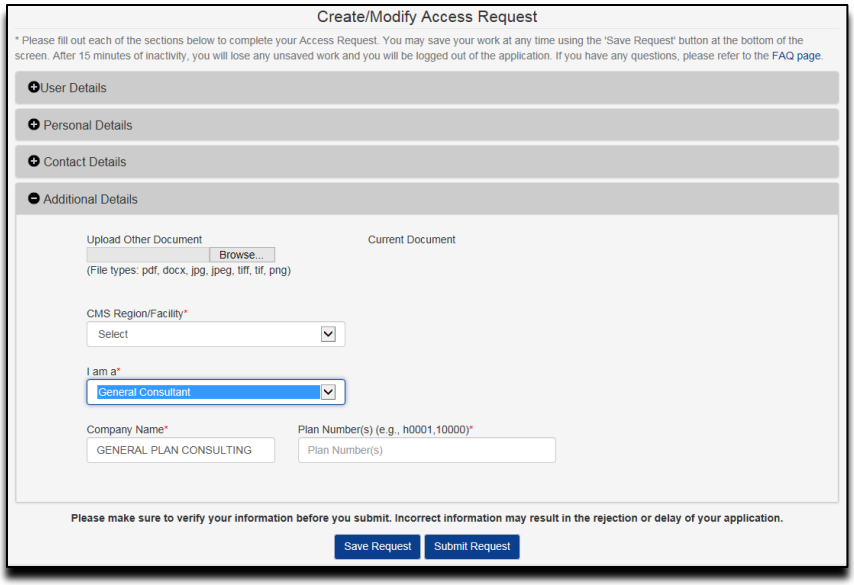


Figure 45: Additional Details section – HPMS Business Partner

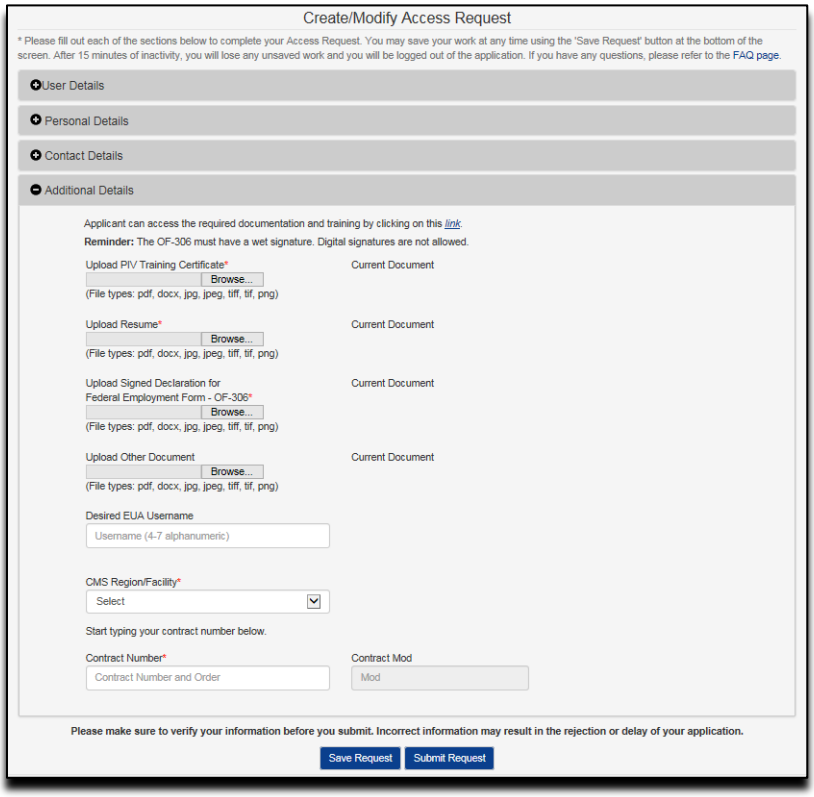


Figure 46: Additional Details section – Contractor

APPENDIX B: FAQ (FREQUENTLY ASK QUESTIONS)

