

Agent/Broker ScreenshotsImage 1

Login in to the CMS Enterprise Portal Login Page at <https://portal.cms.gov>

Image 2

Step #1: Select Your Application.

PRA Disclosure Statement: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1204. CMS uses this information collection to ensure agents/brokers possess the basic knowledge required to enroll individuals and Small Business Health Options Program (SHOP) employers/employees through the Exchanges. The time required to complete this information collection is estimated to average less than 12 minutes for new agent/brokers issuers and 6 minutes for returning agent/brokers per response, including the time to complete the Federally-facilitated Exchange (FFE) registration and training. This information collection, mandated by section 1312(e) of the Affordable Care Act and 45 C.F.R §155.220, requires agents/brokers must register for, and successfully complete, Exchange-specific training, which ensures agents/brokers' understanding of eligibility and enrollment requirements in Exchanges. Some information collected during the registration process, including contact information for the agents/brokers, is published on Healthcare.gov to facilitate consumer contact with the agents/brokers. This use of information is authorized by 45 C.F.R. §155.220(b), and has been reviewed by the CMS Office of General Counsel. All other information collected will be kept private in accordance with regulations at 45 CFR 155.260. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850, and email Madeline Pelish at Madeline.Pellish@cms.hhs.gov, Attention: Information Collections Clearance Officer.

Image 3

Portal new user account information Step #2: Register Your Information.

The screenshot shows the 'Step #2: Register Your Information' page in the CMS.gov Enterprise Portal. The page header includes the CMS.gov logo and 'Enterprise Portal' text, along with links for Applications, Help, and About. The main heading is 'Step #2: Register Your Information', followed by the instruction 'Step 2 of 3 - Please enter your personal and contact information.' and a note that all fields are required unless marked optional. The form contains several input fields: 'Enter First Name', 'Enter Middle Name (optional)', 'Enter Last Name', 'Suffix (optional)' (a dropdown), 'Select Birth Month' (a dropdown), 'Select Birth Date' (a dropdown), 'Select Birth Year' (a dropdown), 'Is Your Home Address U.S. Based?' with radio buttons for 'Yes' (selected) and 'No', 'Enter Home Address Line 1', 'Enter Home Address 2 (optional)', 'Enter City', 'Select State' (a dropdown), 'Enter ZIP Code', 'Enter ZIP+4 Code (optional)', 'Enter Email Address', 'Confirm Email Address', and 'Enter Phone Number'. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

