

Multi-Factor Authentication (MFA) Training for HIOS Users

JUNE 2016

Beginning on 6/19/2016, all Health Insurance Oversight System (HIOS) users will be required to complete Multi-Factor Authentication (MFA) through the CMS Enterprise Portal.

This training session will cover the following topics:

- Upcoming Enterprise Portal Changes
- What is MFA?
- MFA Device Registration
- Logging into the CMS Enterprise Portal using MFA
- MFA Device Removal

Users will see the following changes when accessing the CMS Enterprise Portal:

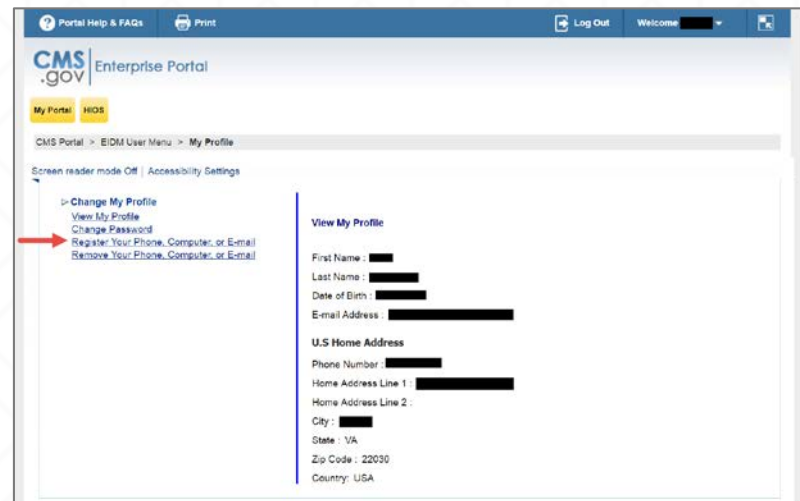
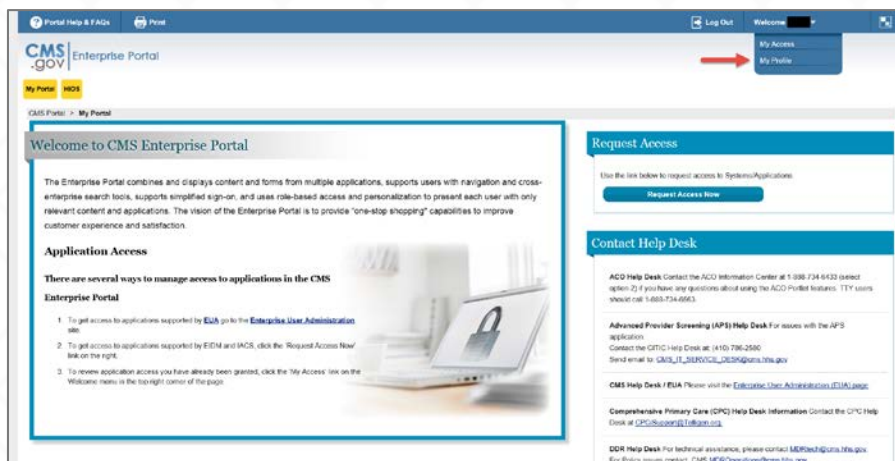
- **5/8/2016:** All existing HIOS users have the option to register an MFA device in the CMS Enterprise Portal. Please note, users who choose to register an MFA device prior to 6/19 will be required to log in using an MFA device from that point forward.
- **6/19/2016:** All existing HIOS users will be required to register an MFA device in the CMS Enterprise Portal and will be required to use the registered MFA device to access the CMS Enterprise Portal.
- **6/19/2016:** All new HIOS users will be required to complete Remote Identity Proofing (RIDP) as well as register an MFA device.

What is MFA?

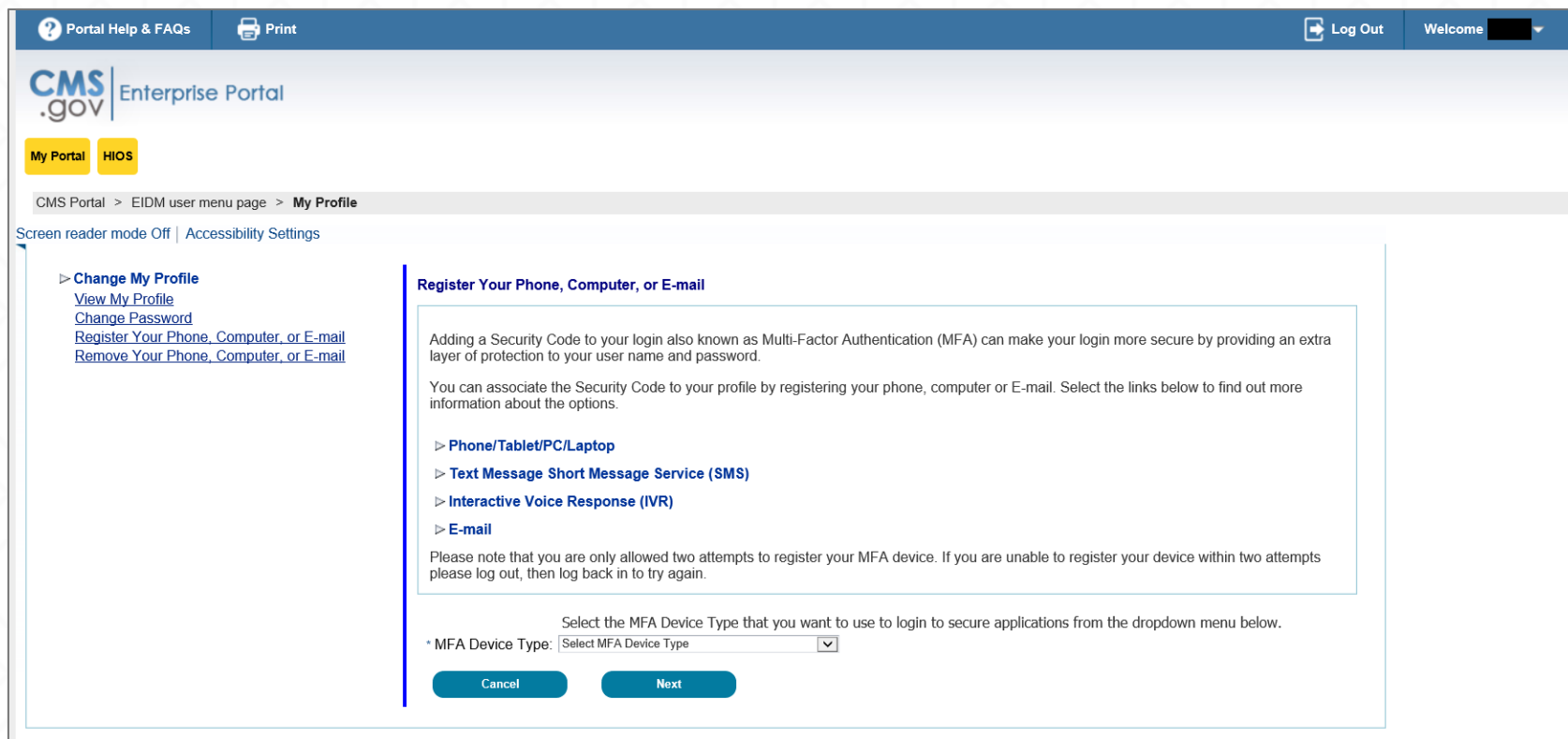
- Multi-Factor Authentication (MFA) is a security mechanism that is implemented to verify the legitimacy of a person or transaction.
- MFA requires you to provide more than one form of verification in order to prove your identity.
- MFA registration is required only once but an MFA device will be verified every time you log into the system.
- Users can register multiple MFA device types to obtain a security code.

MFA Device Registration

- Prior to 6/19/2016, HIOS users have the option to register an MFA device.
- To “preregister”, go to the CMS Portal > My Portal page and select ***My Profile*** from the username dropdown menu.
- From the CMS Portal > My Profile page, click the ***Register Your Phone, Computer, or E-mail*** link.

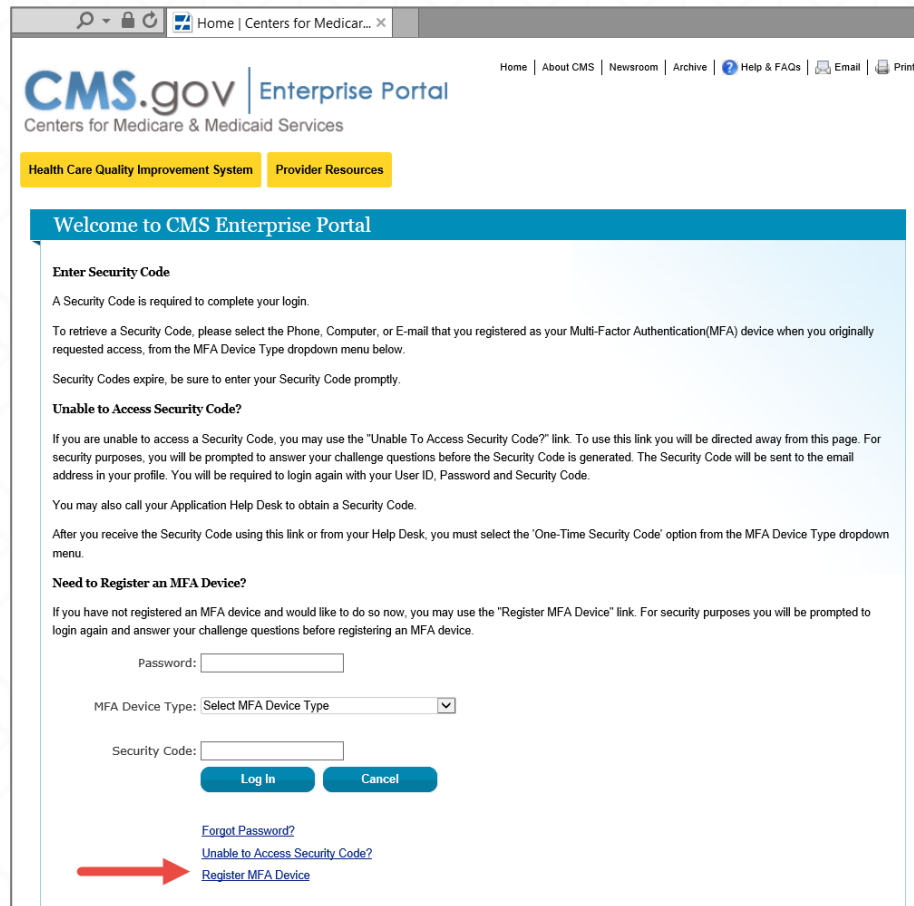


- Select the ***MFA Device Type*** and click the ***Next*** button to proceed with the device registration.