Please refer to the FAQ on the EFI website for other commons questions

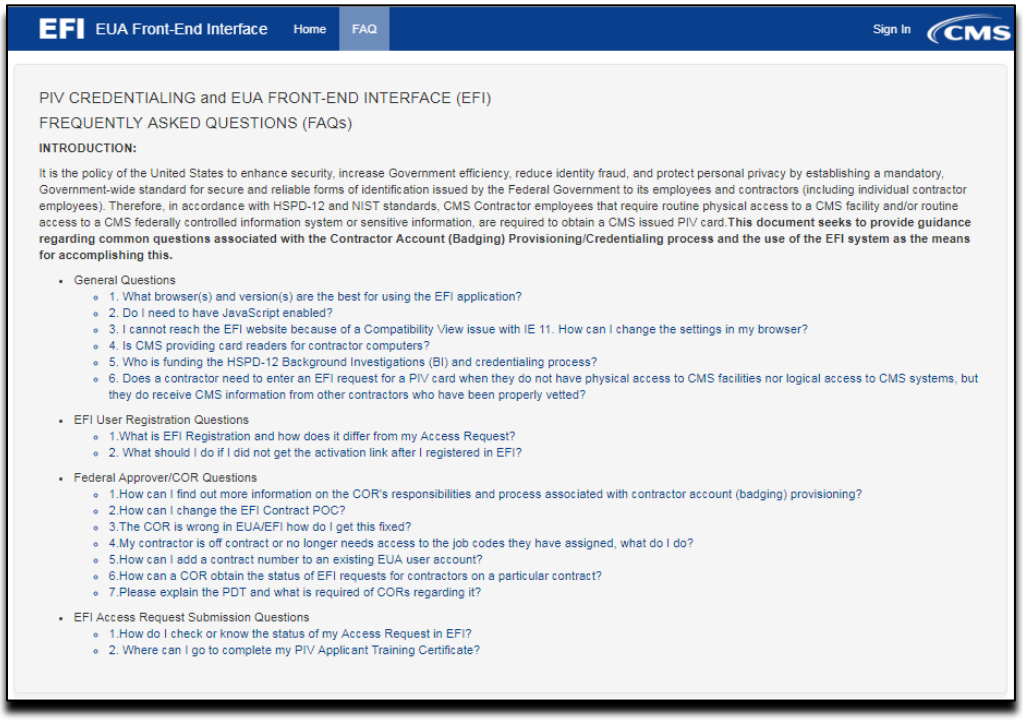


Figure 47: Welcome to the EFI Frequently Asked Questions (FAQ) Page

0.1 I cannot login in EFI it is taking me back to the HOME page

- Please make sure that you are entering your EFI credentials correctly (EFI is CASE SENSITIVE) and that you are NOT using the link from the email notification that you receive from either account activation or password reset.

0.2 PIV Applicant training information

- Each contractor employee who requires a CMS PIV card shall complete the HHS PIV Applicant Training, which is found at https://www.cms.gov/About-CMS/Contracting-With-CMS/ContractingGeneralInformation/Contracting-Policy-and-Resources.html. The contractor employee needs to complete the training and submit the PIV Applicant training certificate after completed the HHS-745 form properly.

0.3 I am getting system errors and my EFI request cannot be submitted and stays in a loop and freezes

- The EFI website is NOT fully compatible with Mozilla Firefox, Safari and Microsoft Explorer Edge (screenshot below). If you are having these issues try opening EFI in either Google Chrome v69+ or Microsoft Internet Explorer version 9 or newer.

Figure 48: Microsoft Edge

0.4 Approval process for contractors

- For a contractor once the request has been submitted, it will be reviewed by the contract Point of Contact (POC) or a user with Approval Authority for that contract **(This must be someone at the contract company)** The POC will default to the POC of that the contract has listed in SAM.gov. After the POC approves the request, the form will be sent to the Federal Approver/Contract Officer Representative (COR) for final review and the user will then receive an email notification. If a PIV request, and once the COR approves it, the request will be sent to the OSSO for review and final acceptance. When the OSSO accepts the request the user and COR will receive an email notification.

