



Plan Year 2018 FFM Assister Training Troubleshooting

*FFM PY2018 Assister
Training
Troubleshooting*



Agenda

- Navigator Refresher
- System Configuration
- Navigation
- Curriculum Enrollment
- Current Learning
- Course Content
- Content Re-launch
- Help Desk



Navigator Refresher

Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.

New users: Please enter your assister information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.

Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.

Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: *

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete Federal Assister Training: *

Organization Type: *

Navigator ID (Required for Navigator):*

If you completed the full Navigator curriculum last year, indicate that this is not the first time taking Assister training.



Returning Navigators must select **Save/Update** to be granted access to the Returning Navigator Curriculum

The Navigator ID field is completed with the HIOS ID provided separately.

Check System Configuration

Health Resource Administration

Log

assister demo Text Size [+][-]

Personalize

Assister Announcement

IMPORTANT: The MLMS will be undergoing scheduled maintenance Friday, September 29th from 9:00 PM ET to 11:59 PM ET. Training content cannot be launched; any course or curriculum completed during this time will not be recorded. Please log out of the system before the maintenance window begins to ensure that your training progress is recorded.

ATTENTION COURSE COMPLETION: Users experiencing content completion (and printing certificates) please confirm your browser's settings are not blocking pop-ups. This will prevent your course from completing and your ability to be granted completions. Please check your system configuration against the requirements listed in the [Computer Configuration Quick Reference Guide](#). You may also wish to confirm your settings using the [MLMS Check your System](#) function using the link in the Announcement sections of the MLMS Home page.

There is a new MLMS Pop-Up Guidance Document. The purpose of the guidance is to provide training users simplified technical steps to enable pop-ups or disable pop-up blockers on their respective computers. The new guidance can be found [here](#).

NEW - This issue may also be resolved after overnight processing of training. Please log in again after 8 AM ET the following day to see if your completion status has been updated. Also, be sure both parts of your course are completed – both the initial content component and the linked exam.

Assister Resources

Curriculum Status

| Name | Version | Status | Target Date | Recertification? |
|--------------------------------|---------|--------|-------------|------------------|
| All Curriculum | | | | |

Help

Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk

Monday – Friday: 9:00 AM - 5:30 PM EST

[Assister FAQ](#) [Click here](#)

Home

Current Learning

Curriculum Status

Training Options

MLMS Check Your System

MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

- 1 Javascript Status
- 2 Internet Browser
- 3 Screen Resolution
- 4 Pop-Up Blocker
- 5 Cookies Enabled

| Recommended Settings | |
|------------------------------------|--|
| Enabled | |
| Firefox, Chrome, Internet Explorer | |
| 1024 x 768 | |
| Not Blocked | |
| Yes | |

