



Tips and Troubleshooting Guide

FFM Registration and Assister ID Verification

THIS DOCUMENT CONTAINS TIPS TO HELP ASSISTERS GAIN ACCESS TO THE MANDATORY ANNUAL ASSISTER CERTIFICATION TRAINING ON THE MARKETPLACE LEARNING MANAGEMENT SYSTEM (MLMS). PLEASE REVIEW THIS DOCUMENT BEFORE ATTEMPTING TO ACCESS THE TRAINING. ASSISTERS WILL EARN THEIR CERTIFICATION BASED ON THEIR ASSISTER TYPE; CERTIFIED APPLICATION COUNSELOR (CAC), FEDERALLY-FACILITATED NAVIGATOR, STATE BASED EXCHANGE USING THE FEDERAL PLATFORM (SBE-FP) ASSISTER, ENROLLMENT ASSISTANCE PERSONNEL (EAP), OR "OTHER."



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CMS Portal Registration/Login

Existing Users:

- If you have an existing portal account - **DO NOT CREATE** another account.
- Your portal CMS ID is unique to you and will be your ID regardless of your organization.
 - If you have changed organizations, you will be able to update your existing account with your updated information.
 - If you cannot remember your login/password - Please try the forgot user ID/password prompt.
 - If you need to reset your login information contact MSD (855-267-1515).
- If your legal name has changed, please contact MSD (855-267-1515).

New Users:

- For those creating a **new** account your portal ID/login does not have to reference your organization/assister ID. Your portal ID/login can be anything you like.
- You will need to use Multi-factor Authentication (MFA) **each time you log in**.
 - There are various Multi-factor Authentication (MFA) options.
 - Text Message is the suggested method for MFA.



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Identity Verification

- All Assisters **must** verify their identity through the CMS Portal and Experian. This is required for access to the CMS Portal and MLMS training.
- During this verification process you must provide your **personal** information. (You will not pass the ID verification if you enter your business information.)
- Please use your:
 - **Legal** First and Last name as it appears on your government issued ID (no nicknames)
 - Home Address
 - Personal E-mail address
 - Personal Phone number
 - Social Security number
- Download a free copy of your credit report (annualcreditreport.com) before attempting identity verification so that you will know which information will be verified by Experian.
 - If your credit report reflects a previous address or last name for example, please use the information in your credit report so that you will pass ID proofing.
- **If you the system is unable to verify your identity, DO NOT** continue to enter the same information that was rejected the system will lock, and you will be forced to manually verify.
 - Please review your free credit report to see what information they have on file and edit your CMS Portal account to match.
 - Review your information and ensure that you are using your personal information including email and phone.
- **If you are still unable to verify your identity and need to go through the manual verification process please follow these steps:**
 - If you fail to successfully identity proof, you may be directed to contact Experian. Take note of the Review Reference Number, e.g., IDM-FFM-123456 and call Experian at the number provided.
 - **If you have attempted all of the above and still are unable to successfully identity proof, please contact the Marketplace Service Desk (MSD) for further assistance at 1-855-267-1515.**



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Registering for MLMS Training

If you are a new CMS Portal User, after passing the Identity Verification process, you will need to register for MLMS Training. Before registering for training, you will need to ensure that you are listed on your organization's roster and assigned your unique assister ID.

- To ensure you will be assigned the correct training
 - **CACs:** Select CAC and enter your CAC ID
 - **Navigators:** Select Navigator and enter your Navigator ID
 - **EAPs:** Select EAP and enter your EAP ID
- **If you get an error message** – first make sure you are listed on your organization's roster!
 - **CACs:** If you receive an error message, check with your organization or please reach out to cacquestions@cms.hhs.gov to resolve your issue.
 - **EAPs:** If you receive an error message, check with your leadership or please reach out to eapquestions@cms.hhs.gov to resolve your issue.
 - **Navigators:** If you receive an error message, check with your organization or please reach out to navigatorgrants@cms.hhs.gov to resolve your issue.
- **Do NOT sign up for another assister type if that type does not apply to you (e.g., if you are a CAC in the Federally Facilitated Marketplace, don't check Other or SBE-FP). YOU WILL NOT GET CREDIT FOR TRAINING IF YOU DO THIS!**

Dual Assisters

If you serve as one or more Assister types (CAC and Navigator), check each box that applies, then enter your corresponding IDs in the appropriate fields.