APPENDIX C: WHERE TO FIND THIS USER GUIDE

This User Guide is accessible from the EFI login screen.

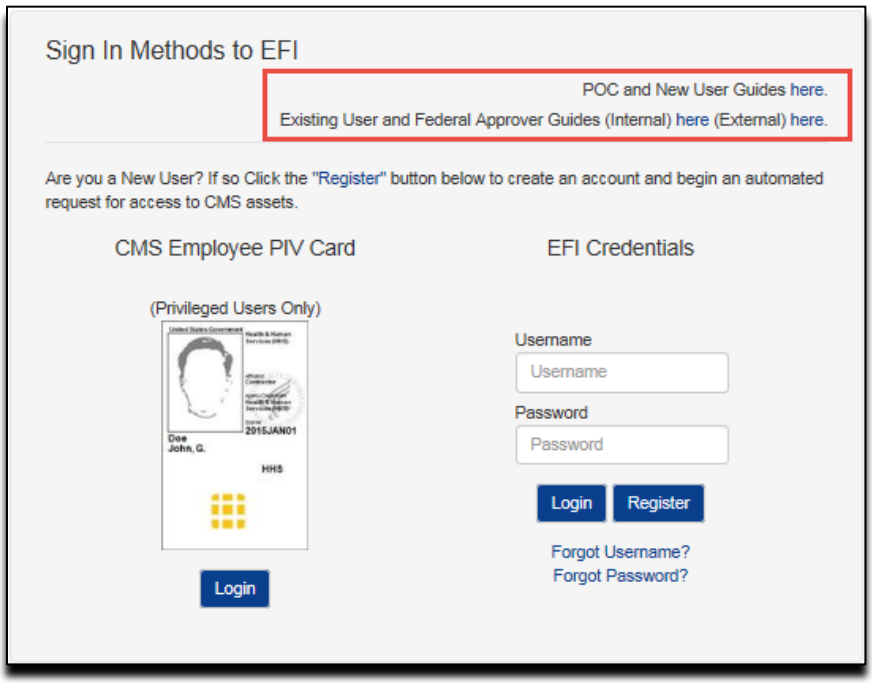


Figure 49: POC and User guides' link on Login Screen

This EFI User Guide is accessible to those individuals who have an EUA account and are on the CMS domain via this internal link:

EUADOCS

This EFI User Guide is accessible to those individuals who have an EUA account and are not on the CMS domain via this external link:

EUADOCS

APPENDIX D: HOW TO CLEAR CACHE IN INTERNET EXPLORER BROWSER

1. On the Internet Explorer Tools menu, click Internet Options. The Internet Options box should open to the General tab.
2. On the General tab, in the Browsing History section, click the Delete button
3. When the box opens please check Preserve Favorites website data, Temporary Internet files and website files, and Cookies and website data (see screenshot) and then click the Delete button.