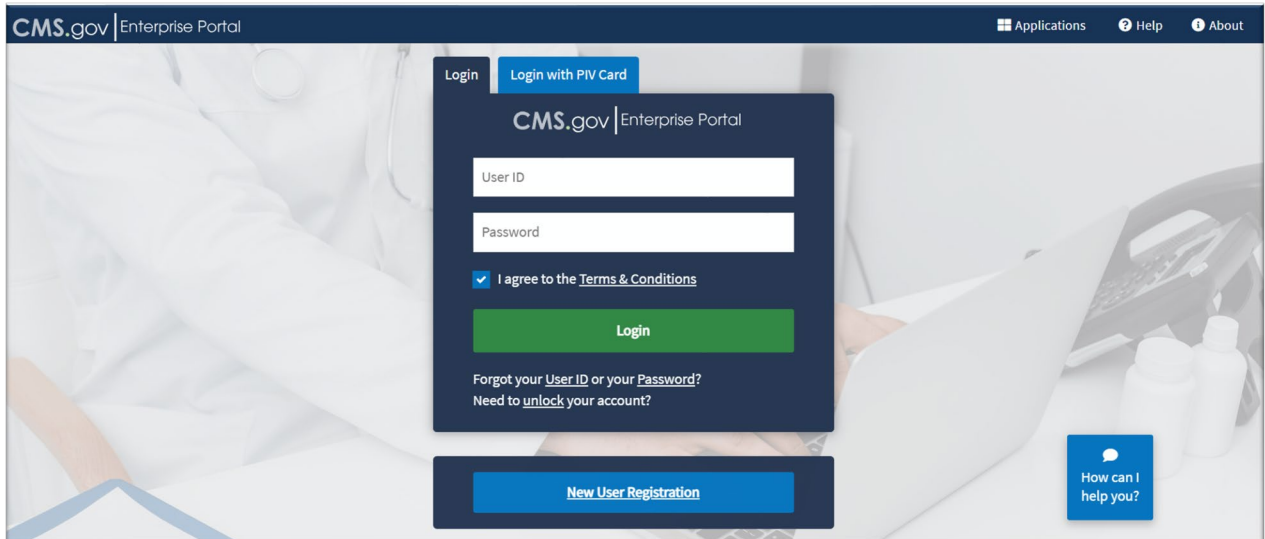
Image 4

Step #3: Create User ID, Password, and Security Question/Answer. New account creation of User ID and password and security question/answer. An email will be sent to the address listed in the account, notifying of successful account creation.

The screenshot shows the 'Step #3: Create User ID, Password & Security Question/Answer' page in the CMS.gov Enterprise Portal. The page header is identical to the previous step. The main heading is 'Step #3: Create User ID, Password & Security Question/Answer', followed by the instruction 'Step 3 of 3 - Please create User ID and Password. Select a Security Question and provide Answer.' and a note that all fields are required unless marked optional. The form contains input fields for 'Enter User ID', 'Enter Password' (with a toggle for visibility), 'Confirm Password' (with a toggle for visibility), 'Select Security Question' (a dropdown), and 'Enter Security Answer'. A note states: 'Security answer to be used in case you forget your password or you need to unlock your account.' At the bottom, there are 'Back', 'Next', and 'Cancel' buttons. A blue button labeled 'How can I help you?' is located in the bottom right corner.

Image 5

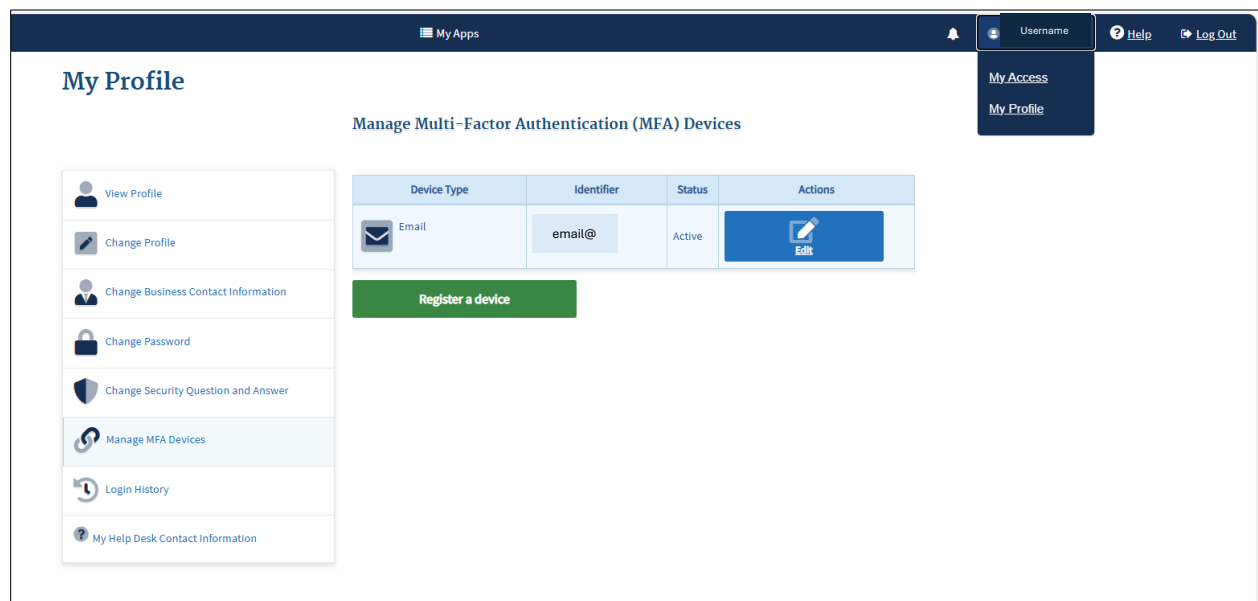
Log in again to the CMS Enterprise Portal Login Page at <https://portal.cms.gov>



