NEW Identity Verification Process
Beginning August 29, 2019 all new and returning Assisters (Certified Application Counselor, State Based Exchange-Federal Platform and Navigators) will need to verify their identity on the CMS Portal to access Assister Certification training on the MLMS. Previously, a user would request access to the MLMS and add a role without going through the Identity Verification process.

This document provides an overview of how to re-register as a legacy Assister, or register as a new Assister, using the Identity Verification process.

Login: Returning CAC, SBE-FP, NAV
If you are a legacy Assister, follow these steps to determine if you need to complete the Identity Verification process.

2. Enter your FFM Credentials (User ID and Password) from last year
3. Review and Agree to the Terms & Conditions and click Login

FFM Credentials: This is the user ID and password you previously created to access the CMS Enterprise Portal. If you forget your credentials, try the “Forgot your User ID or your Password” links located under the Login button.

On the My Portal screen, if you see the Request/Add Apps tile, then your account has not been identity verified
2. Complete the Request Access (page 5) and Identity Verification (page 6) processes
If you are a new Assister, follow these steps to obtain an FFM User Name and Password.


2. **Create a CMS Portal Account by clicking the New User Registration button**

   - Select **MLMS: Marketplace Learning Management System** from the dropdown menu
   - Read the Terms & Conditions, check the box to signify agreement, and click "Next"

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**Step #1: Choose Your Application**

Step 1 of 2 - Select your application from the dropdown. You will then need to agree to the terms.

- **MLMS: Marketplace Learning Management System**

**Terms & Conditions**

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**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.
If you are a new Assister, follow these steps to obtain an FFM User Name and Password.

3. Complete all required fields in Step #2: Register Your Information and click Next.

   **Step #2: Register Your Information**

   Step 2 of 3 - Please enter your personal and contact information.
   All fields are required unless marked 'Optional':
   - Enter First Name
   - Enter Middle Name (optional)
   - Enter Last Name
   - Suffix (optional)
   - Enter Social Security Number (optional)
   - Birth Month
   - Birth Date
   - Birth Year
   - Is Your Address US Based?
   - [ ] Yes
   - [ ] No
   - Enter Home Address #1
   - Enter Home Address #2 (optional)
   - Enter City
   - State
   - Enter Zip Code
   - Enter Zip+4 (optional)
   - Enter E-mail Address
   - Confirm E-mail Address
   - Enter Phone Number

   [Back] [Next] [Cancel]


   **Step #3: Create User ID, Password & Challenge Questions**

   Step 3 of 3 - Please create User ID and Password, Select Challenge questions and provide answers.
   - Enter User ID
   - Enter Password
   - Enter Confirm Password
   - Select Challenge Question #1
   - Enter Challenge Question #1 Answer
   - Select Challenge Question #2
   - Enter Challenge Question #2 Answer
   - Select Challenge Question #3
   - Enter Challenge Question #3 Answer

   [Back] [Next] [Cancel]
If you are a new Assister, follow these steps to obtain an FFM User Name and Password.

- Review the Registration Summary and click **Submit User**. Then complete the [Request Access](#) (page 5) and [Identify Verification](#) (page 6) processes.
Request MLMS Access

If you are a legacy Assister and no longer have access to the MLMS, or you are a new Assister, you will need to gain access to the MLMS portal to complete training. Navigate to the CMS Enterprise Portal (https://portal.cms.gov/). Enter your **FFM Credentials** (User ID and Password). Then review and agree to the **Terms & Conditions** and click **Login**.

1. On the My Portal screen, click the **Request/Add Apps** tile

2. Search the Access Catalog for “f” and select the **Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access** tile
   - Click **Request Access**

3. From the Request New System Access page, select **FFM/MLMS Training Access** as the System Description and **Assisters** as the Role
   - Click **Submit**
Identity Verification

Before you begin this process, we strongly encourage you to download a copy of your free credit report from Experian before attempting Identity Verification. This will provide you with the information that Experian has on file for you, so that you may provide correct responses to the ID proofing questions. Your free credit report can be requested here: [https://www.annualcreditreport.com](https://www.annualcreditreport.com)

1. On the Identity Verification page, you will be prompted to complete steps for Identity Verification. When you are ready to proceed, click “Next”

2. Once you have read through the information on this page, check the box to agree to the Terms and Conditions and click Next

3. After the Identity Verification is complete, you will be taken back to the CMS Enterprise Portal

**IMPORTANT:** If you are unable to successfully complete the Identity Verification process, you will be directed to contact the Application Helpdesk and provide a Response Code. The Application Helpdesk will provide instructions to help resolve your issue. Once your issue has been resolved, you can login to the CMS Enterprise Portal and request training access.
Identity Verification

Once you are returned to the CMS Enterprise Portal, enter your **FFM Credentials (User ID and Password)**. Review and agree to the **Terms & Conditions** and click **Login**.

- Click the **MLMS** tile and select **Training**
- From the MLMS Assister Profile page, complete the required fields, and select **Save/Update** and **Next** to access the MLMS and view training options

Resources

**CMS Marketplace**
Additional resources for Assisters may be found at:

**Assister FAQ**
A link to the **Assister FAQ** document with more detailed information can be found in the **Help** portlet at the bottom of the MLMS Assister landing page.

**Help Desks**
- **ID Verification**: AB Help Desk at FFMProducer-AssisterHelpdesk@cms.hhs.gov
- **FFM registration, CMS policies, and other issues**: FFMProducerAssisterHelpDesk@cms.hhs.gov
- **Logging-on to the CMS Enterprise Portal**: CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515
- **MLMS**: MLMSHelpDesk@cms.hhs.gov