Launch of Plan Year 2026 FFE Assister Certification Training

FFE PY2026 Assister Certification Training

Centers for Medicare and Medicaid Services (CMS)

Center for Consumer Information & Insurance Oversight (CCIIO)

Objectives

At the end of this webinar, you should be able to:

- Understand Training, Certification, and Recertification Process
- What's New for PY2026
- Prepare Your Computer System
- Identify Steps to Create CMS Secure Portal ID/Login
- Login to CMS and Request Access to MLMS
- Enroll for Required Curriculum
- Complete Training
- Print a Training Completion Certificate
- Re-launch Course
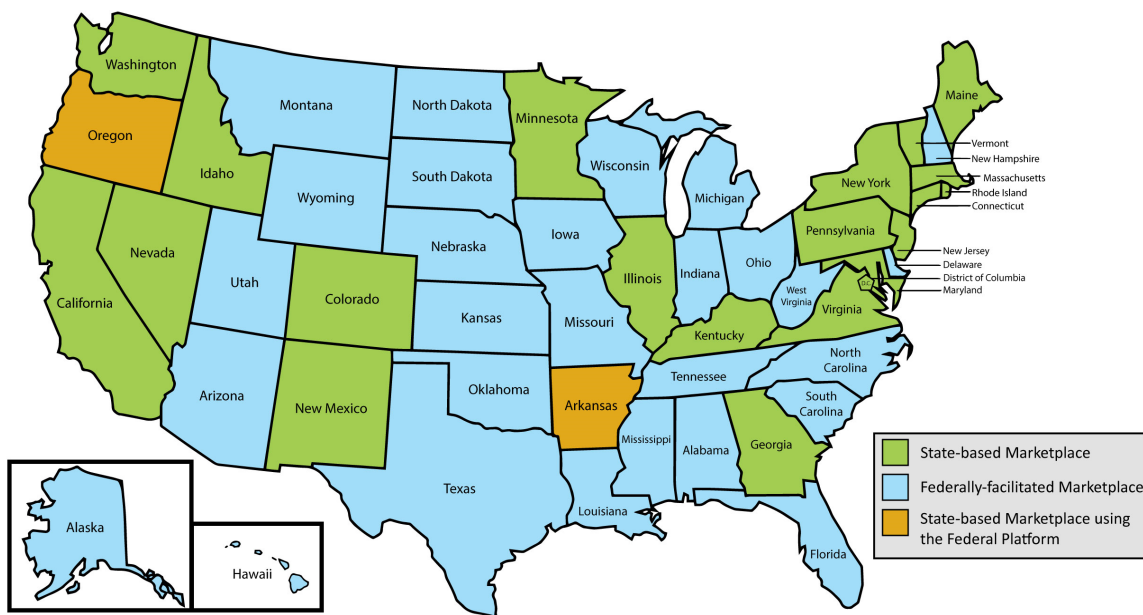- Complete Feedback
- Locate Additional Resources

Training Completion Requirements

Navigators, CACs, SBE-FP Assisters, & Other

- **Required: 7** courses and corresponding assessments with an **80% pass rate**
- *Optional:* **4** optional courses are included in the curriculum

  - Some states have imposed *additional* state-specific assister requirements, including additional training requirements
  - Assisters should reach out to their state's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements

All Assisters, whether new or returning, are required to complete the full curriculum for PY2026.

Legend:
- State-based Marketplace
- Federally-facilitated Marketplace
- State-based Marketplace using the Federal Platform

Assisters must fulfill all training and certification requirements prior to the start of Open Enrollment on November 1, 2025
Note: To become certified, you must complete the full course as there is no longer a separate Returning Assister curriculum.
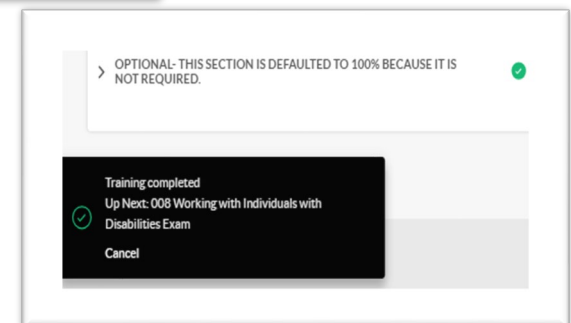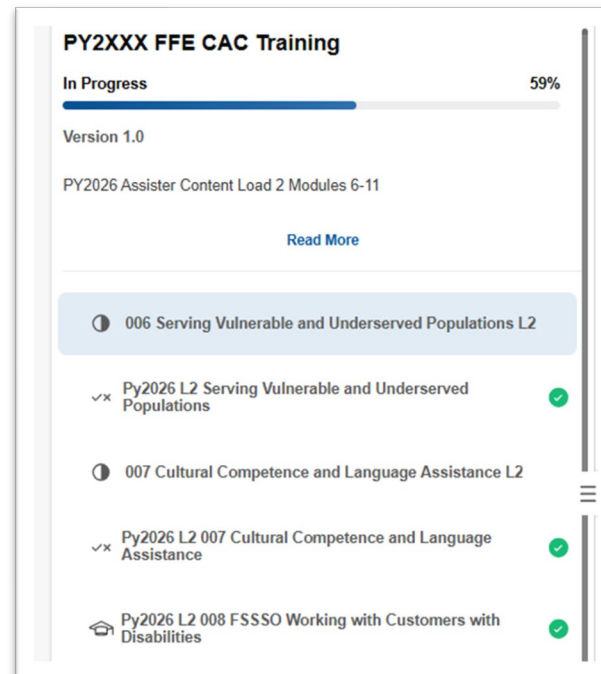
What's New in the MLMS for PY2026?
Curriculum Player 2.0

A new curriculum player is being used for the upcoming plan year. This will provide a more user-friendly experience with a more streamlined approach.