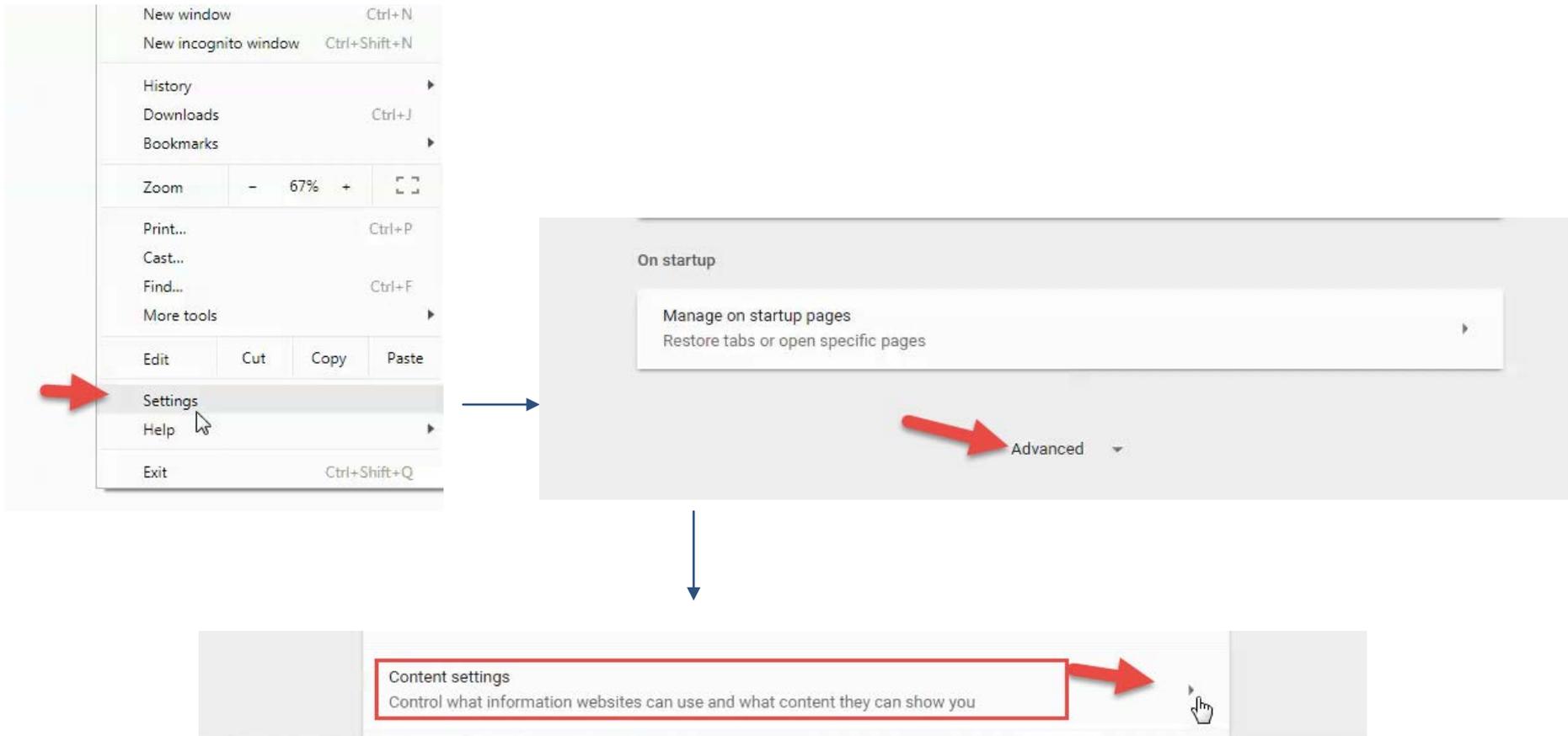
Your System Results

JavaScript is Enabled
Chrome (61)
1280 x 720
Blocked
Yes



