Purpose:

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

1. 1st Time CAC, SBE-FP, NAV

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

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - ○ Create a CMS Portal Account by clicking "**New User Registration**"
  - ○ Select **MLMS: Marketplace Learning Management System** from the **Step #1**, Choose Your Application drop-down
  - ○ Read and check the box to signify agreement with "Terms and Conditions" and click "**Next**"
  - ○ Complete all fields on, **"Register Your Information Page"** and click "**Next**"
  - ○ Create a User ID and Password and answer challenge questions
  - ○ Select **"Challenge Question 1"** (Choose a question and provide an answer in **"Answer 1"** - repeat for Questions and Answers 2 and 3 and Select "**Next**"
  - ○ Review and verify that all fields are correct. Once everything has been confirmed, the confirmation page will open. You can now login by clicking "**here"** on the Confirmation page.
  - ○ Click "**Request/Add Aps**" tile
  - ○ Search the Access catalog for "**FFM**" and find the **FFM/Request for MLMS Training Access"** tile and select **"Request access."**
  - ○ From the "**Request New System Access**" page, select "**FFM/MLMS Training Access**" from the *System Description* drop-down and **Assisters** from the *Role* drop-down
  - ○ Click "**Submit**" and then "**OK**"
  - ○ Complete **the Identify Verification** process -- collects personal information to verify your identity with Experian, an external identity verification provider
  - ○ Log-in to My Portal and click "**MLMS**" and then select "**Training**"
  - ○ From the MLMS Assister Profile page, complete the required fields
  - ○ Select "**Save/Update**" to access the MLMS Assister landing page and view training options

NOTE: You can log-in to My Portal at any time to check your FFM registration status.

Request Access

Quick Tip: Selecting Assister Role

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

Quick Tip: Identify Verification

You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files.

2. Returning Navigators

- Navigate to the CMS Enterprise Portal at https://portal.cms.gov/
    - Log in using your **FFM user ID and password** from last year
    - If you see the "**Request/Add Apps**" tile, then your account has not been identity verified. You will need to complete the **Request Access** steps shown above.

NOTE: Returning Navigator accounts will be validated upon log-in. If the system is unable to certify the account, you will be prompted to contact the appropriate help desk for assistance.

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

> ### *Quick Tip: FFM Credentials*
>
> *This is the user ID and password you created to access the CMS Enterprise Portal previously. 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 CAC, SBE-FP, NAV

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

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

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

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

NOTE: A returning Navigator will enroll in the PY2021 Returning FFE Navigator curriculum. The user may choose to enroll in the complete curriculum 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 PY2021 FFE Returning Navigator Curriculum from the **Curriculum Status** section
    - Select the "**Launch**" button next to the first course to start training (your pop-up blocker must be disabled)

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

> ### *Quick Tip: Profile Information*
>
> *If no changes were made to the profile information, click the "Next" button to continue.*

5. Deleting Extraneous Courses

NOTE: It is not necessary to **delete courses** that were added and not completed in Plan Year 2020 or before. However, if you prefer to remove them from your Current Learning page you may.

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

> *Quick Tip: Deleting Courses*
>
> *Only courses from PY2020 and before may be deleted from your Current Learning.*

6. Reviewing and Relaunching a Completed Course

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

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

> *Quick Tip: Navigating Courses*
>
> *Once the course is launched, use the "Menu" feature to navigate directly to the section that needs added attention.*

7. Updating MLMS Profile Information

- Navigate to CMS Enterprise Portal at https://portal.cms.gov/
  - Log-in to MLMS
  - Complete all required fields, and other information as available

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

  - Select "**Save/Update**"

> *Quick Tip: Assister Type*
>
> *Select the appropriate Assister type and the corresponding organization type.*
>
> *Assister Type:*
> - *FFE Navigator*
> - *FFE Certified Application Counselor*
> - *SBE-FP Assister*
> - *Other*
>
> *Organization Type:*
> - *Federal Navigator Grantee*
> - *Federal Navigator Grantee/ Certified Application Counselor Designated Organization*
> - *State Based Exchange using the Federal Platform organization*

8. Printing a Curriculum Certificate

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

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

9. Additional Resources

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

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

Assisters may contact the following help desks as needed:
- For general questions about FFM registration, CMS policies, and other assister issues, please contact: FFMProducer-AssisterHelpDesk@cms.hhs.gov
- For questions about logging into the CMS Enterprise Portal, please contact: CMS_FEPS@cms.hhs.gov or 1 855-CMS-1515
- For questions about the MLMS, please contact: MLMSHelpDesk@cms.hhs.gov