How to Complete Training and Print Your Certificate –
Video Transcript

CDO Learning Series

This document is a transcript for the CDO Learning Series.

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Welcome

Welcome to the tutorial for how to complete training and print your Certificate of Completion as an Assister in the Federally-facilitated Marketplace on the Marketplace Learning Management System (MLMS).

Acronyms

Throughout this video we will reference certain acronyms which you will need to understand. They are: MLMS or Marketplace Learning Management System and CMS which stands for Centers for Medicare and Medicaid Services.

Purpose and Resources

For additional tutorials that will walk you through how to access certification training, validate your Assister ID, check your portal profile and more, visit the Training Resources page at Marketplace.cms.gov

How to steps

Prior to taking training you should check your web browser configuration. The MLMS requires certain web browser settings, including allowing and enabling pop-ups and JavaScript. To confirm your configuration, you can use the "MLMS Check your System" link to check your status. This link is listed under the "Assister Resources" portlet on your home page.

To access the training, click on "Current Learning" on the left-hand navigation menu as shown here. From the "Current Learning" page you can click the training name or "Launch" link to navigate to the course page. Assister course training assignments are sequenced. This means users are required to complete the training module prior to taking the exam.

To begin a course, click on the "Launch" button. Once "Launch" is clicked, a pop-up window will display your training. If it does not, check to ensure you've allowed pop-ups for the CMS Enterprise Portal.
If you are unable to access your browser's settings, try logging in using a different browser. The MLMS supports Internet Explorer, Firefox, and Chrome.

Note: If users experience any errors during navigation or training does not move to successful status, please take a screenshot, and email it to the help desk support team at MLMSHelpDesk@cms.hhs.gov

Once the training module has been completed, the course page will refresh, and the status of the learning assignment will update. After the training modules are completed, the Launch button for the exam will become available.

Note: If your learning assignment module does not move to successful status, as mentioned prior, please take a screen shot of the last page of the module and email it to the MLMS help desk at, MLMSHelpDesk@cms.hhs.gov. In addition, you can check your browser configuration using the "MLMS

Check your System" link in the assister resource portlet on your home page as mentioned earlier in this video.

Once all learning assignments have been marked successful, your course completion will change to successful. Note: If you see your module move to Successful status but the top-level completion status remains at not evaluated, you can click on "Main" tab and then back to "Learning Assignment" tab. This will refresh the screen.

Throughout training you can navigate to the curriculum status page to view your training progress. From the curriculum status page, once the training is one hundred percent complete, the actions link will display the "Print Certificate" link. A pop-up window displays your certificate. Users may need to select the Activate Adobe Acrobat link on the screen to view and print the certificate.

Conclusion and Support

If users experience any issues, they should contact the MLMS team at, MLMSHelpDesk@cms.hhs.gov for assistance and provide their username in the email so the MLMS team can resolve the issue.