



Launch of Plan Year 2017 FFM Assister Training

FFM PY2017 Assister Training

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Agenda

- Objectives
- Certification Requirements
- System Requirements and Reminders
- Summary of Steps to Certification Completion
- Demonstration of Processes
- Help Desk Support Resources



Objectives

At the end of this webinar you should be able to:

- Understand the training, certification, and recertification process
- Prepare your computer system
- Identify the steps to create a new Enterprise Portal account
- Login to CMS and request access to MLMS
- Enroll into the appropriate Assister curriculum
- Complete training
- Print a training completion certificate
- Re-launch Course
- Select Spanish curriculum
- Complete Feedback
- Locate additional resources



State Certification and Training Requirements in FFM States

- In addition to being aware of the federal training and certification requirements, assisters should be aware that some states have imposed additional state-specific assister requirements, including additional training requirements.
- Assisters should reach out to their State's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements.

Certification Requirements for FFM Assisters

- FFM assisters are required to complete CMS training courses and assessments to satisfy federal training requirements (in addition to all other necessary requirements for certification) prior to being certified to provide consumer assistance in a FFM:
 - **All FFM Navigators and in-person assisters** must complete the **14** online required Navigator Curriculum courses and their corresponding **assessments** with an **80% pass rate**. One additional optional course has been added to the curriculum.
 - **All FFM certified application counselors (CACs)** must complete the **6** online CAC Curriculum courses and their corresponding assessments with an **80% pass rate**. All other courses are optional but recommended for CACs to review.*

Assisters must fulfill all training and certification requirements by the applicable deadline, and are strongly encouraged to complete these requirements prior to Open Enrollment, which begins November 1, 2016.

* See slide 105 for instructions on how to enroll in optional courses.

What's New in the MLMS?

- Check your System Configuration link
 - Located on the MLMS Assister Landing page in the Assister Announcement Portlet
- Print only Curriculum Completion Certificates
 - You can no longer print course-level completion certificates
- Changes to MLMS Navigation
 - Navigation choices: Home, Current Learning, Curriculum Status, and Training Options
- Spanish Language selection
 - Select Spanish, Logout, Log in, MLMS and Curriculum in Spanish
- Optional Feedback Request after completing Curriculum
 - 35 Optional questions to answer about training experience/curriculum

Steps to Certificate Completion

1. **Prepare your system**
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate



Preparing Your System

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
 - <http://enable-javascript.com/>
2. Download latest version of Adobe Flash
 - <https://get.adobe.com/flashplayer/?promoid=JZEFT>
 - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)
3. Allow Pop-up windows for the following URL
 - Open up your browser (Firefox, Chrome, or IE).
 - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
 - If your version is different, use the support link listed below for pop-up blockers [Chrome Instructions](#) / [Firefox Instructions](#) / [Internet Explorer](#)

Preparing Your System

1. On the MLMS Assister Landing page, verify that your computer is ready, by clicking the **Check your System Configuration** link.



Preparing Your System

- Below is an example of the information you might see when clicking the **Check your System Configuration** link. Use this information as a guide to modify your computer/laptop settings (if necessary) to have an ideal training experience. If submitting a ticket to the help desk for technical help, complete these steps first and provide a screen shot of your system results for faster assistance.

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.

	Recommended Settings	Your System Results
1 Javascript Status	Enabled	JavaScript is Enabled
2 Internet Browser	Firefox,Chrome,Internet Explorer	Firefox (45)
3 Screen Resolution	1024 x 768	1600 x 900
4 Pop-Up Blocker	Not Blocked	Not Blocked
5 Cookies Enabled	Yes	Yes



Steps to Certificate Completion

1. Prepare your system
2. **Log in to CMS Portal (or Obtain an Enterprise Portal ID)**
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate



Log In to CMS Portal/MLMS

If you used the MLMS last year, you should already have a CMS Portal ID and password. Having these two items will allow you to access the MLMS. Follow the instructions beginning on **page 13**, to log in to the MLMS.

If you have never obtained a CMS Portal ID or logged into the MLMS, follow the instructions beginning on **page 21** to learn how to obtain an ID and gain access to the MLMS.

Log in to CMS Portal/MLMS

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **MLMS**, and then select **Training**
6. Update information on the Profile page, and click **Save/Update** or if no changes are made, select **Next**



Step 1: Select Login to CMS Secure Portal

The screenshot shows the CMS.gov Enterprise Portal. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it are navigation links: Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. A search bar is on the right. A yellow callout bubble with the text 'Select Login to CMS Secure Portal.' points to a blue button labeled 'Login to CMS Secure Portal' in the CMS Secure Portal section. Below the button are links for 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'. At the bottom of the page, there is a banner for 'CMS Provides Health Coverage for 100 Million People...' and a link for 'Information for people with Medicare, Medicare open enrollment, and benefits.' A grey box on the right says 'Get E-Mail Alerts Non-Production Environments'.

Select Login to CMS Secure Portal.

Welcome to CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

[Login to CMS Secure Portal](#)

[Forgot User ID?](#)
[Forgot Password?](#)
[New User Registration](#)

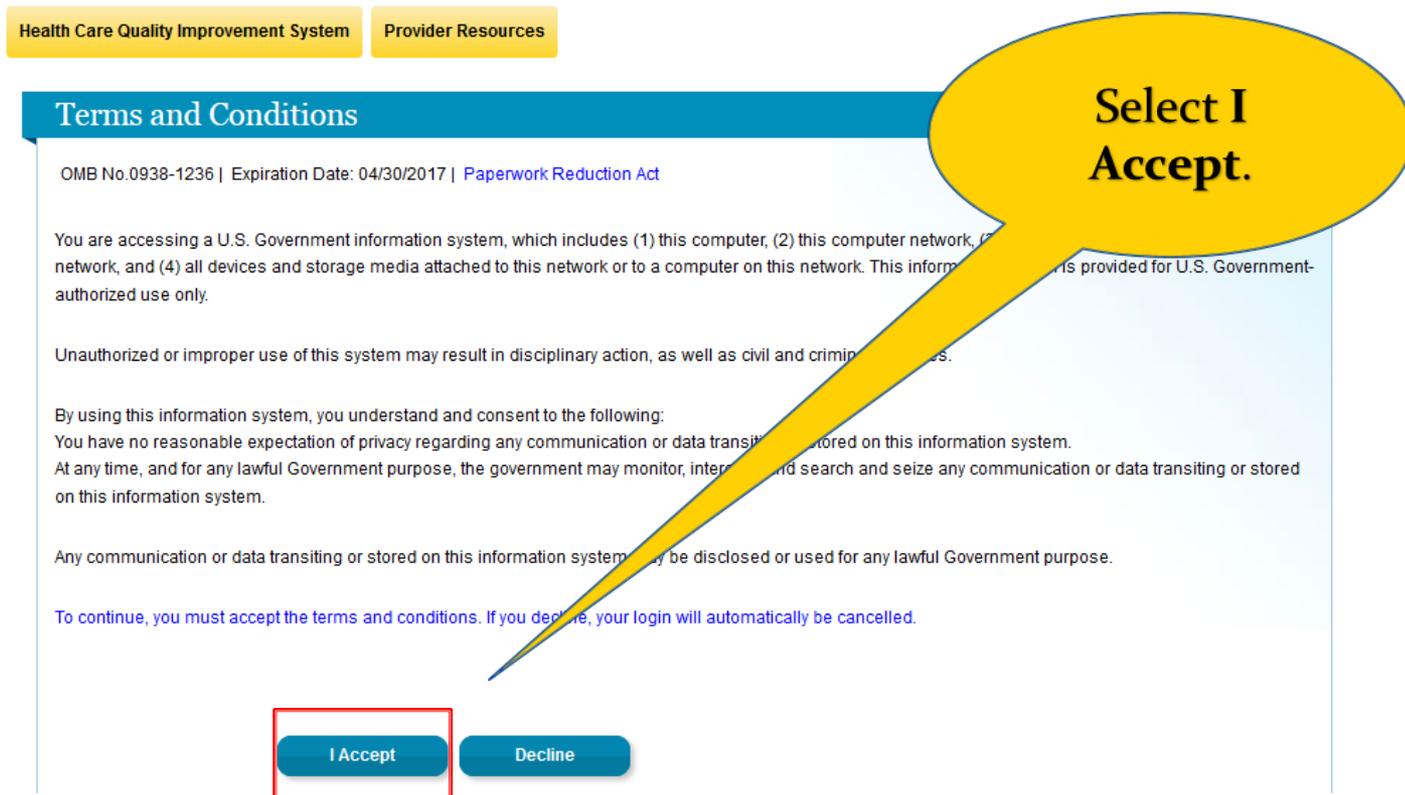
Get E-Mail Alerts Non-Production Environments

CMS Provides Health Coverage for 100 Million People...

[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

If you have forgotten your User ID or password, click the appropriate links below the **Login to CMS Secure Portal** button.

Step 2: Accept the Terms and Conditions



Health Care Quality Improvement System Provider Resources

Terms and Conditions

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

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) this computer network, and (4) all devices and storage media attached to this network or to a computer on this network. This information is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transmitted or stored on this information system.
- At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.

Select I Accept.

The **Terms and Conditions** page appears every time you log in to the Portal. Accept the terms and conditions in order to proceed.

Step 3: Type Your Portal ID

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Type your
User ID.

User ID

Select Next.

Next

Cancel

[Forgot User ID?](#)

Need an account? Click the link - [New user registration](#)

If you need assistance with a forgotten User ID or you realize you have never registered, click the **New user registration** link.

Step 4: Type Your Password, and then select Log In

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Password

Log In

Cancel

[Forgot Password?](#)

Type your
Password.

Select **Log In.**

If you need assistance with a forgotten **Password** select the **[Forgot Password?](#)** link.

Step 5: Select MLMS > Training



Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

If the **MLMS** tab does not appear on your portal page, you will need to request access to the MLMS. See **page 34** for further instructions.