The screenshot shows the CMS Enterprise Portal interface. At the top, there are links for 'Portal Help & FAQs', 'Print', 'Log Out', and a 'Welcome' message. The main content area is titled 'My Profile' and contains a sidebar with links for 'Change My Profile', 'View My Profile', 'Change Password', 'Register Your Phone, Computer, or E-mail', and 'Remove Your Phone, Computer, or E-mail'. The main content area is titled 'Register Your Phone, Computer, or E-mail' and contains the following text: 'Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password. You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.' Below this text are four expandable sections: 'Phone/Tablet/PC/Laptop', 'Text Message Short Message Service (SMS)', 'Interactive Voice Response (IVR)', and 'E-mail'. A note states: 'Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.' At the bottom, there is a dropdown menu labeled 'MFA Device Type:' with the text 'Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.' and a 'Next' button.

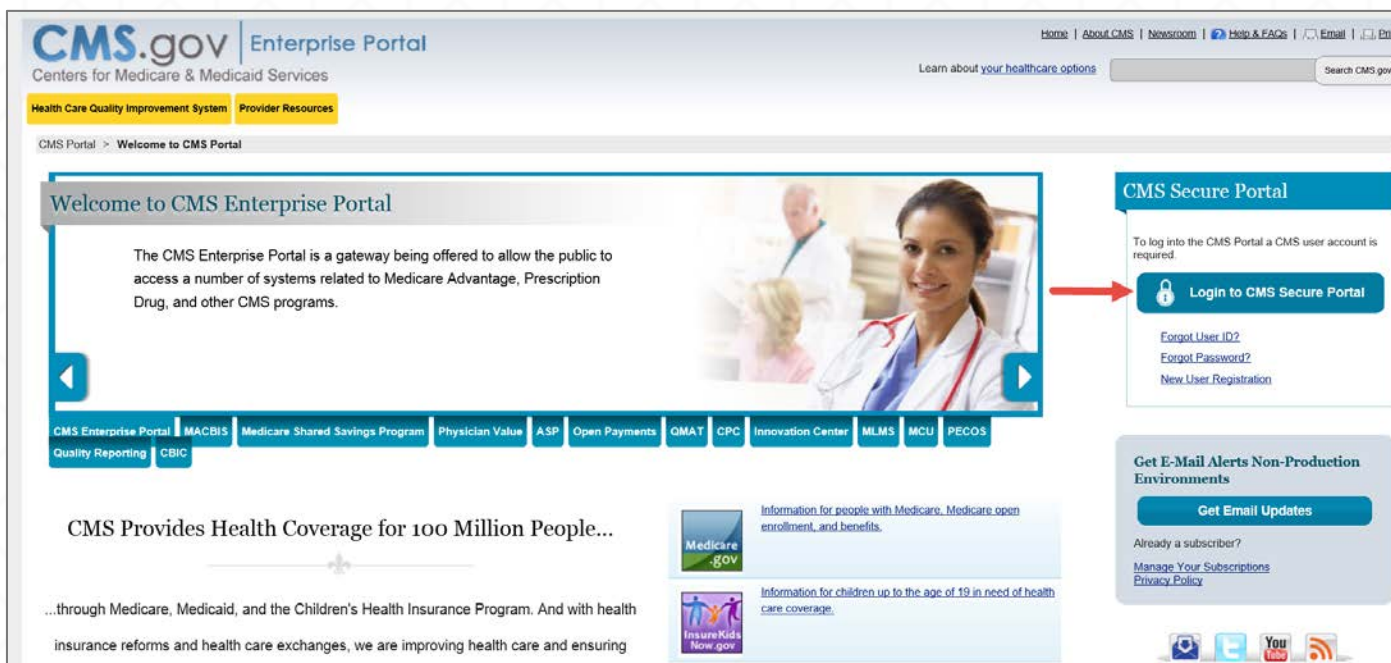
- Beginning on 6/19/2016, users will be required to use an MFA device when accessing the system. This page will display after users enter their username when trying to access the system.
- If users have not “pre-registered” a device via the My Profile page, users will need to click the ‘Register MFA Device’ link to complete the registration process.
- If users have already registered an MFA device, users will need to select the appropriate device and input the security code to login.
- Please note, until users complete the MFA device registration, users will not be able proceed with logging into the CMS Enterprise Portal.



The screenshot shows the CMS Enterprise Portal login page. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this is the CMS.gov logo and the text "Enterprise Portal" and "Centers for Medicare & Medicaid Services". There are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue banner reads "Welcome to CMS Enterprise Portal". The main content area is titled "Enter Security Code" and contains the following text: "A Security Code is required to complete your login. To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below. Security Codes expire, be sure to enter your Security Code promptly. Unable to Access Security Code? If you are unable to access a Security Code, you may use the 'Unable To Access Security Code?' link. To use this link you will be directed away from this page. For security purposes, you will be prompted to answer your challenge questions before the Security Code is generated. The Security Code will be sent to the email address in your profile. You will be required to login again with your User ID, Password and Security Code. You may also call your Application Help Desk to obtain a Security Code. After you receive the Security Code using this link or from your Help Desk, you must select the 'One-Time Security Code' option from the MFA Device Type dropdown menu. Need to Register an MFA Device? If you have not registered an MFA device and would like to do so now, you may use the 'Register MFA Device' link. For security purposes you will be prompted to login again and answer your challenge questions before registering an MFA device." Below the text are input fields for Password, MFA Device Type (a dropdown menu with "Select MFA Device Type" selected), and Security Code. There are "Log In" and "Cancel" buttons. At the bottom, there are three links: "Forgot Password?", "Unable to Access Security Code?", and "Register MFA Device". A red arrow points to the "Register MFA Device" link.

Beginning June 19th – Steps for MFA Device Registration

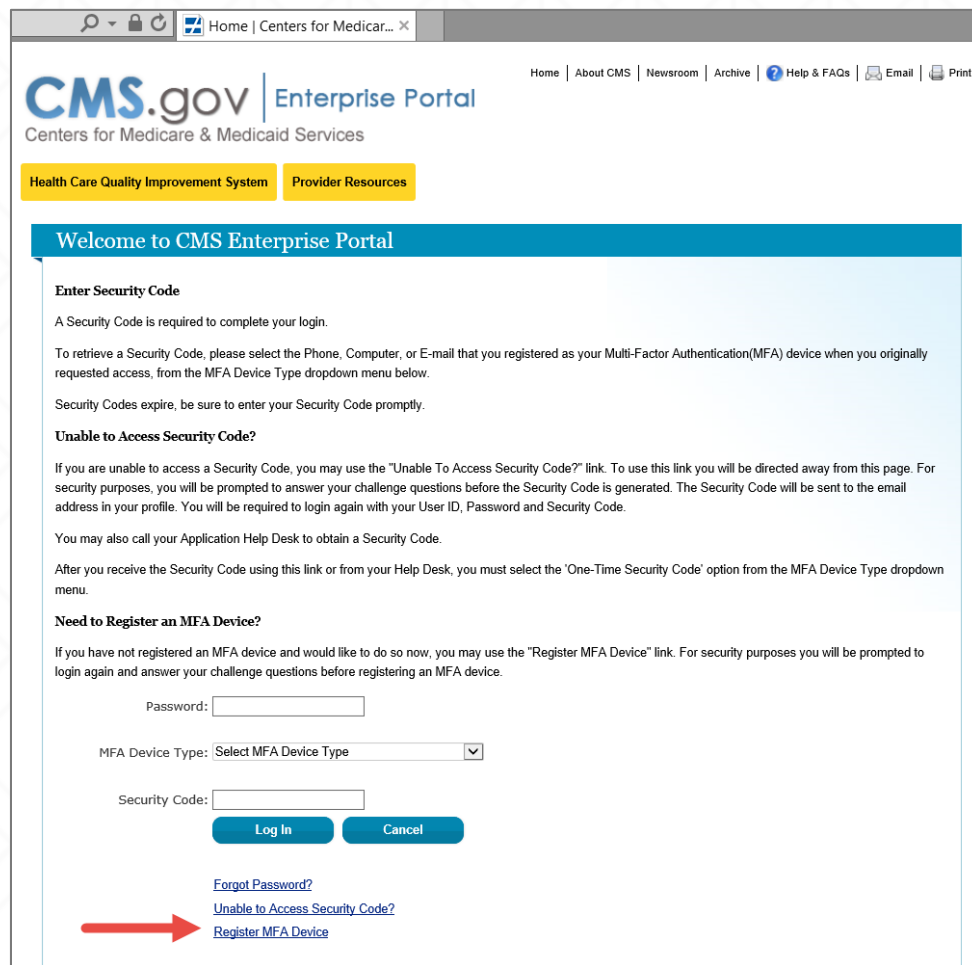
1. Go to <https://portal.cms.gov> and select **Login to CMS Secure Portal**.
2. Read the Terms and Conditions and select **I Accept** to continue.
3. Enter your **User ID** and select **Next**.



The screenshot shows the CMS.gov Enterprise Portal homepage. At the top left is the CMS.gov logo and 'Enterprise Portal' text. Below it are navigation links for 'Home', 'About CMS', 'Newsroom', 'Help & FAQs', 'Email', and 'Print'. A search bar is on the right. The main content area features a 'Welcome to CMS Enterprise Portal' banner with a video player showing a doctor. To the right of the banner is a 'CMS Secure Portal' box with a 'Login to CMS Secure Portal' button highlighted by a red arrow. Below the banner is a horizontal menu with various program links. At the bottom, there are sections for 'CMS Provides Health Coverage for 100 Million People...' and 'Get E-Mail Alerts Non-Production Environments'.

Beginning June 19th – Steps for MFA Device Registration

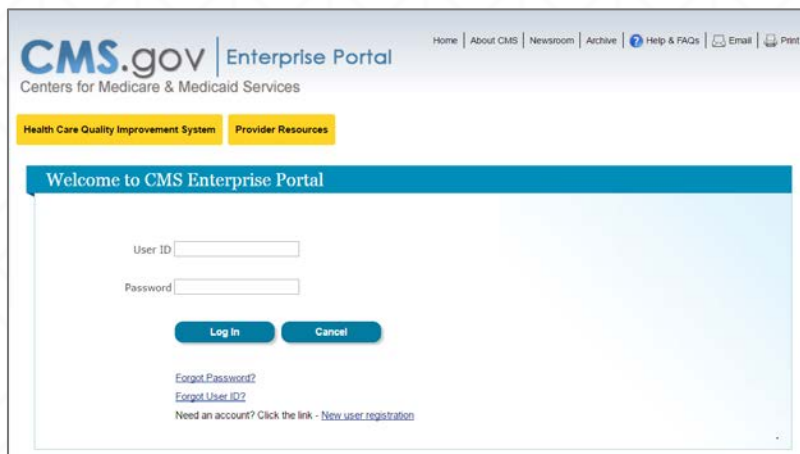
4. Select the *Register MFA Device* link.
5. Select *OK* to navigate away from the login page.
6. Read the Terms and Conditions and select *I Accept*.