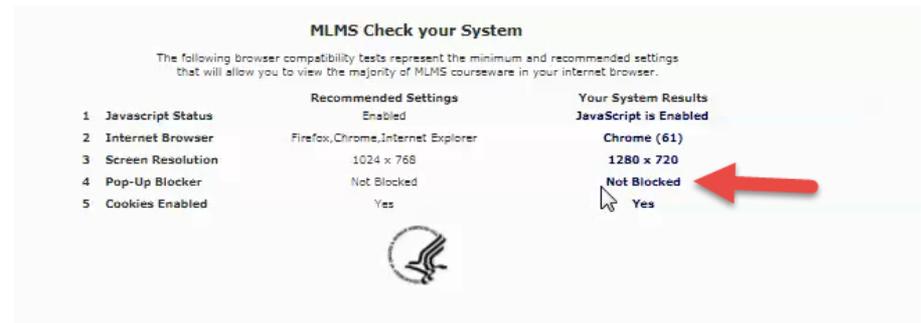
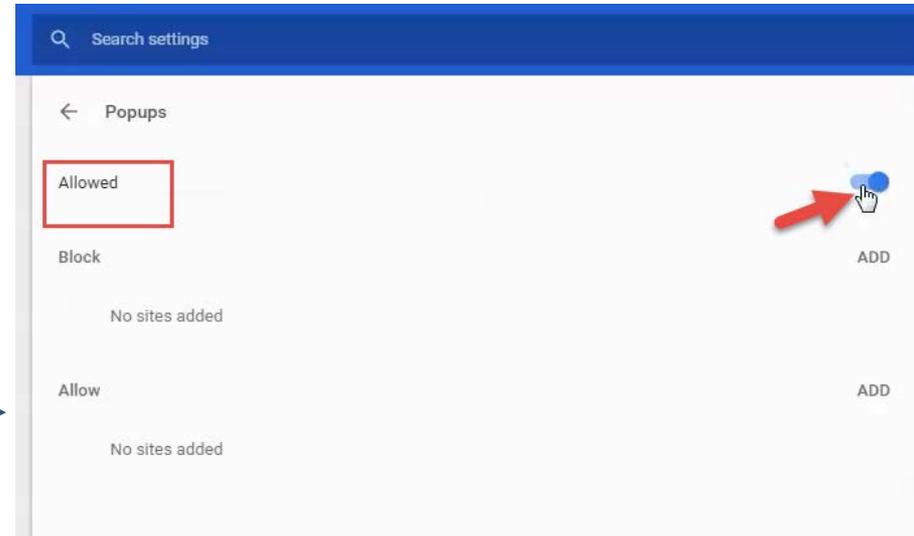
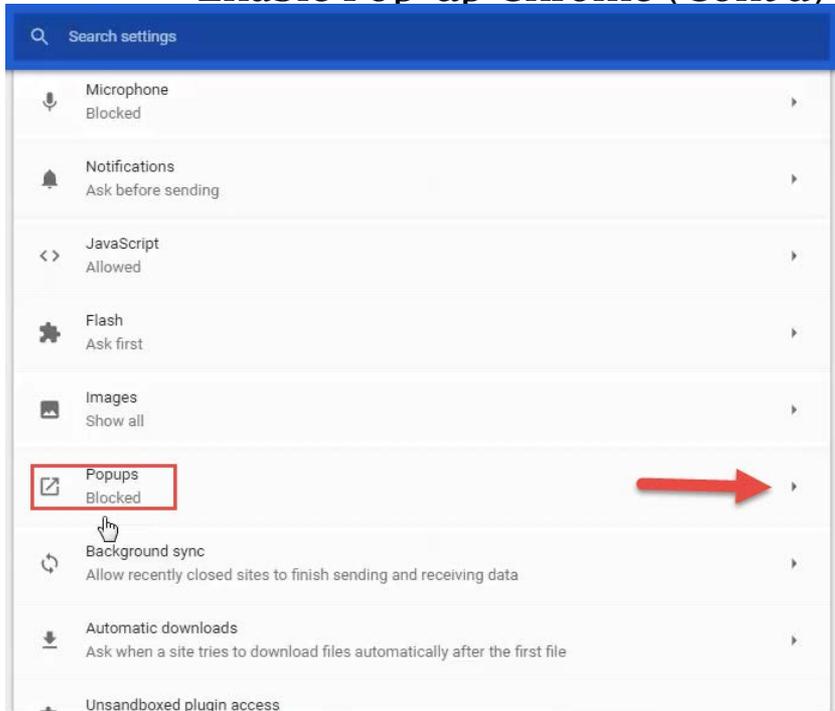
System Configuration