Step 6: Complete Profile Fields

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: *

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:

Update the fields if any of your information has changed.

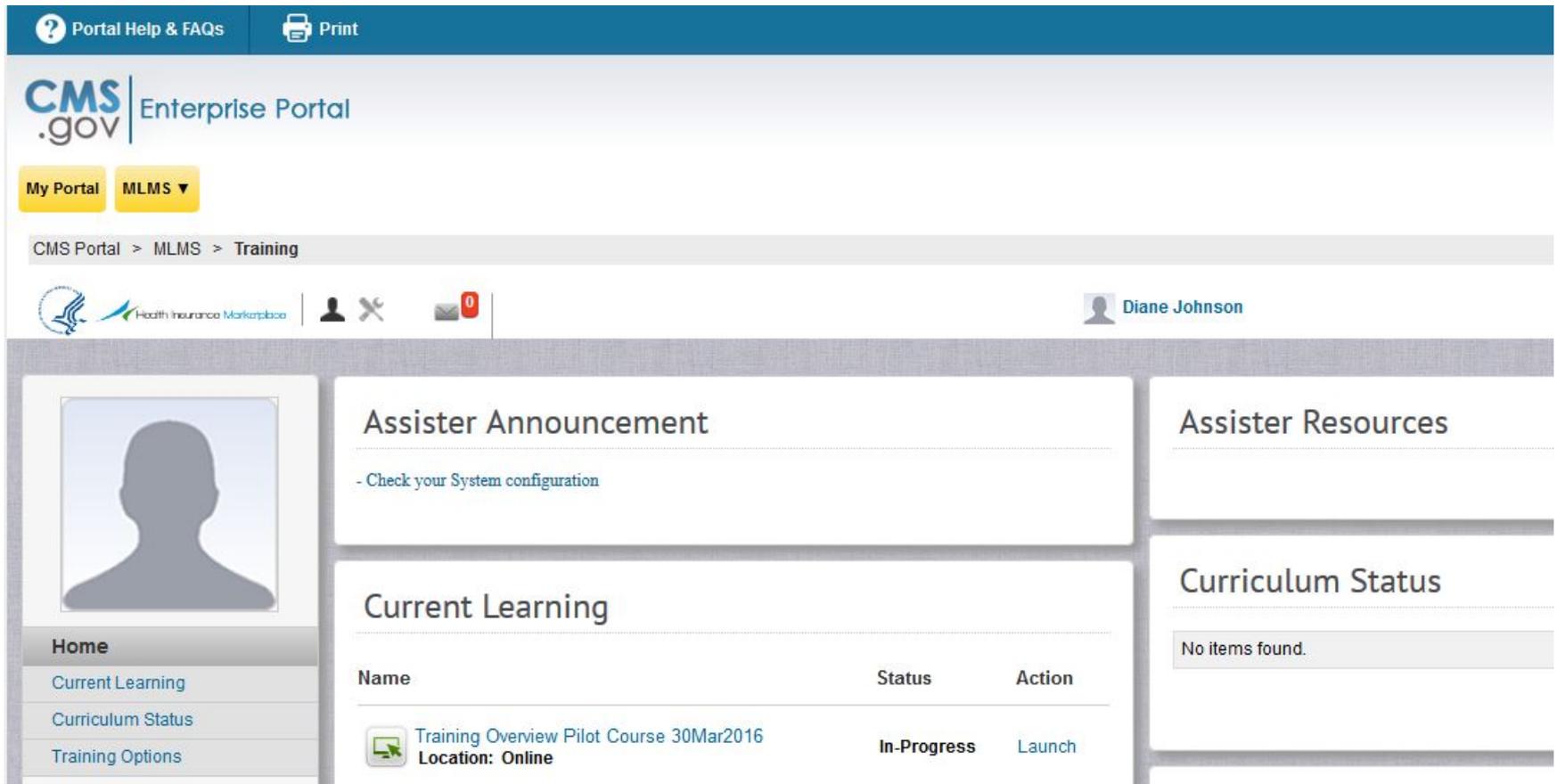
Select Next if you did not change any information.

Save/Update

Next

The field names in red with an asterisk should already contain information from last year. If you need to change any information, click **Save/Update**.

Log in to CMS Portal/MLMS



Portal Help & FAQs Print

CMS.gov Enterprise Portal

My Portal MLMS

CMS Portal > MLMS > Training

Health Insurance Marketplace

Diane Johnson

Assister Announcement

- Check your System configuration

Assister Resources

Curriculum Status

No items found.

Current Learning

Name	Status	Action
 Training Overview Pilot Course 30Mar2016 Location: Online	In-Progress	Launch

Home

- Current Learning
- Curriculum Status
- Training Options

The MLMS Assister Landing page is displayed.

Register for CMS Portal and MLMS

If you have never logged into the MLMS or obtained a CMS Portal ID, the following instructions outline the steps. Once you have completed these steps, you can use the CMS Portal Log In instructions (located on **pages 13 – 20**) to reach the MLMS.

There are two groups of steps to getting started. First you Register for a CMS Portal ID. Secondly, after you have your ID, you log in to the CMS Portal and request access to the MLMS. When you have completed these steps you are ready to log in to the MLMS.

Creating Enterprise Portal ID Steps

1. Select the **New user Registration** Link
2. Review and accept the terms and conditions and select **Next**
3. Enter all ***required*** profile information, and select **Next**
4. Create a unique user ID and password
5. Select three challenge questions and provide answers
6. Select the **OK** button to complete the procedure



Step 1: New User Registration

The screenshot shows the CMS.gov Enterprise Portal homepage. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it is the tagline 'Centers for Medicare & Medicaid Services'. On the right, there are navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. A search bar is also present. Below the navigation is a yellow banner with 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area has a heading 'Welcome to CMS Enterprise Portal' and a paragraph: 'The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.' A yellow callout bubble with the text 'Select New User Registration.' points to the 'New User Registration' link in the 'CMS Secure Portal' section. The 'CMS Secure Portal' section includes a 'Login to CMS Secure Portal' button, links for 'Forgot User ID?' and 'Forgot Password?', and the 'New User Registration' link which is highlighted with a red box. A horizontal menu at the bottom contains various program links like CMS Enterprise Portal, MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, CPC, MLMS, and CU. The footer includes the Medicare.gov logo and a link for 'Information for people with Medicare, Medicare open enrollment, and benefits.' and a box for 'Get E-Mail Alerts Non-Production Environments'.

CMS Provides Health Coverage for 100 Million People...



[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

**Get E-Mail Alerts
Non-Production
Environments**

The CMS Enterprise Portal is the entry point for CMS assister training. If you do not have a CMS Enterprise Portal account, you must first create one.

Step 2: Accept Terms and Conditions and Select Next

CMS Portal > New User Registration

Screen reader mode Off | Accessibility Settings

Terms and Conditions

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

Consent To Monitoring

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site 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](#) for more details.

Protecting Your Privacy

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security of the information you provide. Please read the [CMS Privacy Act Statement](#) which describes how we use the information you provide.

Collection Of Personal Identifiable Information

"Personal" information is described as data that is unique to a person, such as name, address, date of birth (DOB), and social security number (SSN). CMS is very aware of the privacy concerns around PII data. In fact, we have implemented a system to protect your information. We may also use your answers to the challenge questions to verify your identity.

I have read the HHS Rules of Behavior (HHS RoB), version 2010-0002.00, and I understand that violations of the HHS RoB or information security policies and standards may result in the termination of employment, suspension of Federal contracts or projects; and/or revocation of access to information systems, and/or facilities; and may also result in imprisonment. I understand that exceptions to the HHS RoB must be approved in advance in writing by the OPDIV Chief Information Officer or his/her designee. I understand that violation of laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS RoB draw upon, can result in monetary fines and imprisonment.

I agree to the terms and conditions

Select the checkbox I agree to the terms and conditions.

Select Next when it appears.

Read the Terms and Conditions, select the checkbox, and then click the active Next button.

Step 3: Enter Required Profile Information

CMS Portal > New User Registration

Screen reader mode Off | Accessibility Settings

Your Information Your Information Your Information

Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

* First Name:

* Last Name:

Middle Name:

Suffix:

Enter your E-mail address, as it will be used for account related communications.

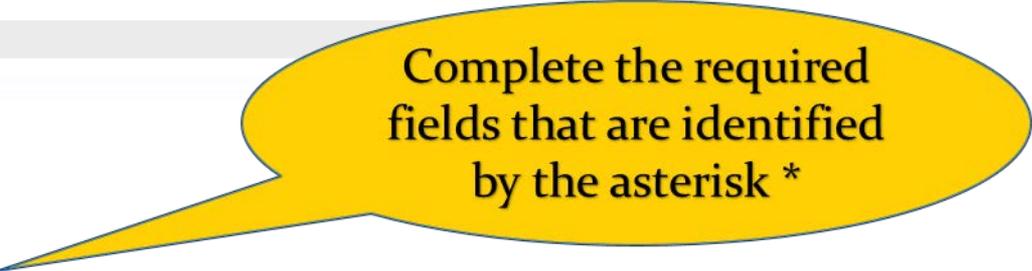
* E-mail Address:

Re-enter your E-mail address.

* Confirm E-mail Address:

Enter your full 9 digit social security number, as it may be required for Identity Verification.

Social Security Number:



You do not need to complete the **Social Security Number** field.

Step 3: Enter Required Profile Information (cont'd)

Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification.

* Date of Birth:

U.S. Home Address Foreign address

Enter your current or most recent home address, as it may be required for Identity Verification.

* Home Address Line 1:

Home Address Line 2:

* City:

* State:

* Zip Code:

Zip Code Extension:

Country: USA

Finish completing the required fields.

Enter your primary phone number, as it may be required for Identity Verification.

* Primary Phone Number:

Select Next.

Cancel

Next

Make sure you complete each field as indicated in the written instructions on the page.

