

Identity Verification Process

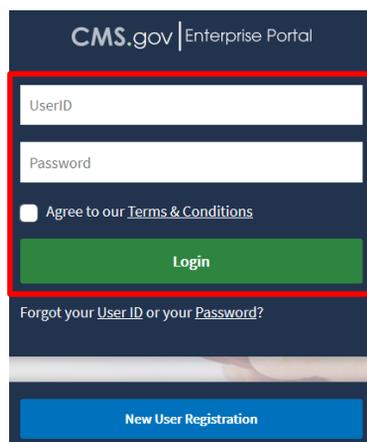
Since August 29, 2019 all new and returning Assisters (Certified Application Counselor, State Based Exchange-Federal Platform and Navigators) need to verify their identity on the CMS Portal to access Assister Certification training on the MLMS. Previously, a user would request access to the MLMS and 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, NAV, SBE-FP

If you are a **legacy** Assister, follow these steps to determine if you need to complete the Identity Verification process.

1



CMS.gov | Enterprise Portal

User ID

Password

Agree to our [Terms & Conditions](#)

Login

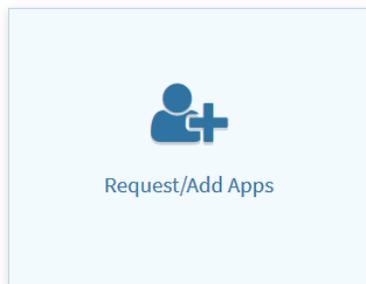
Forgot your [User ID](#) or your [Password](#)?

New User Registration

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
- Enter your **FFM Credentials (User ID and Password)** from last year
- 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.

2



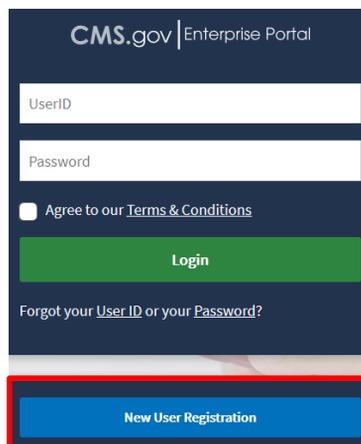
- On the My Portal screen, if you see the **Request/Add Apps** tile, then your account has not been identity verified
- Complete the [Request Access](#) (page 5) and [Identity Verification](#) (page 6) processes

Login: 1st Time CAC, NAV, SBE-FP

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

1

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
- Create a CMS Portal Account by clicking the **New User Registration** button

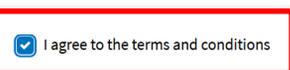
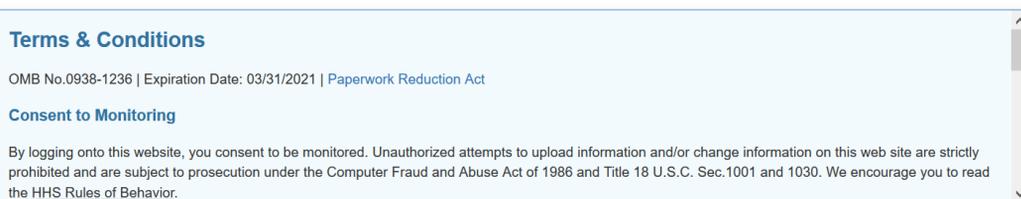


2

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

Step #1: Choose Your Application

Step 1 of 3 - Select your application from the dropdown. You will then need to agree to the terms.



Login: 1st Time CAC, NAV, SBE-FP

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

4

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

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

Login: 1st Time CAC, NAV, SBE-FP

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

5

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

Registration Summary

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

MLMS: Marketplace Learning Management System ▼

All fields are required unless marked 'Optional'.

First Name Jane	Enter Middle Name (optional)	Last Name Doe	Suffix (optional) ▼
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Enter Social Security Number (optional)	Birth Month January ▼	Birth Date 1 ▼	Birth Year 2001 ▼
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Home Address #1 123 Main St	Enter Home Address #2 (optional)
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City Everytown	State Virginia ▼	Zip Code 12345	Enter Zip+4 (optional)
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E-mail Address youremail@email.com	Confirm E-mail Address youremail@email.com
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Phone Number
123-456-7890

User ID
testuser1

Password ●●●●●●●● 	Confirm Password ●●●●●●●● 
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What is your favorite radio station? ▼

Challenge Question #1 Answer
test

What is a relative's telephone number that is not your own? ▼

Challenge Question #2 Answer
test

What is the name of your favorite childhood friend? ▼

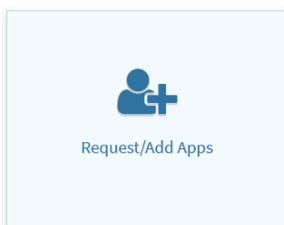
Challenge Question #3 Answer
test

Submit User Cancel

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**.