– Enable Pop-up Chrome



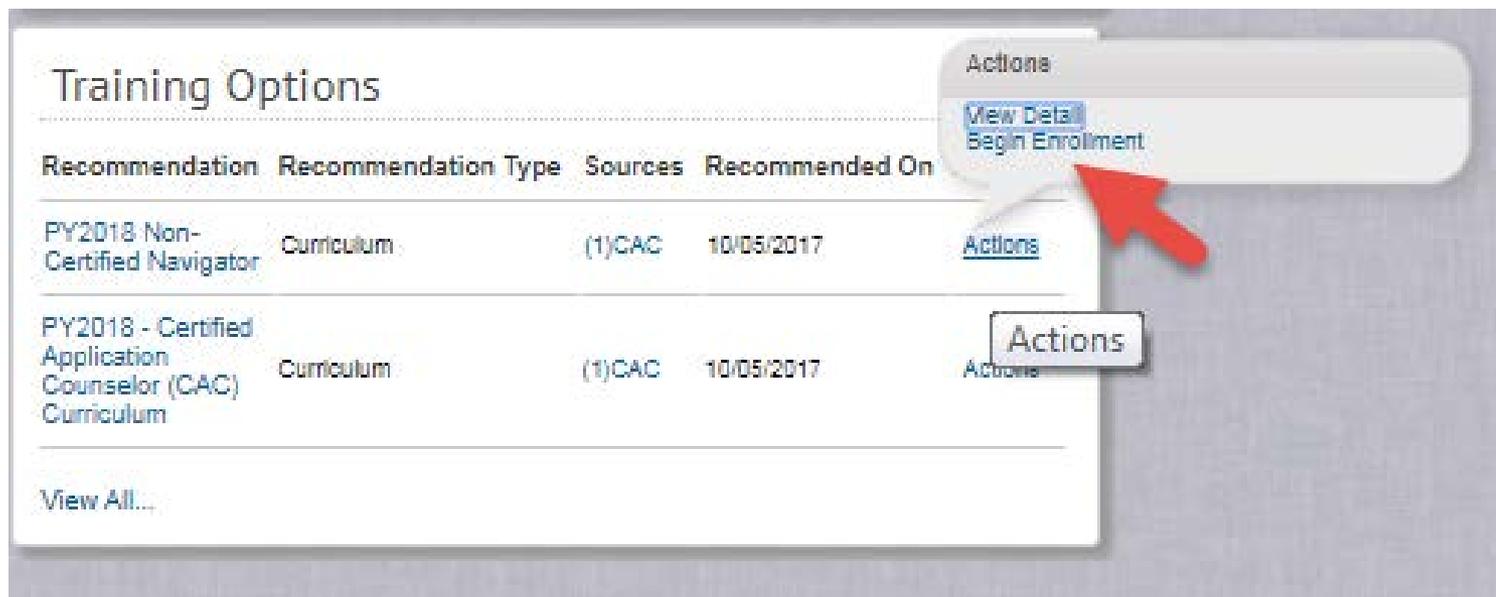
System Configuration cont'd

– Enable Pop-up Chrome (Cont'd)



Navigation – Training Options Portlet

- Access Training
 - **Training options portlet**



The screenshot displays the 'Training Options' portlet. It features a table with the following columns: Recommendation, Recommendation Type, Sources, and Recommended On. Below the table is a 'View All...' link. An 'Actions' menu is open over the table, showing options for 'View Data' and 'Begin Enrollment'. A red arrow points to the 'Begin Enrollment' option.

| Recommendation | Recommendation Type | Sources | Recommended On | Actions |
|---|---------------------|---------|----------------|---|
| PY2018 Non-Certified Navigator | Curriculum | (1)CAC | 10/05/2017 | View Data Begin Enrollment |
| PY2018 - Certified Application Counselor (CAC) Curriculum | Curriculum | (1)CAC | 10/05/2017 | Actions |

[View All...](#)

Navigation – Training Options Page

- Access Training
 - Training options page

Home
Current Learning
Curriculum Status
Training Options

Recommended In the Past (Days) 10 Recommendation Type All
Restore Defaults

Group by Recommendation Type

Active Recommendations

| <input type="checkbox"/> | Recommendation | Recommendation Type | Sources | Recommended On | Actions |
|--------------------------|---|---------------------|---------|----------------|--|
| <input type="checkbox"/> | PY2018 Non-Certified Navigator | Curriculum | (1)CAC | 10/05/2017 | Actions View Detail Begin Enrollment |
| <input type="checkbox"/> | PY2018 - Certified Application Counselor (CAC) Curriculum | Curriculum | (1)CAC | 10/05/2017 | Actions |

Curriculum Enrollment

- Curriculum Enrollment
 - Curriculum default 1-click enrollment
 - Required/Optional modules