Step 4: Create Unique ID and Password

Step 5: Answer Challenge Questions

Choose User ID And Password

* User ID

* Password

* Confirm Password

Create a
User ID
and
Password.

Select
questions,
provide
answers,
then
select
Next.

Select your Challenge Questions and Answers:

Your challenge questions and answers will be required for password and account management functions.

* Question:1

Please choose one Question

* Question:2

Please choose one Question

* Question:3

Please choose one Question

* Answer:1

* Answer:2

* Answer:3

Cancel

Next

If you forget your User ID or password, you will need to know the answer to these questions. Write the answers down and keep them safe.

Step 6: Select OK



Account Successfully Created

You have now successfully created an account on the CMS Enterprise Portal. You will receive an e-mail acknowledging your successful account creation, and the e-mail will include the User ID that you selected.

If you are requesting access for a specific role in a system, please log on to the CMS Enterprise Portal using your new User ID and password. Please wait 5 minutes before logging in. Selecting the 'OK' button will direct you to the CMS Portal Landing page.



You now have an Enterprise Portal ID and password.

Requesting Access to MLMS Steps

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **Request Access Now**
6. Type **FFM** into the search field, and then click **Request Access** when the FFM/Training tile is displayed
7. Select **Assisters** role, and then select **Submit**
8. Select **OK**



Step 1: Select Login to CMS Secure Portal

The screenshot shows the CMS.gov Enterprise Portal. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it are navigation links: Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. A search bar is on the right. A yellow callout bubble with the text 'Select Login to CMS Secure Portal.' points to a button labeled 'Login to CMS Secure Portal' in the CMS Secure Portal section. Below the callout is a video player with a play button. At the bottom, there are several navigation buttons: CMS Enterprise Portal, MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, CPC, Innovation Center, MLMS, CU, and PECOS. A footer section contains the text 'CMS Provides Health Coverage for 100 Million People...' and a link to 'Information for people with Medicare, Medicare open enrollment, and benefits.' with the Medicare.gov logo. On the right side, there is a 'Get E-Mail Alerts Non-Production Environments' button.

Select Login to CMS Secure Portal.

Welcome to CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

[Login to CMS Secure Portal](#)

[Forgot User ID?](#)
[Forgot Password?](#)
[New User Registration](#)

[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

Get E-Mail Alerts Non-Production Environments

Step 2: Accept the Terms and Conditions

Health Care Quality Improvement System Provider Resources

Terms and Conditions

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- At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.

Select I Accept.

Step 3: Type Your Portal ID

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Type your
User ID.

User ID

Select Next.

[Forgot User ID?](#)

Need an account? Click the link - [New user registration](#)

Step 4: Type Your Password, and then select Log In

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Password

Log In

Cancel

[Forgot Password?](#)

Type your Password.

Select Log In.

Step 5: Select Request Access Now

The screenshot shows the CMS Enterprise Portal interface. At the top left, there is a breadcrumb trail: "CMS Portal > My Portal". Below this is a header "Welcome to CMS Enterprise Portal". The main content area on the left contains a paragraph about the portal's features and a section titled "Application Access" with the text: "There are several ways to manage access to applications in the CMS Enterprise Portal". On the right side, there is a "Request Access" section with a blue button labeled "Request Access Now" highlighted by a red box. A yellow callout bubble with the text "Select Request Access Now." points to this button. Below the "Request Access" section is a "Contact Help Desk" section with contact information for FFE / HIOS / Agents & Brokers Help Desk.

CMS Portal > My Portal

Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

Application Access

There are several ways to manage access to applications in the CMS Enterprise Portal

Request Access

Use the link below to request access to Systems/Applications

[Request Access Now](#)

Contact Help Desk

FFE / HIOS / Agents & Brokers Help Desk - Contact the Exchange Operations Support Center [XOSC] at CMS_FEPS@cms.hhs.gov or 1-855-CMS-1515

You will only need to request access to FFM Training/MLMS one time.

Step 6: Search for FFM/Training

The screenshot shows the 'My Portal' interface. At the top left, there is a 'My Portal' button. Below it, the breadcrumb navigation reads 'CMS Portal > EIDM user menu page > My Access'. The main header is 'Access Catalog'. A search input field contains the letter 'f' and is highlighted with a red box. To the right of the search field is a 'REQUEST ADMIN ROLE' checkbox and a 'SHOW ALL' button. Below the search field, a search result is displayed for 'FFM/Training – Agents/Brokers/Assisters'. The result text states: 'Agents and brokers must first request access to "FFM" and then request the Agents and Brokers. More...'. Below this text is 'Help Desk Information' with the phone number '855-287-1515' and a 'Request Access' button, which is also highlighted with a red box. A yellow speech bubble points to the search field with the text 'Type FFM.'. Another yellow speech bubble points to the 'Request Access' button with the text 'Next, select Request Access.'. A grey tooltip box above the search field contains the text 'Start typing the application name to begin your search.'

Several items appear on this page initially. By typing the letter “f” in the **Access Catalog** field, only the items that match the letter are revealed.

Step 7: Select Assister Role and then Submit

CMS Portal > EIDM user menu page > My Access

Screen reader mode Off | Accessibility Settings

My Access

[Request New System Access](#)

[View and Manage My Access](#)

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 complete [Identity Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password the next time you login to the system. You may also be required to provide additional information as part of the role request process. If applicable, please note that your request cannot be fulfilled until Identity Verification and Multi-Factor Authentication (MFA) is established.

* System Description:

FFM/Training – Agents/Brokers/Assiste

* Role:

Assisters

Please select a role

Cancel

Submit

Select Assisters from the list of roles.

Select Submit.

Assisters do not need to complete Identity Verification.

Step 8: Select OK

CMS Portal > EIDM user menu page > **My Access**

Screen reader mode Off | Accessibility Settings

My Access

[Request New System Access](#)

[View and Manage My Access](#)

Successful Completion!

To complete your access request for the Marketplace Learning Management System (MLMS), please log-out by clicking the "OK" button below, wait two minutes, and then log back in. To log back in, please click the "Login to CMS Secure Portal" button on the right side of the CMS Enterprise Portal homepage.

Select OK.

After selecting **OK**, wait **2 minutes** before logging back into the Portal. When you log back in you will see an **MLMS** tab in your Enterprise profile.

First Log in after Requesting Access

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your **Portal User ID** and select **Next**
4. Type your **Password** and then select **Log In**
5. Select **MLMS**, and then select **Training**
6. Complete Profile page information, and click **Save/Update**



Step 1: Select Login to CMS Secure Portal

The screenshot shows the CMS.gov Enterprise Portal. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it are navigation links: Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. A search bar is on the right. A yellow callout bubble with the text 'Select Login to CMS Secure Portal.' points to a button labeled 'Login to CMS Secure Portal' in the 'CMS Secure Portal' section. This section also contains links for 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'. Below the main content area is a row of navigation tabs including CMS Enterprise Portal, MACBIS, Medicare Shared Savings Program, Physician Value, ASP, Open Payments, QMAT, CPC, Innovation Center, MLMS, and CU. At the bottom, there is a banner for 'CMS Provides Health Coverage for 100 Million People...' and a link for 'Information for people with Medicare, Medicare open enrollment, and benefits.' A 'Get E-Mail Alerts Non-Production Environments' button is also visible.

If you log back in too soon after selecting FFM Training, your Portal page will not show the MLMS tab. Be sure and wait two minutes before logging back in.

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Health Care Quality Improvement System Provider Resources

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Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be cancelled.

Select I Accept.

Step 3: Type Your Portal ID

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

User ID

[Forgot User ID?](#)

Need an account? Click the link - [New user registration](#)

Type your
User ID.

Select Next.

Step 4: Type Your Password, and then select Log In

Health Care Quality Improvement System

Provider Resources

Welcome to CMS Enterprise Portal

Type your Password.

Password

Select Log In.

Log In

Cancel

[Forgot Password?](#)

Step 5: Select MLMS > Training



Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

After requesting access to the FFM, the **MLMS** tab (with **Training**) appears on your **Portal** page.

MLMS Profile Page

The Profile page appears every time you access the MLMS. The first time, you must complete the required fields. On subsequent log ins, you can update the fields when they change and select the **Save/Update** button. If no changes are required, select the **Next** button.

 Portal Help & FAQs

 Print

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 you assiter 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: *

-Select One- 

Step 6: Complete Profile Fields

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:	<input type="text"/>
Assister Type: *	<input type="text" value="-Select One-"/>
Training Language Selection: *	<input type="text" value="English"/>
How Many Years Have You Been an Assister: *	<input type="text" value="-Select One-"/>
When Did You Last Complete Federal Assister Training: *	<input type="text" value="-Select One-"/>
Organization Type: *	<input type="text" value="-Select One-"/>
Organization Name:	<input type="text"/>
Organization Street Address:	<input type="text"/>
Organization City:	<input type="text"/>
Organization State:	<input type="text" value="-Select One-"/>
Organization Zip Code:	<input type="text"/>
Organization Phone Number:	<input type="text"/>

Complete the necessary fields based on your Assister type.

Select **Save/Update** when complete.

Save/Update

The field names in red with an asterisk are required by all Assisters. Additional fields appear or disappear after you select the **Assister Type**.

Additional Fields for Assister Types



Field names in red are required. Field names in black are optional, but you are encouraged to complete these. Navigator and Federal In Person Assisters do not have to complete the Organization information fields since they are obtained from the Health Insurance Oversight System (HIOS).

Navigator Recertification

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:	<input type="text"/>
Assister Type: *	Navigator ▼
Training Language Selection: *	English ▼
How Many Years Have You Been an Assister: *	2 or More Years ▼
When Did You Last Complete Federal Assister Training: *	This is the second year I'm taking Federal Assister training ▼
Organization Type: *	Navigator ▼
Navigator ID (Required for Navigator):*	AKNAVCO100008

Save/Update

Next

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

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

Navigator Recertification

New Navigator - Real (FINAL) (Version : FINAL) * = required

Curriculum for new Navigators
Acquire In 0 Days after registration
Expires In every Year
To acquire this certification, complete all learning elements on the certification path.

