Identity Verification Process

All new Assisters (Certified Application Counselor, Navigator, and State Based Exchange-Federal Platform) need to verify their identity on the CMS Portal to access Assister Certification training on the MLMS.

This document provides an overview of how to login as a returning Assister, or register as a new Assister on the CMS Portal, complete Identity Verification, then access training on the MLMS.

NEW Assisters please begin on page 6

RETURNING Assisters please begin on next page
Login: Returning Assisters

If you are a **returning** 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.
Setting Up Multi-Factor Authentication (MFA)

New this year, you will be required to add an additional layer of security called Multi-Factor Authentication. **You will need to use MFA each time you log into the CMS Portal.**

2. Select a device/method from the drop-down menu

Tip: choosing text/mobile device is the fastest method to verify MFA

If you use email to validate the MFA code will be sent to the email address you registered your CMS Portal Account with

3. Click Send MFA Code

Enter code you received in the device you selected. Then click Add Device
Returning Assisters

- On the **My Portal** screen you should see the **MLMS Tile**
- Click the **tile**

![My Portal screen](image)

- After clicking the **MLMS Tile**, click the **MLMS Training Link** to launch MLMS

![MLMS Training screen](image)

- On the **My Portal** screen, if **you do not see the MLMS tile**, then your account has not been identity verified previously and you will need to complete **identity verification**
- Complete the **Request Access** (page 10) and **Identity Verification** (page 11) processes
Returning Assisters: MLMS Welcome Page

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators and Certified Application Counselors (CACs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:
- Navigator Grant Leadership if you are a Navigator; or
- Certified Designated Organization (CDO) if you are a CAC;

To access Certification training, ensure that you're inputting a valid Assister ID issued by your CDO or Navigator Grant Leadership as applicable; and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organization roster of Assisters.

All new and returning Navigators and CACs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training; among other things to be certified to provide enrollment assistance.

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

Important: Users in a State-Based Exchange using the Federal Platform (SBE-FP) should access training under the SBE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: Training Material

- [ ] CAC Enter CAC ID
- [ ] SBE-FP Enter SBE-FP ID
- [ ] Navigator Enter Navigator ID
- [ ] Other

From this page check the box next to your assister type and enter your assister ID provided by your organization then hit save.

- Your CAC or Navigator ID must be listed with your Organization on their Roster to proceed
- For CDO’s the CAC Roster is located in the Organizational Maintenance web form
- For Navigator Grantees, the Navigator Roster is located in HIOS
- If you get an “invalid ID” error message, please refer back to your organization to ensure you are on the Roster, or email cacquestions@cms.hhs.gov

Individuals can serve as BOTH a CAC and a Navigator. To receive credit for both training types, please check each box, and enter the corresponding ID number. On the following page, take one set of training modules, upon completion, you will be credited for your other assister type.
Login: NEW Assisters

If you are a new Assister, follow these steps to create a User Name and Password

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

Please note: If you are a returning user, please login instead of creating a new account

1. Type “ffm” into box then select Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access from the dropdown menu
2. Read the Terms & Conditions, check the box to signify agreement, and click Next

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 Marketplace (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.

Protecting Your Privacy

[ ] I agree to the Terms and Conditions  

[ ] Next  

[ ] Cancel
Register: NEW Assisters

For NEW Assisters, enter your personal information as requested and click NEXT.

1. 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**
   - **Enter Suffix (optional)**
   - **Select Birth Month**
   - **Select Birth Date**
   - **Select Birth Year**

   Is Your Home Address U.S. Based?
   - **Yes**
   - **No**

   - **Enter Home Address Line 1**
   - **Enter Home Address 2 (optional)**
   - **Enter City**
   - **Select State**
   - **Enter ZIP Code**
   - **Enter Zip+4 Code (optional)**
   - **Enter Email Address**
   - **Confirm Email Address**
   - **Enter Phone Number**

   - **Back**
   - **Next**
   - **Cancel**

   Please note: your personal information is required, home address, DOB, etc. Please do not use your work information or you will not be verified.