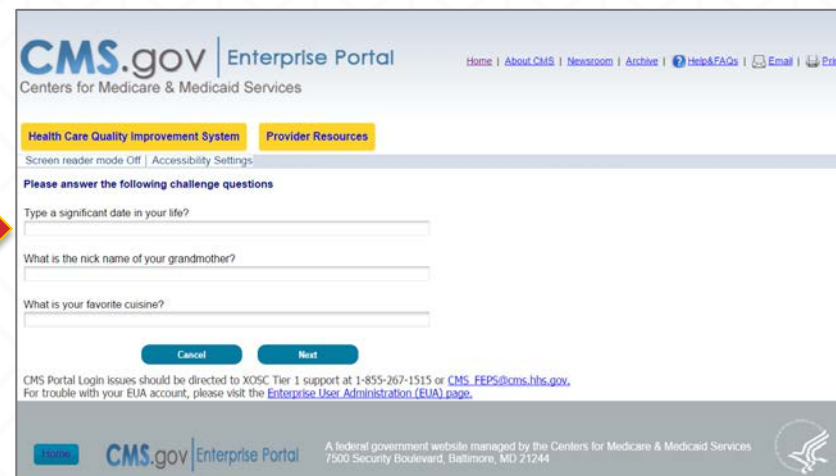
The screenshot shows the CMS.gov Enterprise Portal login page. The page title is "Welcome to CMS Enterprise Portal". Below the title, there is a section titled "Enter Security Code" with the following text: "A Security Code is required to complete your login. To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below. Security Codes expire, be sure to enter your Security Code promptly." Below this text, there is a section titled "Unable to Access Security Code?" with the following text: "If you are unable to access a Security Code, you may use the 'Unable To Access Security Code?' link. To use this link you will be directed away from this page. For security purposes, you will be prompted to answer your challenge questions before the Security Code is generated. The Security Code will be sent to the email address in your profile. You will be required to login again with your User ID, Password and Security Code. You may also call your Application Help Desk to obtain a Security Code. After you receive the Security Code using this link or from your Help Desk, you must select the 'One-Time Security Code' option from the MFA Device Type dropdown menu." Below this text, there is a section titled "Need to Register an MFA Device?" with the following text: "If you have not registered an MFA device and would like to do so now, you may use the 'Register MFA Device' link. For security purposes you will be prompted to login again and answer your challenge questions before registering an MFA device." Below this text, there are three input fields: "Password:" with a text box, "MFA Device Type:" with a dropdown menu showing "Select MFA Device Type", and "Security Code:" with a text box. Below the input fields, there are two buttons: "Log In" and "Cancel". At the bottom of the page, there are three links: "Forgot Password?", "Unable to Access Security Code?", and "Register MFA Device". A red arrow points to the "Register MFA Device" link.

Beginning June 19th – Steps for MFA Device Registration

7. Enter your **User ID** and **Password**, and select **Log In**.
8. Answer the challenge questions and select **Next**.



The screenshot shows the CMS.gov Enterprise Portal login page. At the top, it says "CMS.gov | Enterprise Portal" and "Centers for Medicare & Medicaid Services". There are navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this, there are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue banner reads "Welcome to CMS Enterprise Portal". The main content area has a "User ID" input field, a "Password" input field, and two buttons: "Log In" and "Cancel". At the bottom, there are links for "Forgot Password?", "Forgot User ID?", and "Need an account? Click the link - [New user registration](#)".



The screenshot shows the CMS.gov Enterprise Portal challenge questions page. At the top, it says "CMS.gov | Enterprise Portal" and "Centers for Medicare & Medicaid Services". There are navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this, there are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A blue banner reads "Please answer the following challenge questions". The main content area has three challenge questions, each with an input field: "Type a significant date in your life?", "What is the nick name of your grandmother?", and "What is your favorite cuisine?". At the bottom, there are two buttons: "Cancel" and "Next". At the very bottom, there is a footer with the CMS.gov logo, the text "A federal government website managed by the Centers for Medicare & Medicaid Services 7500 Security Boulevard, Baltimore, MD 21244", and a small eagle logo.

Beginning June 19th – Steps for MFA Device Registration

- Select an MFA device from the ***MFA Device Type*** dropdown. Follow the on-screen instructions for your selected device type to complete the registration.



CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

[Home](#) | [About CMS](#) | [Newsroom](#) | [Archive](#) | [Help&FAQs](#) | [Email](#) | [Print](#)

Health Care Quality Improvement System | **Provider Resources**

Screen reader mode Off | Accessibility Settings

Registered MFA Devices
There are no MFA devices associated with your profile.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- > [Phone/Tablet/PC/Laptop](#)
- > [Text Message Short Message Service \(SMS\)](#)
- > [Interactive Voice Response \(IVR\)](#)
- > [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use for logging into your application. Select the MFA Device Type that you want to use for logging into your application. menu below.

* MFA Device Type: **Select MFA Device Type**

- Phone/Tablet/PC/Laptop
- Text Message-Short Message Service (SMS)
- Interactive Voice Response (IVR)
- E-mail

Cancel

- Text Message – Short Message Service (SMS)
 - User provides a phone number to obtain a security code.
- E-mail
 - User provides a valid, accessible e-mail address to receive a security code.
- Phone/Tablet/PC/Laptop
 - User downloads the Symantec Verification and Identity Protection (VIP) Access software on their device to generate a security code.
- Voice Message – Interactive Voice Response (IVR)
 - User provides a phone number to receive a voice message containing the security code.

Note: Users may register up to four (4) MFA devices for their account.

MFA Device Type: Text Message – Short Message Service (SMS)

- If selecting **Text Message – Short Message Service (SMS)** as the **MFA Device Type**, enter the **Phone Number** that will be used to obtain the Security Code. Enter a brief description (e.g., Text) in the field labeled **MFA Device Description**.



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help&FAQs, Email, and Print. Below this, there are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". A section titled "Registered MFA Devices" indicates that there are no devices associated with the profile. A "Register Your Phone, Computer, or E-mail" section provides instructions and links for selecting a device type. The "Text Message Short Message Service (SMS)" option is highlighted. Below this, a form is displayed with the following fields: "MFA Device Type" (dropdown menu set to "Text Message-Short Message Service (SMS)"), "Phone Number" (three input boxes for area code, prefix, and number), and "MFA Device Description" (text input field containing "Text"). "Cancel" and "Next" buttons are at the bottom of the form.

CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

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Health Care Quality Improvement System | **Provider Resources**

Screen reader mode Off | Accessibility Settings

Registered MFA Devices
There are no MFA devices associated with your profile.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- ▶ [Phone/Tablet/PC/Laptop](#)
- ▶ [Text Message Short Message Service \(SMS\)](#)
- ▶ [Interactive Voice Response \(IVR\)](#)
- ▶ [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type:

Enter the phone number that will be used to obtain the Security Code.

* Phone Number:

* MFA Device Description:

- If selecting **E-mail** as the **MFA Device Type**, the E-mail address on your profile will be automatically used to obtain the Security Code. Enter a brief description (e.g., E-mail) in the field labeled **MFA Device Description**.



The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help&FAQs, Email, and Print. Below this, there are two main menu items: Health Care Quality Improvement System and Provider Resources. The main content area is titled "Registered MFA Devices" and states "There are no MFA devices associated with your profile." Below this, there is a section titled "Register Your Phone, Computer, or E-mail" which provides instructions on adding a Security Code and lists four options: Phone/Tablet/PC/Laptop, Text Message Short Message Service (SMS), Interactive Voice Response (IVR), and E-mail. The E-mail option is selected. Below the instructions, there is a form with the following fields: "MFA Device Type" (a dropdown menu with "E-mail" selected), "E-mail Address" (a text box containing "Tester3@gmail.com"), and "MFA Device Description" (a text box with "E-mail" entered). There are "Cancel" and "Next" buttons at the bottom of the form.

CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

[Home](#) | [About CMS](#) | [Newsroom](#) | [Archive](#) | [Help&FAQs](#) | [Email](#) | [Print](#)

Health Care Quality Improvement System | **Provider Resources**

Screen reader mode Off | Accessibility Settings

Registered MFA Devices

There are no MFA devices associated with your profile.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- > [Phone/Tablet/PC/Laptop](#)
- > [Text Message Short Message Service \(SMS\)](#)
- > [Interactive Voice Response \(IVR\)](#)
- > **E-mail**

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type:

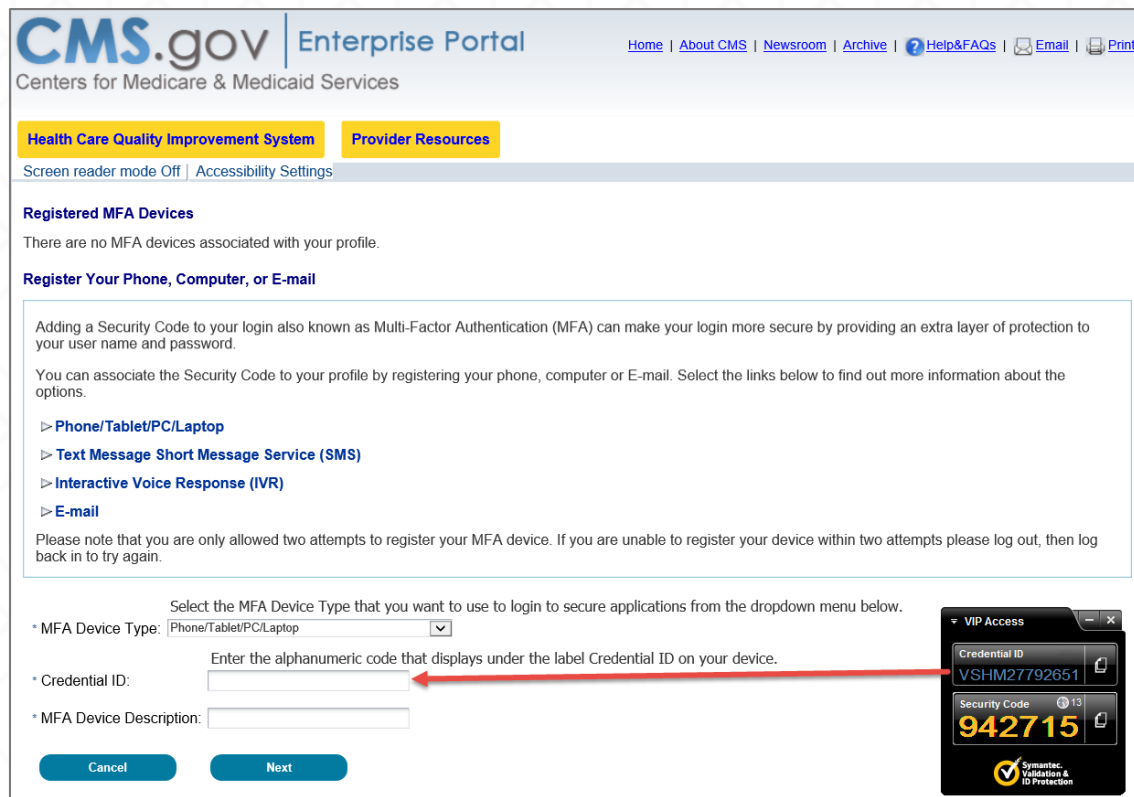
E-mail Address:

The E-mail address on your profile will automatically be used for the E-mail option. Your e-mail address cannot be changed at the time of MFA registration. To change your E-mail please select 'Change E-Mail Address' from the 'Change My Profile' menu.

