



Centers for Medicare & Medicaid Services

# **CMS.gov Enterprise Portal Quick Reference Guide (QRG) for User Login**

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## 1. Introduction

This guide provides step-by-step instructions for how to log in to access < **Your application name** > using an existing CMS.gov Enterprise Portal account. It also provides step-by-step instructions on how to use the following self-service features during login for assistance:

- 'Unable to Access Security Code?' link
- 'Register MFA Device' link
- 'Forgot User ID' link
- 'Forgot Password' link

**Note:** For more information on registering for Multi-Factor Authentication (MFA), refer to the Quick Reference Guide for Existing Users Adding MFA to Application Role.

## 2. User Login

Users will be required to log in prior to accessing any Centers for Medicare and Medicaid Services (CMS) application by providing a User ID and Password. If the user's profile is configured with MFA, the system will prompt the user to also enter an MFA Security Code at the time of login.

### Multi-Factor Authentication (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 when you are requesting a role, but will be verified every time you log into the CMS Enterprise Portal.

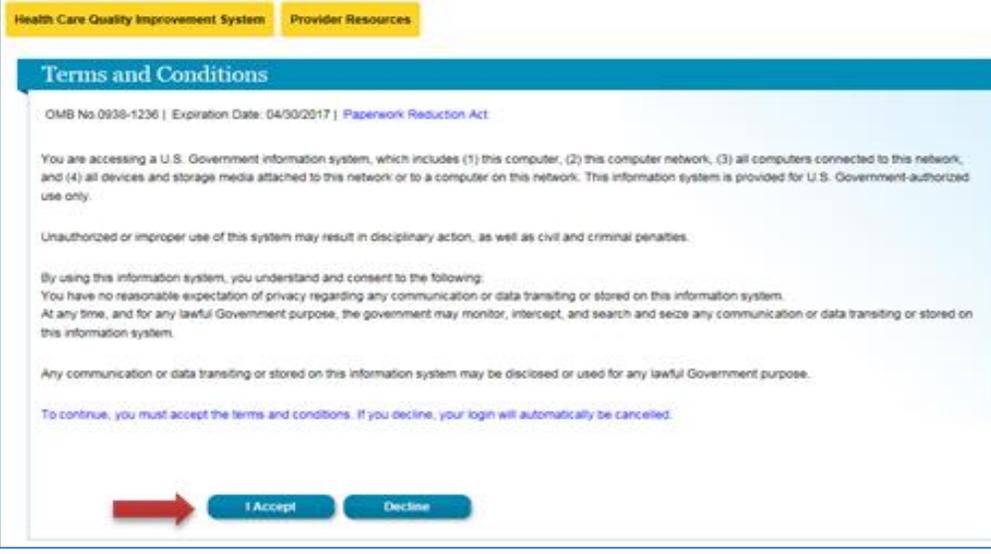
During the MFA registration process, the CMS.gov Enterprise Portal requires registration of a phone, computer, or email to add an additional level of security to a user's account.

You may select from the following options to complete the registration process:

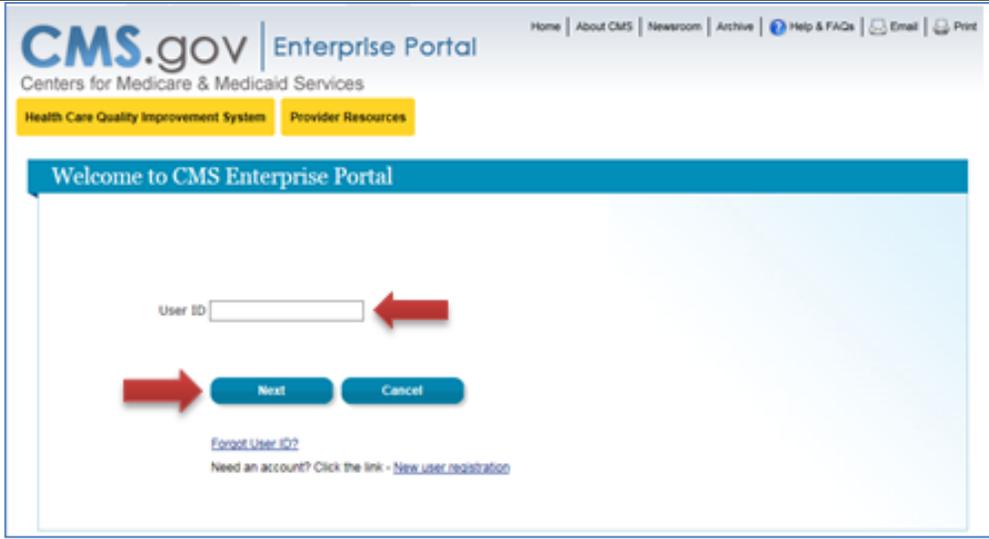
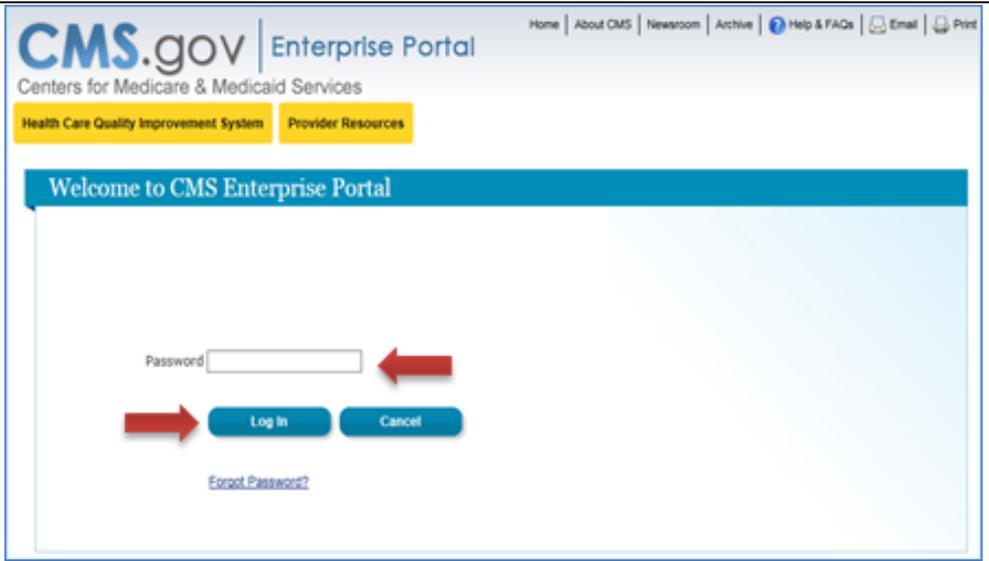
- **Smart Phone:** Download Validation and Identity Protection (VIP) access software on your smart phone/tablet. You must enter the alphanumeric credential ID that is generated by the VIP access client. You will then enter the Security Code generated by the VIP client.
- **Computer:** Download VIP access software on your computer. You must enter the alphanumeric credential ID generated by the VIP access client. You will enter the Security Code generated by the VIP client.
- **E-mail:** Select the e-mail option to receive an e-mail containing a Security Code required at login. You must provide a valid, accessible e-mail address.
- **Short Message Service (SMS):** Use the SMS option to have your Security Code texted to your phone. You must enter a valid phone number. The phone must be capable of receiving text messages. Carrier charges may apply.
- **Interactive Voice Response (IVR):** Select the IVR option to receive a voice message containing your Security Code. You must provide a valid phone number and (optional) phone extension.

### 3. Step-by-Step Instructions for User Login

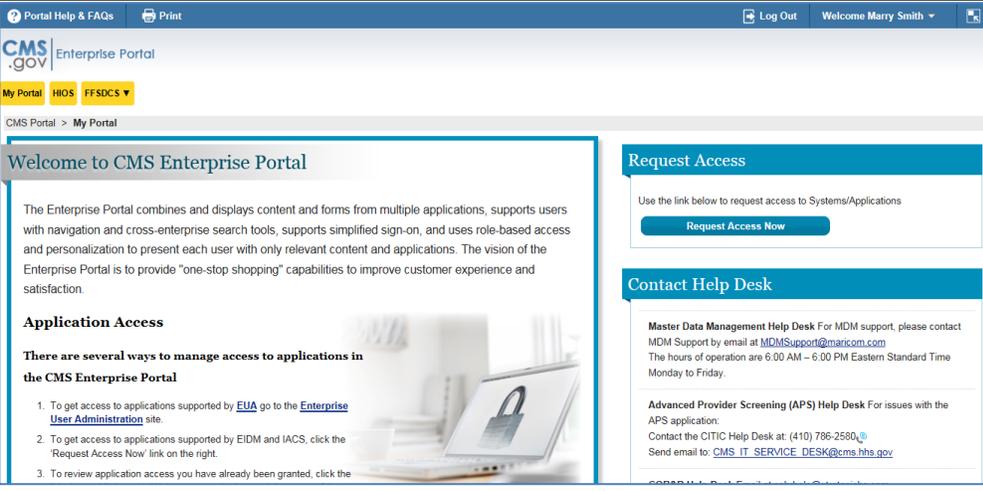
These instructions demonstrate the login process for users who do not have MFA configured in their profile. Please follow each step listed below unless otherwise noted.