New player features:

- **Training will now include an audio option, which can be disabled depending on preference.**

- **Training will be displayed in-line. A pop-up page is no longer required. User will still have the ability expand to full screen or open in a new window.**

- **There are color-coordinated indicators for completed training.**

- **A message will indicate when training is complete.**

- **Auto-launch will continue to launch the next training or exam once a user completes a module.**

- **When you open (Launch) the curriculum, it will default to the last accessed module.**

PY2XXX FFE CAC Training

In Progress   59%

Version 1.0

PY2026 Assister Content Load 2 Modules 6-11

Read More

◑ 006 Serving Vulnerable and Underserved Populations L2

✓✗ Py2026 L2 Serving Vulnerable and Underserved Populations ✓

◑ 007 Cultural Competence and Language Assistance L2

✓✗ Py2026 L2 007 Cultural Competence and Language Assistance ✓

🎓 Py2026 L2 008 FSSSO Working with Customers with Disabilities ✓

> OPTIONAL- THIS SECTION IS DEFAULTED TO 100% BECAUSE IT IS NOT REQUIRED. ✓

Training completed
Up Next: 008 Working with Individuals with Disabilities Exam

Cancel

What's New in the MLMS for PY2026?
Curriculum Player 2.0

- **The new player provides a more modern and streamlined user experience.**

- **The user will also have the option to complete the training in the old format by selecting full screen mode.**

What's New in the MLMS for PY2026?
No Returning Training

Important Training Update for PY2026:

- The "*Returning*" CAC and Navigator training options are discontinued and will no longer be an option.

- All users will now complete a single training program based on their specific role.

- Dual Assisters must still *register* with both IDs and complete all necessary training modules.

  - **Check** both CAC and Navigator boxes and **add** your unique id's for each

  - **Enroll and complete** all required modules for one of the curricula (i.e., Navigator training modules)

  - **Print** completed certificate from first curriculum

  - **Enroll** in next curriculum (i.e., CAC) and your completed courses will transfer over

  - **Print** completed certificate from second curriculum

Prepare Your Computer System
Company Device vs Personal Device

- Some company networks restrict access to certain websites and/or internet browsers

- Some company computers have additional security controls or software that may interfere with MLMS access

- If you experience technical issues on a work computer, and your IT department is unable to resolve the issue, complete your training on your personal laptop or computer

- If you don't have access to a personal laptop, computer, or mobile device, we suggest you visit your local library

Register for CMS Secure Portal ID
Steps to Register for CMS Secure Portal ID as a NEW User

1. Select **New User Registration** link https://portal.cms.gov
2. **Step #1:** Select your application – select the down arrow and type "ffm" into the search box.
3. Select **Federally Facilitated Marketplace** application and Agree to the **Terms and Conditions**
4. Register **Your Information** (personal)
5. Create a unique **User ID** and **Password**
6. Choose a **Challenge Question and Answer**
7. Review **Registration Summary**
8. Set up **Multi-Factor Authentication** (MFA)

Complete these steps if you **do not already** have a CMS Secure Portal account and/or have never logged in to MLMS.

Step 1: Select New User Registration Link

The CMS Secure Portal is the entry point for CMS Assister training. Select **New User Registration** link to create an account.

Step 2: Select MLMS Application & Agree to Terms and Conditions

1. Click the down arrow, type "ffm" and select "Federally Facilitated Marketplace"

Step #1: Select Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms & conditions.

Federally Facilitated Market Place (FFM)/Request for MLMS Training Access

Terms & Conditions

OMB No.0938-1236 | Expiration Date: 03/31/2021 | Paperwork Reduction Act

Consent to Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030. We encourage you to read the HHS Rules of Behavior.

☑ I agree to the Terms & Conditions

Next   Cancel

2. Check the box to agree to terms

3. Select "Next"

Step 3: Register Your Information

Make sure you are entering your personal information; **HOME** address, Social Security Number, etc. You will not pass validation with your work information.

Select "Next"

Please use your personal email address

Complete each required field as indicated.
Your **Social Security Number** is required.

Step 4: Create Unique ID and Password
Step 5: Answer Challenge Questions

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).

| Enter User ID |

| 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 |

Create a user ID and Password.
(this can be anything you wish)
This is how you will access the training system going forward. Make a note of your login info!

Select a security question and provide an answer.

If you forget your User ID or password, you will need to know the answer to the security question. Write down this information and keep it safe.

Step 6: Review Registration Summary
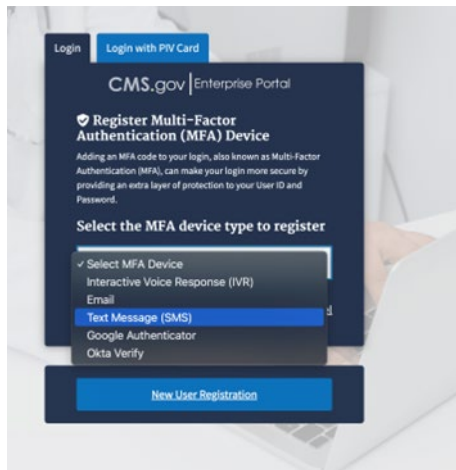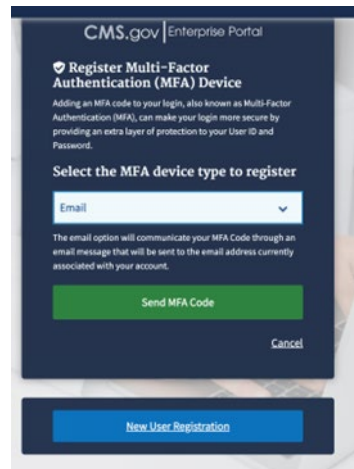
After verifying your information click **SUBMIT USER**. The confirmation page, as shown above. Use the **login** line to CMS secure portal.