The image shows the CMS.gov Enterprise Portal login page. The header includes the CMS.gov logo and 'Enterprise Portal' text, along with links for Applications, Help, and About. The main content area features a login form with fields for User ID and Password, a checkbox for 'I agree to the Terms & Conditions', and a green 'Login' button. Below the login button are links for 'Forgot your User ID or your Password?' and 'Need to unlock your account?'. A blue button for 'New User Registration' is at the bottom. A 'Login with PIV Card' button is also present. A blue button with a speech bubble icon and the text 'How can I help you?' is in the bottom right corner.

Image 6

Register a device for Multi-Factor Authentication (MFA). Select the down arrow icon next to Username. Select My Profile. Select Manage MFA Devices in the left pane. Click on Register a device.



The image shows the 'My Profile' page in the CMS.gov Enterprise Portal. The header includes 'My Apps', a notification bell, and a dropdown menu for 'Username' with options for 'My Access' and 'My Profile'. The main content area is titled 'My Profile' and 'Manage Multi-Factor Authentication (MFA) Devices'. On the left, there is a sidebar with links: View Profile, Change Profile, Change Business Contact Information, Change Password, Change Security Question and Answer, Manage MFA Devices (highlighted), Login History, and My Help Desk Contact Information. The main content area displays a table with columns: Device Type, Identifier, Status, and Actions. The table contains one row with 'Email' as the Device Type, 'email@' as the Identifier, and 'Active' as the Status. The Actions column contains an 'Edit' button. Below the table is a green button labeled 'Register a device'.

Device Type	Identifier	Status	Actions
Email	email@	Active	Edit

Image 7

Select MFA Device drop-down list.

My Profile

Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	email@	Active	Edit

Register Multi-Factor Authentication (MFA) Device

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type that you want to use to login

Select MFA Device

Image 8

Select Text Message (SMS). Enter Phone Number. Click Send MFA Code. FMA Code will be sent directly to mobile device via a text message.

My Profile

Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	email@	Active	Edit

Register Multi-Factor Authentication (MFA) Device

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type that you want to use to login

Text Message (SMS)

Text Message (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 (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

Enter Phone Number

[Send MFA Code](#) [Cancel](#)

Image 9

Enter the security code sent to mobile device in Enter Code Received. Click Add Device.

My Profile

Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	email@	Active	Edit

Register Multi-Factor Authentication (MFA) Device

Adding a MFA Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your User ID and Password.

Select the MFA device type that you want to use to login

Text Message (SMS)

Text Message (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 (10) digit U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

ⓘ The MFA code has been sent to your MFA device. If you are having trouble, we can resend the MFA code in 30 seconds.

[Re-send MFA Code](#)

[Add Device](#) [Cancel](#)

Image 10

Confirmation message appears indicating the changes to the profile have been successfully submitted.

Confirmation

Changes to your profile have been successfully submitted.

My Profile

Manage Multi-Factor Authentication (MFA) Devices

Device Type	Identifier	Status	Actions
Email	email@	Active	Edit
Text Message (SMS)	Phone #	Active	Edit Remove

[Register a device](#)

Image 11

Return to the My Portal page and click Add Application button.