2. Complete all required fields in Step #3
   - Create User ID, Password & Challenge Questions and click Next

   **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).

   - **User ID**
     - drstales2
   - **Enter Password**
   - **Confirm Password**

   Security question to be used in case you forget your password or you need to unlock your account.

   - **Security Question**
     - Who is your favorite sports player?
   - **Security Answer**
     - The Great 8

   - **Back**
   - **Next**
   - **Cancel**
Review: NEW Assisters

4. Review the Registration Summary and click **Next**. In the Confirmation window click the **login** link to proceed to next steps.

### New User Registration Summary

- Please review your information and make any necessary changes before submitting.

#### Federally Facilitated Marketplace (FFM)/Request for MLMS Training Access
- **Application Description:** Click Request Access to obtain system access. Provides access to MLMS training.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Enter Middle Name (optional)</th>
<th>Last Name</th>
<th>Suffix (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td></td>
<td>Smith</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Birth Month</th>
<th>Birth Date</th>
<th>Birth Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>12</td>
<td>1988</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Address Line 1</th>
<th>Enter Home Address 2 (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234 Main Street</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
<th>Enter ZIP+4 Code (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anytown</td>
<td>Alabama</td>
<td>35493</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Confirm Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:jamith@gmail.com">jamith@gmail.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Number</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>234-567-8901</td>
<td></td>
</tr>
</tbody>
</table>

All fields are required unless marked (optional).

#### User ID
- jamith@gmail.com

#### Enter Password
- Confirm Password

#### Security Question
- Where were you on New Year’s Eve in the year 2007?
- Security Answer: San Francisco

[Submit User] [Cancel]

**Don’t forget:** your personal information is required or you will not be verified

Remember to make note of your password and security questions
MFA: NEW Assisters

Setting Up Multi-Factor Authentication (MFA)
You will be required to add an additional layer of security called Multi-Factor Authentication.

Note! You will need to use MFA each time you log into the CMS Portal.

Tip: choosing text/mobile device is the fastest method to verify MFA

If you use email to validate the MFA code will be sent to the email address you registered your CMS Portal Account with

Enter code you received in the device you selected, then click Add Device

The MFA code has been sent to your MFA Device. If you are having trouble, we can resend the MFA code in 30 seconds.
My Portal: NEW Assisters

Request MLMS Access

If 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 Login Credentials (User ID and Password). Then review and agree to the Terms & Conditions and click Login.

1. Click here in the blue "Welcome to the CMS Enterprise Portal" box

2. Select the Assister role from the drop-down menu then click Next

3. Click Launch to begin the Identity Verification process

Role Description: Assistors comprise of Navigators, In-Person Assisters-State, Certified Application Counselors and Others (but not Agents/Brokers and Web Brokers) who need access to Federal training for assisting consumers in the Federally-Facilitated Marketplace.
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. ID proofing is verifying against your personal information contained in your credit report. Your free credit report can be requested here: [https://www.annualcreditreport.com](https://www.annualcreditreport.com)

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

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 access 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/](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 (PI) is used to confirm your identity. To continue this process, select “Next”.

Step #2: Accept Terms & Conditions

On the next page verify that all the information is correct, then click Next.

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

IMPORTANT: If you are unable to successfully complete the Identity Verification process, please make sure you are using your personal information instead of your work information. You need to provide your home address, DOB, etc. While the SSN field is optional, it sometimes helps if you include your SSN. You will not pass verification if you use your work address.
MLMS Login: NEW Assisters

1. Enter User ID and Password

Select checkbox to Agree to our Terms & Conditions

Select Login

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

2. ➢ On the My Portal screen you should see the MLMS Tile

Click the MLMS tile and select MLMS Training
QUICK REFERENCE GUIDE: PLAN YEAR 2023
FFM Registration with ID Verification for Assisters

New Assisters: MLMS Welcome Page

Welcome to the Marketplace Learning Management System (MLMS)

IMPORTANT: Navigators and Certified Application Counselors (CACs) are required to input an Assister ID Number to access certification training.