Step 7: Setting up Multi-Factor Authentication (MFA)

Select a device/method from the drop down.
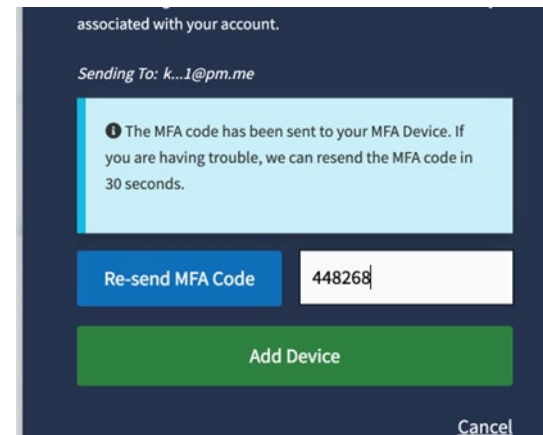
Select "Send MFA Code"

Enter the code just sent to whichever device you selected

Select "Add Device" to finalize your selection

If you use email to validate the MFA code, the code will be sent to the email address you used to register your account.

Important! You will need to use MFA **each time** you log into the CMS Portal. You can select Re-send MFA code if you do not receive the code within about 1 minute.

Request Access to MLMS

Steps to Request Access as Assister

1. Login to **CMS Secure Portal**
2. Select **Request/Add Apps**
3. Search for **FFM/Training**
4. Select **Assister** Role

Step 1: Login to CMS Portal

Enter your unique **User ID** and **Password** to gain access to the portal. Check the box to agree to the Terms and Conditions, then select **Login**.

Step 2: Select Request/Add Apps

Select *"Add Application"*

Type "*FFM***"** in the drop down**,**

Then **select** *"Federally-Facilitated Marketplace (FFM) Request for MLMS Training Access"*

Select *"Assister"* from the drop-down menu and select *"Next"*

"Access assister training" when asked to give a reason for your request

To start the ID verification process, **Select** *"Launch"*

Step 1: Complete Identity Verification

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'.

| Next | Cancel |

Read the instructions carefully. **Select** *"Next"*. Then enter all the required **personal information** on the next page. This is the information contained in your credit report.

Before you begin the process of identity verification, we _strongly encourage_ you to download a copy of your free credit report from Experian. If the information you provide does not match the information in the credit report, YOU WILL NOT BE VERIFIED. Your free credit report can be requested at Annualcreditreport.com.

Steps 2 & 3: Complete Identity Verification - Continued

Step #2: Accept Terms & Conditions

Read the Terms & Conditions, then check the box to agree and select **"Next"**

Step #3: Enter Your Information

Enter all the required *personal* information. Social Security Number is a *required* field.

Select "Next"

Be sure you have entered all your information accurately. Remember to use your home address, **not your work address**. If you use your work information, you will **not** pass verification and will not be able to access the MLMS to take the training.

Identity Verification Troubleshooting

If you are still unable to verify your identity and need to go through the manual verification process please follow these steps:

- Review the information on your free credit report.
- Ensure you are entering your personal information and legal name as it appears on your government issued ID.
- If you fail to successfully identity proof, you may be directed to contact Experian. Take note of the Review Reference Number, e.g., IDM-FFM-123456 and call Experian at the number provided.
- **If you have attempted all the above and still are unable to successfully identity proof, please contact the Marketplace Service Desk (MSD) for further assistance at 1-855-267-1515.**
- Please note: You must be at least 18 years of age to assist consumers on the Marketplace. You will not pass ID verification if you are younger than 18.
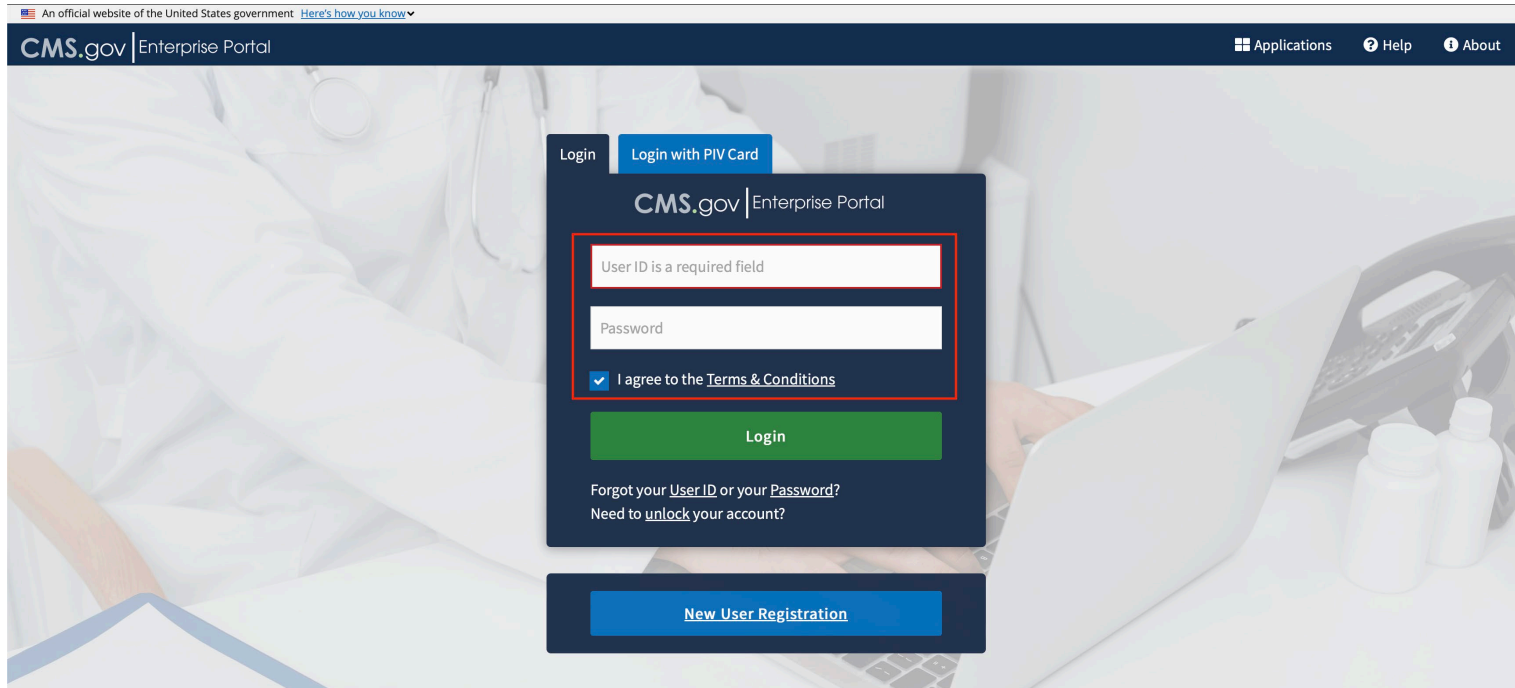
Access MLMS

