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.

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.

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

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

   - 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.

MLMS: Marketplace Learning Management System

Terms & Conditions

Consent to Monitoring
By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this website 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.

I agree to the terms and conditions

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

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

   **Step #2: Register Your Information**
   - 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

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

   **Step #3: Create User ID, Password & Challenge Questions**
   - 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 (UserID 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 create 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.
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

1. Ensure that you have entered your legal name, current home address, primary phone number, date of birth and E-mail address correctly. Your 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 error 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 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

Terms and Conditions

CMB No. 0039-1234 | Expiration Date: 04/30/2017 (CMB Re-Certification Pending) | Payment Redaction Act

Protecting Your Privacy

Protecting your Privacy in a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EDM. Let you know:

"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 entity, or your Social Security number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their internal database in case you forget or lose your User ID (Password).

HHS Rules Of Behavior

We encourage you to read the HHS Rules of Behavior, which provide the appropriate use of all HHS information technology resources for Department. I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS RoB), document number HHS-123-0002). I understand that violations of the HHS Rules of Behavior for Privileged User Accounts can result in access to your personal information, such as your Social Security number, will be used in the following manner:

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

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

**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:

**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 or 1-855-CMS-1515
- **MLMS Help Desk**: MLMSHelpDesk@cms.hhs.gov
- **CAC Questions Inbox**: CACQuestions@cms.hhs.gov