* MFA Device Description :

- If selecting **Phone/Tablet/PC/Laptop** as the **MFA Device Type**, enter the alphanumeric code that displays under the field labeled Credential ID (on the VIP Access software) in the **Credential ID** field. Enter a brief description (e.g., Laptop) in the field labeled **MFA Device Description**.

Note: Users can expand the **Phone/Tablet/PC/Laptop** option on the screen to find the link to download the VIP Access software.



CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

[Home](#) | [About CMS](#) | [Newsroom](#) | [Archive](#) | [Help&FAQs](#) | [Email](#) | [Print](#)

Health Care Quality Improvement System | **Provider Resources**

Screen reader mode Off | Accessibility Settings

Registered MFA Devices
There are no MFA devices associated with your profile.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- > **Phone/Tablet/PC/Laptop**
- > **Text Message Short Message Service (SMS)**
- > **Interactive Voice Response (IVR)**
- > **E-mail**

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type:

* Credential ID:

* MFA Device Description:

VIP Access
Credential ID: VSHM27792651
Security Code: 942715
Symantec Verification & ID Protection

Phone/Tablet/PC/Laptop - Download VIP Access Software

- Users can expand the **Phone/Tablet/PC/Laptop** option on the screen to find the link to download the VIP Access software.
- From Symantec website, download the VIP Access software for mobile or desktop devices.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- Phone/Tablet/PC/Laptop**
 To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link - <https://m.vip.symantec.com/home.v>
- To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link - <https://idprotect.vip.symantec.com/desktop/download.v>
- Text Message Short Message Service (SMS)**
- Interactive Voice Response (IVR)**
- E-mail**

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

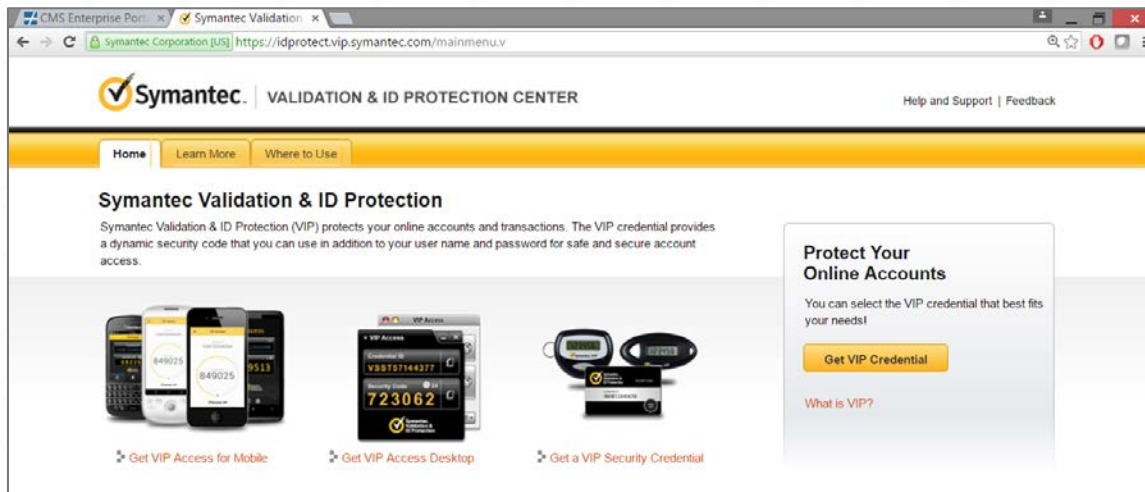
Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

* MFA Device Type:

Enter the alphanumeric code that displays under the label Credential ID on your device.

* Credential ID:

* MFA Device Description:



MFA Device Type: Voice Message – Interactive Voice Response (IVR)

- If selecting ***Voice Message – Interactive Voice Response (IVR)*** as the **MFA Device Type**, enter the ***Phone Number*** and corresponding ***Extension*** that will be used to obtain the Security Code. Enter a brief description (e.g., IVR) in the field labeled ***MFA Device Description***.



The screenshot shows the 'Registered MFA Devices' section of the CMS.gov Enterprise Portal. It includes a header with navigation links, a sub-header for 'Registered MFA Devices', and a 'Register Your Phone, Computer, or E-mail' section. The registration form is partially filled out with the following details:

- MFA Device Type:** Interactive Voice Response (IVR)
- Phone Number:** 111 222 1212
- Extension:** 123
- MFA Device Description:** IVR

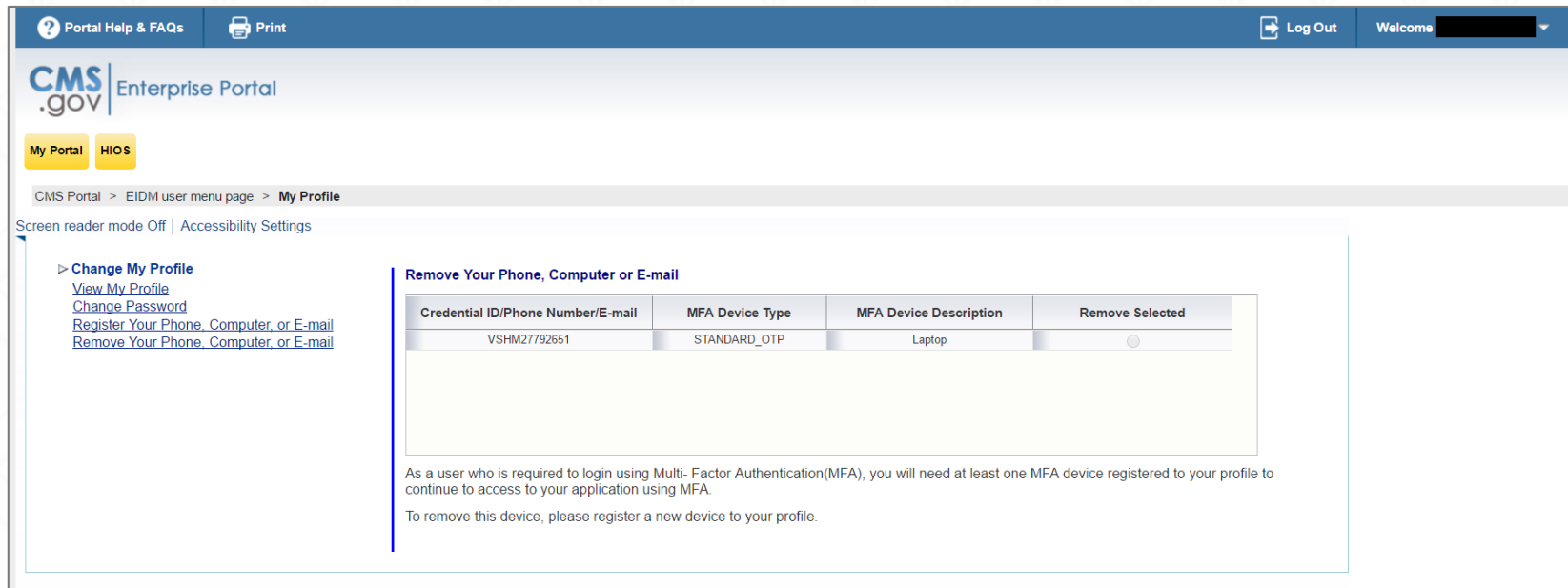
Buttons for 'Cancel' and 'Next' are visible at the bottom of the form.

- Users will see an on-screen message confirming successful registration of the device to the user profile and receive an e-mail notification for successfully registering the MFA Device Type.



The screenshot displays the CMS.gov Enterprise Portal interface. At the top left, the CMS.gov logo is followed by "Enterprise Portal" and "Centers for Medicare & Medicaid Services". Navigation links include Home, About CMS, Newsroom, Archive, Help&FAQs, Email, and Print. Two yellow buttons are visible: "Health Care Quality Improvement System" and "Provider Resources". Below these is a link for "Screen reader mode Off | Accessibility Settings". The main content area features a message titled "Register Your Phone, Computer, or E-mail" stating: "You have successfully registered your Phone/Computer/E-mail to your user profile. Click 'OK' to close this window and login." A blue "OK" button is positioned below the message. The footer contains a "Home" button, the CMS.gov logo, the text "A federal government website managed by the Centers for Medicare & Medicaid Services 7500 Security Boulevard, Baltimore, MD 21244", and the CMS logo.

- To view the list of registered MFA devices, go to the CMS Portal > My Profile page and select the ***Remove Your Phone, Computer, or E-mail*** link.