Steps to Access MLMS as Assister

1. Login to **CMS Secure Portal** (https://portal.cms.gov)

2. Select **MLMS Training** tile

3. Review information on **Profile Page** and use **Assigned Navigator ID/CAC ID**

4. Access **MLMS Assister Welcome Page**

If you used the MLMS last year, you should already have a
CMS Secure Portal ID and password to access MLMS. If not, follow these steps.

Step 1: Login to CMS Portal
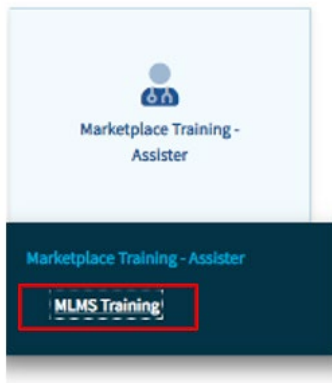
Access MLMS

Enter your User ID, Password, check the Terms and Conditions box, and select "**Login**"

If you have forgotten your User ID or password, select the appropriate link for assistance.

Steps 2 & 3: Select MLMS Training & Complete Profile Fields and Use Assigned ID (Navigators/CACs)

After logging in, select the Marketplace Training - Assister tile and then select MLMS Training

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: If you are a Navigator and/or Certified Application Counselor (CAC) in the Federally-facilitated Marketplace, you must:

- Ensure the first name and last name on your CMS portal account exactly match those on your organization's Assister roster(s).
- Ensure you enter the correct Assister ID, as listed on your organization's Assister roster (must first be listed on roster to access training).
- Complete this annual certification training and meet other state requirements to be certified to provide enrollment assistance.

If you serve as **both** a Navigator and a CAC (dual assister) in the FFM, you must:

- Select both Assister types and enter the corresponding Assister IDs.
- **Enroll** in and complete one training type, print your certificate, then enroll in the second training type and print your second certificate (you do not have to complete the second curriculum, just enroll).
- Do NOT select Other or SBE-FP if you are a Navigator or CAC in the FFM, or you will not receive credit for the training.

If you are an Assister in a State-Based Exchange using the Federal Platform (SBE-FP), select SBE-FP and enter your Assister ID.
If you need help with Assister ID validation, view Plan Year 2025 Tips and Troubleshooting - FFM Registration and Assister ID Verification.

☐ CAC   ☐ Navigator   ☐ SBE-FP   ☐ Other

Enter CAC ID / Enter Navigator ID / Enter SBE-FP ID

13-digit alphanumeric CDO Issued CAC ID / 13-digit alphanumeric Grantee issued Navigator ID / State-Based Exchange using the Federal Platform (SBE-FP)

🔒 SAVE

If you serve in **multiple roles** (CAC & NAV), be sure to check **each** assister type and enter the corresponding IDs. You will only need to take the training once, but you must register for both to receive credit for both roles.

When you complete the curriculum the completion date will be transferred **automatically** to your Assister Roster (CACs & Navigators). **Allow 48 hours for this process to be complete.** *If, after 48 hours, your completion date does not appear on your roster, please contact the MLMS helpdesk before taking any additional actions.*

Step 3: Complete Profile Fields and Use Assigned ID Cont.

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☐ CAC ☐ Navigator ☐ SBE-FP ☐ Other

Enter CAC ID / Enter Navigator ID / Enter SBE-FP ID

13-digit alphanumeric CDO Issued CAC ID / 13-digit alphanumeric Grantee issued Navigator ID / State-Based Exchange using the Federal Platform (SBE-FP)

[SAVE]

IMPORTANT! If you get an error that your ID is not valid, **please check with your organization to ensure you are listed in their system:**

- Navigators need to be listed in their organization's Navigator Roster in the Marketplace Assister Community (MAC).

- CACs need to be listed on their organization's Roster in the Organizational Maintenance Web Form (OMWF).

You will not get credit for training if you are not listed!

Select "Save". You will be taken to the Welcome page.

DO NOT select OTHER for your assister type if you are a Navigator or CAC! You will not get credit for your training if you do this.

If you are a returning Assister, the field names in red with an asterisk should already contain your ID number. Confirm the information is correct.