Register Add to Plans Back

Path New Navigators (FINAL)

New Navigators (REQUIRED) REQUIRED

001 Training Overview	002 Health Insurance - Basics	003 Affordable Care Act ACA Basics	004 Marketplace Basics
005 Marketplace Eligibility and Application Assistance	006 Marketplace Affordability and Assistance Programs	007 Marketplace Enrollment and Appeals Assistance	008 Marketplace Exemptions Assistance
009 SHOP Marketplace Assistance	010 Cultural Competence and Language Assistance		

[View All Items](#)

Advanced Marketplace Issues (OPTIONAL) Optional

015 Advanced Marketplace Issues

Attachments
No items found.

Register Add to Plans Back

Returning Navigator - Real (FINAL) (Version : FINAL) * = required

Returning Navigator Curriculum
Acquire In 0 Days after registration
Expires In every Year
To acquire this certification, complete all learning elements on the certification path.

Register Add to Plans Back

Path Returning Navigator (FINAL)

Returning Navigator (FINAL) REQUIRED

014 Privacy, Security, and Fraud Prevention Standards

Advanced Marketplace Issues (OPTIONAL) Optional

015 Advanced Marketplace Issues

Attachments
No items found.

Register Add to Plans Back

A returning navigator will only be presented with the courses required of the user. User information maintained by HIOS determines which curriculum is displayed, regardless of what is input in the MLMS profile fields.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. **Access MLMS**
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate



Accessing the MLMS Steps

See pages 13 – 20.

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **MLMS**, and then select **Training**
6. Update information on the Profile page, and click **Save/Update** or if no changes are made, select **Next**



MLMS Landing Page

Health Insurance Marketplace | Diane Johnson

Personalize

Home

- Current Learning
- Curriculum Status
- Training Options

Assister Announcement

- Check your System configuration

Assister Resources

Current Learning

Name	Status	Action
Training Overview Pilot Course 30Mar2016 Location: Online	In-Progress	Launch

Curriculum Status

No items found.

[All Curriculum](#)

Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
CAC - Mock (FINAL)	Curriculum	(1)CAC	05/30/2016	Actions
CAC - Real (FINAL)	Curriculum	(1)CAC	05/30/2016	Actions
CAC Mock 2017	Curriculum	(1)CAC	05/30/2016	Actions

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This is the MLMS Landing page. To return to this page at anytime, select **Home** on the left navigation bar.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
- 4. Enroll in Curriculum**
5. Complete appropriate training
6. Print certificate



Enroll in Curriculum Steps

1. From Training Options, select the **Actions** link, and then **Enroll**
2. Select **Complete Enrollment**
3. Select **Go To Current Learning**
4. Select **Launch**



Step 1: Select Actions and then Enroll

Hover mouse over **Actions** link, and then select **Enroll**.

Training Options				
Recommendation	Recommendation Type	Sources	Recommended On	Actions
CAC - Mock (FINAL)	Curriculum	(1)CAC	05/30/2016	Action
CAC - Real (FINAL)	Curriculum	(1)CAC	05/30/2016	Action
CAC Mock 2017	Curriculum	(1)CAC	05/30/2016	Actions

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Actions

View Detail

Enroll

Enroll

contained in the relevant laws, regulations, and rulings.

Look in the **Training Options** portlet on the MLMS Landing page for the curriculum in which to enroll.

Step 2: Select Complete Enrollment

The screenshot displays the 'Register for CAC Mock 2017' page. At the top left is the 'Health Insurance Marketplace' logo. The user's name, 'Diane Johnson', is shown at the top right. A navigation menu on the left includes 'Home', 'Current Learning', 'Curriculum Status', and 'Training Options'. The main content area is titled 'Register for CAC Mock 2017' and contains a 'Complete Enrollment' button highlighted with a red box. Below this, there is a section for 'CAC Mock 2017 Required Module (Complete 5 of 5 Required)'. The first module is '001_PY2017 Training Overview (Course : 00001448)', which is selected with a checkmark. It includes an offering ID of 00001609, language of English, and is offered as 'Web Based Training'. The second module is '002_PY2017 Health Insurance Basics (Course : 00001449)', also selected with a checkmark. It includes an offering ID of 00001610, language of English, and is offered as 'Web Based Training'. A yellow callout bubble with the text 'Select Complete Enrollment.' points to the 'Complete Enrollment' button and the module list.

The curriculum is displayed. Some of the modules include both a course and an assessment that need to be completed.

Step 3: Select Go To Current Learning

Registration Confirmation

Order Contact: Diane Johnson
Billed To: Assister
Order Status: Confirmed
Order Number: 00008639

Order Items

Title	Learners	Delivery Type	Status	Actions
☑ CAC Mock 2017	Diane Johnson			
..... 001_PY2017 Training Overview			Pending Schedule	Notes
..... 002_PY2017 Health Insurance Basics		Web Based Training	Confirmed	Notes
..... 005_PY2017 Marketplace Eligibility and Application Assistance		Web Based Training	Confirmed	Notes
..... Assister Feedback		Web Based Training	Confirmed	Notes

Go to Curriculum Details **Go to Current Learning**

Select Go to Current Learning.

Once you select, **Go to Current Learning**, the **Current Learning** page is displayed.

Step 4: Select Launch

The screenshot shows the 'Current Learning' section of the Health Insurance Marketplace. A yellow speech bubble with the text 'Select Launch.' points to a 'Launch' button in the 'Actions' column of the first course row. The course is '001_PY2017 Training Overview (00001609)'. Below the course name, there is a 'Hide Learning Assignments' button and a section for 'Training Content: 001 PY2017 Training Overview Course' with a status of 'Not Evaluated (Unlimited attempts)'. The 'Launch' button is highlighted with a red box.

Name	Status	Actions
 001_PY2017 Training Overview (00001609) Duration: 00:00 hours	Confirmed Registration Date: 05/31/2016	View Details Drop Drop and Request Learning
Hide Learning Assignments ▲		
Training Content: 001 PY2017 Training Overview Course Status: Not Evaluated (Unlimited attempts)		Launch
 002_PY2017 Health Insurance Basics (00001610) Duration: 00:00 hours	Confirmed Registration Date: 05/31/2016	View Details Drop Drop and Request Learning
Hide Learning Assignments ▲		
Training Content: 002 PY2017 Health Insurance Basics Status: Not Evaluated (Unlimited attempts)		Launch
Training Content: 002 PY2017 Health Insurance Basics Assessment Status: Not Evaluated (Unlimited attempts)		Launch

To begin a course or assessment, select the **Launch** button. A new window opens on top of this page displaying the training course or assessment.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
- 5. Complete appropriate training**
6. Print certificate

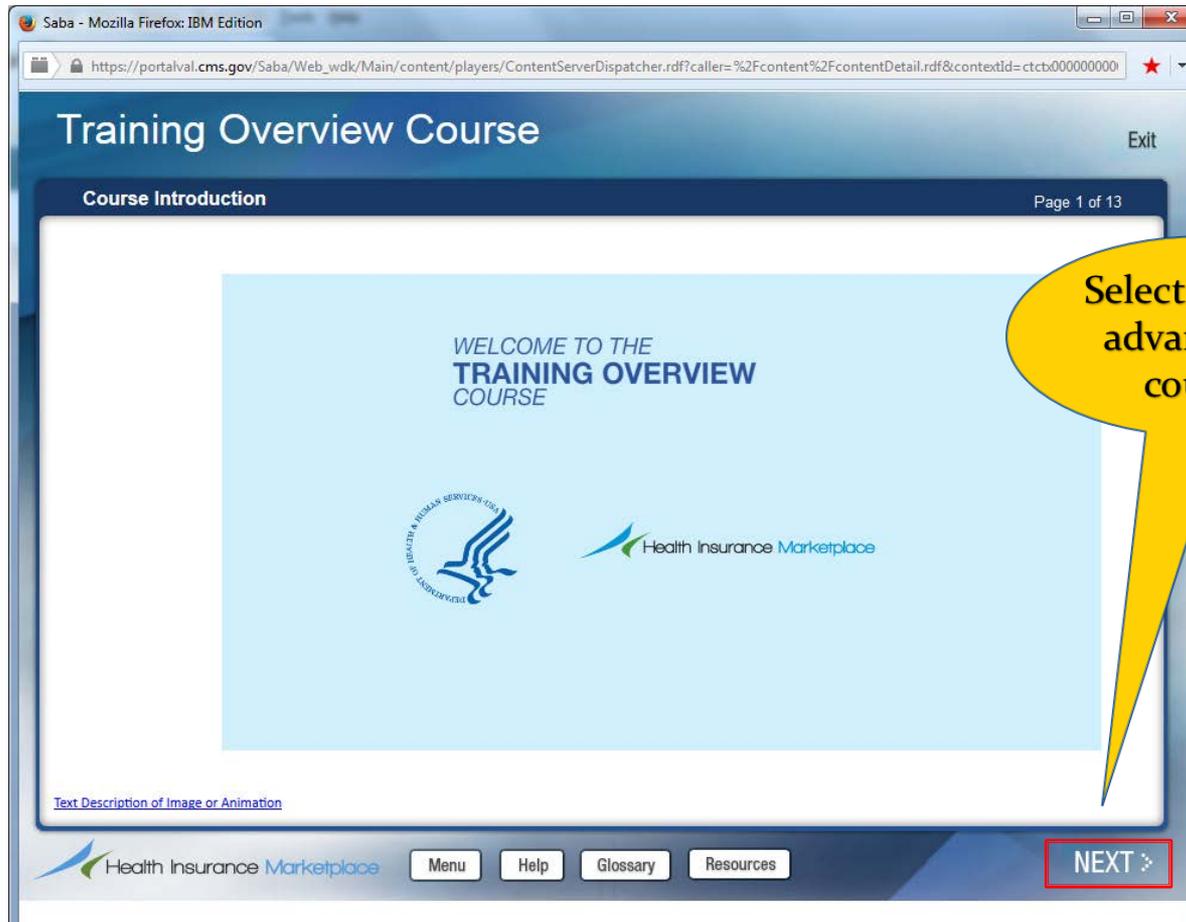


Complete Appropriate Training Steps

1. Select **Next** to advance through the training.
2. On pages that contain key tips, Knowledge checks, and tool tips, you will need to click each link before the **Next** button becomes active.
3. Select **Exit** button on training window when finished. If you need to exit before completing the course, your location is bookmarked and you can return to this spot when you return to the course.
4. Review Completion Status on the Learning Assignments tab of the **Current Learning** page to ensure it states **Successful**.