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the CMS Enterprise Portal.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

Steps	Screenshots
3. Enter your <b>User ID</b> and select <b>Next</b> .	 <p>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 &amp; FAQs, Email, and Print. Below the navigation bar, there are two yellow buttons: Health Care Quality Improvement System and Provider Resources. The main heading is "Welcome to CMS Enterprise Portal". Below this, there is a form with a "User ID" input field. A red arrow points to the input field. Below the input field, there are two buttons: "Next" and "Cancel". A red arrow points to the "Next" button. Below the buttons, there are two links: "Forgot User ID?" and "Need an account? Click the link - New User registration".</p>
4. Enter your <b>Password</b> and select <b>Log In</b> .	 <p>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 &amp; FAQs, Email, and Print. Below the navigation bar, there are two yellow buttons: Health Care Quality Improvement System and Provider Resources. The main heading is "Welcome to CMS Enterprise Portal". Below this, there is a form with a "Password" input field. A red arrow points to the input field. Below the input field, there are two buttons: "Log In" and "Cancel". A red arrow points to the "Log In" button. Below the buttons, there is a link: "Forgot Password?".</p>

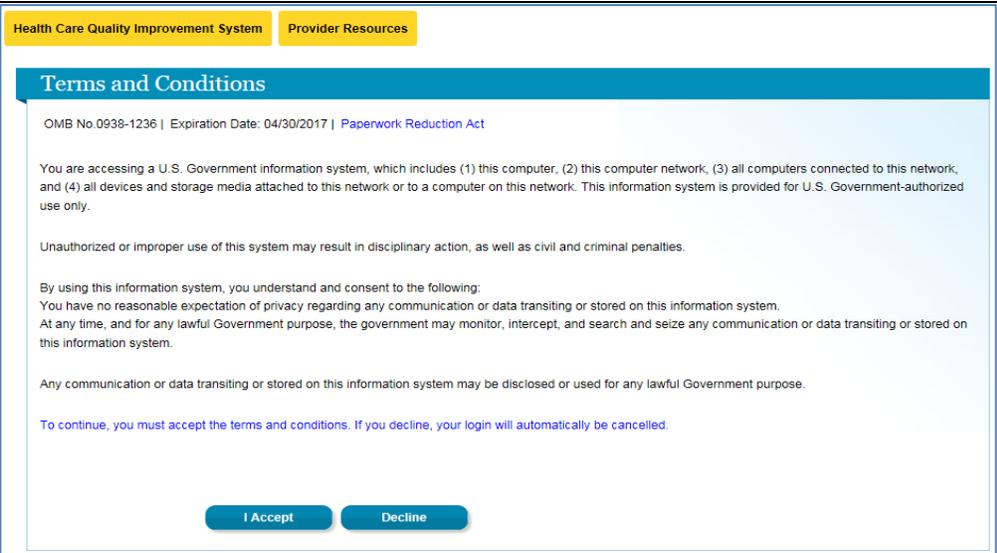
If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

Steps	Screenshots
<p>5. Once you are successfully authenticated, your session will begin.</p>	 <p>The screenshot shows the CMS.gov Enterprise Portal interface. At the top, there is a navigation bar with links for 'Portal Help &amp; FAQs', 'Print', 'Log Out', and 'Welcome Marry Smith'. Below this, the 'CMS.gov Enterprise Portal' logo is displayed, along with tabs for 'My Portal', 'HDS', and 'FFSDCS'. The main content area is titled 'Welcome to CMS Enterprise Portal' and contains a paragraph describing the portal's features. A section titled 'Application Access' provides instructions on how to manage access to applications. On the right side, there are two panels: 'Request Access' with a 'Request Access Now' button, and 'Contact Help Desk' with contact information for MDM and APS support.</p>