The screenshot displays a user interface for curriculum enrollment. On the left is a navigation sidebar with links for Home, Current Learning, Curriculum Status, and Training Options. The main content area shows a user profile icon and a 'Complete Enrollment' button with a red arrow pointing to it. Below this is a section for 'PY2018 CAC Required Curriculum' (6 of 6 Required) and a section for 'PY2018 CAC Optional Curriculum' (12 of 12 - Optional). The required curriculum list includes:

| Module | Course | Offering ID | Language | Offered As | Suggested | Change Offering |
|--|------------------------------------|-------------|----------|--------------------|--------------------------|---------------------------------|
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_001 Training Overview | 00001587, Version PY2018_AST_FINAL | 00001540 | English | Web Based Training | <input type="checkbox"/> | Change Offering |
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_008 Privacy Security and Fraud Prevention Standards | 00001594, Version PY2018_AST_FINAL | 00001547 | English | Web Based Training | <input type="checkbox"/> | Change Offering |
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_010 Marketplace Eligibility & Application Assistance | 00001596, Version PY2018_AST_FINAL | 00001550 | English | Web Based Training | <input type="checkbox"/> | Change Offering |
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_011 Comparing & Enrolling in Marketplace Plans | 00001597, Version PY2018_AST_FINAL | 00001551 | English | Web Based Training | <input type="checkbox"/> | Change Offering |
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_012 Coverage to Care Assistance | 00001598, Version PY2018_AST_FINAL | 00001552 | English | Web Based Training | <input type="checkbox"/> | Change Offering |
| <input checked="" type="checkbox"/> PY2018_MLMS_AST_013 Marketplace Exemptions and Appeals Assistance | 00001599, Version PY2018_AST_FINAL | 00001553 | English | Web Based Training | <input type="checkbox"/> | Change Offering |