This is a 13-digit alphanumeric ID number assigned to you by your:
- Navigator Grant Leadership if you are a Navigator; or
- Certified Designated Organization (CDO) if you are a CAC.

To access Certification training, ensure that you’re inputting a valid Assister ID issued by your CDO or Navigator Grant Leadership as applicable, and that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained by your organization’s roster of Assisters.

All new and returning Navigators and CACs in the Federally-facilitated Marketplaces (FFM) must successfully complete Certification training, among other things to be certified to provide enrollment assistance.

To access the correct Assister certification training, please check all the Assister Types that apply to you and enter each applicable Assister ID number.

Important: Users in a State-Based Exchange using the Federal Platform (SEE-FP) should access training under the SEE-FP Assister Type.

For troubleshooting with Assister ID Validation, click here: Training Material

☐ CAC [Enter CAC ID] ☐ Navigator [Enter Navigator ID]
☐ SBE-FP [Enter SBE-FP ID] ☐ Other

From this page check the box next to your assister type and enter your assister ID provided by your organization then hit save.

- Your CAC or Navigator ID must be listed with your Organization on their Roster to proceed
- For CDO’s the CAC Roster is located in the Organizational Maintenance web form
- For Navigator Grantees, the Navigator Roster is located in HIOS
- If you get an “invalid ID” error message, please refer back to your organization to ensure you are on the Roster, or email cacquestions@cms.hhs.gov

Individuals can serve as BOTH a CAC and a Navigator. To receive credit for both training types, please check each box, and enter the corresponding ID number. On the following page, take one set of training modules, upon completion, you will be credited for your other assister type.
Tips for a Smooth Registration

Registering on the CMS Portal
- Use your legal name
- Enter your HOME ADDRESS not your WORK ADDRESS
- Provide your mobile number
- Provide your work email address
- Check with your organization that you are listed on their official Roster

Identify Verification
- Download a free copy of your credit report (page 7) before attempting identity verification
- If you have entered the correct information and are not passing the ID verification, contact cacquestions@cms.hhs.gov - provide your assister ID
- DO NOT continue to enter the same information, the system will lock and you will be forced to manually verify

Registering for MLMS Training
- Sign up for the correct training
  - CAC’s select CAC and enter your CAC ID
  - Navigator’s select Navigator and enter your Navigator ID
- If you receive an error message, please reach out to cacquestions@cms.hhs.gov to resolve your issue
- Do NOT sign up for another assister type if that type does not apply to you (if you are a CAC in the FFM, don’t check “other” or “SBE-FP”)
- If you serve as BOTH a CAC and a Navigator, check both boxes, then enter your IDs in the appropriate areas
- If you serve as BOTH a CAC and a Navigator you will only need to take the training once, and will receive credit for both assister types upon completion
Resources

**CMS Marketplace:** job- aids, FAQ documents, reference guides, pre- recorded webinar demonstration please visit: https://marketplace.cms.gov/technical-assistance-resources/training-materials/training

Help Desks

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

**CAC Help Desk**
Email: cacquestions@cms.hhs.gov
- Error message; CAC ID not valid
- Issues that cannot be resolved by the other help desks

**CMS Enterprise Portal Help Desk**
Email: CMS_FEPS@CMS.hhs.gov
Phone: 855-267-1515
- User ID / Password Issues
- No access to MLMS

**Navigators**
For any other issues, or if you cannot get your issue resolved, please email your project officer

**Manual ID Verification Help Desk**
Email: FFMProducer-AssisterHelpdesk@cms.hhs.gov
- You have provided your **personal** information during the identity verification process, but the system cannot identify you
- Request a manual ID verification and provide a copy of your driver’s license