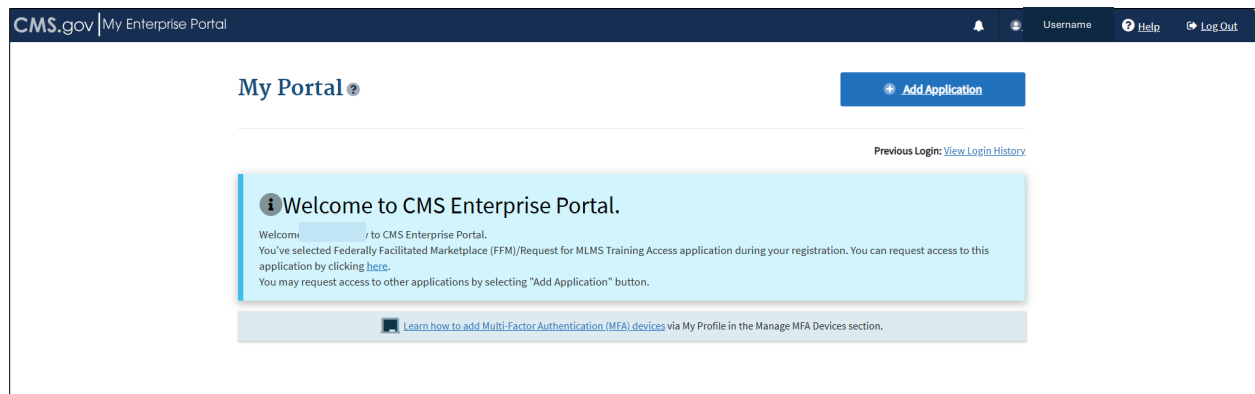


Image 12

Select the Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access. Under Select a Role, select the Agent Broker Training Access role.

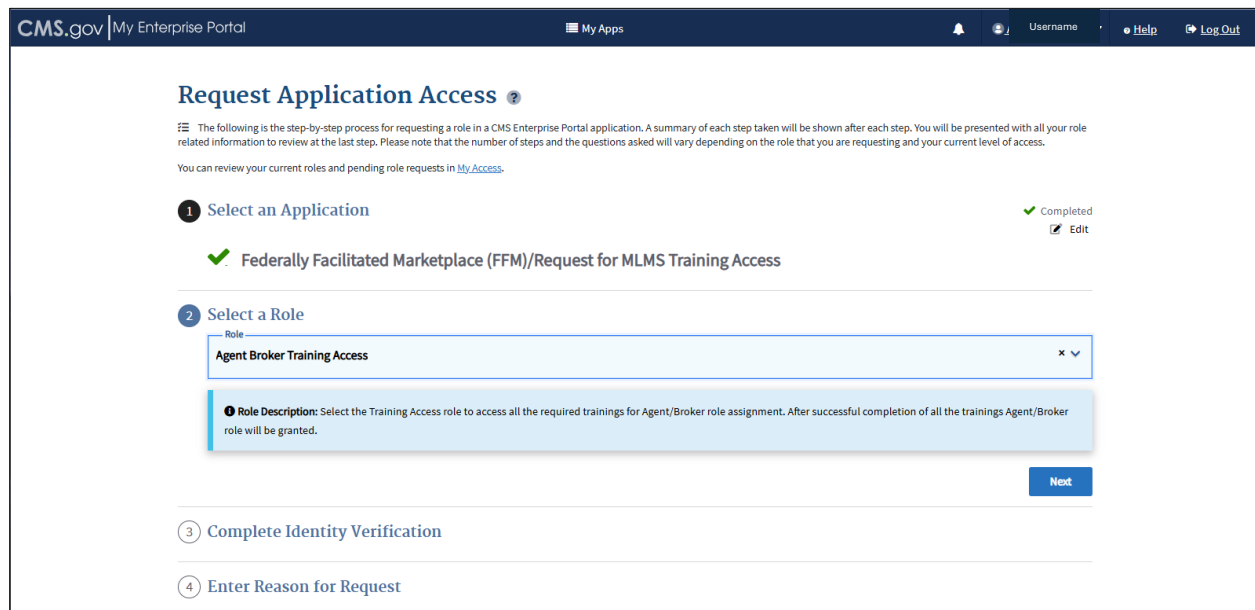


Image 13

Complete Identity Verification and select Launch.

CMS.gov | My Enterprise Portal

My Apps

Username Help Log Out

Request Application Access

The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access.

You can review your current roles and pending role requests in [My Access](#).

- 1 Select an Application** Completed
✓ Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access Edit
- 2 Select a Role** Completed
✓ Agent Broker Training Access Edit
- 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.

