



# Tips and Troubleshooting Guide

## FFM Registration and Assister ID Verification

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THIS DOCUMENT CONTAINS TIPS TO HELP ASSISTERS GAIN ACCESS TO THE MANDATORY ANNUAL ASSISTER CERTIFICATION TRAINING ON THE MARKETPLACE LEARNING MANAGEMENT SYSTEM (MLMS). PLEASE REVIEW THIS DOCUMENT BEFORE ATTEMPTING TO ACCESS THE TRAINING. ASSISTERS WILL EARN THEIR CERTIFICATION BASED ON THEIR ASSISTER TYPE; CERTIFIED APPLICATION COUNSELOR (CAC), FEDERALLY-FACILITATED NAVIGATOR, STATE BASED EXCHANGE USING THE FEDERAL PLATFORM (SBE-FP) ASSISTER, OR "OTHER."



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### CMS Portal Registration/Login

#### Existing Users:

- If you have an existing portal account - **DO NOT CREATE** another account.
- Your portal CMS ID is unique to you and will be your ID regardless of your organization.
  - If you have changed organizations, you will be able to update your existing account with your updated information.
  - If you cannot remember your login/password - Please try the forgot user ID/password prompt.
  - If you need to reset your login information contact MSD (855-267-1515).
- If your legal name has changed, please contact MSD (855-267-1515).

#### New Users:

- For those creating a **new** account your portal ID/login does not have to reference your organization/assister ID. Your portal ID/login can be anything you like.
- You will need to use Multi-factor Authentication (MFA) **each time you log in**.
  - There are various Multi-factor Authentication (MFA) options.
  - Text Message is the suggested method for MFA.

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### Identity Verification

- All Assisters **must** verify their identity through the CMS Portal and Experian. This is required for access to the CMS Portal and MLMS training.
- During this verification process you must provide your **personal** information. (You will not pass the ID verification if you enter your business information.)
- Please use your:
  - **Legal** First and Last name as it appears on your government issued ID (no nicknames)
  - Home Address
  - Personal E-mail address
  - Personal Phone number
  - Social Security number
- Download a free copy of your credit report ([annualcreditreport.com](https://annualcreditreport.com)) before attempting identity verification so that you will know which information will be verified by Experian.
  - If your credit report reflects a previous address or last name for example, please use the information in your credit report so that you will pass ID proofing.
- **If the system is unable to verify your identity, DO NOT** continue to enter the same information that was rejected! The system will lock, and you will be forced to manually verify.
  - Please review your free credit report to see what information they have on file and edit your CMS Portal account to match.
  - Review your information and ensure that you are using your personal information including email and phone.
- **If you are still unable to verify your identity and need to go through the manual verification process please follow these steps:**
  - 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 of 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.***

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### Registering for MLMS Training

If you are a new CMS Portal User, after passing the Identity Verification process, you will need to register for MLMS Training. Before registering for training, you will need to ensure that you are listed on your organization's roster and assigned your unique assister ID.

- To ensure you will be assigned the correct training
  - **CACs:** Select CAC and enter your CAC ID
  - **Navigators:** Select Navigator and enter your Navigator ID
- **If you get an error message** – first make sure you are listed on your organization's roster!
  - **CACs:** If you receive an error message, check with your organization or please reach out to [cacquestions@cms.hhs.gov](mailto:cacquestions@cms.hhs.gov) to resolve your issue.
  - **Navigators:** If you receive an error message, check with your organization or please reach out to [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov) to resolve your issue.
- **Do NOT sign up for another assister type if that type does not apply to you (e.g., if you are a CAC in the Federally Facilitated Marketplace, don't check Other or SBE-FP). YOU WILL NOT GET CREDIT FOR TRAINING IF YOU DO THIS!**

### Dual Assisters

If you serve as more than one Assister type (CAC and Navigator), check each box that applies, then enter your corresponding IDs in the appropriate fields.