Portal Help & FAQs | Print | Log Out | Welcome [User Name]

CMS .gov Enterprise Portal

My Portal | HIOS

CMS Portal > EIDM user menu page > My Profile

Screen reader mode Off | Accessibility Settings

[Change My Profile](#)
[View My Profile](#)
[Change Password](#)
[Register Your Phone, Computer, or E-mail](#)
[Remove Your Phone, Computer, or E-mail](#)

Remove Your Phone, Computer or E-mail

Credential ID/Phone Number/E-mail	MFA Device Type	MFA Device Description	Remove Selected
VSHM27792651	STANDARD_OTP	Laptop	<input type="radio"/>

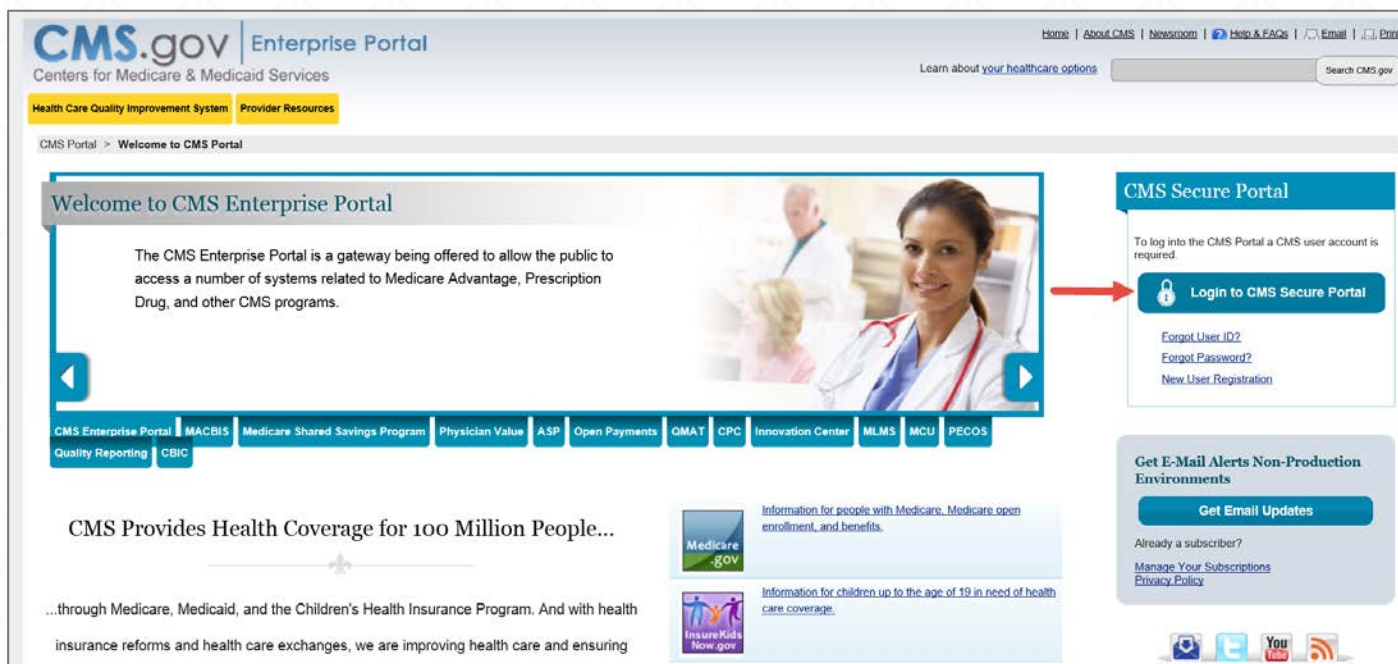
As a user who is required to login using Multi-Factor Authentication(MFA), you will need at least one MFA device registered to your profile to continue to access to your application using MFA.

To remove this device, please register a new device to your profile.

Logging into the CMS Enterprise Portal using MFA

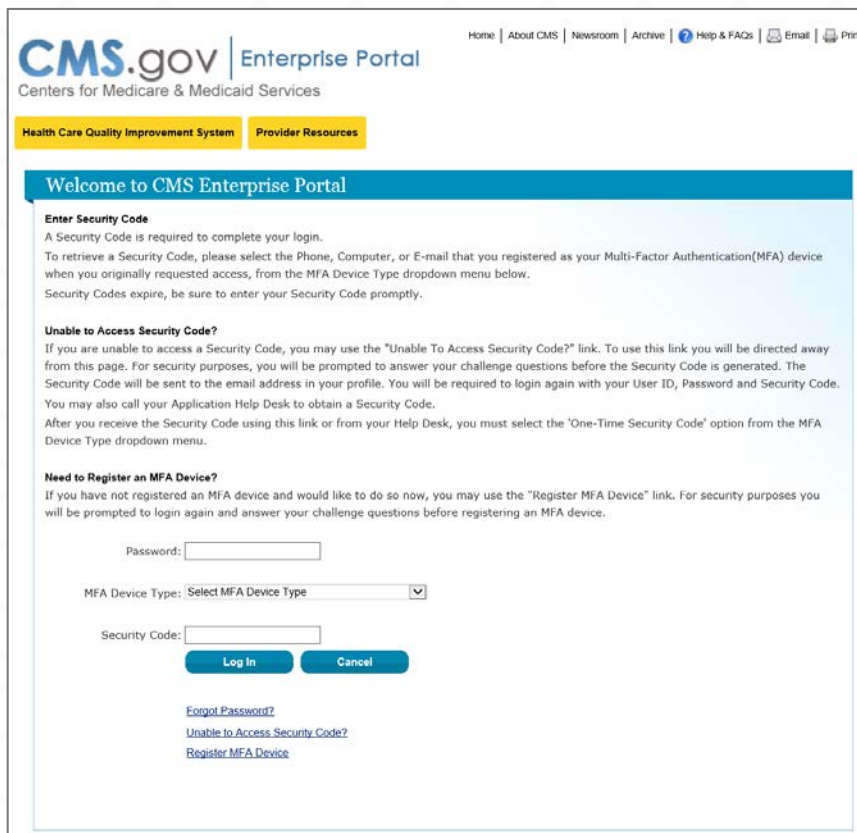
Steps to Log in using MFA

1. Go to <https://portal.cms.gov> and select **Login to CMS Secure Portal** on the CMS Enterprise Portal.
2. Read the Terms and Conditions and select **I Accept** to continue.
3. Enter your **User ID** and select **Next**.



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 for 'Home', 'About CMS', 'Newsroom', 'Help & FAQs', 'Email', and 'Print'. A search bar is on the right. The main content area features a 'Welcome to CMS Enterprise Portal' banner with a video player showing a doctor. To the right of the banner is a 'CMS Secure Portal' section with a 'Login to CMS Secure Portal' button and links for 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'. A red arrow points from the 'Login to CMS Secure Portal' button to the 'CMS Secure Portal' section. Below the banner is a row of navigation buttons for various CMS services. At the bottom, there are sections for 'CMS Provides Health Coverage for 100 Million People...' and 'Get E-Mail Alerts Non-Production Environments' with a 'Get Email Updates' button.

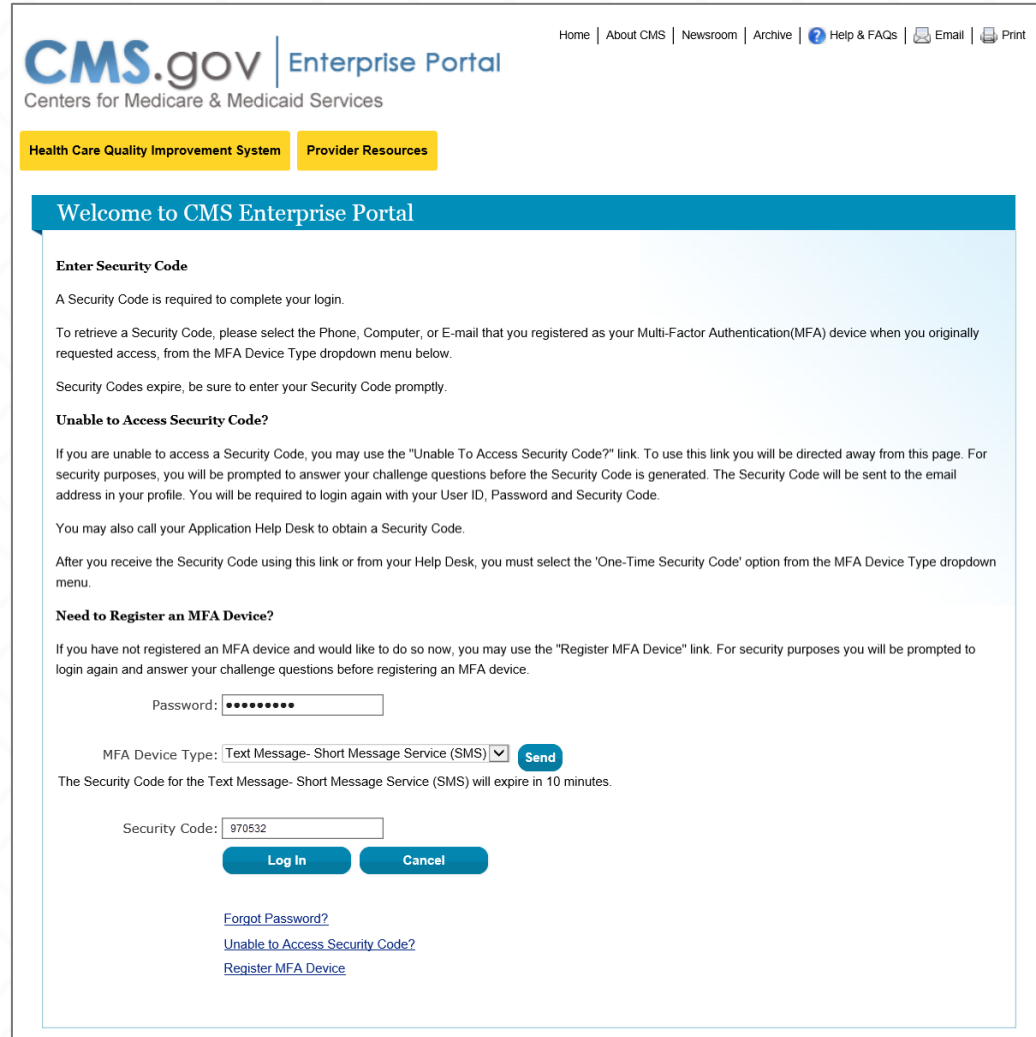
4. Enter your **Password**, select an MFA device from the **MFA Device Type** dropdown menu, enter a **Security Code**, and select **Log In**.



The screenshot shows the CMS.gov Enterprise Portal login page. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the navigation bar, the CMS.gov logo and "Enterprise Portal" are displayed, along with the text "Centers for Medicare & Medicaid Services". Two yellow buttons, "Health Care Quality Improvement System" and "Provider Resources", are visible. A blue banner reads "Welcome to CMS Enterprise Portal". The main content area is titled "Enter Security Code" and contains the following text: "A Security Code is required to complete your login. To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below. Security Codes expire, be sure to enter your Security Code promptly." Below this text are three sections: "Unable to Access Security Code?", "Need to Register an MFA Device?", and a login form. The login form includes a "Password:" field, an "MFA Device Type:" dropdown menu with the text "Select MFA Device Type", and a "Security Code:" field. Below the form are two buttons: "Log In" and "Cancel". At the bottom of the form area, there are three links: "Forgot Password?", "Unable to Access Security Code?", and "Register MFA Device".