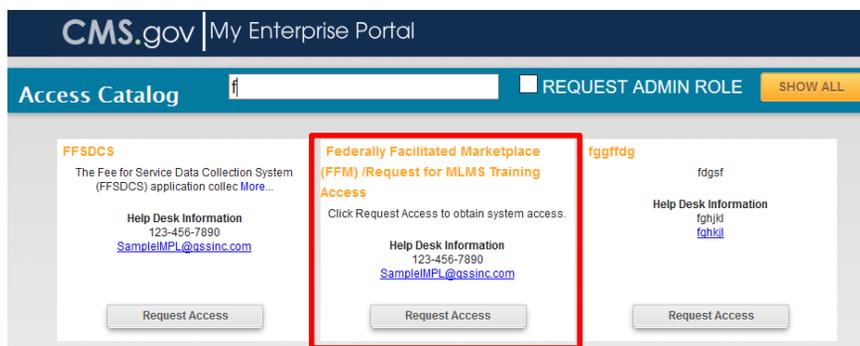
1



- 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**

Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy system security requirements you may need to cc or change your password the next time you login to the system. This may require you to provide additional information as part of the role request if Verification is complete and Multi-Factor Authentication (MFA) is established.

* System Description:

* Role:

Cancel

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>

1

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

Identity Verification

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few steps to follow:

1. Ensure that you have entered your legal name, current home address, primary phone number, date of birth and E-mail address correctly. We will use this information to verify your identity with an 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 external credit score and you do not incur any charges related to them.
3. You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on the Experian application. For more information, visit the Experian Assistance website -<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 will be used.

Next

Cancel

2

Terms and Conditions

OMB No. 0938-1236 | Expiration Date: 04/30/2017 (OMB Re-Certification Pending) | [Paperwork Reduction Act](#)

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EIDM. Please see our Privacy Policy for more information.

“Personal” information is described as data that is unique to an individual, such as a name, address, telephone number, social security number, and we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external provider, for the purposes of verifying your identity. Experian verifies the information you give us against their database to identify you in case you forget or misplace your User ID / Password.

HHS Rules Of Behavior

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department of Health and Human Services employees.

I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS RoB), document number HHS-2017-001). I understand that violations of the HHS Rules of Behavior for Privileged User Accounts or information security policies and standards may result in removal or disbarment from work on federal contracts or projects, revocation of access to federal information, information systems, and the HHS Rules of Behavior for Privileged User Accounts must be authorized in advance in writing by the OIG's Chief Information Officer or his/her designee. 1974, copyright law, and 18 USC 2071, which the HHS Rules of Behavior for Privileged User Accounts draw upon, can result in monetary fines and/or imprisonment.

Identity Verification

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity.

I agree to the terms and conditions

You must agree to the Terms and Conditions in order to proceed

Next

Cancel

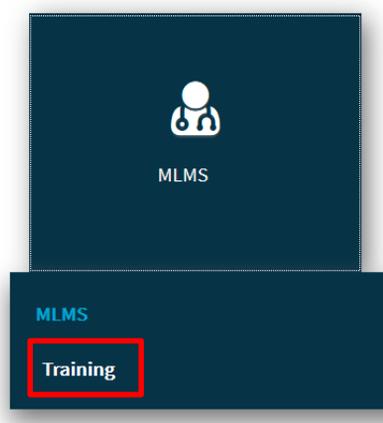
- Once you have read through the information on this page, check the box to agree to the **Terms and Conditions** and click **Next**
- After the Identity Verification is complete, you will be taken back to the CMS Enterprise Portal

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

3

My Portal



- 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:

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

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

- **Portal ID Verification:** 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](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515
- **MLMS Help Desk:** MLMSHelpDesk@cms.hhs.gov
- **CAC Questions Inbox:** CACQuestions@cms.hhs.gov