- If you serve as **more than one Assister type**, you will only need to take the training **once**, and you will receive credit for **each** assister type you registered for, however you will need to **enroll** in each curriculum.
  - If you selected CAC and Navigator, enroll in and complete the first set of modules, then once you have finished, you can enroll in the next set of modules. After enrolling your completions will carry over and you can print your certificate for both assister types.
    - **CAC** (enroll and complete all modules and exams)
    - **Navigator** (after completing CAC curriculum, ENROLL in Navigator curriculum, then navigate to completed learning).
    - Print your second certificate.



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### Error codes and Messages

CAC Error Codes: please contact your organization or [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov)

- **DE-CERTIFIED:** Validation failed: Your CAC ID number has been decertified with your organization. To restore your access to the training, contact your organization leadership to be issued a new CAC ID on the Assister roster. If you have questions, please contact [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).
- **EXPIRED:** Validation failed: Your CAC ID number is expired. To restore your access to the training, contact your organization leadership to be issued a new CAC ID on the Assister roster. If you have questions, please contact [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).
- **E000:** Your First Name and Last Name on your CMS Portal Account needs to match the First Name and Last Name maintained by your organization's roster. Please contact your organization to correct this error on the organization's roster. If you have questions, please contact [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).
- **E001:** CAC ID not found, please ensure that you entered your CAC ID number correctly. If your number is correct, please contact your organization to verify that you are listed on your organization's roster. If you have questions, please contact [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov).
- **E004 or E005:** CAC ID is not valid. Please use your 13-digit alphanumeric ID number assigned to you by your organization. If your number is correct, please contact your organization to verify that you are listed on your organization's roster.
- **General Error:** Service is currently down, please try again later. You can contact the helpdesk if you continue to experience issues.



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Navigator Error Codes: please contact your organization or [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov)

- **DE-CERTIFIED:** Validation failed: Your Assister ID number has been decertified with your organization. To restore your access to the training, contact your organization leadership to be issued a new Navigator ID on the Assister roster. If you have questions, please contact [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov).
- **EXPIRED:** Validation failed: Your Navigator ID number is expired. To restore your access to the training, contact your organization leadership to be issued a new Navigator ID on the Assister roster. If you have questions, please contact [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov).
- **E000:** Your First Name and Last Name on your CMS Portal Account needs to match the First Name and Last Name maintained by your organization's roster. Please contact your organization to correct this error on the organization's roster. If you have questions, please contact [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov).
- **E001:** Navigator ID not found, please ensure that you entered your Navigator ID number correctly. If your number is correct, please contact your organization to verify that you are listed on your organization's roster. If you have questions, please contact [FFMAssisterCommunity@cms.hhs.gov](mailto:FFMAssisterCommunity@cms.hhs.gov).
- **E004 or E005:** Navigator ID is not valid. Please use your 13-digit alphanumeric ID number assigned to you by your organization. If your number is correct, please contact your organization to verify that you are listed on your organization's roster.
- **General Error:** Service is currently down, please try again later. You can contact the helpdesk if you continue to experience issues.



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### Help Desks

#### **MLMS Help Desk**

Email: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)

- Can't print your certificate.
- Training is not launching.
- Modules are not advancing.
- System is not recording your progress (take and save screenshots of your completion pages just in case)

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#### **CMS Enterprise Portal Help Desk**

Email: [CMS\\_FEPS@CMS.hhs.gov](mailto:CMS_FEPS@CMS.hhs.gov)

Phone: 855-267-1515

- Logging into CMS Portal
- User ID/Password Issues
- No access to MLMS

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#### **CAC Help Desk**

Email: [CACQuestions@cms.hhs.gov](mailto:CACQuestions@cms.hhs.gov)

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

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#### **Navigators**

Email: [FFMAssisterCommunitynts@cms.hhs.gov](mailto:FFMAssisterCommunitynts@cms.hhs.gov)

- Error message; Navigator ID not valid
- For other issues, or if you cannot get issue resolved, please email your project officer

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#### **Manual ID Verification Help Desk**

Phone: 1-855-267-1515

- You have provided your personal information during the identity verification process, but the system cannot identify you.

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### Resources

CMS.gov/Marketplace: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit <https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training>.

REGTAP: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit [REGTAP | Registration for Technical Assistance Portal \(cms.gov\)](#)