Enterprise Privacy Policy Engine (EPPE)

EPPE User Registration Process
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EPPE OVERVIEW
The Enterprise Privacy Policy Engine (EPPE) system automates the process of submitting Data Use Agreement (DUA) requests and tracking their status through the approval and data receipt stages. End users, (requesters and all CMS approvers), can interactively use the system to manage their DUAs. For those requests that require supporting documentation, it allows documents to be uploaded and then later downloaded for review.

The EPPE Application processes the following 4 DUA Customer Types:

- Contractor
- Limited Data Sets
- Researcher
- Non-DUA Tracking Requests

This training will guide you through the steps necessary to gain access to the EPPE system.
IDM OVERVIEW
IDM Overview

IDM – Introduction

The Identity Management system (IDM) is an identity management and services system that provides users with access to CMS applications. CMS established IDM to provide business partners with a means to create a single User ID that they can use to access one or more CMS applications.

To apply and receive an IDM User ID, complete the steps that follow.
MULTI-FACTOR AUTHENTICATION (MFA) OVERVIEW
Multi-Factor Authentication (MFA) is generally required to access CMS sensitive data. MFA uses a combination of two (or more) different token attributes (also known as factors), to authenticate the user. The EPPE Application requires two types of authentication.

- The first factor is what users know. This is usually a password, but this can also include a user response to a secret challenge question. (This is generally known as Knowledge Based Authentication, and by itself, is insufficient for authentication to most CMS sensitive information.)
- The second factor is what users have. This could be a physical object (hard token), for example, a smart card, or hardware token that generates one-time-only passwords. It might also be some encrypted software token (soft token) installed on an individual’s system (usually with very limited functional parameters for use).

**Note:** Some MFA options require the installation of an application on a smartphone.
Multi-Factor Authentication (MFA) Overview

The available MFA Options are listed below:

• **Email** – This is the default option that is initially used to access IDM for the first time. Once the user logs in successfully, the user can specify any or all of the other MFA options through a profile update or continue to use email. Email is the only option that cannot be removed and will always remain on your profile.

• **Short Message Service (SMS)** – The SMS option will send your MFA Code directly to your mobile device via a text message. This option requires you to provide a ten-digit U.S. phone number for a mobile device that is capable of receiving text messages. A carrier service charge may apply for this option.

• **Interactive Voice Response (IVR)** – The IVR option will communicate your MFA Code through a voice message that will be sent directly to your phone. This option requires you to provide a valid 10-digit U.S. phone number and (optional) extension that will be used during login to obtain the MFA Code.

• **Google Authenticator** – The Google Authenticator is an application for your smart phone that generates security codes. You will be asked for a security code whenever you need to verify your identity. Supported phones include iPhone, Android Phone, and Blackberry (a download to user’s smartphone is required).

• **Okta Verify** – The Okta Verify option produces push notifications which enable you to verify your identity with a single tap on your mobile device, without the need to type a code. Supported phones include iPhone, Android Phone, and Windows Phone (a download to user’s smartphone is required).
EPPE REGISTRATION PROCESS
EPPE is accessible through the CMS Enterprise Portal by using a valid Identity Management (IDM) User ID.

**Note:** Users must use an IDM User ID, not an Enterprise User Administration (EUA) User ID, to access the EPPE application.
EPPE Registration Process

Steps to Register

Step 1: IDM Registration – This step will guide you through creating your IDM profile, which will require both your personal and business-related information.

Step 2: Requesting Access to the EPPE Application – This step will guide you through requesting the EPPE User Role in the Enterprise Portal including Remote Identity Proofing (RIDP).

Step 3: Requesting an EPPE Application Role – This step will guide you through requesting your EPPE Application Role e.g., DUA Requester, CMS Contact (COR), etc.
STEP 1: IDM REGISTRATION
Step 1: IDM Registration

Enter the following URL in your browser’s address box: https://portal.cms.gov
Step 1: IDM Registration

The CMS Enterprise Portal page displays.

Click on New User Registration.
Step 1: IDM Registration

The **Step #1: Select Your Application** page displays.

Select **EPPE**.

**Note:** Each time EPPE is accessed, the User ID and Password need to be entered; users must agree to the Terms and Conditions; and the MFA Security Code must be entered.
Step 1: IDM Registration

The Terms & Conditions display.

Place a checkmark in the I agree to the Terms & Conditions check box. Click Next.
Step 1: IDM Registration

The **Step #2: Register Your Information** page displays.

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**Step #2: Register Your Information**

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked (optional).

- Enter First Name
- Enter Middle Name (optional)
- Enter Last Name
- Suffix (optional)

- Birth Month
- Birth Date
- Birth Year

Is Your Address U.S. Based?
- Yes
- No

- Enter Home Address Line 1
- Enter Home Address Line 2 (optional)

- Enter City
- Select State
- Enter ZIP Code
- Enter ZIP+4 (optional)

- Enter Email Address
- Confirm Email Address

Enter Phone Number

Complete all required information on the **Register Your Information** page.