Step 4: MLMS Assister Welcome Page

Health Insurance Marketplace

Training Options

No suggested training

Training Instructions

Training Options: The box above lists the training options available to you as an assister

DUAL Assisters: If you serve in two roles (NAV and CAC), please enroll in your first training option, complete that, print your certificate. Then come back and ENROLL in the second training option and complete any missing modules. Your training from the first set of modules will carry over to the second assister type once enrolled in the second type. Once the missing modules (if applicable) are completed, print that second certificate and present both certificates to your Leadership.

In Progress Training: The box to the right lists your current training that you are in the process of completing. *Your detailed transcript page is here:* **Your Transcript (In-Progress Training)**

Certificates: After successfully completing the required Assister Curriculum Training and examinations, you can access your certificate from the Completed Transcript page. Click the hyperlink **Completed Transcript** and select *Completed* from your status drop-down: **Completed Transcript**

PLEASE NOTE! Once completed, your completion date will AUTOMATICALLY transmit to CMS. This will populate on your assister roster. Please allow 24-48 hours for the completion to appear on the Roster. If it has been more than 48 hours and your completion is not visible on the Roster, please contact cacquestions@cms.hhs.gov for CAC's, eapquestions@cms.hhs.gov for EAPs, or your Project Officer for Navigators. **DO NOT DECERTIFY yourself on the Roster!**

If assistance is required during your training, please check out The MLMS Interactive Learning Assistant (MILA). MILA is our Artificial-Intelligence driven chatbot available to assist you with your MLMS questions 24 hours a day, 7 days a week. Click the button

(MILA is undergoing maintenance. Please contact the Helpdesk for Support.)

Visit the **Assister Training Resources** page

Contact the MLMS Help Desk for the following:

- Can't print certificate
- Can't find curriculum
- Training not launching
- Modules not advancing
- Can't take exams
- System not recording progress

Announcements

Plan Year 2026 Assister Certification Training on the Marketplace Learning Management System (MLMS) "Go-Dark"

As we prepare to release the Plan Year (PY) 2026 Assister Certification Training, the PY 2025 Assister Certification Training hosted on the Marketplace Learning Management System (MLMS) will be taken **offline** at 6:00 p.m. (ET) on **Thursday, August 14, 2025** During this "go-dark" period, assisters will not be able to access the certification training. In addition, for the first week of "go dark" assisters will not be able to print certificates or access the MLMS system for any reason. We anticipate the PY 2026 Assister Certification Training will be available early this fall.

Assisters who need to take the current training before the PY 2026 training is available should complete the PY 2025 Assister Certification Training prior to its removal on **Thursday, August 14, 2025**.

Training Options

PY20XX FFE CAC

PY20XX FFE Navigator

This is the MLMS Welcome Landing page.
To return to this page at anytime, select "**Home**" from the menu in the upper right-hand corner.

Step 1: Select Link To Enroll

Select the curriculum title link in Training Options

If you have updated your profile page with the correct Assister type(s) and ID(s), the Curriculum for your assister type(s) will appear automatically in the Training Options widget.

Step 2: Select Open Curriculum

On your "Transcript" Select **"Open Curriculum"**

The curriculum will appear, and you can open it directly from this page.

Step 3: Select Close
Step 4: Select Launch
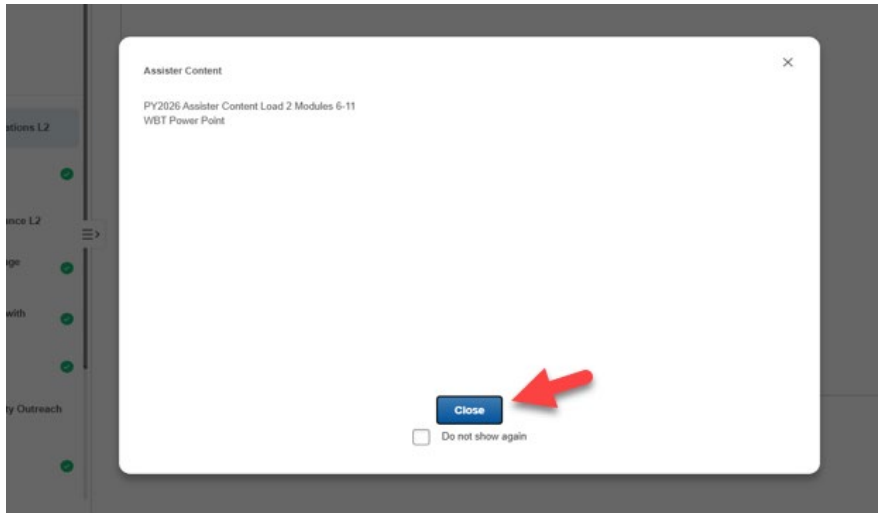
Select **Close** on the initial pop-up screen. **Do not Show Again** can also be selected.
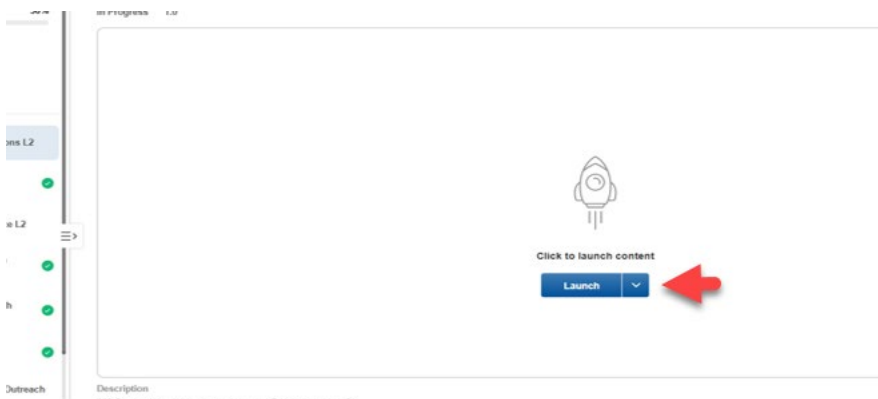
Select **Launch** – the content will open in the same window/tab.