Step 1: Select Next



This is the Training course window. You may use the **Back** button on the course window to return to a previous page in the course.

Step 2: Select Links

Training Overview Course Exit

Providing Fair, Accurate and Impartial Information Page 2 of 11

What is Fair, Accurate, and Impartial Information?

You must always provide fair, accurate, and impartial information. This means that if you have a [non-disqualifying relationship](#) with a health insurance company offering a particular health plan, you must generally disclose that relationship to consumers. This also means that you should provide help to consumers that focuses only on their best interests and not your own interests or the interests of any health insurance company with which you have a relationship.

Providing fair, accurate, and impartial information includes providing information that assists consumers with submitting the eligibility application; clarifying the distinctions among health coverage options, including QHPs; and helping consumers make informed decisions during the health coverage selection process. As a best practice, you should help consumers choose health coverage that best meets their needs, including but not limited to the following:

- Their ability to afford paying for health coverage
- Their health care needs, such as coverage of treatments for any health conditions
- Their desire to keep a certain doctor or see doctors in a certain location
- Their families' health coverage needs, if applicable



Select every link on the page to activate the Next button.

Health Insurance Marketplace Menu Help Glossary Resources ◀ BACK

The Next button is not active until all Knowledge Checks, Tool tips and Key tips, etc. on a page have been selected.

Step 3: Select Exit

Training Overview Course

Exit

Providing Fair, Accurate and Impartial Information Page 11 of 11

Key Points

- Assistors are responsible for providing fair, accurate, and impartial information.
- Assistors must tell consumers about all of the qualified health plan options and insurance affordable programs for which they are eligible, so that they can choose coverage that meets their budget needs.
- Assistors are responsible for providing assistance that is accessible to all types of consumers. When necessary, referring consumers to resources that can best meet their needs.

You've successfully completed this course.

Click **EXIT** to leave the course.

Health Insurance Marketplace Menu Help Glossary Resources BACK

When you complete the training or if you need to leave the training before completing, select the **Exit** button on the Training course window.

Step 4: Check Completion Status

The screenshot displays the user interface for Diane Johnson on the Health Insurance Marketplace. The main content area shows the training module '002_PY2017 Health Insurance Basics (00001610)' with a 'Successful' completion status and a score of 100. A yellow callout bubble points to the 'Successful' status. Below this, the 'Learning Assignments' table lists two entries, both with a 'Successful' completion status and a completion date of 05/31/2016. A red box highlights the 'Completion Status' and 'Completed On' columns for both entries.

002_PY2017 Health Insurance Basics (00001610)

☆☆☆☆☆ (0 Reviews)
Available From 04/08/2016
Language English

Home
Current Learning
Curriculum Status
Training Options

Main Learning Assignments Associated Learning Ratings

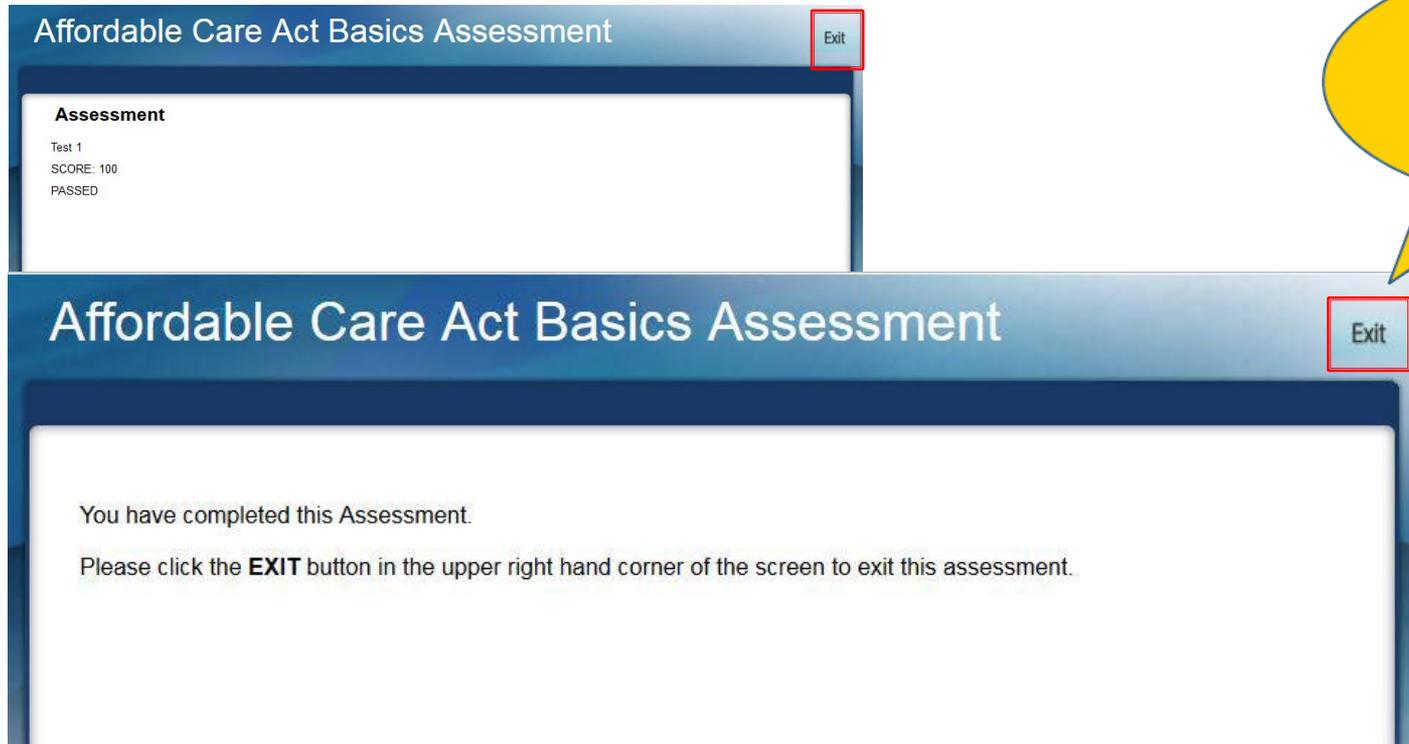
Completion Status Successful Score 100

Learning Assignments [Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
002 PY2017 Health Insurance Basics	Training Content	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	05/31/2016	Launch more actions
002 PY2017 Health Insurance Basics Assessment	Training Content	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	05/31/2016	Launch

The Current Learning page Learning Assignments tab shows Successful completion of the training as well as the date the training was completed.

Completing Exams



Affordable Care Act Basics Assessment

Exit

Assessment

Test 1
SCORE: 100
PASSED

Affordable Care Act Basics Assessment

Exit

You have completed this Assessment.

Please click the **EXIT** button in the upper right hand corner of the screen to exit this assessment.

Select Exit.

Most modules include a course and an assessment. Answer all questions on the assessment. Click the **Exit** button when you reach the page with your score.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
- 6. Print certificate**



Print Certificate Steps

1. Select **Curriculum Status** from left navigation bar
2. Hover your mouse over the **Actions** link and then select **Print Certificate**
3. Select **Print**
4. Follow your system's print window instructions to complete printing.

Note: You may need to select the **Activate Adobe Acrobat** link on your screen in order to see and print the certificate.



Step 1: Select Curriculum

The screenshot shows the Health Insurance Marketplace user interface. At the top, there is a navigation bar with the logo, user name "Diane Johnson", and notification icons. The main content area is titled "Current Learning" and includes tabs for "All", "Courses", and "Curriculum". A yellow callout bubble with the text "Select Curriculum Status." points to the "Curriculum Status" link in the left navigation bar. The main content area displays a table of learning assignments with columns for "Name" and "Actions".

Name	Actions
 Assister Feedback (00001693,Version:2017.1) Duration: 00:00 hours	Confirmed Registration Date: 05/31/2016 View Details Drop and Request Learning

Below the table, there is a "Hide Learning Assignments ▲" button and a "Launch" button.

After completing all training and assessments for your curriculum, select **Curriculum Status** on the left navigation bar.

Step 2: Select Print Certificate

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions.