Example of Using Text Message - SMS Device Type to Log In

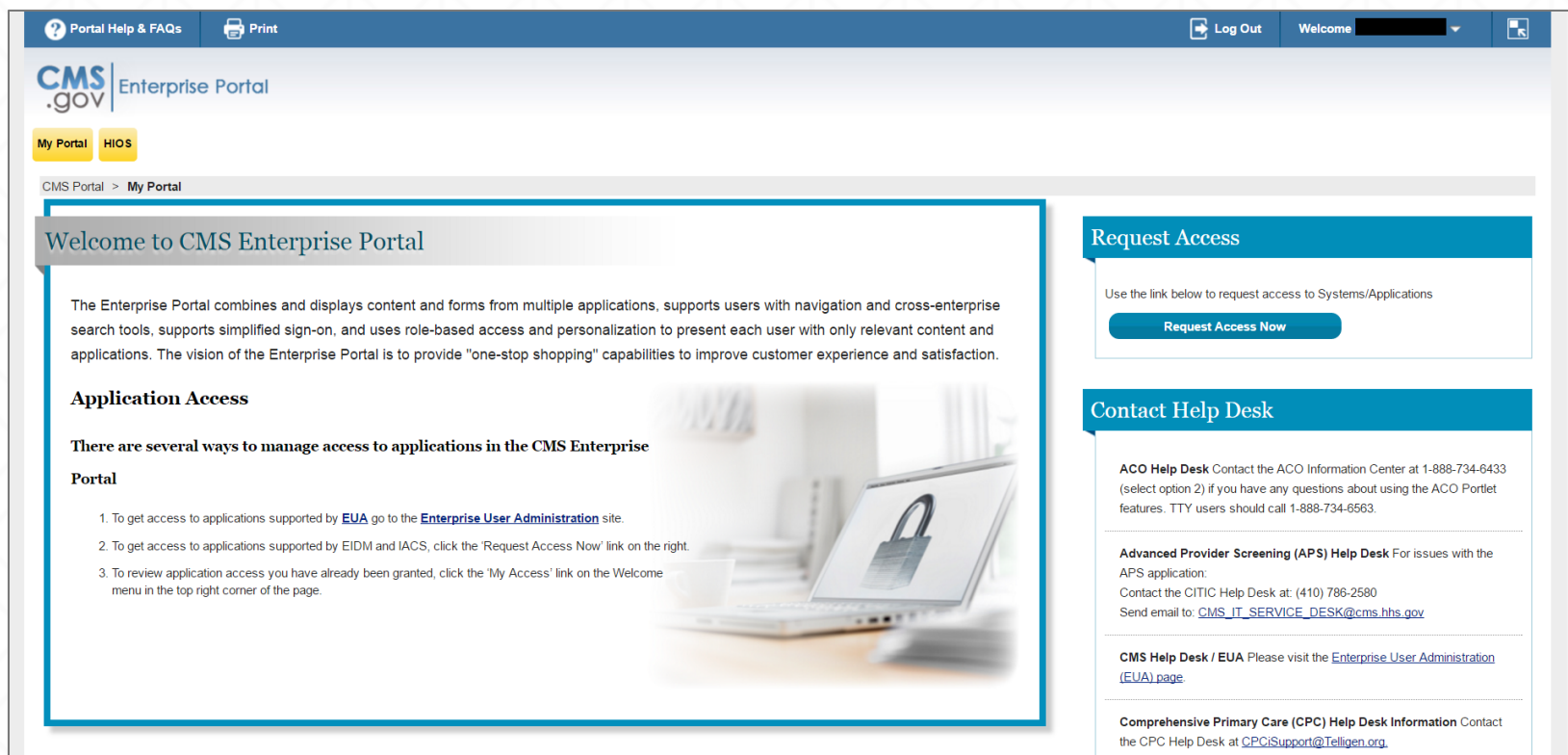
1. Enter your *Password*.
2. Select the MFA Device Type: *Text Message – Short Message Service (SMS)*.
3. Click the *Send* button. The Security Code will be sent to the registered device.
4. Enter the code into the *Security Code* field.
5. Click the *Log In* button to proceed.



The screenshot shows the CMS Enterprise Portal login interface. At the top, there are navigation links: Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print. The main header includes the CMS.gov logo and 'Enterprise Portal' text. Below the header, there are two yellow buttons: 'Health Care Quality Improvement System' and 'Provider Resources'. A teal banner reads 'Welcome to CMS Enterprise Portal'. The main content area is titled 'Enter Security Code' and contains the following text: 'A Security Code is required to complete your login. To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below. Security Codes expire, be sure to enter your Security Code promptly. Unable to Access Security Code? If you are unable to access a Security Code, you may use the "Unable To Access Security Code?" link. To use this link you will be directed away from this page. For security purposes, you will be prompted to answer your challenge questions before the Security Code is generated. The Security Code will be sent to the email address in your profile. You will be required to login again with your User ID, Password and Security Code. You may also call your Application Help Desk to obtain a Security Code. After you receive the Security Code using this link or from your Help Desk, you must select the 'One-Time Security Code' option from the MFA Device Type dropdown menu. Need to Register an MFA Device? If you have not registered an MFA device and would like to do so now, you may use the "Register MFA Device" link. For security purposes you will be prompted to login again and answer your challenge questions before registering an MFA device.' Below the text, there is a 'Password' field with a masked input (dots), an 'MFA Device Type' dropdown menu set to 'Text Message- Short Message Service (SMS)', and a 'Send' button. Below the dropdown, it says 'The Security Code for the Text Message- Short Message Service (SMS) will expire in 10 minutes.' There is a 'Security Code' field with the value '970532' and 'Log In' and 'Cancel' buttons. At the bottom, there are three links: 'Forgot Password?', 'Unable to Access Security Code?', and 'Register MFA Device'.

Example of Using Text Message - SMS Device Type to Log In

6. Users will arrive at the My Portal page and see the yellow “HIOS” button displayed on the dashboard to access HIOS.



The screenshot shows the CMS Enterprise Portal My Portal page. At the top, there is a navigation bar with links for 'Portal Help & FAQs', 'Print', 'Log Out', and a 'Welcome' dropdown menu. Below the navigation bar, the CMS logo and 'Enterprise Portal' are displayed. Two yellow buttons, 'My Portal' and 'HIOS', are visible. The main content area is titled 'Welcome to CMS Enterprise Portal' and contains a paragraph describing the portal's features. Below this, there is a section for 'Application Access' with a list of three steps. To the right, there are two sidebars: 'Request Access' with a 'Request Access Now' button, and 'Contact Help Desk' with contact information for the ACO, APS, CMS, and CPC help desks.

Portal Help & FAQs Print Log Out Welcome

CMS Enterprise Portal

My Portal HIOS

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

1. To get access to applications supported by [EUA](#) go to the [Enterprise User Administration](#) site.
2. To get access to applications supported by EIDM and IACS, click the 'Request Access Now' link on the right.
3. To review application access you have already been granted, click the 'My Access' link on the Welcome menu in the top right corner of the page.

Request Access

Use the link below to request access to Systems/Applications

[Request Access Now](#)

Contact Help Desk

ACO Help Desk Contact the ACO Information Center at 1-888-734-6433 (select option 2) if you have any questions about using the ACO Portlet features. TTY users should call 1-888-734-6563.

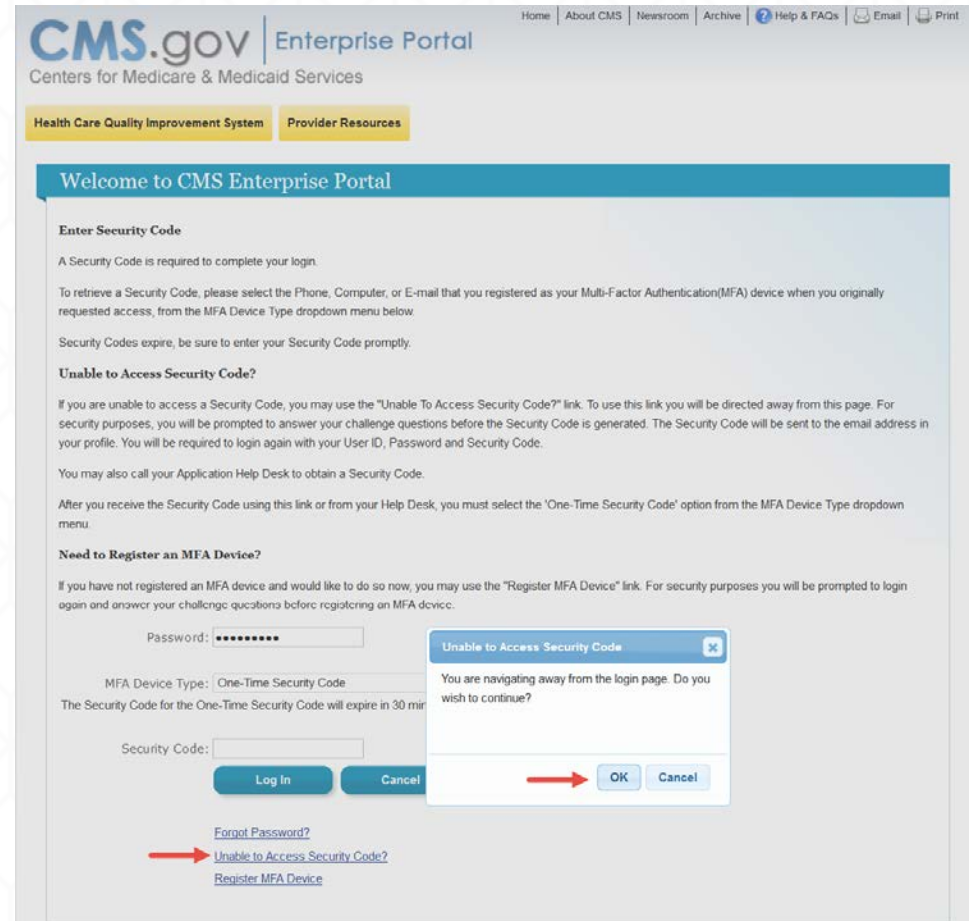
Advanced Provider Screening (APS) Help Desk For issues with the APS application:
Contact the CITIC Help Desk at: (410) 786-2580
Send email to: CMS_IT_SERVICE_DESK@cms.hhs.gov

CMS Help Desk / EUA Please visit the [Enterprise User Administration \(EUA\) page](#)

Comprehensive Primary Care (CPC) Help Desk Information Contact the CPC Help Desk at CPCISupport@Tollgen.org

If you are not able to access your Security Code, you can request a One-Time Security Code.

1. Select the ***'Unable to Access Security Code?'*** link. On selecting this link, the ***'Unable to Access Security Code'*** popup message will be displayed. Select ***OK*** to continue.