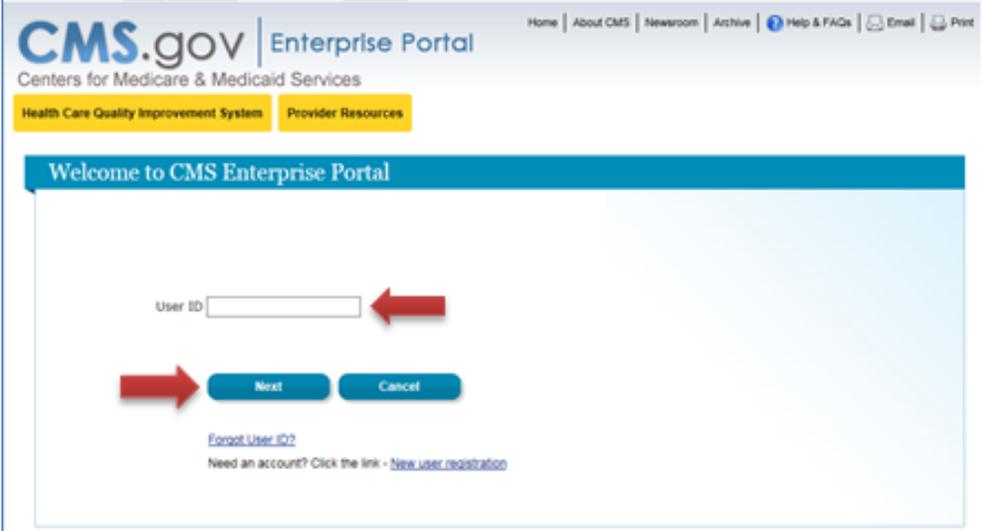
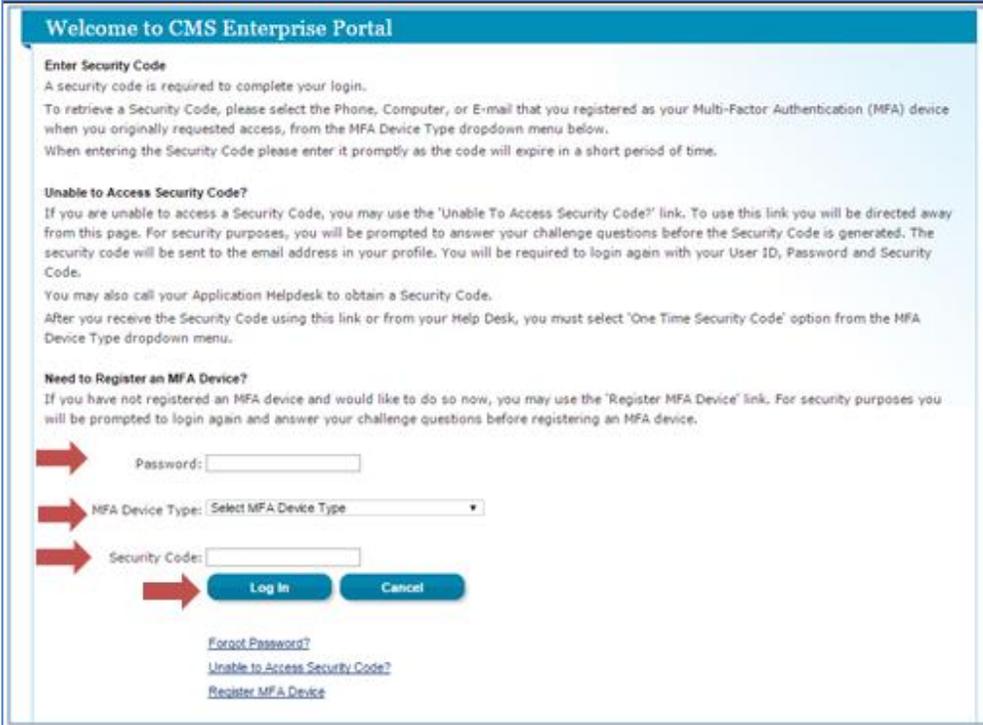
If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