Click **Next**.

**Note:** Please provide your business email address. All other information provided should be your personal information.
Step 1: IDM Registration

The Step #3: Create User ID, Password & Security Question/Answer page displays.

Step #3: Create User ID, Password & Security Question/Answer

Enter the User ID.
Step 1: IDM Registration

The Step #3: Create User ID, Password & Security Question/Answer page displays.

Password Requirements
- Password must be changed every 60 days.
- Password must be a minimum of 8 characters.
- Password must contain 1 upper case and 1 lower case letter, 1 number, and 1 special character.
- The following special characters may not be used: < > () · & (space }
- Password cannot contain: Parts of User ID, First Name, Last Name, common passwords.
- Password can only be changed once every 24 hours.
- Password must be different from last 24 passwords.

Step #3: Create User ID, Password & Security Question/Answer

Step 3 of 3: Please create User ID and Password. Select a Security Question and provide Answer.

All fields are required unless marked (optional).

User ID
John Smith

Enter Password
Confirm Password

Security answer to be used in case you forget your password or you need to unlock your account.

Select Security Question

Enter Security Answer

Back Next Cancel

Enter the Password and confirm the Password.
Select a Security Question and Security Answer. Click Next.
Step 1: IDM Registration

The Registration Summary page displays.

Please review the entered information and then click on Submit User.

Note: Verify that you provided your business email address. The remaining information must be your personal information.
Step 1: IDM Registration

The Confirmation page displays.

The Confirmation message, “Your User ID has been successfully registered with CMS Enterprise Portal. An email has been sent to your registered email address. You can now login.” displays.

The IDM registration process is now complete. You will receive an email notifying you of the successful creation of your account.
STEP 2: REQUESTING ACCESS TO THE EPPE APPLICATION
Step 2: Requesting Access To The EPPE Application

Requesting EPPE Access/User Role

Please Note: Users must have received the IDM registration approval email prior to requesting access to EPPE.
Step 2: Requesting Access To The EPPE Application

After receiving the IDM approval email go to the Enterprise Portal webpage: https://portal.cms.gov

Enter User ID and Password.

Click on the checkbox to Agree to our Terms & Conditions.

Click Login.
Step 2: Requesting Access To The EPPE Application

The **My Portal** page displays.

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**My Portal**

1. **Welcome to CMS Enterprise Portal**
   Welcome EPPE User to CMS Enterprise Portal. You’ve selected EPPE application during your registration. You can request access to this application by clicking **here**. You may request access to other applications by selecting “Add Application” button.

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Click on **“here”** to request access to the EPPE application.
Step 2: Requesting Access To The EPPE Application

The Request Application Access page displays.

1. **Select an Application**
   - EPPE

2. **Select a Role**
   - EPPE Business Owner Representative
   - EPPE Administrator
   - EPPE Helpdesk
   - EPPE Microstrategy User
   - **EPPE User**

3. **Enter Reason for Request**

The **Select an Application** field is populated by default.

Click on the **Select a Role** field and select **EPPE User** from the drop-down.
Step 2: Requesting Access To The EPPE Application

The Request Application Access page displays.

Request Application Access

1. Select an Application
   - EPPE

2. Select a Role
   - EPPE User
     - Uses the EPPE system to perform Data Use Agreement functions.

3. Complete Identity Verification

4. Enter Role Details

5. Enter Reason for Request

After selecting the EPPE User role, click Next.
Step 2: Requesting Access To The EPPE Application

The Request Application Access page displays.

Request Application Access

1. Select an Application
   - EPPE

2. Select a Role
   - EPPE User

3. Complete identity Verification
   - Identity Verification
     This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.

4. Enter Role Details
5. Enter Reason for Request

Click Launch to start the Identity Verification process.
Step 2: Requesting Access To The EPPE Application

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.

The Experian identity verification is a required step to access the EPPE system and must be completed.
Step 2: Requesting Access To The EPPE Application

Users may have already encountered Remote Identity Proofing (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 into 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 application. **RIDP will not impact the user’s credit.** Users will be asked to provide a set of core credentials which include:

- Full Legal Name
- Social Security Number
- Date of Birth
- Current Residential Address
- Personal Phone Number
Step 1: Identity Verification Overview

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, phone number, date of birth and email 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’.

Click Next.
Step 2: Requesting Access To The EPPE Application

The **Accept Terms & Conditions** page displays.

Click on the **I agree to the Terms & Conditions** checkbox and then select **Next**.
Step 3: Enter Your Information
Enter your legal first name and last name, as it may be required for Identity Verification.
All fields are required unless marked 'optional'.

