




Quick Reference Guide: Avoiding the Creation of a Duplicate CMS Enterprise Portal Account

The [Centers for Medicare & Medicaid Services \(CMS\) Enterprise Portal](#) is a convenient single point of entry to numerous CMS applications, systems, and databases used for agent and broker Federally-facilitated Marketplace (FFM) registration and training, including the Marketplace Learning Management System (MLMS).

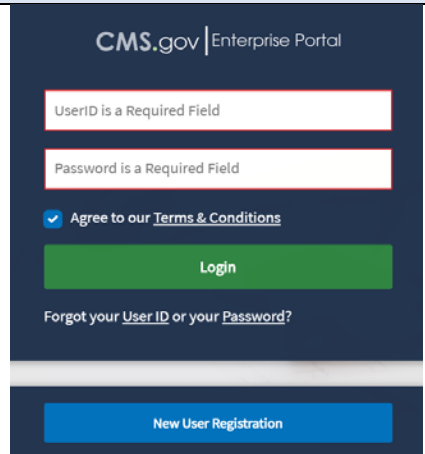
A CMS user account is required to log into the [CMS Enterprise Portal](#). **It is important that users not create multiple CMS user accounts.** Having multiple or duplicate accounts can lead to delays, such as not being listed on the Agent and Broker FFM Registration Completion List and/or delays in receiving credit or compensation from issuers for assisting consumers with FFM enrollment transactions.

This Quick Reference Guide explains how you can use the following self-service options:

- Find out if you have a CMS user account and retrieve your CMS User ID and password
- Reset the password to your CMS user account

 **Note:** If you previously created a CMS user account, but did not complete FFM registration, you can still use your existing account and do not need to create a new one.

Find Out if you Have a CMS User Account and Retrieve Your CMS User ID and Password

Process Step	Screenshot
<p>If you believe you already have a CMS user account, you may use the self-service “Forgot your User ID” on the CMS Enterprise Portal to retrieve your CMS User ID.</p> <p>1. On the CMS Enterprise Portal home page, select the “User ID” link from the “Forgot User ID or your Password?” text.</p>	



Process Step	Screenshot
<p>2. You will be asked to enter your name, date of birth, email address, whether your address is U.S. based, and ZIP code. Make sure you enter the ZIP code and email address you would have used to create a CMS user account in the past.</p> <p><i>If your email address has changed, please contact the Marketplace Service Desk at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance, rather than creating a new account with a different email address.</i></p>	
<p>3. If the system is able to verify your information, a confirmation screen will appear, and you will receive an email containing your CMS User ID at your email address of record.</p>	
<p>4. If the system is unable to verify your information, please contact the Marketplace Service Desk at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance looking up your account details.</p>	
<p>5. Once you have obtained your CMS User ID, return to the CMS Enterprise Portal home page and select the "Login" button to log in to your account using your CMS User ID and password.</p> <p><i>Please note that your account will be locked after four attempts to log in using an incorrect password. If your account is locked, please contact the Marketplace Service Desk at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov for assistance. If you do not remember your password, please follow the steps below to reset it.</i></p>	



Reset the Password to your CMS User Account

Process Step	Screenshot
<p>If you have forgotten your password, you may use the "Forgot Password?" link to reset your password.</p> <p>1. On the CMS Enterprise Portal home page, select the "Password" link from the "Forgot your User ID or your Password?" text.</p>	
<p>2. You will be asked to enter your User ID. Enter the User ID and click the "Next" button.</p>	
<p>3. You will be asked to answer a set of challenge questions you selected when you created your account and then enter a new password.</p> <p><i>Please note that passwords must:</i></p> <ul style="list-style-type: none"> • Be a minimum of eight and a maximum of 20 characters • Contain at least one letter and one number • Contain at least one upper case and one lower case letter • Contain at least one special character • Be different from the previous password used • Not contain the CMS User ID <p><i>Not include the following special characters: ? < > () ' " / &.</i></p>	



Process Step	Screenshot
<p>4. Once you have reset your password, return to the CMS Enterprise Portal home page and select the "Login to CMS Secure Portal" button.</p>	