The screenshot displays the CMS Enterprise Portal login interface. At the top, the CMS logo and 'Enterprise Portal' are visible, along with navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this, there are tabs for 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area is titled 'Welcome to CMS Enterprise Portal' and contains the 'Enter Security Code' section. This section includes instructions on how to retrieve a Security Code and a link for users who are unable to access their code. A red arrow points to the 'Unable to Access Security Code?' link. Below the instructions, there are input fields for Password, MFA Device Type (set to 'One-Time Security Code'), and Security Code. A 'Log In' button and a 'Cancel' button are present. A red arrow points to the 'Log In' button. A popup dialog box titled 'Unable to Access Security Code' is overlaid on the page, asking 'You are navigating away from the login page. Do you wish to continue?' with 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button in the popup.

2. Enter your **User ID** and select **Next**.
3. Answer the challenge questions and select **Next**.
4. You'll see an on-screen message informing you that the Security Code has been sent to the E-mail address on your profile. Select **OK** to return to the login page.

Note: This security code will expire in 30 minutes or after it is used successfully for the first time.



CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

[Home](#) | [About CMS](#) | [Newsroom](#) | [Archive](#) | [Help&FAQs](#) | [Email](#) | [Print](#)

[Health Care Quality Improvement System](#) | [Provider Resources](#)

Screen reader mode Off | Accessibility Settings

Please answer the following challenge questions

Type a significant date in your life?

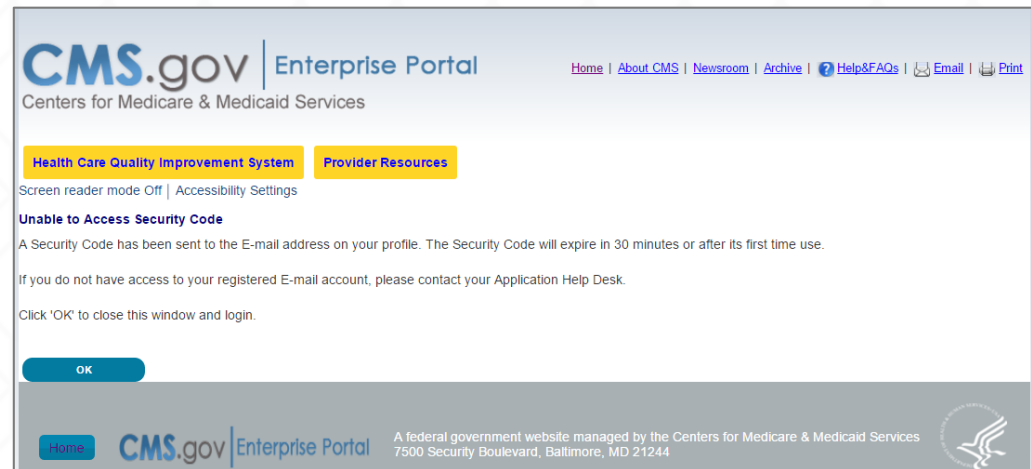
What is your favorite cuisine?

What was your favorite toy when you were a child?

[Cancel](#) [Next](#)

CMS Portal Login issues should be directed to XOSC Tier 1 support at 1-855-267-1515 or CMS_FEPS@cms.hhs.gov. For trouble with your EUA account, please visit the [Enterprise User Administration \(EUA\) page](#).

[Home](#) **CMS.gov** | Enterprise Portal A federal government website managed by the Centers for Medicare & Medicaid Services
7500 Security Boulevard, Baltimore, MD 21244



CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

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[Health Care Quality Improvement System](#) | [Provider Resources](#)

Screen reader mode Off | Accessibility Settings

Unable to Access Security Code

A Security Code has been sent to the E-mail address on your profile. The Security Code will expire in 30 minutes or after its first time use.


If you do not have access to your registered E-mail account, please contact your Application Help Desk.

Click 'OK' to close this window and login.

[OK](#)

[Home](#) **CMS.gov** | Enterprise Portal A federal government website managed by the Centers for Medicare & Medicaid Services
7500 Security Boulevard, Baltimore, MD 21244

5. Read the Terms and Conditions and select ***I Accept*** to continue.
6. Enter your ***User ID*** and select ***Next***.
7. Enter your ***Password***, select ***One-Time Security Code*** as the ***MFA Device Type***, and enter the ***Security Code*** that was sent to the E-mail address on your profile. Then select ***Log In***.



Enterprise Portal

Centers for Medicare & Medicaid Services

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 [Print](#)

Health Care Quality Improvement System
Provider Resources

Welcome to CMS Enterprise Portal

Enter Security Code

A Security Code is required to complete your login.

To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below.

Security Codes expire, be sure to enter your Security Code promptly.

Unable to Access Security Code?

If you are unable to access a Security Code, you may use the "Unable To Access Security Code?" link. To use this link you will be directed away from this page. For security purposes, you will be prompted to answer your challenge questions before the Security Code is generated. The Security Code will be sent to the email address in your profile. You will be required to login again with your User ID, Password and Security Code.

You may also call your Application Help Desk to obtain a Security Code.

After you receive the Security Code using this link or from your Help Desk, you must select the 'One-Time Security Code' option from the MFA Device Type dropdown menu.

Need to Register an MFA Device?

If you have not registered an MFA device and would like to do so now, you may use the "Register MFA Device" link. For security purposes you will be prompted to login again and answer your challenge questions before registering an MFA device.

Password:

MFA Device Type:

The Security Code for the One-Time Security Code will expire in 30 minutes.

Security Code:

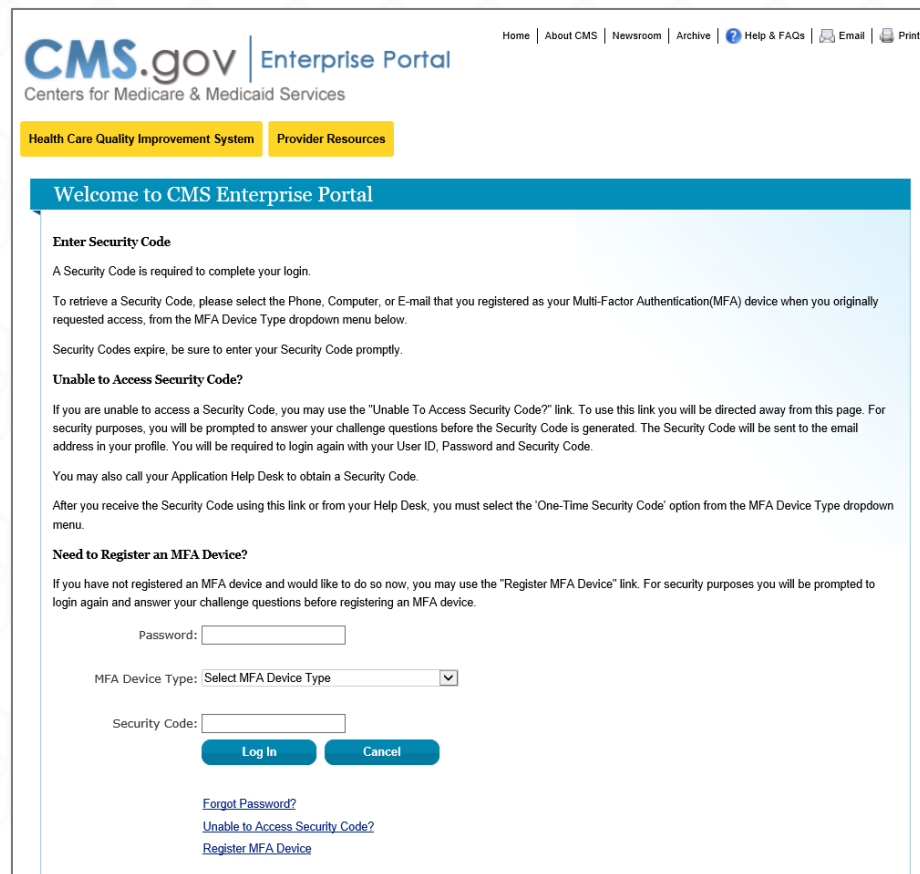
Log In
Cancel

[Forgot Password?](#)
[Unable to Access Security Code?](#)
[Register MFA Device](#)

MFA Device Removal

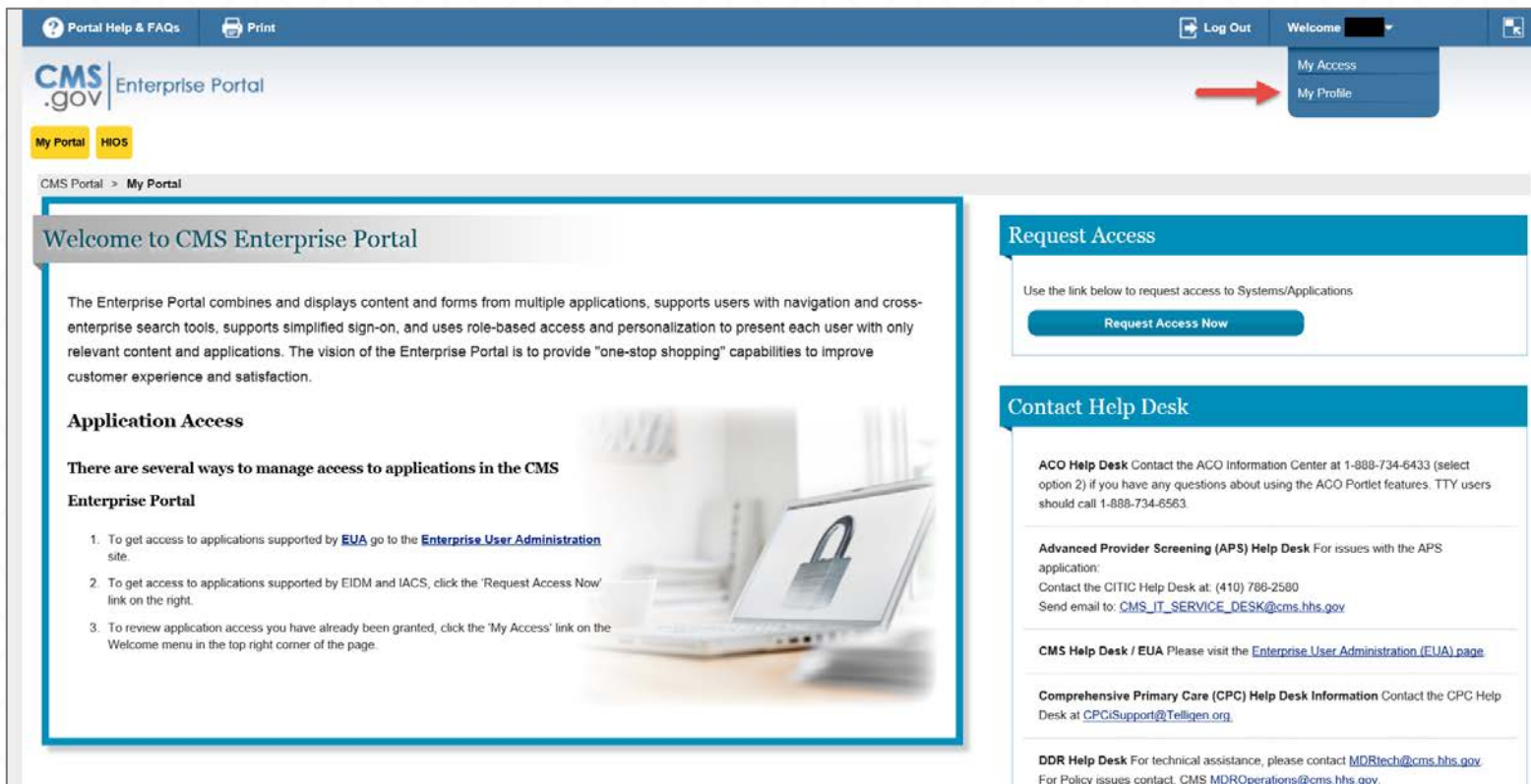
Steps to Remove an MFA Device

1. Go to <https://portal.cms.gov> and select **Login to CMS Secure Portal** on the CMS Enterprise Portal.
2. Read the Terms and Conditions and select **I Accept** to continue.
3. Enter your **User ID** and select **Next**.
4. Enter your **Password**, select an MFA device from the **MFA Device Type** dropdown, enter the **Security Code**, and select **Log In**.