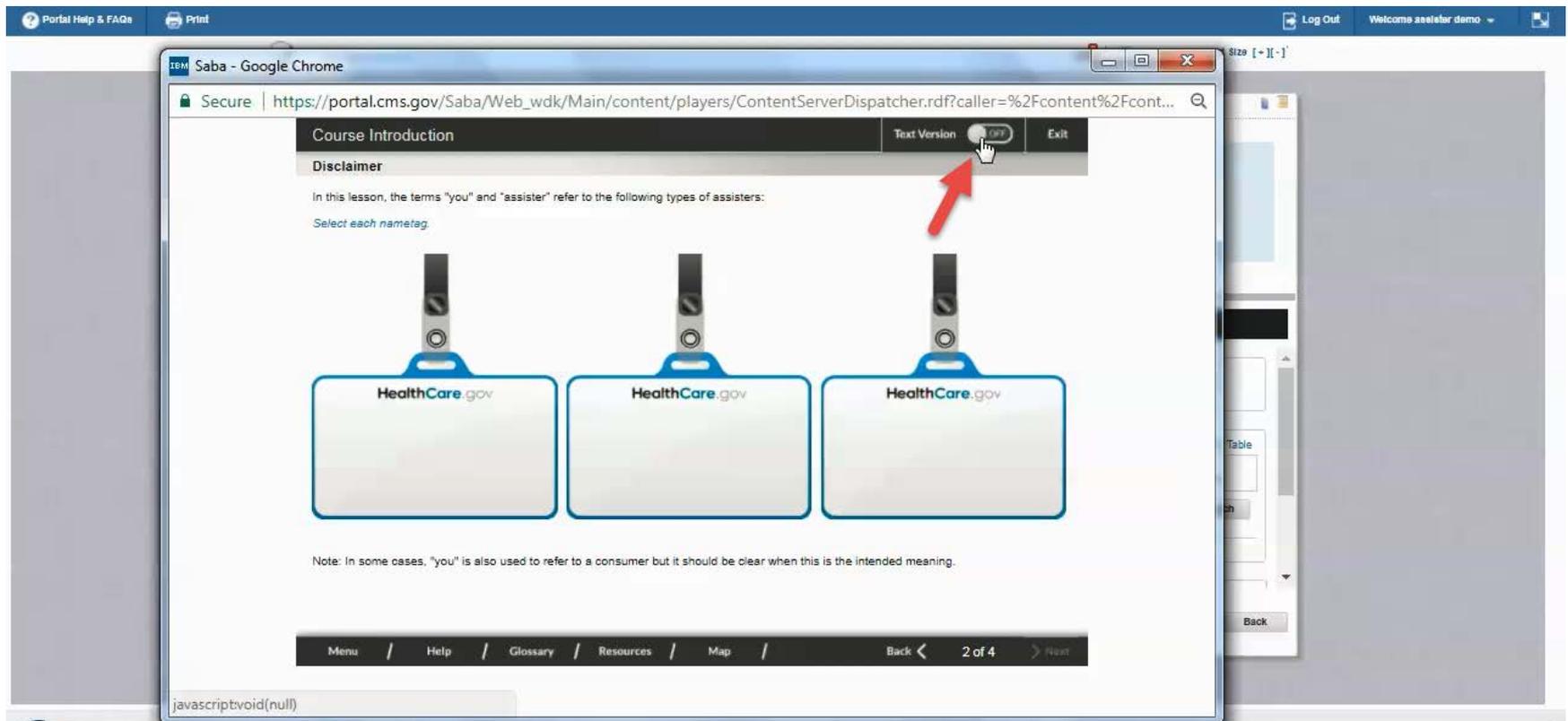
Current Learning

- Current Learning
 - Default : All
 - Alternative to view by Curriculum

The screenshot displays the 'Current Learning' page. On the left is a navigation sidebar with 'Home', 'Current Learning', 'Curriculum Status', and 'Training Options'. The main content area is titled 'Current Learning' and has tabs for 'All', 'Courses', and 'Curriculum'. A red arrow points to the 'Curriculum' tab. Below the tabs is a 'Sort By' dropdown set to 'Registration Date' and a 'Go' button. The main content shows a curriculum item: 'PY2018 - Certified Application Counselor (CAC) Curriculum (2018)' assigned by 'assistier demo' on 10/05/2017. It includes a progress bar for 'PY2018_CAC Curriculum-0%' and buttons for 'View Details', 'View Progress for All Paths', and 'View Curriculum History'. Below this is a red-bordered box containing 'Required: PY2018 CAC Required Curriculum (Progress: 6 of 6 learning items required. 0 of 6 completed)'. Further down are two course entries: 'PY2018_MLMS_AST_001 Training Overview' and 'PY2018_MLMS_AST_008 Privacy Security and Fraud Prevention Standards'. Each course entry shows its status (Confirmed), registration date (10/05/2017), course ID, and duration. Below each course is a 'Launch' button and a 'Hide Learning Assignments' button. A red arrow points to the 'Hide Learning Elements' button in the curriculum section.

