

# Quick Reference Guide

## Common MAPD HelpDesk Issues



### Acronym Definitions

<b>CMS</b>	Centers for Medicare & Medicaid Services
<b>EIDM</b>	Enterprise Identity Management
<b>ELMO</b>	Eligibility and Enrollment Medicare Online
<b>EPOC</b>	External Point of Contact
<b>EUA</b>	Enterprise User Administration
<b>MA</b>	Medicare Advantage
<b>MA/MA-PD/ PDP/CC</b>	Medicare Advantage/Medicare Advantage - Prescription Drug/Prescription Drug Plan/Cost Contracts
<b>MAPD</b>	Medicare Advantage Prescription Drug
<b>MARx</b>	Medicare Advantage Prescription Drug System
<b>MCO</b>	Managed Care Organization
<b>MFA</b>	Multi-Factor Authentication
<b>PC</b>	Personal Computer
<b>PDP</b>	Prescription Drug Plan
<b>RACF</b>	Resource Access Control Facility
<b>RIDP</b>	Remote Identity Proofing
<b>UI</b>	User Interface

**Contact the MAPD Help Desk with any questions or concerns.**  
<http://go.cms.gov/mapdhelpdesk> | 1-800-927-8069 | [MAPDHelp@cms.hhs.gov](mailto:MAPDHelp@cms.hhs.gov)

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### Initial Setup

Issue	Solution
I was sent a 7-character ID. Is this my new User ID?	This is not a new User ID, but an additional ID. Please save this email as you may need the ID at a later point. However, your User ID will stay the same as it was when you created your account.
I am trying to add Multi-Factor Authorization to my account, but I don't understand what the terms mean. I select PC because I'm using my laptop, correct?	<p>The option, '<b>Phone/Tablet/PC/Laptop</b>' refers to additional software or application that can be added to your phone or computer. This application is called Symantec VIP Access and can be downloaded from <a href="http://idprotect.vip.symantec.com/mainmenu.v">idprotect.vip.symantec.com/mainmenu.v</a>.</p> <p><b>'Text Message (SMS)'</b> is an option that will send a text message to your advice that will include the security code you will need to enter.</p> <p><b>Interactive Voice Response.</b> This is a phone call that will be made to your phone number that will contain your security code.</p> <p><b>Email.</b> This is an email that you will receive containing your security code.</p>
I selected the MFA device type, what does 'Enter MFA Device Description' mean? Is it a required field?	This is a required field. Think of it as the "nickname" of your device that will help you remember which email, phone number, device you have registered. It is particularly helpful if you have more than one phone/tablet/pc/laptop registered. For example, if you have the Symantec VIP Access tool downloaded on both your PC and laptop, you can put this in the 'MFA Device Description' field.
I have a pending request for a role, but you guys have not approved me. When will you approve me?	<p>Most roles within the MARx system are approved by the External Point of Contact or EPOC. This is someone within your organization who receives the request and approves you. To expedite your approval, you may wish to reach out to this person.</p> <p>Common roles approved by an EPOC: MA Representative, MA Submitter, PDP Representative, PDP Submitter, MCO Representative, MCO UI Update.</p>
I entered all my business information, but the screen will not advance. It seems frozen.	Business contact phone numbers must have hyphens, or the system will not advance past the business contact information page.
Is there a public list of possible roles for MARx? Who approves these requests (CMS vs EPOC)?	Currently, we do not have a public list of roles. The Help Desk can provide the roles and descriptions but cannot make the decision on which role to choose. Roles are specific to the requirements of your job. We suggest asking a trainer, supervisor, or someone within your organization.

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## Initial Setup

Issue	Solution
<p>I just got an email stating I have access to MARx, when trying to login to MARx, why do I get the following message: “The following error has occurred during the login process. Close or exit current window and go to the Portal Window and click on the MARx-UI application again. Your User ID does not exist in MARx.”</p>	<p>It can take up to 48 hours for your account to be completely configured to your role. Thus, this message should disappear after 48 hours and you will be able to log in. If the message does not disappear, please give the Help Desk a call.</p>
<p>I have waited over 48 hours after I received the email stating that I have access to MARx, and I am still getting an error message.</p>	<p>This usually occurs when business contact information has not been entered for the user. Please login to portal.cms.gov with your username and password. From your name at the top of the page, select ‘My Access.’ On the far right of the following page, it should say ‘My Access’ and the MA/MA-PD/PDP/CC application. Under ‘Available Actions’ choose ‘Other Actions.’ The far-left side of the next page under ‘My Access’ choose ‘Modify Business Contact Information.’ Enter all information here for your organization under ‘Business Contact Information.’ Please note both phone numbers are required fields, but you may enter the same number twice. Also, be sure to enter dashes between the numbers.</p>
<p>Do you have a user guide or tip sheet to assist with my initial to MARx?</p>	<p>Currently, we do not. But if you call the Help Desk, we will be happy to assist.</p>