Internal View Active

Name Show Required Curriculum Only

[Configure](#) | [Save Search Query](#)

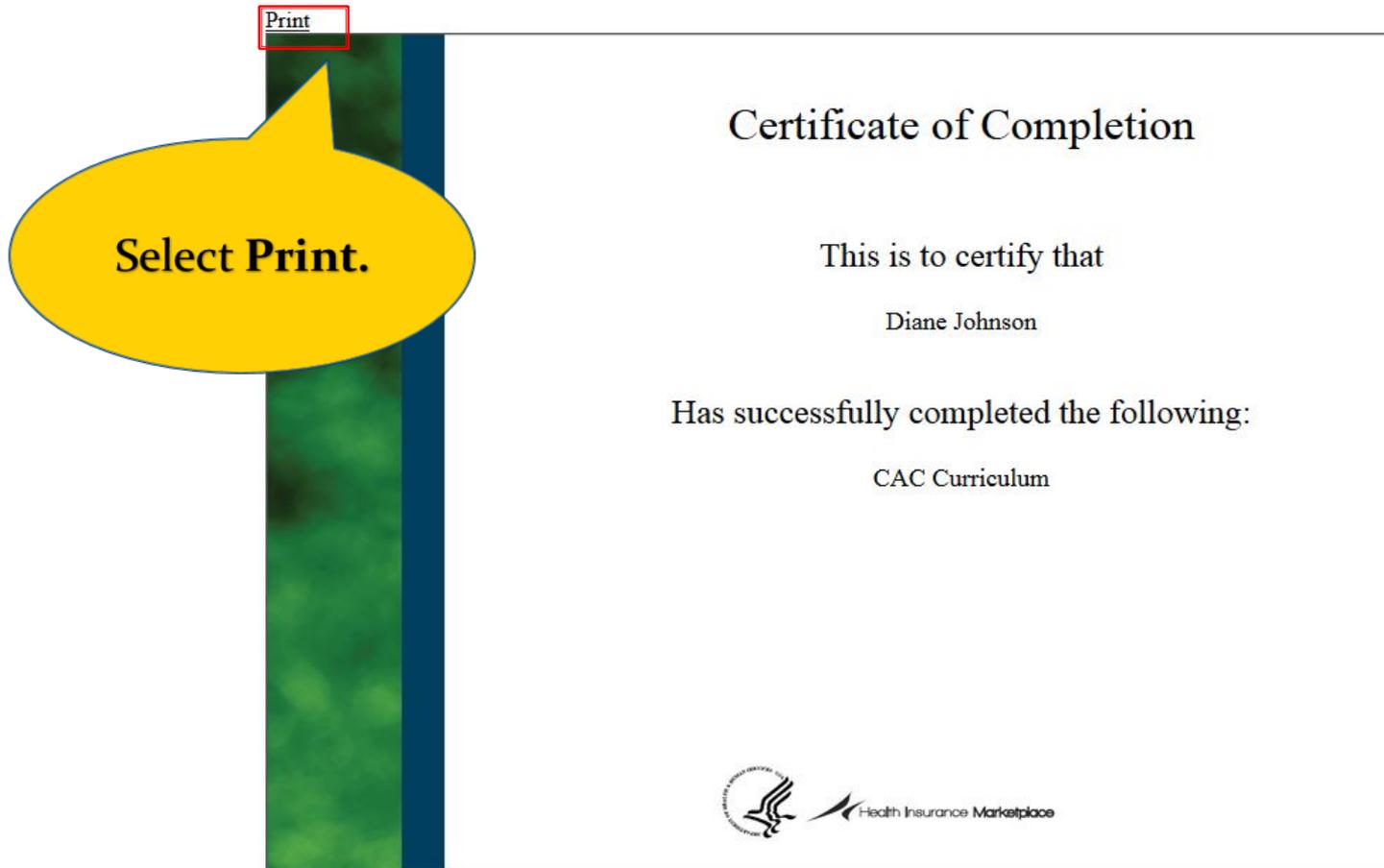
Internal Curriculum
Showing 1 out of 1 results

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Assy...	Actions
CAC Mock 2017		CAC Mock 2017 Required Path - 100% Completed	N/A	Acquired	Diane Johnson	Actions

Actions
Add Curri...
View Curriculum Histo...
View Course History
Print Certificate

You must complete the entire curriculum in order for the **Print Certificate** option to appear on the curriculum **Actions** list.

Step 3: Print Certificate (CAC)



The image shows a screenshot of a web page displaying a Certificate of Completion. At the top left, a small red-bordered button labeled "Print" is highlighted. A yellow callout bubble with a tail pointing to the button contains the text "Select Print." The certificate itself is centered on the page and reads:

Certificate of Completion

This is to certify that

Diane Johnson

Has successfully completed the following:

CAC Curriculum

At the bottom of the certificate, there are two logos: a circular logo on the left and the "Health Insurance Marketplace" logo on the right.

This is an example of the CAC Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer.

Step 3: Print Certificate (Fed IPA or Navigator)

Certified Marketplace Navigator

John Smith
Fed org name 0430 and KS
4302015

The United States Department of Health and Human Services recognizes
John Smith of Fed org name 0430 as a
Marketplace Navigator, certified to assist consumers in understanding new
programs, taking advantage of consumer protections, and navigating the
health insurance system to find the most affordable coverage that meets
the consumer's needs.

04/06/2015 - 09/15/2015

Performance Period (effective/expiration date)



Kevin J. Counihan,
Chief Executive Officer, Health Insurance Marketplaces
Director, Center for Consumer Information &
Insurance Oversight



Health Insurance Marketplace

This is an example of the certificate that appears when a Navigator or Federal IPA completes the Navigator curriculum.

Re-launch a Completed Course

1. From the MLMS Landing page, select **Curriculum Status** on the left navigation bar
2. Select **Curriculum** name
3. Select **Recent Course History** tab
4. Select **View Results**
5. Select **Launch**
6. Select **Cancel** on the bookmarking window to open the course at beginning



Step 1: Select Curriculum Status

Select Curriculum Status.

Assister Announcement
- Check your System configuration

Assister Resources

Current Learning

	Status	Action
Training Overview Pilot Course 30Mar2016 Location: Online	In-Progress	Launch

Curriculum Status
No items found.
[All Curriculum](#)

Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
CAC - Mock (FINAL)	Curriculum	(1)CAC	05/30/2016	Actions

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Completed modules move from **Current Learning** to the **Curriculum Status** page. To re-launch completed courses, select **Curriculum Status**.

Step 2: Select Curriculum Name

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions, click on the “Options” link.

Internal Active ▼

Name Show Required Curriculum

[Configure](#) | [Save Search Query](#)

Internal Curriculum [Add Curriculum](#) | [Print](#) | [Export](#) | [Modify Table](#)

Showing 2 out of 2 results

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Assigned By	Target Date	Actions
CAC Mock 2017		CAC Mock 2017 Required Path - 100% Completed	N/A	Acquired	Diane Johnson		Actions

Select Curriculum name from the Internal Curriculum table.

You can re-launch courses from acquired curriculum.

Step 3: Select Recent Course History Tab

CAC Mock 2017

Assigned By Diane Johnson
Assigned On 05/30/2016
Status Acquired

Main **Recent Course History** Complete Progress Report

Graphical View Detailed Status View ⓘ

Path CAC Mock 2017 Required Path
Completion Requirement 1 of 2 Modules Required
Status Completed

CAC Mock 2017 Required Module **REQUIRED**

Status: Complete **Progress:** 6 of 6 Required Items Completed
Score: 98.583336 ⓘ

001_PY2017 Training Overview Completed on 05/31/2016	002_PY2017 Health Insurance Basics Completed on 05/31/2016	003_PY2017 Affordable Care Act ACA Basics Completed on 05/31/2016
--	--	---

Step 4: Select View Results

CAC Mock 2017

Assigned By Diane Johnson **Acquired On** 05/31/2016
Assigned On 05/30/2016 **Mastery Score** N/A
Status Acquired **Expiration Date** 08/31/2016

More Actions

Main **Recent Course History** **Complete Progress Report**

View acquisition history for Acquired on 05/31/2016

Learning Elements Completed

Title	Version	Type	Completed On	View Results
010_PY2017 Cultural Competence and Language Assistance		Required	05/31/2016	View Results
001_PY2017 Training Overview		Required	05/31/2016	View Results
002_PY2017 Health Insurance Basics		Required	05/31/2016	View Results
003_PY2017 Affordable Care Act ACA Basics		Required	05/31/2016	View Results

Select View Results.

Locate the course under the **Title** column that you want to re-launch, and then select **View Results** in the last column.

Step 5: Select Launch

Progress Report for 003_PY2017 Affordable Care Act ACA Basics



You cannot mark this course complete.

Offering Name 003_PY2017 Affordable Care Act ACA Basics

Completion Status Successful Score 100

Learning Assignments

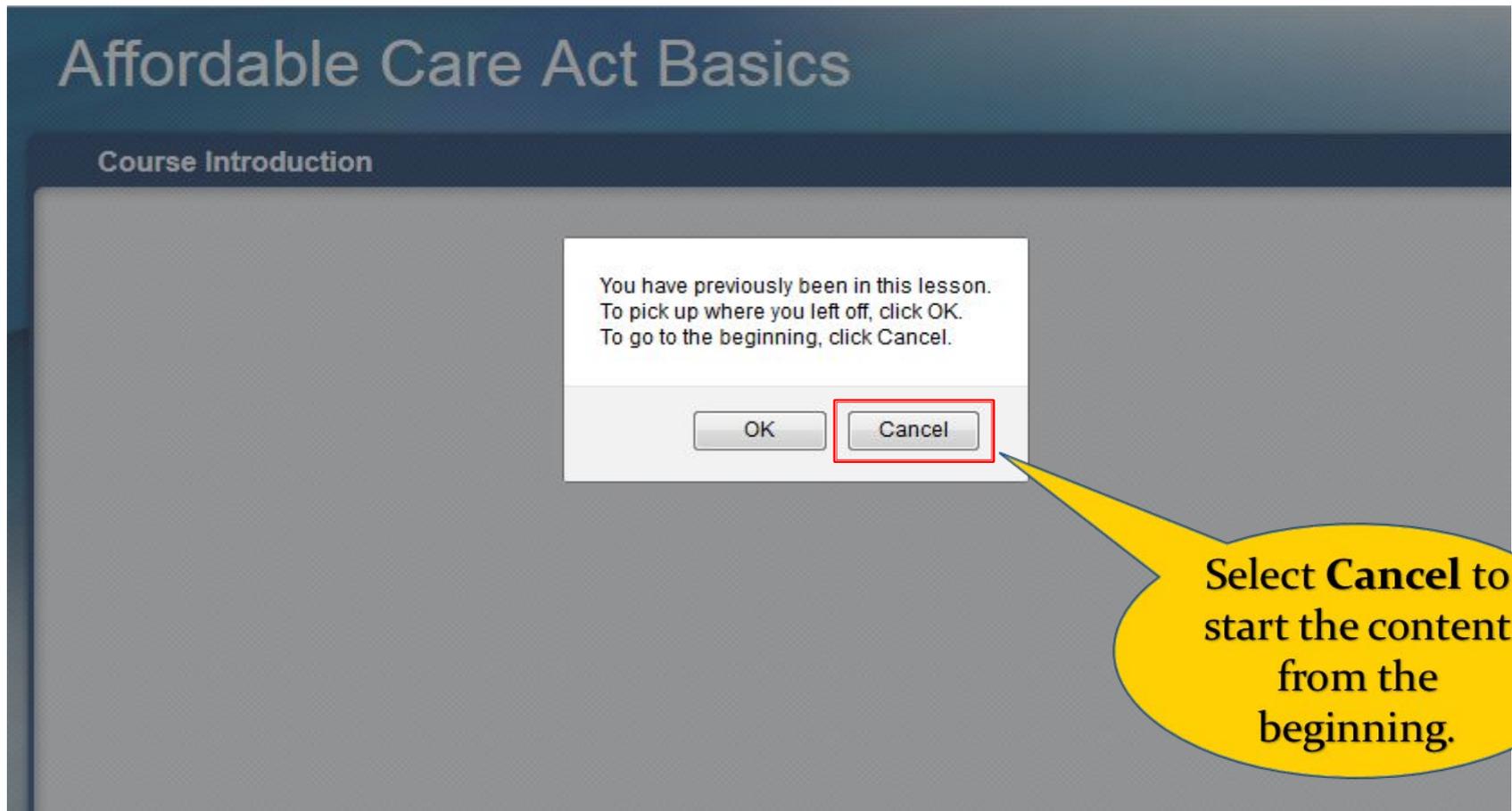
[Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
003 PY2017 Affordable Care Act ACA Basics	Training Content	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	05/31/2016	Launch more actions
003 PY2017 Affordable Care Act ACA Basics Assessment	Training Content	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	05/31/2016	Launch more actions