Launch
- 4 Enter Reason for Request**

Cancel

Image 14

Step #1: Identity Verification Overview and select Next.

CMS.gov | My Enterprise Portal

My Apps

Username Help Log Out

Step #1: Identity Verification Overview

To complete this role request, it is important to note that Experian, a trusted and reliable agent, needs to collect further details about you.

Please ensure that you have entered your full legal name, current home address, your personal primary phone number, date-of-birth, and your personal e-mail address correctly to ensure a seamless and secure process.

For additional information or assistance, we encourage you to visit the Experian Customer Assistance website: <http://www.experian.com/help>.

Experian identity verification is limited to US addresses and US territories only. If you have a foreign address please call your [Tier 1 Help Desk](#) to verify your identity.

Next Cancel

Image 15

Step #2: Accept Terms & Conditions by checking I agree to the Terms & Conditions and select Next.

CMS.gov | My Enterprise Portal

My Apps

Username Help Log Out

Step #2: Accept Terms & Conditions

OMB No. 0938-1236 | Expiration Date: 08/31/2025 | | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

Personal information is described as data that is unique to an individual, such as a name, address, telephone number, Social Security Number, and date of birth (DOB). CMS is very aware of the privacy concerns around PII data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security Number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PII to later identify you in case you forget or misplace your User ID /Password.

HHS Rules of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Privileged User Accounts, addendum to the HHS Rules of Behavior (HHS DoB), document number HHS/OCIO/2013.0003S, and dated July 24

☒ I agree to the Terms & Conditions

Back Next Cancel

Image 16

Step #3: Enter Your Information by populating data, using residential information, and select Next.

The screenshot shows the 'Step #3: Enter Your Information' page in the CMS.gov My Enterprise Portal. The page has a dark blue header with the CMS.gov logo, 'My Enterprise Portal', 'My Apps', and user information (Username, Help, Log Out). The main content area is white with a blue title 'Step #3: Enter Your Information'. Below the title is a sub-header: 'Enter your legal first name and last name, as it may be required for Identity Verification. All fields are required unless marked (optional)'. The form contains several input fields: 'Enter Legal First Name', 'Enter Middle Name (optional)', 'Enter Legal Last Name', 'Suffix (optional)' (dropdown), 'Enter Social Security Number', 'Birth Month' (dropdown), 'Birth Date' (dropdown), 'Birth Year' (dropdown), 'Is Your Address US Based?' (radio buttons for Yes/No), 'Enter Home Address Line 1', 'Enter Home Address Line 2 (optional)', 'Enter City', 'State' (dropdown), 'Enter ZIP Code', 'Enter ZIP+4 Code (optional)', 'Save home address to profile' (checkbox), 'Enter Personal Phone Number', 'Enter Personal Email Address', and 'Confirm Personal Email Address'. At the bottom, there is a checkbox for 'Check here if you have read and verified the information above is accurate and complete as required by Identity Verification.' and three buttons: 'Back', 'Next', and 'Cancel'. A 'Top' button is in the bottom right corner.

Image 17

Enter Reason for Request and select Submit. You will then be asked to log out.

The screenshot shows the 'Request Application Access' page in the CMS.gov My Enterprise Portal. The page has a dark blue header with the CMS.gov logo, 'My Enterprise Portal', 'My Apps', and user information (Username, Help, Log Out). The main content area is white with a blue title 'Request Application Access'. Below the title is a sub-header: 'The following is the step-by-step process for requesting a role in a CMS Enterprise Portal application. A summary of each step taken will be shown after each step. You will be presented with all your role related information to review at the last step. Please note that the number of steps and the questions asked will vary depending on the role that you are requesting and your current level of access. You can review your current roles and pending role requests in My Access.' The page displays a progress bar with four steps: 1. Select an Application (Completed), 2. Select a Role (Completed), 3. Complete Identity Verification (Completed), and 4. Enter Reason for Request (Not Completed). The fourth step is highlighted with a red border. Below the fourth step is a large text input field labeled 'Enter a Reason for Request'. At the bottom right, there is a 'Submit' button and a 'Top' button.