![CMS Centers for Medicare & Medicaid Services]

QUICK REFERENCE GUIDE: PLAN YEAR 2016
FFM REGISTRATION AND TRAINING STEPS FOR ASSISTERS

The purpose of this document is to provide a quick overview for Assisters on how to access and register in the Marketplace Learning Management System (MLMS). The MLMS is specifically designed to provide both one-time and continuous on-line training.   When completing the initial registration process, pay close attention to the navigation provided in this guide. Open a web browser in Internet Explorer 10, Firefox 35.0.1, or Chrome.

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1   1st Time NAV and Federal IPA Registration Process

o   Navigate to CMS Enterprise Portal at https://portal.cms.gov/
- **Create CMS Portal ID**
  - Click **"New User Registration"** link
  - Read and check the box to signify agreement with **"Terms and Conditions"** – Click **"Next"**
  - Complete all fields on "Your Information Page" Click **"Next"**
  - Create a User ID and Password
  - Select **"Challenge Question 1"** (Choose a question and provide an answer in **"Answer 1"** - repeat for Questions and Answers 2 and 3)
  - Click **"Next"**
  - Account Successfully Created – Click **"OK"**

2   1st Time CAC, State IPA or Other Registration Process

o   Navigate to CMS Enterprise Portal at https://portal.cms.gov/
- **Create CMS Portal ID**
  - Click **"New User Registration"** link
  - Read and check the box to signify agreement with **"Terms and Conditions"** – Click **"Next"**
  - Complete all fields on "Your Information Page" Click **"Next"**
  - Create a User ID and Password
  - Select **"Challenge Question 1"** (Choose a question and provide an answer in **"Answer 1"** - repeat for Questions and Answers 2 and 3)
  - Click **"Next"**
  - Account Successfully Created – Click **"OK"**

3   Enrolling in a Curriculum

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - **Request Access to MLMS**
    - Click **"Login to CMS Secure Portal"**
    - Read **"Terms and Conditions"** – Click **"I Accept"**
    - Enter User ID and Password
    - Click **"Log In"**
    - Click **"Request Access Now"**
    - Type **"FFM"** in the Access Catalog search box
    - Click **"Request Access"**
    - Select **"Assisters"** from the list of roles – Click **"Submit"**
    - Successful Completion! – Click **"OK"**
  - **Access the MLMS**
    - Click **"Login to CMS Secure Portal"**
    - Read "Terms and Conditions" – Click **"I Accept"**
    - Click **"MLMS"** then **"Training"**
    - Complete the necessary fields based on your Assister type
    - If changes were made – Click **"Save/Update"**, If no changes were made – Click **"Next"**

- **You are at the "Learner's Landing Page"**
  - Under **"Training Options"** - Hover over the **"Actions"** link
  - Click **"Enroll"**
  - Click **"Complete Enrollment"** – this takes you to the **"Registration Confirmation Page"**
  - Click **"Learning"**

Note: Required training is identified in red with an asterisk. If additional training is available for your role it is identified in black and is optional - you are encouraged to complete these.

- **Complete all courses and Complete curriculum - Print certificate.**
  - Click "**Current Learning**"
  - Click **"Launch"** - next to the first offering
  - Complete this and all other courses

Note: When Curriculum is completed you will be taken back automatically to the MLMS home page.

| 4 | **Updating MLMS Profile Information** |

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - Log In to MLMS
  - From the learner landing page click on your name at the top of the screen
  - Click "**My Profile**"
  - Add/change the appropriate information
  Note: Fields in gray cannot be edited.
  - Click "**Save**"

> *Quick Tip:*
> *It is necessary to complete all additional required fields on the Profile Landing Page before continuing to the next step.*

| 5 | **Printing a Curriculum/Course Certificate (Assisters)** |

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - Log in to MLMS
  - Under "**Completed Learning**
  - Click "**Print Certificate**"
  - Select "**Print Certificate**" from the certificate that appears

> *Quick Tip:*
> *A certificate may be printed with the completion of each course; however, the final Curriculum Completion Certificate is the one that will be required.*

| 6 | **Printing a Federal Certificate (Navigators and Federal IPAs)** |

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - Log in to MLMS
  - Under "**Completed Learning**
  - Click "**Print Certificate**"
  - Select "**Print Certificate**" from the certificate that appears
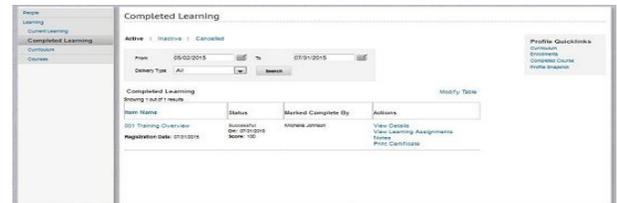
| 7 | **Updating Your Contact Information on Find Local Help** |

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
- From the Assister Landing Page click on "**Update Profile Contact**"
  - Enter your new "**Business/Professional Contact Information**"
  - Click "**Save**" button at the bottom of the screen
  *Note: It may be necessary to complete all the additional required fields on the **Profile Landing Page** before continuing.*

Additional Resources for Assisters in the Health Insurance Marketplaces

 https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html

Contacts:
For questions/comments about the FFM application and enrollment: 1-800-318-2596 (TTY: 1-855-889-4325) available 7 days a week, 24 hours a day

For questions/comments about logging into CMS, contact the Exchange Operations Support Center at CMS_FEPS@cms.hhs.gov **or 1-855-CMS-1515**