To open the training in a new window with a historical appearance, select "**here**" in the small print below the training window.
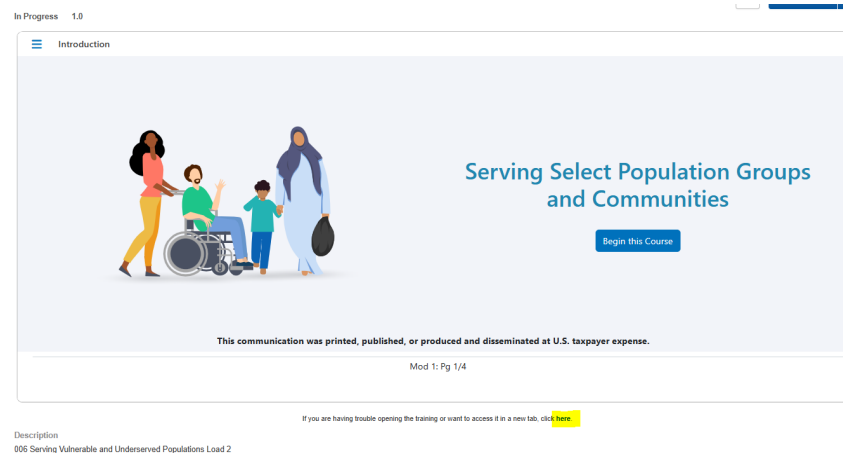
You will then LAUNCH the content by selecting " Begin this Course".
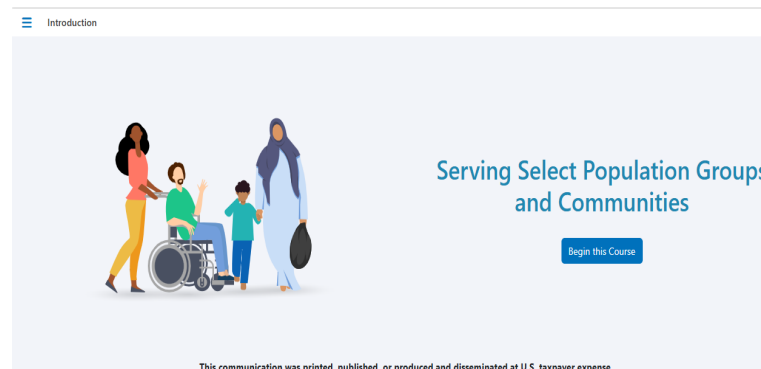
Launch and Complete Required Training

1. Once inside the course, select **Right Arrow** to **Advance to the next page of the Training**.
2. You must select **ALL Links (usually in BOLD dark red)** on the screen to move to the next page.
3. Simply **Exit** by selecting the Exit Course button at the end of the course in the learning content window when finished. If you don't exit manually, the course will automatically advance to the next module.
   – If you need to exit before completing the course, your location will be bookmarked, and you can return to this spot when you return to the course. Close the window via the Exit Course button in the top right corner of the course.
4. Review **Completion Status** on the launch page. Completed modules will be marked with a green check mark.

HINT: The system will log you out after 30 minutes if you do not interact with the screen. You will be required to log back in if you experience a time-out.

Step 1: Select Right Arrow to Advance Training
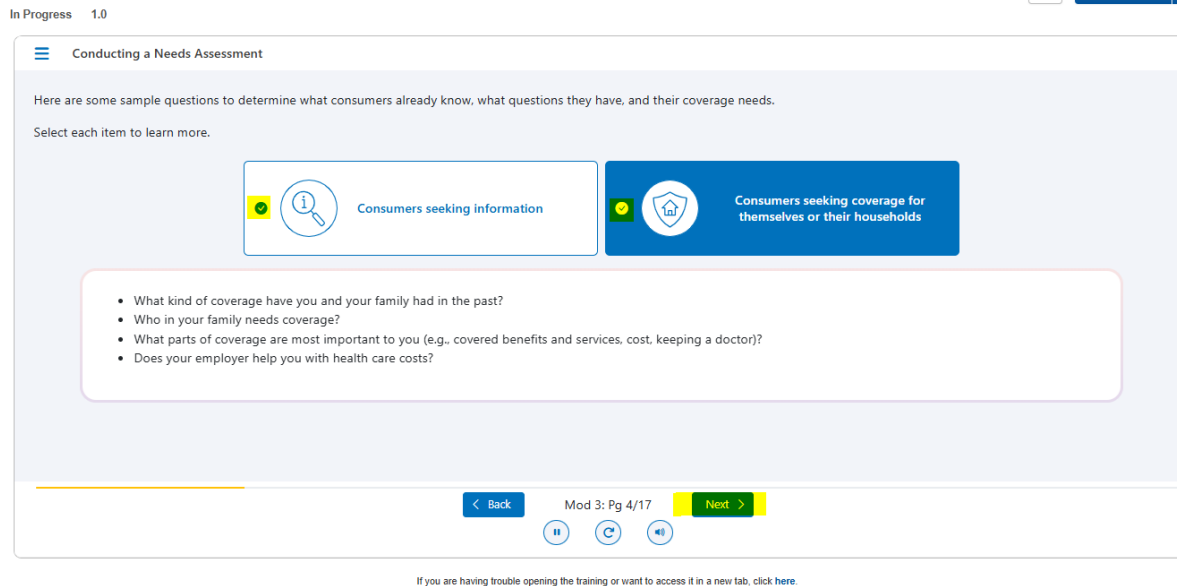
Be sure to open **every link** on a page so that the **NEXT>** button will become available, and you can advance to the next page.

Select the **NEXT>** or **<BACK** buttons to move forward and back through the content.