Course Content- Text Mode Disabled

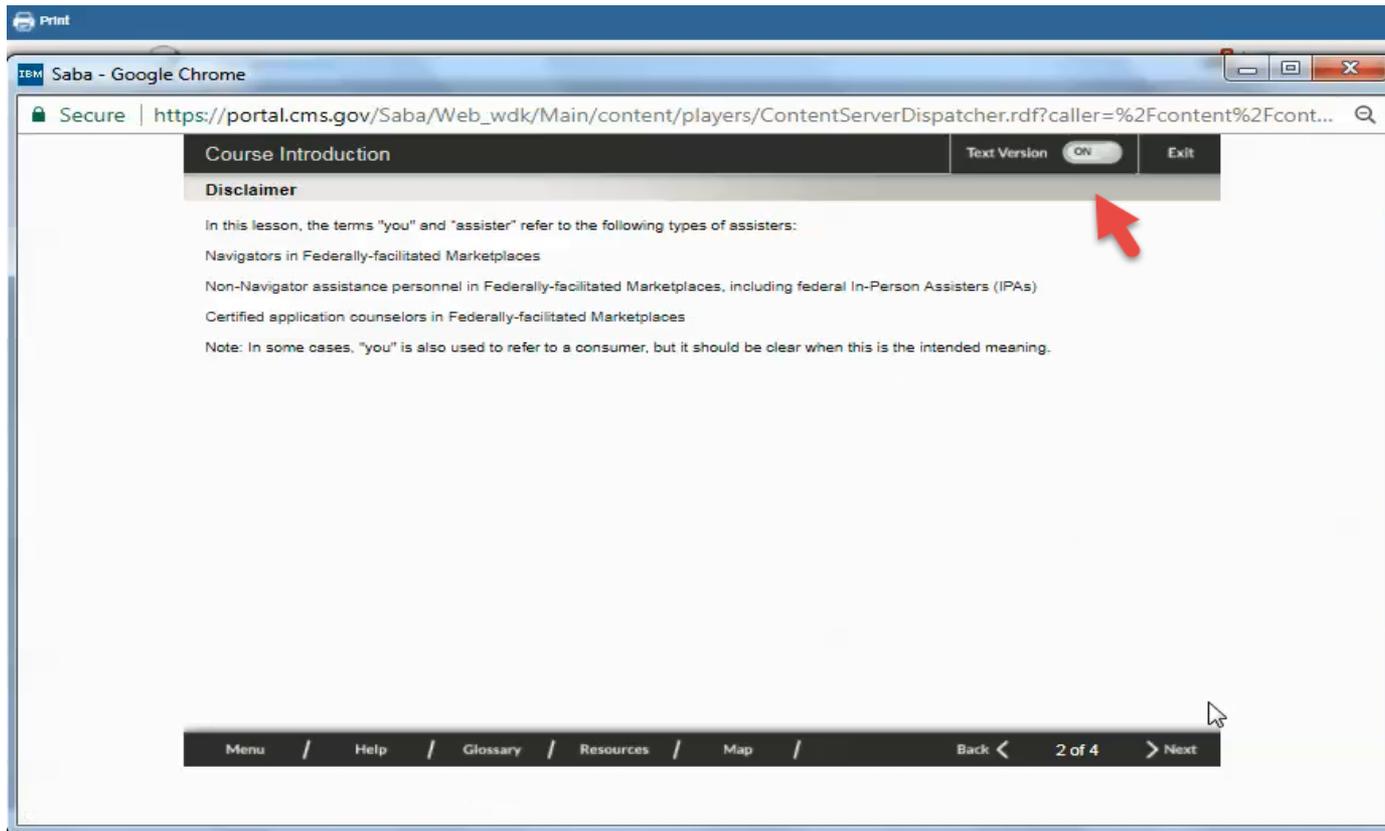
- Course Content- Text Mode Disabled (default)



The screenshot shows a web browser window titled "Saba - Google Chrome" displaying a course introduction page. The page URL is https://portal.cms.gov/Saba/Web_wdk/Main/content/players/ContentServerDispatcher.rdf?caller=%2Fcontent%2Fcont.... The page content includes a "Course Introduction" header, a "Disclaimer" section, and three "HealthCare.gov" logos. A red arrow points to the "Text Version" button, which is currently disabled. The page also features a "Menu" bar at the bottom with links for "Menu", "Help", "Glossary", "Resources", "Map", "Back", and "Next".

Course Content- Text Mode Enabled

- Course Content Text Mode Enabled



Course Content Completion

Course completion

- Content Level (Training Material/Exam)
- Course Level
- All content modules required
- If course does not roll up and all modules are marked Successful

Completion Status: Not Evaluated
Score: 0 **3**

Learning Assignments [Modify Table](#)

| Module | Assignment Type | Requirement | Details | Completion Status | Completed On | Actions |
|---|------------------|-------------|---|------------------------|--------------|--|
| PY2018_MLMS_AST_004_Serving_Vulnerable_and_Underserved_Populations | Training Content | Required | Attempts Allowed: Unlimited | Successful 1 | 10/05/2017 | Launch more actions |
| PY2018_MLMS_AST_004_Serving_Vulnerable_and_Underserved_Populations_Exam | Training Content | Required | Attempts Allowed: Unlimited Mastery Score: | Not Evaluated 2 | | Launch |

[Back](#)

Content Re-launch

- How to Re-Launch Content
 - All required course for curriculum must be complete.