- If you serve as **one or more Assister types**, you will only need to take the training **once**, and you will receive credit for **each** assister type you registered for, however you will need to **enroll** in each curriculum.
 - If you selected CAC and Navigator, enroll in and complete the first set of modules, then once you have finished, you can enroll in the next set of modules. After enrolling your completions will carry over and you can print your certificate for both assister types.
 - **Returning CAC** (enroll and complete all modules and exams)
 - **Returning Navigator** (after completing CAC curriculum, ENROLL in Navigator curriculum, then navigate to completed learning and print your certificate for both assister types).
 - If you are not taking the same type of trainings, say you are a *New Navigator*, but a *Returning CAC*, complete the returning curriculum and exams first, then enroll in the New curriculum. The system will alert you to which modules you must complete to finish.
 - **Returning CAC** (enroll and complete all modules and exams)
 - **New Navigator** (enroll in curriculum and then complete the remaining modules)



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Error codes and Messages

CAC Error Codes: please contact your organization or cacquestions@cms.hhs.gov

- **DE-CERTIFIED: CAC Validation Failed:** Your access to the CAC Certification training has been removed and your current CAC ID has been de-certified. To restore your access to the CAC Certification Training, contact your organization to have them issue you a NEW 13-digit alphanumeric CAC ID number. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your CDOs roster of CACs. For further assistance, please contact cacquestions@cms.hhs.gov.
 - **EXPIRED: CAC Validation Failed:** Your access to the CAC Certification training has been removed. Your current CAC ID is expired. To restore your access to the CAC Certification Training, contact your organization to have them issue you a NEW 13-digit alphanumeric CAC ID number. Also ensure that the First Name and Last Name on your CMS Portal Account matches the First Name and Last Name maintained on your CDOs roster of CACs. For further assistance, please contact cacquestions@cms.hhs.gov.
 - **Your First Name and Last Name** on your CMS Portal Account needs to match the First Name and Last Name maintained by your CDO roster of CACs. Please contact your organization to correct this error on the CAC Roster.
 - **CAC ID not found**, please ensure that you entered your CAC ID number correctly. If your number is correct, please contact your organization to verify that you are listed on your organization's CAC Roster.
 - **CAC ID is not valid.** Please use your 13-digit alphanumeric ID number assigned to you by your CDO. If your number is correct, please contact your organization to verify that you are listed on your organization's CAC Roster.
 - **Service is currently down, please try again later.** You can contact the helpdesk if you continue to experience issues.
 - **Unknown Validation Error, please try again.** Please contact the MLMS helpdesk.
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Navigator Error Codes: please contact your organization or navigatorgrants@cms.hhs.gov

- **HIOS validation failed:** Your access to the Navigator training has been removed. To restore your access to the Navigator Training, ensure your Navigator ID Number is valid. Also ensure that the First and Last Name on your CMS Portal Profile is accurate. For further assistance, contact the helpdesk for Assistance.
 - **HIOS validation failed:** Your access to the Navigator training has been removed. To restore your access to the Navigator Training, ensure your Navigator ID Number is valid. Also ensure that the First and Last Name on your CMS Portal Profile is accurate. For further assistance, contact the helpdesk for Assistance.
 - **HIOS validation failed:** Name does not match record associated with HIOS ID.
-

EAP Error Codes: please contact your organization or eapquestions@cms.hhs.gov

- **Your First Name and Last Name** on your CMS Portal Account needs to match the First Name and Last Name maintained by your EAP Leadership.
 - **EAP ID not found, please ensure that you entered your EAP ID number correctly.** If your number is correct, please contact your EAP Leadership to verify that you are listed on your organization's roster.
 - **EAP ID is not valid.** Please use your 13-digit alphanumeric ID number assigned to you by your EAP Leadership.
 - **Service is currently down, please try again later.** You can contact the helpdesk if you continue to experience issues.
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Help Desks

MLMS Help Desk

Email: MLMSHelpDesk@cms.hhs.gov

- Can't print your certificate.
 - Training is not launching.
 - Modules are not advancing.
 - System is not recording your progress (take and save screenshots of your completion pages just in case)
-

CMS Enterprise Portal Help Desk

Email: CMS_FEPS@CMS.hhs.gov

Phone: 855-267-1515

- Logging into CMS Portal
 - User ID/Password Issues
 - No access to MLMS
-

CAC Help Desk

Email: cacquestions@cms.hhs.gov

- Error message; CAC ID not valid
 - Issues that cannot be resolved by the other help desks.
-

EAP Help Desk

Email: eapquestions@cms.hhs.gov

- Error message; EAP ID not valid
 - Issues that cannot be resolved by the other help desks.
-

Navigators

Email: navigatorgrants@cms.hhs.gov

- Error message; Navigator ID not valid
 - For any other issues, or if you cannot get your issue resolved, please email your project officer.
-

Manual ID Verification Help Desk

Call: 1-855-267-1515

- You have provided your **personal** information during the identity verification process, but the system cannot identify you.



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Resources

CMS.gov/Marketplace: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit <https://www.cms.gov/marketplace/in-person-assisters/training-webinars/training>.

REGTAP: For job aids, FAQ documents, reference guides, and pre-recorded webinar demonstrations, please visit [REGTAP | Registration for Technical Assistance Portal \(cms.gov\)](#)