On the Training course window use the **right arrow** button to advance through the course and the **left arrow** button to return the previous page.

Step 2: Bookmarking

You can exit the course at any time by selecting the "EXIT COURSE" button or closing the window (if using full screen)". When you exit a course before the entire module is complete, when you reenter you will be asked if you want to continue where you left off. You can select "Yes" to go to where you were when you exited, or you can select "No" and the module will return to the beginning.

Step 3: Exit & Launch Exam

After completing the training module, select "Exit" to leave the course. Then, select "Launch Test" to begin the exam. If you do not select Exit Course the corresponding exam will automatically launch, or you can select CANCEL.

Step 3: Review Completion Status

After passing the exam, the course will show a green check mark on the course launch page.

If you have completed the course and passed the exam and the status hasn't changed, try refreshing the page.

If that still does not work, contact the Help Desk or use the MILA chatbot to start a ticket.

This is where the screenshots can be helpful, you might need to send these to the Help Desk to get credit for your modules.

MLMS Help Desk
MLMSHelpDesk@cms.hhs.gov
- Can't print your certificate
- Can't find curriculum
- Training is not launching

How to get Credit as Multiple Assister Types (NAV/CAC)

When you select both CAC & NAV on the MLMS page and enter your corresponding ID's you should have two courses listed one for each assister type. You will begin one curriculum and complete all the modules. Once you print your completion certificate, return to the training options page and enroll in the next curriculum. Then go to completed learning and print your second certificate.

Training Options

PY20XX FFE CAC

PY20XX FFE Navigator

Welcome to your Transcript

Here you can manage all of your Not Started, In Progress, or Completed learning.
Change Active to Completed to view your Completed learning, and change Completed to Active to view your In Progress lea...

Filter by Training Status | Sort by | Filter by Training Type | Search
Completed | Completion Date | All Types | Search

Search Results (5)

Py20XX New FFE CAC
Completed : 2/27/2023   Status : Completed   Training Type : Curriculum

After completing your first curriculum, then **enroll** in the additional training. Next, navigate to the completed section, of your Training Options and print your next certificate.
(*you will not need to complete both types of training*)
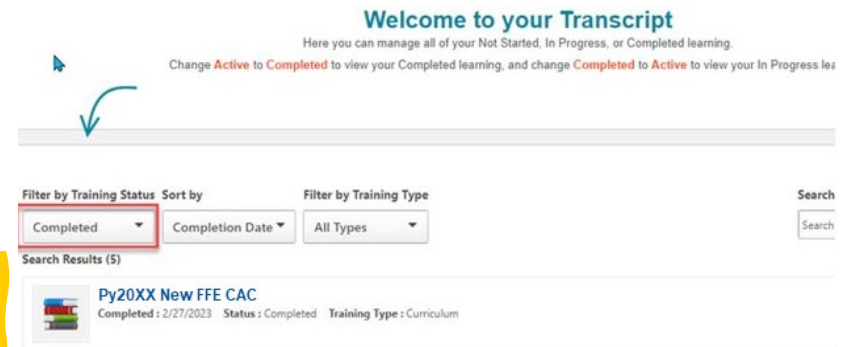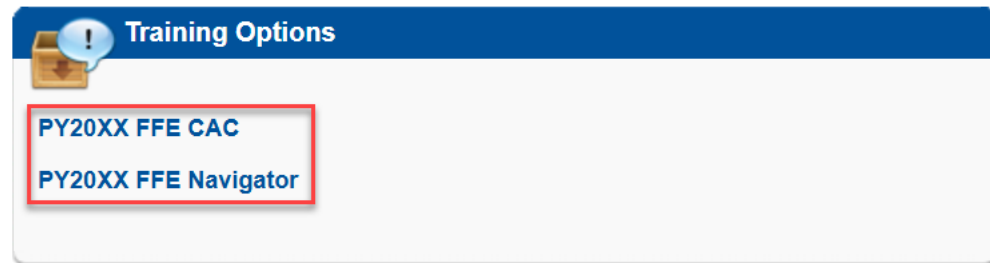
You will be credited for prior course completion. If taking similar curriculum you can navigate to the "Completed" section of the transcript.

Print Certificate

1. Select **Your Transcript**
2. Find Completed Curriculum
3. Print Certificate

Step 1: Select Completed Transcript
Step 2: Select View Certificate from Drop-down

- Under Training Instructions, select "Completed Transcript".
- Then select "Completed" from the drop-down menu.
- Select the training you wish to print the certificate for.
- Then select "View Certificate".

Step 3: Print Certificate

Complete Optional Training

Each of the Assister curriculum modules contain *optional* courses. If you choose to take the optional courses simply navigate to the optional section and launch the courses.

Launch the optional courses just like all the other courses. You can take individual courses or all courses. *Note: These courses are not mandatory.*

Review Options

In addition to relaunching a completed course to review content, we also offer microlearning modules on many topics. Microlearning modules are not required but provide a refresher and focus on navigating the Marketplace application successfully in a variety of scenarios.

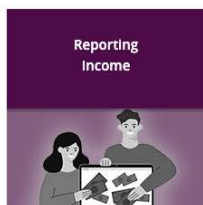https://www.cms.gov/marketplace/technical-assistance-resources/marketplace-assister-microlearning

Relaunch Completed Course

If you want to review a completed course:

1. Navigate to "Completed" section of Transcript.
2. Select "View Training Details" from "View Completion" drop-down.
3. Select "Launch" for the course you would like to review.

Step 1: Find the curriculum to review

Select "Completed Transcript"

Be sure to change the filter to **Completed** to find the curriculum you wish to review.

Step 2: Select the course and View Training Details

Select "View Training Details"

This will allow you to review the content for a quick refresher.

