

The purpose of this document is to provide a quick overview for Assisters on how to access and register in the Marketplace Learning Management System (MLMS). The MLMS is specifically designed to provide both one-time and continuous On-Line Training. When completing the initial registration process, pay close attention to the navigation instructions provided in this guide. Open a web browser in Internet Explorer 11, Firefox, or Chrome.

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NOTE: If you previously created a CMS Enterprise Portal account, please follow steps in section (2) to avoid creating duplicate accounts.

- Navigate to CMS Enterprise Portal at <https://portal.cms.gov/>
 - Create a CMS Portal Account by clicking “**New User Registration**”
 - Select **MLMS: Marketplace Learning Management System** from the **Step #1**, Choose Your Application drop down
 - Read and check the box to signify agreement with “Terms and Conditions” and click “**Next**”
 - Complete all fields on, Register Your Information Page” and click “**Next**”
 - Create a User ID and Password and answer challenge questions
 - Select “Challenge Question 1” (Choose a question and provide an answer in “Answer 1” - repeat for Questions and Answers 2 and 3) and Select “**Next**”
 - Review and Verify that all fields you have entered are correct. Once everything has been confirmed, you will get the. You can now login by click “**here**” on the Confirmation page.
 - Log into My portal and click “**Request Add Aps**”
 - Search the Access catalog for “FFM” and find the **FFM/Training – Agents/Brokers/Assisters** tile and select “**Request access**”.
 - Request the **Assisters** role from the drop-down and click “**Submit**” and then “**OK**”
 - Log back in and click “**MLMS**” button and select “**Training**” to complete the required profile information.
 - Select “**Save/Update**” or “**Next**” to access the MLMS Assister landing page to view training options

NOTE: You can log into the Portal at any time to check your FFM registration status.

Quick Tip: Selecting the Role

If a user selects the Agent/Broker role by accident it is necessary to contact the EIDM help desk to change the selection to Assister.

2 Returning CMS Enterprise Portal Users

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Log in using your **FFM user ID and password** from last year.
 - Click “**MLMS**” button and select “**Training**” to update the required profile information.
 - Click “**Save/Update**” if changes were made or “**Next**” if the information is still valid to access the MLMS Assisters landing page to view the training options

NOTE: Creating duplicate accounts can result in issues regarding your records. If you have trouble logging into an existing account, contact the XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance.

Quick Tip: FFM Credentials

This is the user ID and password you created when accessing the CMS Enterprise Portal in the past. If you forget, try the “Forgot user ID” or “Forgot Password” links below the login button.

3 Enrolling in an MLMS Curriculum and Launching a Course – New Assister

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Select the Curriculum you wish to complete from the **Training Options** section.
 - Hover over the **“Actions”** link beside the Curriculum you wish to enroll in and click **“Begin Enrollment”**
 - Select **“Complete Enrollment.”**
 - Select the **“Go to Current Learning”** button.
 - Select the **“Launch”** button next to the first course to start training (your pop-up blocker must be disabled)

NOTE: Required training is identified in red with an asterisk. If additional training is available for your role, it is identified in black and is optional - you are encouraged to complete these.

NOTE: When you have completed all courses in a Curriculum, you will be taken back to the MLMS Home page.

Quick Tip: Accessing MLMS

You can access the MLMS directly by hovering over the yellow MLMS box on the top left of the Registration Status page, and clicking “Training.” If you don’t see this option, click the Maximize/Minimize button in the upper right corner of the page.



4 Enrolling in an MLMS Curriculum and Launching a Course – Returning Assister

NOTE: A returning Navigator will have the option to enroll in the PY2018 Refresher Curriculum. The user may choose to enroll in the Complete Course if desired, and should review the steps in item (3) for instruction.

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Complete your MLMS profile and click **“Save/Update”**.
 - Select the PY2018 Refresher Curriculum from the **Curriculum Status** section.
 - Select the **“Launch”** button next to the first course to start training (your pop-up blocker must be disabled)

NOTE: When you have completed all courses in a Curriculum, you will be taken back to the MLMS Home page.

Quick Tip: Profile Information

If no changes were made to the profile information simply click the “Next” button to continue.

5 Deleting Extraneous Courses

NOTE: It is not necessary to delete courses that were added, but not completed in Plan Year 2017. However, if an assister prefers to remove them from their Current Learning page they may. Assisters will not be able to enroll in individual courses starting in Plan Year 2018 as they will only be enrolled in a new curriculum and therefore must complete all required courses presented. Optional courses will be presented as optional.

- On the MLMS Assister landing page, select the **Current Learning** option in the left-hand navigation.
- Locate the desired course in the list of enrolled courses.
- Select the **“Drop”** link.
- Select the **“Drop”** button.
- Select the **“Save”** button.

Quick Tip: Plan Year 2019 Courses

Plan Year 2019 courses may not be deleted as they are part of the current curriculum. Only courses from Plan Year 2017 may be deleted.

6 Reviewing and Relaunching a Completed Course

NOTE: A user may review the content of a course after completing their full curriculum and the status is “Acquired” by relaunching the course. They do not have to complete the course entirely again to get credit as their initial completion is already captured.

- On the MLMS assister landing page, select the **Curriculum Status** option in the left-hand navigation.
- Locate and select the desired curriculum in the list of enrolled curricula
- Hover over the “**Actions**” link.
- Select the “**Recent Course History**” tab
- Locate the desired course and click the “**View Results**” link.
- Select the “**Launch**” button in the pop-up window.
- Proceed through the course as needed.

Quick Tip: Navigating Courses

Once the course is launched use the “Menu” feature to navigate directly to the section that needs added attention.

7 Updating MLMS Profile Information

- Navigate to CMS Enterprise Portal at <https://portal.cms.gov/>
 - Log In to MLMS.
 - Complete all required fields as well as including other information as available.

NOTE: Depending on the Assister Type that is selected, different fields will be displayed and required.

- Select “**Save/Update**”

Quick Tip: Assister Type

Select the appropriate assister type and the corresponding organization type when

-Select One-	Assister Type
-Select One-	
Navigator	
Certified Application Counselor (CAC)	
State Funded Assister	
Other	
	Organization Type
-Select One-	
-Select One-	
Navigator	
Certified Application Counselor (CAC)	
Navigator and Certified Application Counselor (CAC)	
Federal In Person Assister	
State Funded Assister	
Health Resource and Services Administration (HRSA)	
Office of Population Affairs (OPA)	
Office of Women's Health (OWH)	
Substance Abuse and Mental Health Services Administration (SAMHSA)	

8 Printing a Curriculum Certificate

- Navigate to the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Update your profile information as needed and click “**Save/Update**” or “**Next**” if no information needs an update.
 - Select **Curriculum Status** in the left-hand navigation
 - On the Curriculum Status page, hover over the “**Actions**” link next to the applicable curriculum and click “**Print Certificate**”.
 - Select “**Print**” in the top left of the pop-up window

NOTE: The certificates for Non-Certified curriculums will not satisfy federal requirements and will be marked Non-Certified. Ah o

Additional Resources for assisters may be found on the: <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>

A link to an assister FAQ with more detailed information is found in the MLMS in the **Help** portlet at the bottom of the MLMS Assister landing page.

Assisters may contact the following help desks as needed:

For general questions about FFM registration, CMS policies, and other assister issues, please contact:

FFMProducer-AssisterHelpDesk@cms.hhs.gov

For questions about logging into the CMS Enterprise Portal, please contact: CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515

For questions about the MLMS, please contact: MLMSHelpDesk@cms.hhs.gov