Select
Launch.

Locate the content that you want to re-launch and select the **Launch** button from the **Actions** column.

Course Opens



The training content window appears. The bookmarking message also appears. If you select **OK**, the course opens on the last page of the course.

Viewing MLMS and Curriculum in Spanish

1. Log in as usual and when you reach the MLMS Profile page, select **Spanish** from the **Training Language Selection** drop-down list, and then **OK**.
2. Select **Save/Update**
3. Select **Log Out** to logout of CMS Portal
4. Log in to CMS Portal
5. At the MLMS Profile page, select **Next**



Step 1: Select Spanish

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: *

**Select Spanish
from the Training
Language
Selection list.**

When you select **Spanish** (and complete the additional steps), the next time you access the MLMS, the MLMS interface and the curriculum are in Spanish.

Step 2: Select OK

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 require manual entry.

Email:

Assister Type: *

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete

You have changed your preferred language. After clicking Save/Update, please log out and then log back in to activate this language change.

Select OK.

OK

Additional instructions are provided in the warning message.

Step 3: Select Save/Update

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete Federal Assister Training: *

Organization Type: *

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:

Select Save/Update.

At the bottom of the MLMS Profile page is the **Save/Update** button.

Step 4: Select Log Out

The screenshot shows the MLMS landing page interface. At the top, there is a dark blue navigation bar containing a help icon and 'Portal Help & FAQs', a print icon and 'Print', and a 'Log Out' button with a right-pointing arrow icon. A yellow callout bubble with the text 'Select Log Out.' points to the 'Log Out' button. Below the navigation bar, the user's name 'Diane Johnson' is displayed next to a profile icon. The main content area features a 'Home' button, a placeholder for a user profile picture, and two announcement sections: 'Assister Announcement' with the text '- Check your System configuration' and 'Current Learning'. The page is partially cut off on the right side.

The MLMS Landing page appears. The information is still in English. You must log out and log back in to the MLMS to see the Spanish language.

Step 5: Log In

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **MLMS**, and then select **Training**



Step 6: Select Next

Training Language Selection: *

How Many Years Have You Been an Assister: *

When Did You Last Complete Federal Assister Training: *

Organization Type: *

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:



This time on the MLMS Profile page, select the Next button.

Spanish MLMS

Health Insurance Marketplace | Diane Johnson | Personalizar

Anuncios Para los Asesores
"Need Help? See the Help Desk link at the bottom of the page."

Estado Del Curriculo
No se encontraron elementos.
[Ver todo...](#)

Recursos para los Asesores
[CMS Portal Assister](#)

Aprendizaje actual

Nombre	Estado	Acción
013_PY2017 Customer Service Standards and Community Outreach Ubicación: En línea	En curso	Iniciar
015_PY2017 Advanced Marketplace Issues Ubicación: En línea	En curso	Iniciar
Assister Feedback Ubicación: En línea	En curso	Iniciar
Returning Navigator MOCK	Asignado	Ver detalles

Opciones De Entrenamiento

Recomendación	Tipo de recomendación	Fuentes	Recomendado el	Acciones
---------------	-----------------------	---------	----------------	----------

Notice that the interface is in Spanish. If you originally started curriculum in English, it will still appear in your **Current Learning**.

Completing Assister Feedback

1. From **Current Learning**, select the **Launch** button to begin providing your feedback.
2. Select the **Next** button on the the Assister Feedback main page.
3. Select your curriculum and, then select **Next**.
4. Select **Next** on the Instruction page.
5. The first question appears. Select a feedback response, and then select **Next**.
6. Select **Submit** to complete the Feedback.



Step 1: Select the Launch button.

The screenshot shows the 'Current Learning' section of the Health Insurance Marketplace. A yellow callout bubble with the text 'Select Launch.' points to a 'Launch' button. The button is highlighted with a red rectangle. The course details for 'Assister Feedback' are visible, including its status as 'Confirmed' and a registration date of 05/31/20. The 'Launch' button is located in the bottom right corner of the course entry.

Name	Status	Actions
 Assister Feedback (00001693,Version:2017.1) Duration: 00:00 hours	Confirmed Registration Date: 05/31/20	View Details Drop and Request Learning

Training Content: [Feedback](#)
Status: Not Evaluated (Unlimited attempts)

Launch

The Assister Feedback may also be launched from the Training Options page

Step 2: Select the Next button.

Assister Survey

Contents

Assister Curriculum
MLMS Assister Training Feedback

Exit

Next

Select Next.

Step 3: Select your curriculum and, then select Next.

Assister Survey
Assister Curriculum

Section #1 of 2
Question #1 of 1

1. Which 2015 Assister curriculum did you take? Please select only one curriculum.

- Certified Application Counselor (CAC)
- Federal In Person Assister
- New Navigator
- Returning Navigator
- State Funded Assister

[Exit](#) [Next](#)

Select the curriculum you completed.

Select Next.

Step 4: Select Next.



Assister Survey
MLMS Assister Training Feedback

Contents

Assister Curriculum
MLMS Assister Training Feedback

You may skip questions that are not applicable to you.

Exit Next

Feedback instructions are listed on this page.

Step 5: Select a feedback response, and then select Next.

The screenshot shows a survey interface for 'Assister Survey' under 'MLMS Assister Training Feedback'. The question is '1. The scope of the material is appropriate to my needs.' The response options are radio buttons for 'Strongly Agree', 'Agree', 'Neutral', 'Disagree', and 'Strongly Disagree'. There are 'Exit' and 'Next' buttons. A yellow callout bubble points to the radio buttons with the text 'Select a feedback response.' Another yellow callout bubble points to the 'Next' button with the text 'Select Next.'

Assister Survey
MLMS Assister Training Feedback

Section #2 of 2
Question #1 of 35

1. The scope of the material is appropriate to my needs.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Exit Next

Select a feedback response.

Select Next.

Remember, you can skip any questions you don't want to answer, just select **Next** without selecting a response. You cannot go backwards.

Step 6: Select Submit to complete the Feedback.

Assister Survey
MLMS Assister Training Feedback

Section #2 of 2
Question #35 of 35

35. The following training feature would be useful to understand the training material: More in-depth assister certification training.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Select
Submit.

When you reach the last statement in the Feedback, the **Submit** button is displayed. Select **Submit** to complete the Feedback.

MLMS Assister Feedback Reminders

- Select Assister Feedback by locating it in your **Current Learning** and selecting **Launch**.
- After beginning the Assister Feedback, select the curriculum name for which you are providing feedback.
- Skip questions that don't apply by selecting **Next**.
- You can only go forward once you start the Assister Feedback. Select **Exit** and start over if you've made a mistake.
- You must select **Submit** on the last question page to ensure your answers are saved in the MLMS.



Launch of Plan Year 2017 FFM Assister Training

*System Requirements
and Reminders*

*Jabaar Gray
July 6, 2016*



Topics

- Browser Types
- QRGs /FAQs
- Prepare your system
- Home Computer / Public Computer
- Portal Timeout
- Print Last Page for Verification
- Contact the Help Desk for assistance
- “Remember to” Summary
- Do’s and Don’ts



Browsers

- **Note:** If you use Internet Explorer 11 and are not automatically brought to the MLMS Landing page after selecting the **Save/Update** button, select the **Next** button on the redirect screen.
- USE one of the following Browsers:



Clear Browser Cache

If you are having issues, clearing the cache of your browser sometimes clears up the problem. Below are links to the browser's instructions for clearing the cache.

- [Chrome Instructions](#)
- [Firefox Instructions](#)
- [Internet Explorer 10 Instructions](#)

QRGs and FAQs

- QRGs – Quick Reference Guides (QRGs) are available on the CMS Training for navigators, agents, brokers, and other assisters website.
 - <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>



QUICK REFERENCE GUIDE: PLAN YEAR 2017 Computer Configuration Requirements

The purpose of this document is to provide a quick overview for preparing your system for the functional requirements of the MLMS. The MLMS works best with Chrome or Firefox. For the best performance, we highly recommend using one of these web browsers. Open a web browser in Firefox, Chrome, or Internet Explorer.