First Name: EPPE
Middle Name (optional): 
Last Name: User
Suffix (optional): 

Social Security Number: 

Is Your Address US Based?
Yes  No

Home Address Line 1
Home Address One

City: 
State: Maryland

ZIP Code: 21075
Enter ZIP+4 Code (optional):

Phone Number: 410-410-4100

Email Address: eppeuser1@eppe.com
Confirm Email Address: eppeuser1@eppe.com

Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.

Back  Next  Cancel

Check the box verifying the information you entered and click Next.
Step 2: Requesting Access To The EPPE Application

The Verify Your Identity page displays.

Provide an answer to each question and then click Next.
Step 2: Requesting Access To The EPPE Application

The Verify Your Identity Confirmation page displays.

1. The confirmation message, “You have successfully completed the Remote Identity Proofing process” displays.
2. Click Next.
Step 2: Requesting Access To The EPPE Application

The Request Application Access page displays.

Request Application Access

1. Select an Application
   - EPPE
     - Completed

2. Select a Role
   - EPPE User
     - Completed

3. Complete Identity Verification
   - Identity Verification
     - Completed

4. Enter Role Details
   - Enter EPPE Organization Name

5. Enter Reason for Request

Enter the Organization name and click Next.
Step 2: Requesting Access To The EPPE Application

The Request Application Access page displays.

1. Select an Application
   - EPPE
   - Completed

2. Select a Role
   - EPPE User
   - Completed

3. Complete Identity Verification
   - Identity Verification
   - Completed

4. Enter Role Details
   - All fields are required unless marked "optional".

5. Enter Reason for Request
   - Enter a Reason for Request
   - Completed

Enter the Reason for the Request and click Submit.
Step 2: Requesting Access To The EPPE Application

The Confirmation page displays.

Confirmation

Are you sure you want to proceed?

[Cancel] [OK]

Click OK to proceed with the Application Access Request.
Step 2: Requesting Access To The EPPE Application

The Request Application Access Confirmation page displays.

Confirmation
Your IDM request has been successfully submitted.

Request Application Access
Request New Application Access Acknowledgement
Your IDM request has been successfully submitted.

The tracking number for your request for EPPE User role in EPPE application is: 4605393

Please use this number in all correspondence concerning this request.

You will receive an email once your request has been processed.

Click OK to return to the Enterprise Portal page.
Step 2: Requesting Access To The EPPE Application

The My Access page displays.

At this point the Application Access Request is complete. The request must be approved. An email will be sent once the pending request is approved. After access is granted, log into the Enterprise Portal.

Note: If the request was entered in error click on Cancel under the My Pending Request tab.
STEP 3: REQUESTING AN EPPE APPLICATION ROLE
Step 3: Requesting An EPPE Application Role

Go to the CMS.gov website: https://portal.cms.gov

Enter your Login Credentials. Click Login.
Step 3: Requesting An EPPE Application Role

The Multi-factor Authentication page displays.

The Email option was selected as the Multi-factor Authentication method. Click on Send MFA Code. Once the email is received, enter the MFA Code in the Enter MFA Code field and click on Verify.

Note: Email is the default options and will always be available in the dropdown list. Depending on the user’s registrations of other MFA devices, the list may vary.
Step 3: Requesting An EPPE Application Role

The **My Portal** page displays.

Click on the **EPPE** tile and then on the **Application** link.
Step 3: Requesting An EPPE Application Role

The **EPPE First-Time User** page displays.

Click the **Request Access** link to start the role selection process.
Step 3: Requesting An EPPE Application Role

The **EPPE Role Request** page displays.

1. Enter at least 3 characters of your **Organization Name** and then select it from the drop-down list.
2. Click the appropriate **Role** from the drop-down.
3. Click the **Add** button.

**Note:** You must select your **Organization Name** from the dropdown list before appropriate roles display in the **Role** field.
Step 3: Requesting An EPPE Application Role

The **EPPE Role Request** page displays.

If the Organization is not listed, click the **Cannot locate your Organization?** link to submit a request to add an organization.
Step 3: Requesting An EPPE Application Role

The EPPE Role Request page displays.

1. The Attestation message displays, “**Agreeing to this statement confirms that I have completed the mandatory training for the role that I am requesting, as specified on the EPPE web page.**” including a link to the EPPE page on CMS.gov.
2. Click the **I agree** checkbox.
3. Click the **Next** button.

**Note:** The **Attestation** popup will only display for the **DUA Requester** and **CMS Contact (COR)** roles.
Step 3: Requesting An EPPE Application Role

The **EPPE Role Request** page displays.

1. The **Selection** displays in the table.
2. Select the **Submit** button.
Step 3: Requesting An EPPE Application Role

The EPPE Role Request Acknowledgement page displays.

1. The EPPE role request submission acknowledgement displays the message, “Your organization/role request has been submitted for approval.”
2. The EPPE Administrator will review for approval.
3. Select the Exit button.
EPPE HELP DESK INFORMATION
The EPPE Help Desk is available to assist with any questions or concerns.

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