Step 3: Open the details page and select Launch

Curriculum

Select A Training View
- All Training
- Activated Training
- Not Activated Training
- Check to sort by due date (uncheck box to return to default view)

TITLE (CLICK ON ⊙ TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS
Required Training Modules (Min. required: 15) ⓘ	Section				
001 Training Overview	Online Class	None	No	Registered	Launch
002 Health Coverage Basics	Online Class	None	No	Registered	Launch
002 Health Coverage Basics Exam	Test	None	No	In Progress	Launch Test
003 Affordable Care Act Basics	Online Class	None	No	Registered	Launch
003 Affordable Care Act Basics Exam	Test	None	No	In Progress	Launch Test
004 Privacy Security and Fraud Prevention Standards	Online Class	None	No	Registered	Launch
004 Privacy Security and Fraud Prevention Standards Exam	Test	None	No	Registered	Launch Test
005 Marketplace Application Essentials	Online Class	None	No	Registered	Launch
005 Marketplace Assister Essentials Exam	Test	None	No	Registered	Launch Test
006 Serving Select Population Groups and Communities	Online Class	None	No	Registered	Launch
006 Serving Select Population Groups and Communities Exam	Test	None	No	Registered	Launch Test
007 Cultural Competence and Language Assistance	Online Class	None	No	Registered	Launch
007 Cultural Competence and Language Assistance Exam	Test	None	No	Registered	Launch Test
008 Working with Individuals with Disabilities	Online Class	None	No	Registered	Launch
008 Working with Consumers with Disabilities Exam	Test	None	No	Registered	Launch Test
Optional Training Modules (Min. required: 0) ⓘ	Section				
009 Customer Service Standards and Community Outreach	Online Class	None	No	Registered	Launch
009 Customer Service Standards and Community Outreach Exam v2	Test	None	No	Registered	Launch Test
010 Coverage to Care Assistance	Online Class	None	No	Registered	Launch
010 Coverage to Care Assistance Exam	Test	None	No	Registered	Launch Test
011 Complex Application Issues	Online Class	None	No	Registered	Launch
011 Complex Application Issues Exam	Test	None	No	Registered	Launch Test

Select "Launch" or "Launch Test"

Take the course or exam as normal when it is launched.
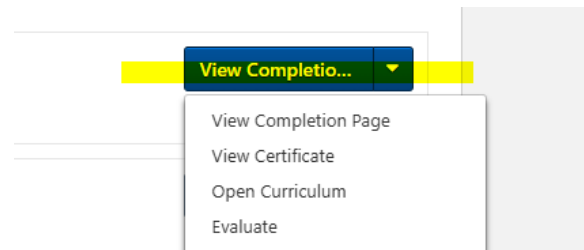
Assister Evaluation

1. Complete Curriculum
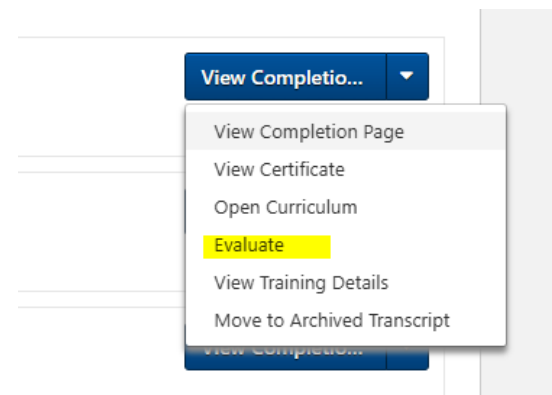2. Launch Evaluation (survey)

Step 1: Select Launch and Begin Evaluation

After completing the curriculum and exams,
you have the option to evaluate the learning content.

Select the **"View Completion"** drop down.

Select **"Evaluate"**.

This is an opportunity to provide your feedback about how to improve the training.

Step 2: Complete the Evaluation

Assister Feedback

Question 1 .

Select the Assister roles you will be performing this year. (Select as many as applicable.)

☐ FFE Certified Application Counselor
☐ FFE Navigator
☐ FFE Enrollment Assistance Personnel
☐ Returning FFE Certified Application Counselor
☐ Returning FFE Navigator
☐ Returning FFE Enrollment Assistance Personnel
☐ SBE-FP
☐ Other

Question 9 .

Please list additional topics you'd like to see discussed on the annual certification training on the MLMS (in 250 characters or less)

[Save / Return Later]   [Submit Final Answers]

Answer the questions.

Submit your answers or save to come back and complete it later.

The **Evaluation** is launched to allow course feedback. Read the questions and answer accordingly.

Resources
Help Desk Information

MLMS Help Desk

Email: MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate
- Can't find curriculum
- Training is not launching

CAC Questions Help Desk

Email: cacquestions@cms.hhs.gov

- Error message; CAC ID not valid
- Issues that cannot be resolved by the other help desks

Manual ID Verification Help Desk

- You have provided your **personal** information during the identity verification process, but the system cannot identify you Please contact the Marketplace Service Desk (MSD) for further assistance at 1-855-267-1515

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov

- Phone: 855-267-1515
- User ID / Password Issues
- No access to MLMS

Navigators

Email: FFMAssisterCommunity@cms.hhs.gov
For any other issues, or if you cannot get your issue resolved, please email your project officer

Include the following information:
- – Screenshot(s) of issue
- – Device and Browser

Resources
Quick Reference Guides

Quick Reference Guides are available on Marketplace under CMS Training for Navigators, Agents, Brokers, and other Assisters

https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training

You can also find help here:

REGTAP: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit

Registration for Technical Assistance Portal

On your "**My Dashboard**" page, select the icon "**Marketplace Resources for Federally-Facilitated Assisters**", then select the first option, "**Assister Education & Annual Assister Certification Training Resources**".