QUICK REFERENCE GUIDE: PLAN YEAR 2017 FFM REGISTRATION AND TRAINING STEPS FOR ASSISTERS

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 10, Firefox (45.1.1), or Chrome (50.0.2661.102 m).

QRGs and FAQs

- FAQs – The Frequently Asked Questions (FAQs) document is available on the CMS Training for navigators, agents, brokers, and other assisters website. It is also available on the MLMS Landing page and on the pop-up Help Desk window in the MLMS.
 - <https://marketplace.cms.gov/technical-assistance-resources/training-materials/mlms-questions.PDF>

Marketplace Learning Management System (MLMS) Frequently Asked Questions (FAQs)

- English
- Spanish

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: 9AM - 5PM EST

[Assister FAQ Click here](#)

While we research your inquiry – try the FAQs!!

[For Agent Broker FAQ click here](#)

[For Assister FAQ click here](#)

User Name *	Diane Johnson
User Email *	dkjohn@us.ibm.com
User Type *	Agent Broker
Subject*	Logging In
Message*	

Preparing Your System

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
 - <http://enable-javascript.com/>
2. Download latest version of Adobe Flash
 - <https://get.adobe.com/flashplayer/?promoid=JZEFT>
 - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)
3. Allow Pop-up windows for the following URL
 - Open up your browser (Firefox, Chrome, or IE).
 - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
 - If your version is different, use the support link listed below for pop-up blockers [Chrome Instructions](#) / [Firefox Instructions](#) / [Internet Explorer](#)

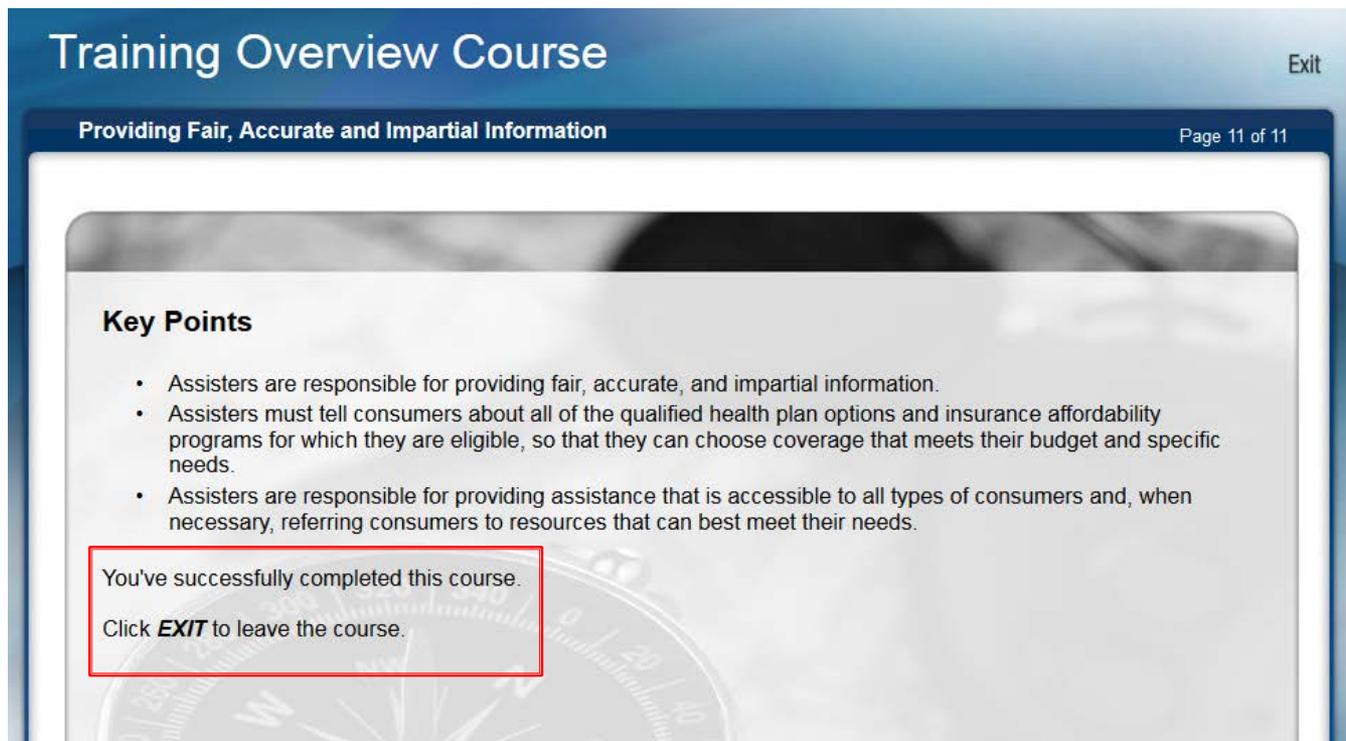
Home or Public Computer

- Some company networks are very restrictive as to what Websites an employee may visit or what browsers may be used at work. Some work machines have additional security controls or software which could interfere with MLMS.
- If you are having multiple issues, try taking your training from your home laptop or computer. If you don't have a laptop or computer at home, try using a computer at a library.

Portal Timeout 30 Minutes

- Enterprise Portal times out every 30 minutes
- Click the Portal window every 28 minutes and look for pop-up box to continue the current session.
- Don't get distracted while taking training. Set a timer for 28 minutes.
- If you timeout, you may need to clear your cache, or log back in twice in order to see the **MLMS > Training** link on your CMS Portal page.

Capture Screenshot of Last Page of Course



This is the last page of a course. Take a screen shot of this page. Press **PrtScn**. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**. In Paint, on the **Home** tab, in the Clipboard group, click **Paste**. For Windows 8 users, press the **Windows** key + **Prt Sc**.

View Completed Learning

Some users do not see an updated course completion right away in MLMS. Navigate to **Curriculum Status** verify status. Hover your mouse over the **Actions** link for the curriculum and select **View Course History**.

To print your certificate, please click on the “Actions” link (below and to the right), and then click “Print Certificate”.

View the curriculum that have been assigned to you. For suggestions of additional curricula you can complete, [Training Options](#).

Internal View Active ▾

Name Show Required Curriculum Only

[Configure](#) | [Save Search Query](#) Search

Internal Curriculum
Showing 2 out of 2 results

Name	Version	Selected Path (% Complete)	Mastery Score	Status	Ass
CAC Mock 2017		CAC Mock 2017 Required Path - 100% Completed	N/A	Acquired	Diane Johnson

Actions
Add Curri... y Table
[View Curriculum History](#)
[View Course History](#)
Print Certificate
View Course History

Actions

Enroll in Optional Courses

- To enroll in another curriculum that contains the optional courses perform the following steps:
 1. Log in to CMS Portal and on the MLMS Profile page, change your Assister Type to “**Other**” and then select the **Save/Publish** button.
 2. From the Training Options portlet, select **Action** and then **Enroll** for either the State IPA, Federal IPA, or New Navigator curriculums.
 3. Select **Complete Enrollment**
 4. Select **Go to Current Learning**
- The optional courses you did not take as part of the CAC curriculum will now appear in **Current Learning**.

Help Desk Assistance

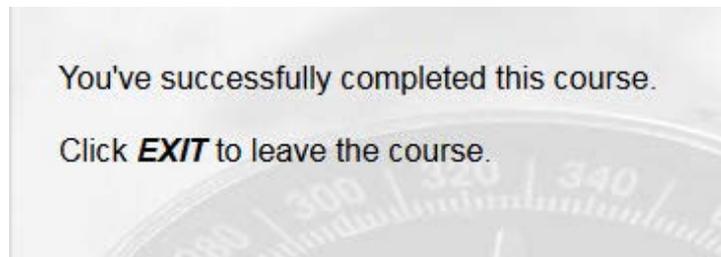
- If you encounter an error, or your course doesn't show complete even though you completed a course, open a ticket with the Help Desk
- Select the **Check your System Configuration** link on the MLMS Landing page. Send a screenshot of the information to the Help Desk.
- Include in your ticket the following information:
 - Print screens
 - Third party security software installed
 - Is Flash installed

Remember To

- For the best performance, use Firefox, Chrome, Internet Explorer 10 or lower as your Web browser.
- Prepare your system before accessing the MLMS (turn off pop-up blockers, load Flash, and turn on JavaScript).
- Take your training on a home computer/laptop or public computer (such as the library).
- Take training in 28 minute intervals, and/or check the portal window to ensure you have an active session
- Print a copy of the last page of a course for verification
- Contact the Help Desk for assistance. Send a screenshot of your computers **Check your System Configuration** page.

Final MLMS Don'ts

- Don't click the browser's **Back** button.
 - If you click the **Back** button you will need to refresh the page and navigate to your previous location. You can use **Back** within the training content window.
- Session Timeout - Don't get distracted while taking training. The Enterprise portal/MLMS will time out in **30 minutes** when no activity is present.
- The course is not finished until you see the following words:



Help Desk Resources

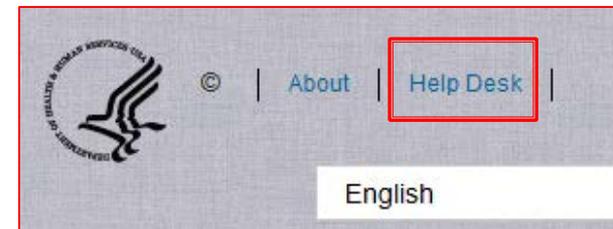
- CMS Enterprise Portal Help Desk

- 855-267-1515
- CMS_FEPS@CMS.hhs.gov
 - User ID / Password Issues
 - No access to MLMS



- MLMS Help Desk

- MLMSHelpDesk@cms.hhs.gov
 - Can't print my certificate
 - Can't find curriculum
 - Training is not launching



Questions?