## RIDP

Issue	Solution
<p>I am unable to pass RIDP. I have put N/A on the second address line, is this a required field? Do I need to put something on this line?</p>	<p>Do not put anything in the second line when trying to pass RIDP, most especially N/A.</p>
<p>I called Experian and they were able to pass me over the phone, what do I do now?</p>	<p>Go through the process of acquiring your role. At the top of the page where you are asked to enter your personal information, there should be a light blue box which contains the words, ‘Please select checkbox if you have contacted the Experian Verification Support Services.’</p>

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## RIDP

I was approved for manual verification of my identity. I received the email with approval. What do I do next?

You will need to go through the process of requesting the role again. This time you should not be asked the verification questions and will be able to complete the process selecting an MFA device and adding contracts.

I made a mistake in entering my personal information to obtain an account. What do I do now?

If an error is made when creating an account in personal information or email address, etc. It can be corrected in the RIDP process, if approved. Simply enter the correct information and once your information has been verified it will be changed permanently on your account.

I am unable to pass RIDP. Is this because I moved recently and/or changed my name?

Experian pulls credit information to verify your identity. In order to pass identity proofing, your address needs to match what they have on record. This can be several years old. You may try to pass the proofing up to 6 times per day. Please try again with an old address/last name.

## Account Issues

I have locked my account. How can I unlock it?

Follow the prompts to answer your security questions, change your password and log in.

I was asked to provide a screenshot to assist with my issue. How do I take a screenshot?

On a PC, search for 'Snipping Tool' or select the windows key + shift + s. This will bring up a menu, select 'next,' then draw a box around the area and you wish to capture. Then select file and save.

I was asked to clear my cache and cookies, but I am not sure how.

Select Shift + Ctrl + Delete. This will bring up the menu to clear your cache and cookies. Browsers vary on what the menu items are, but this works for any browser. Select options that clear cache and browsing history then clear or clear data. Close your browser and re-open the browser. Type in the website you wish to go to and do not use a favorite or saved site.

I cannot get any password to be accepted. I keep getting a message that my password cannot contain a dictionary word.

Suggestions for a strong password such as putting the number and/or special character in the middle, using a favorite phrase, first letters of your favorite TV show/series followed by a year (i.e. Game of Thrones = GOT), spelling a word backwards.

I have a RACF ID/EUA/CMS ID who do I contact to have my password reset?

Please contact CMS IT Help Desk at 410-786-2580, 800-562-1963 or email [CMS\\_IT\\_Service\\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov).

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## Account Issues

<p>I have reset my password for Gentran, using the self-service portal, but the new password is not working.</p>	<p>Please call the help desk for a password reset. For some reason the password reset for Gentran only seems to work if the reset is sent by the Help Desk.</p>
<p>I am a state user and I need my GIS password reset. Who do I contact?</p>	<p>State users will need to contact the Help Desk so that we can create a ticket to have the password reset.</p>
<p>I need to access another program within EIDM that is not MARx or ELMO, what help desk do I call?</p>	<p>Many applications reside in the Enterprise Portal, each application may have a specific help desk to assist user.</p>
<p>I have an account for MARx and have been using it for a while, but now I'm being asked to add contracts. How do I add these additional contracts?</p>	<ol style="list-style-type: none"> <li>1. Sign into portal.cms.gov</li> <li>2. Click on your name in the top right corner &gt; My Access</li> <li>3. Under MA/MA-PD/PDP/CC, click Other Actions</li> <li>4. Click on View/Modify Role</li> <li>5. Modify Attributes</li> <li>6. This screen will give you the ability to add the additional contracts. You don't want to remove any contracts unless you no longer need access to them.</li> </ol>
<p>I got an email stating that I need to update my password. How do I do this?</p>	<p>If you need to reset your password and are still able to log into your account. You just need to log into your EIDM account click on their name in the top right-hand corner, click on my profile and the password can be reset there.</p>
<p>I was trying to make changes to my account, but I do not remember my challenge question answers.</p>	<p>If you need to reset the security questions and you are able to log into your EIDM account they can log into their account, click on your name in the top right hand corner, click on my profile and the security questions can be reset there.</p>
<p>I wrote down my challenge question answers but when I enter them, I keep getting an error message that my answers are incorrect.</p>	<p>Challenge question answers are case and character sensitive. So, if you capitalized the answer when you entered the answer, you will need to capitalize this time. Also, the punctuation matters. For example, a shoe size could 8.5 or a date might be with out the dashes such as 12042019.</p>

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