

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).

## 1 1st Time CAC, State IPA, NAV, Federal IPA, or Other Registration Process

**NOTE:** If you previously created a CMS Enterprise Portal account, please follow steps in section two 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**”
  - Read and check the box to signify agreement with “Terms and Conditions” and click “**Next**”
  - Complete all fields on “Your Information Page” and click “**Next**”
  - Create a User ID and Password
  - Select “Challenge Question 1” (Choose a question and provide an answer in “Answer 1” - repeat for Questions and Answers 2 and 3)
  - Click “**Next**”
  - Account Successfully Created – Click “**OK**”
  - Log in and click “**Request Access Now**”
    - Find the **FFM/Training – Agents/Brokers/Assisters** tile to 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
  - Click “**Save/Update**” to access the MLMS Assister landing page to view the 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](mailto: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 “**Enroll**”
  - Click “**Complete Enrollment**”
  - Click the “**Go to Current Learning**” button
  - Click 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 be auto-enrolled in the PY2017 Refresher curriculum. The user may choose to enroll in the full training 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 PY2017 Refresher Curriculum from the **Curriculum Status** section
  - Click 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 2016, but 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 2017 as they will only be enrolled in a new or refresher curriculum and therefore must complete all required courses presented.

- 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
- Click the **“Drop”** link
- Click the **“Drop”** button
- Enter a reason for the dropped course in the **“Input Reason”** pop-up window
- Click the **“Save”** button

#### **Quick Tip: Plan Year 2017 Courses**

*Plan Year 2017 courses may not be deleted as they are part of the current curriculum. Only courses from Plan Year 2016 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 the desired curriculum in the list of enrolled curricula
- Hover over the **“Actions”** link
- Click the **“View Course History”** link
- Locate the desired course and click the **“View Results”** link
- Click 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.

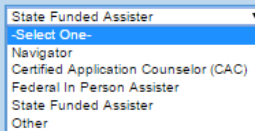
- Make the appropriate Training Language Selection

**NOTE:** If changing the default to Spanish, after making their selection, the user must log out of the CMS Enterprise Portal and log back in again to reset. The CMS Enterprise Portal and MLMS Profile page will remain in English, but the MLMS landing page will now be displayed in Spanish. The user will find that they have been provided with the Spanish curriculum appropriate to their assister type and returning learner status. The user may switch back to English again but will have to complete in English any courses started or completed in Spanish. The Current Learning/Curriculum Status pages will show that they are technically enrolled in both language curricula.

- Click **“Save/Update”**

### Quick Tip: Assister Type

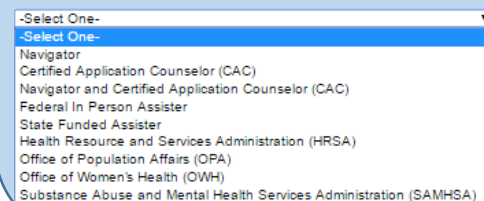
**Select the appropriate assister type and the corresponding organization type when completing your profile.**



State Funded Assister  
-Select One-  
Navigator  
Certified Application Counselor (CAC)  
Federal In Person Assister  
State Funded Assister  
Other

**Assister Type**

**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
  - Click **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”**
  - Click **“Print”** in the top left of the pop-up window

**NOTE:** The date of completion will be found on the Registration Completion certificate.

## 9 Updating Your Contact Information on Find Local Help

- Navigate to CMS Enterprise Portal at <https://portal.cms.gov/>
- From the Assister Landing Page click on **“Update Profile Contact”**
- Enter your new **“Business/Professional Contact Information”**
- Click **“Save”** button at the bottom of the screen

**NOTE:** It may be necessary to complete all the additional required fields on the Profile Landing Page before continuing.

**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](mailto:FFMProducer-AssisterHelpDesk@cms.hhs.gov)

For questions about logging into the CMS Enterprise Portal, please contact: [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or 1-855-CMS-1515

For questions about the MLMS, please contact: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)