Internal Curriculum

Showing 1 out of 1 results

| Name | Selected Path (% Complete) | Mastery Score | Status | Assigned By | Target Date | Expired On Date | Mandatory | Actions |
|---|--|---------------|----------|---------------|-------------|-----------------|-----------|---------|
| PY2018 - Certified Application Counselor (CAC) Curriculum | PY2018_CAC Curriculum - 100% Completed | N/A | Acquired | assister demo | | 09/30/2018 | | Actions |

PY2018 - Certified Application Counselor (CAC) Curriculum (2018)

Assigned By: assister demo
Assigned On: 10/04/2017
Status: Acquired

Acquired On: 10/04/2017
Mastery Score: N/A
Expiration Date: 09/30/2018

PY2018_CAC Curriculum - 100% Completed

Main Recent Course History Complete Progress Report

Recent Course History

Path Completion Requirement: 1 of 2 Modules Required
Status: Completed

PY2018 CAC Required Curriculum **REQUIRED**
Status: Complete Progress: 6 of 6 Required Items Completed
Score: 0.0

- PY2018_MLMS_AST_001 Training Overview
Completed on 10/04/2017
- PY2018_MLMS_AST_008 Privacy Security and Fraud Prevention Standards
Completed on 10/04/2017
- PY2018_MLMS_AST_010 Marketplace Eligibility & Application Assistance
Completed on 10/04/2017
- PY2018_MLMS_AST_011 Comparing & Enrolling in Marketplace Plans
Completed on 10/04/2017

Recent Course History

- Recent Course History

The screenshot shows a user interface for course completion. A modal window is open, displaying course details for 'PY2018_MLMS_AST_001 Training Overview'. The completion status is 'Successful' and the score is '0'. A table of learning assignments is shown, with a red arrow pointing to the 'Launch' button in the 'Actions' column. A red circle with the number '2' is next to the 'Launch' button. In the background, a 'Recent Course History' table is visible, with a red arrow pointing to the 'View Results' link in the 'Actions' column of the first row. A red circle with the number '1' is next to the 'View Results' link. The interface also includes a 'Log Out' button, a 'Welcome aasetlar demo' message, and a 'More Actions' button.

You cannot mark this course complete.

Offering Name: PY2018_MLMS_AST_001 Training Overview
Completion Status: Successful
Score: 0

Learning Assignments

| Module | Assignment Type | Requirement | Details | Completion Status | Completed On | Actions |
|---------------------------------------|------------------|-------------|-----------------------------|-------------------|--------------|------------------------|
| PY2018_MLMS_AST_001_Training Overview | Training Content | Required | Attempts Allowed: Unlimited | Successful | 10/04/2017 | Launch more actions |

Waiting for portal.cms.gov...

on Counselor (CAC) Curriculum (2018)

Acquired On: 10/04/2017
Mastery Score: N/A
Expiration Date: 09/30/2016

Progress Report

| Version | Type | Completed On | View Results | |
|---------------------------------------|------------------|--------------|--------------|--------------|
| Marketplace Plans | PY2018_AST_FINAL | Required | 10/04/2017 | |
| ... | PY2018_AST_FINAL | Required | 10/04/2017 | |
| ... | PY2018_AST_FINAL | Required | 10/04/2017 | |
| ... | PY2018_AST_FINAL | Required | 10/04/2017 | |
| ... | PY2018_AST_FINAL | Required | 10/04/2017 | |
| PY2018_MLMS_AST_001 Training Overview | PY2018_AST_FINAL | Required | 10/04/2017 | View Results |

Help Desk

- MLMS Help Desk
 - MLMSHelpDesk@cms.hhs.gov
 - Date
 - Time
 - Browser
 - Description of error
 - What action was being attempted



Questions?