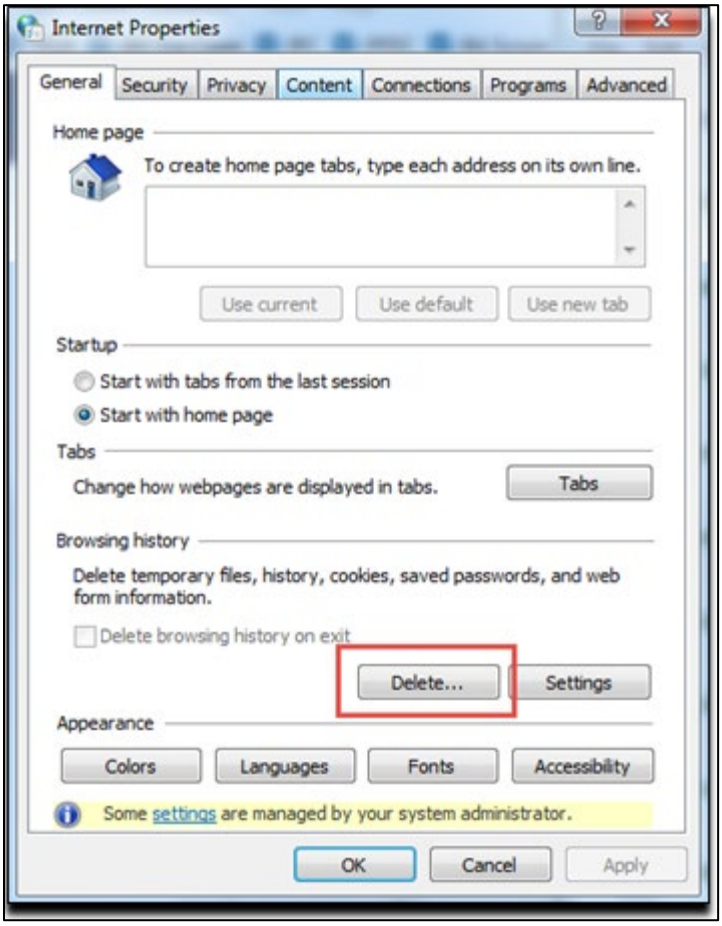


Figure 50: How to clear cache - Internet Options – Delete button

4. This will delete all the files that are currently stored in your current cache.

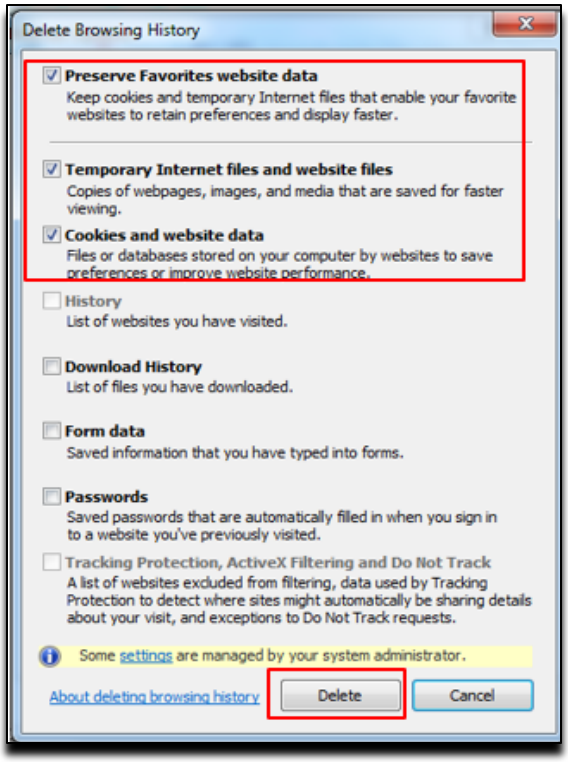


Figure 51: How to clear cache – Delete Browsing History screen

APPENDIX E: REVISION HISTORY

Date	Version	Description of Changes
09/27/2016	1.0	Guide for CA-EUA
03/07/2018	2.0	Updated Screenshots and combined EFI User Guide Manual
05/23/2018	2.1	Updated document for new development.
06/06/2018	2.2	Updated document for new development.
08/21/2018	2.3	Updated screenshots and text supporting Additional Documents Need to be Uploaded feature.
09/06/2018	2.4	Added section 9.1, Expiring Contract Notification
11/14/2018	2.5	Updated document for new development adding item 6 and figure 21 for HPMS Business Partner enhancement. Also added HPMS Business Partner (figure 38) and Contractor Additional Details (figure 39) screen shots.
12/4/2018	2.6	Added section 10, OSSO-Rejected Requests, added screenshot in Appendix A for Personal Details – Contractor – Foreign National. Added Chrome support.
4/3/2019	2.7	Added section 6.1, Update EFI Email Address, added a note for Return for Modification – Fed in section 10.0, OSSO- Rejected Access Requests, updated screenshots in Appendix A for Additional Details section – CMS Employee – HPMS Business Partner. Updated Figure 21 in section 8.0, New User Request. Updated the URL's for EUADOCS page.
5/2/2019	2.8	Updated information and added a note for HPMS users in section 8.0 New User Request. Added a note for application sent to CMS COR/ Federal Approver directly in section 10.0 OSSO Rejected Access Requests