Identity Verification Process

All new assisters (certified application counselors, Navigators, and State-based Exchange-Federal Platform) need to verify their identity (ID) 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.

RETURNING assisters, please begin on next page.

NEW assisters, please begin on page 6.
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 select **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 (MFA). You will need to use MFA each time you log into the CMS Portal.

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

**Tip:** Choosing Text Message (SMS) is the fastest method to verify MFA.

If you use email to validate, the MFA code will be sent to the email you registered your CMS Portal account with.

Select **Send MFA Code**.

Enter the code you received in the device you selected. Then select **Add Device**.
Returning Assisters: My Portal Screen

- On the “My Portal” screen, you should see the MLMS tile. 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.

- Select the tile.

  ![My Portal Screen](image)

  - After selecting the MLMS tile, select the **MLMS Training** link to launch MLMS.

  ![MLMS Training](image)

- On the My Portal screen, **if you do not see the MLMS tile**, then your account has not been verified previously and you will need to complete **identity verification**.

- Complete the **Request Access** and **Identity Verification** 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 organizations 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
- Navigator [ ] Enter Navigator ID
- SBE-FP [ ] Enter SBE-FP ID
- Other [ ]

[SAVE]

- Your CAC or Navigator ID **must be listed** with your organization on their Roster to proceed.
- For **CDOs**, 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 as well.
Login: NEW Assisters

If you are a new assister, follow these steps to create a username and password.

- Navigate to the CMS Enterprise Portal at Portal.cms.gov.
- Create a CMS Portal account by selecting the New User Registration button.

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

- Type “ffm” into the box, then select Federally Facilitated Marketplace (FFM) / Request for MLMS Training Access from the drop-down menu.
- Read the Terms & Conditions, select the box to signify agreement, and select Next.
Register: NEW Assisters

For NEW assisters, enter your personal information as requested and select Next.

- Complete all required fields in “Step #2: Register Your Information” and select Next.

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

- Complete all required fields in “Step #3: Create User ID, Password & Challenge Questions” and select Next.
Review: NEW Assisters

Review the New User Registration Summary and select **Next**. Then, in the “Confirmation” window, select the **login** link to proceed to next steps.

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.**

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

**Tip:** Choosing Text Message (SMS) 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 the code you received on the device you selected, then select **Add Device**.
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 (Portal.cms.gov). Enter your login credentials (user ID and password). Then review and agree to the Terms & Conditions and select Login.

- Select here in the blue "Welcome to the CMS Enterprise Portal" box.

1. Select the assister role from the drop-down menu, then select Next.

2. Select Launch to begin the identity verification process.

3. Complete Identity Verification

   Identity Verification
   
   This role requires an additional level of verification. You will be asked to provide additional information to verify your identity. Please select "Launch" to begin the identity verification process. You will return to the next step below when identity verification is complete.
ID Verification: NEW Assisters

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 at Annualcreditreport.com.

- On the “Identity Verification” page, you will be prompted to complete steps for identity verification. When you are ready to proceed, select 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 accessing 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 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/.

If you select to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select ‘Next’.

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

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

- After identity verification is complete, you will be taken back to the CMS Enterprise Portal to log in.
ID Verification: NEW Assisters

Don’t forget: Your personal information is required, or you will not be verified.

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 ID verification if you use your work address.
MLMS Login: NEW Assisters

1. Once you return to the CMS Enterprise Portal, enter your FFM credentials (user ID and password). Review and agree to the Terms & Conditions and select Login.

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

Select the MLMS tile and select MLMS Training.
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 organizations 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.

[Screen shot of MLMS with fields to enter CAC or Navigator ID]

- Your CAC or Navigator ID **must be listed** with your organization on their Roster to proceed.
  - For **CDOs**, 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 as well.**
Tips for a Smooth Registration

Registering on the CMS Portal

- Your User ID can be what you choose, it doesn’t need to be your Assister ID Number
- 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

Identity Verification

- Download a free copy of your credit report (page 12) 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 number and explain you cannot pass ID verification.
- 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
  - CACs: Select CAC and enter your CAC ID
  - Navigators: Select Navigator and enter your Navigator ID
- If you receive an error message, check with your organization or 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 (e.g., 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 you will receive credit for both assister types upon completion.
Resources

CMS Marketplace: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit [Marketplace.cms.gov/technical-assistance-resources/training-materials/training](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
- Modules are not advancing
- Cannot take exams
- System is not recording your progress (take and save screenshots of your completion pages just in case)

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov
Phone: 855-267-1515
- Logging into CMS Portal
- User ID/Password Issues
- No access to MLMS

CAC Help Desk

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

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.