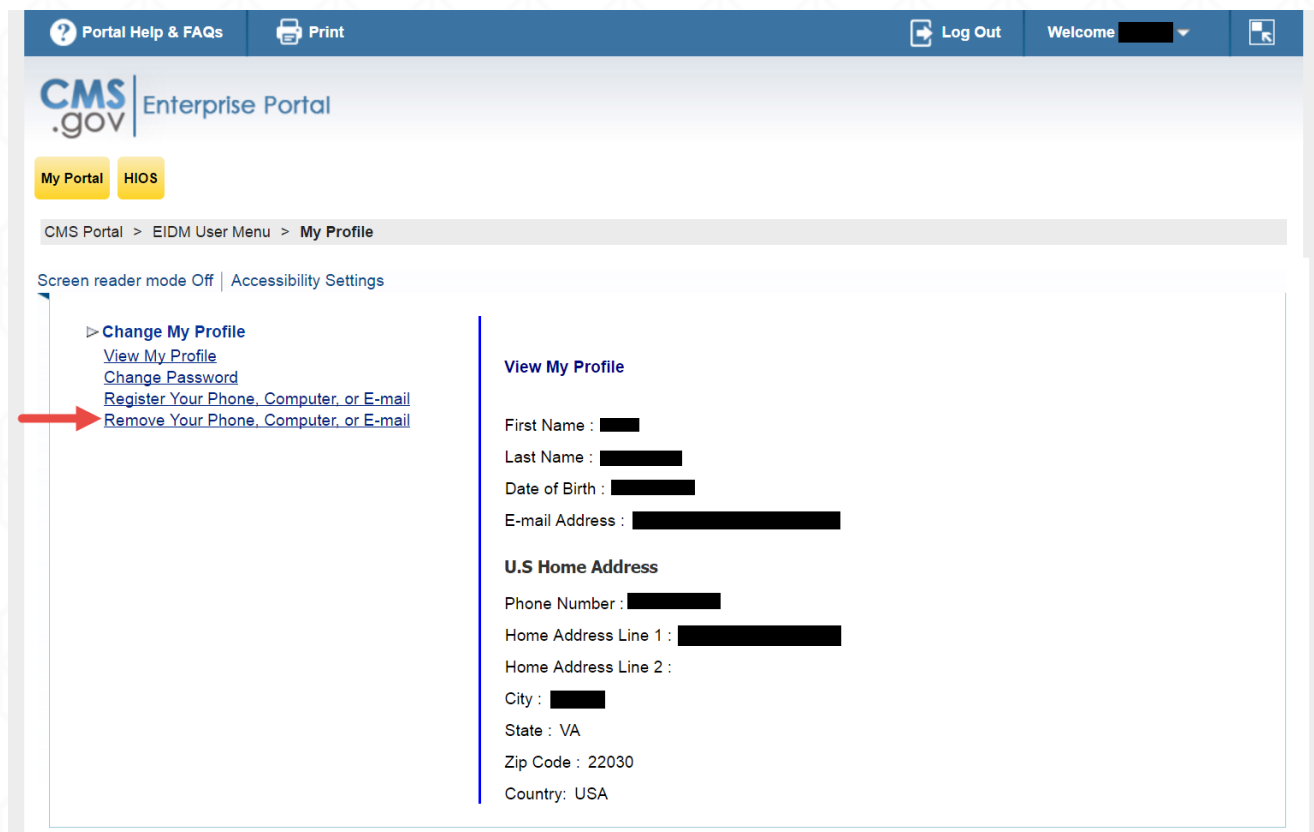


The screenshot shows the CMS.gov Enterprise Portal login interface. At the top, there are navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this, there are two yellow buttons: "Health Care Quality Improvement System" and "Provider Resources". The main heading is "Welcome to CMS Enterprise Portal". The primary section is "Enter Security Code", which states that a Security Code is required for login and provides instructions on how to retrieve it from a registered MFA device. It also includes links for "Unable to Access Security Code?" and "Need to Register an MFA Device?". Below the text, there are input fields for "Password:", "MFA Device Type:" (a dropdown menu), and "Security Code:". At the bottom of the form are "Log In" and "Cancel" buttons. Below the buttons are three links: "Forgot Password?", "Unable to Access Security Code?", and "Register MFA Device".

- On the My Portal page, select your username and then select **My Profile** from the dropdown menu.

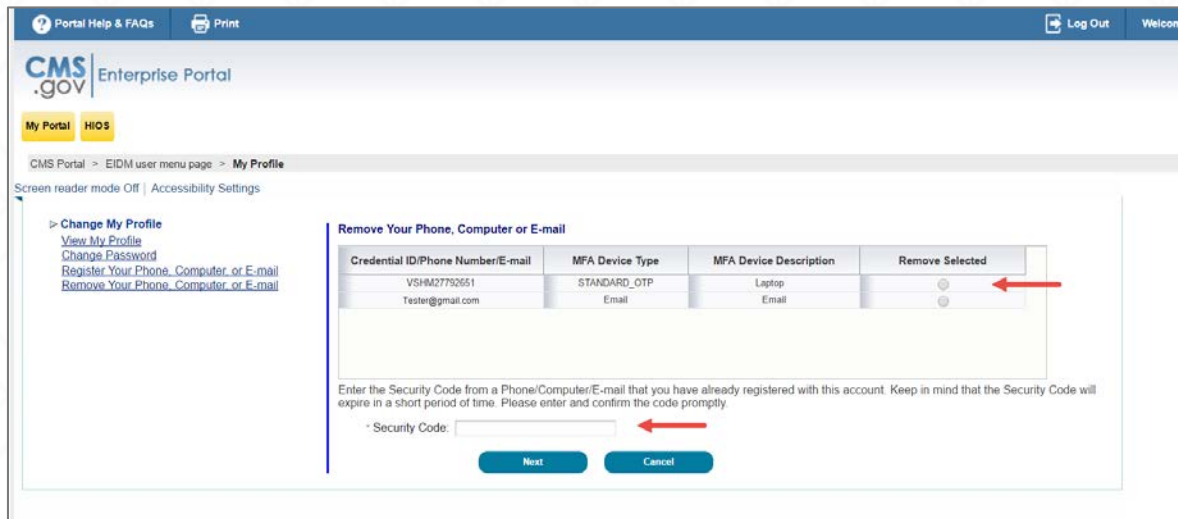


6. Select the ***Remove Your Phone, Computer, or E-mail*** link to remove a registered MFA device from your profile. Please note, you must have more than one device type registered before you can successfully remove an MFA device.



The screenshot shows the CMS Enterprise Portal interface. At the top, there are navigation links for 'Portal Help & FAQs', 'Print', 'Log Out', and a 'Welcome' message. Below the CMS logo, there are buttons for 'My Portal' and 'HIOS'. The breadcrumb trail indicates the user is in 'CMS Portal > EIDM User Menu > My Profile'. A sidebar menu on the left contains a 'Change My Profile' section with links for 'View My Profile', 'Change Password', 'Register Your Phone, Computer, or E-mail', and 'Remove Your Phone, Computer, or E-mail'. A red arrow points to the 'Remove Your Phone, Computer, or E-mail' link. The main content area displays the 'View My Profile' details, including fields for First Name, Last Name, Date of Birth, E-mail Address, U.S Home Address (Phone Number, Home Address Line 1, Home Address Line 2, City, State, Zip Code), and Country (USA).

7. Select the radio button next to the device you wish to remove, select **Send Security Code**, enter the security code received on the selected MFA Device Type, and select **Next** to proceed.



Portal Help & FAQs | Print | Log Out | Welcome

CMS .gov Enterprise Portal

My Portal | HIOS

CMS Portal > EIDM user menu page > My Profile

Screen reader mode Off | Accessibility Settings

Change My Profile
[View My Profile](#)
[Change Password](#)
[Register Your Phone, Computer or E-mail](#)
[Remove Your Phone, Computer or E-mail](#)

Remove Your Phone, Computer or E-mail

Credential ID/Phone Number/E-mail	MFA Device Type	MFA Device Description	Remove Selected
VSHM27792651	STANDARD_OTP	Laptop	<input type="radio"/>
Tester@gmail.com	Email	Email	<input type="radio"/>

Enter the Security Code from a Phone/Computer/E-mail that you have already registered with this account. Keep in mind that the Security Code will expire in a short period of time. Please enter and confirm the code promptly.

Security Code:

Next Cancel

8. Removal of your registered MFA device is now complete. Select **OK** to proceed.
Note: You will receive an e-mail notification for successfully removing the MFA device.
9. You will need at least one MFA device registered to your profile to continue to access your application using MFA. To remove the last registered device from your profile, you will need to register a new device to your profile.

- If you encounter any issues with your account or MFA device registration, please contact the Exchange Operations Support Center (XOSC) at CMS_FEPS@cms.hhs.gov or 1-855-267-1515.
- Additionally, for step-by-step instructions on how to register an MFA device, you may also visit:
https://www.youtube.com/watch?v=y4HaapQPy2g&list=PLaV7m2-zFKpgYq_8AHW-FYM61J295xwLC&index=2
- Reference materials are available on the CCIIO website:
<https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/index.html#Content>