## 4. Step-by-Step Instructions for MFA User Login

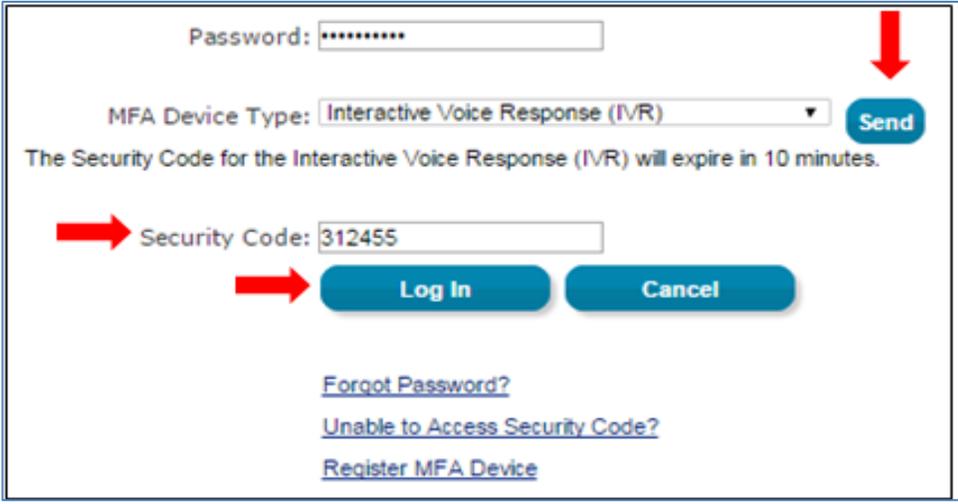
These instructions demonstrate the login process for users who have MFA configured in their profile. Please follow each step listed below unless otherwise noted.

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the CMS Enterprise Portal.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	

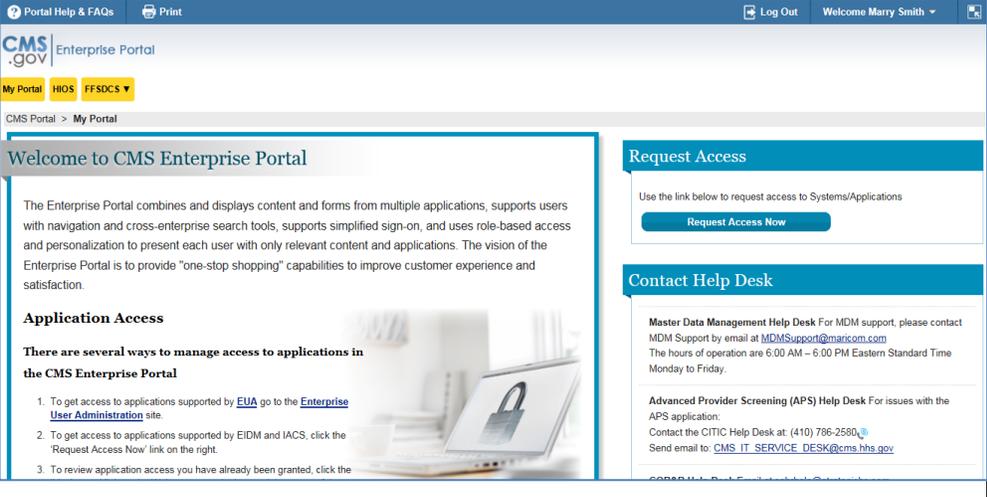
If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

Steps	Screenshots
<p>3. Enter your <b>User ID</b> and select <b>Next</b>.</p>	
<p>4. Enter your <b>Password</b> and select an MFA device from the <b>MFA Device Type</b> dropdown.</p> <p><b>Note:</b> The Security Code for E-mail and One-Time Security Code will expire in 30 minutes. The Security Code for the other MFA device types will expire in 10 minutes. If you are unable to enter the code within this period, you will need to request a new Security Code.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

Steps	Screenshots
<p>4(a). If selecting <b>Phone/Tablet/PC/Laptop</b> as the <b>MFA Device Type</b>, enter the Security Code that displays under the field labeled Security Code (on the VIP Access software) in the <b>Security Code</b> field. Then select <b>Log In</b>.</p>	 
<p>4(b). If selecting <b>Text Message – Short Message Service (SMS), Interactive Voice Response (IVR) or E-mail</b> as the <b>MFA Device Type</b>, select the <b>Send</b> button to receive the Security Code on the selected MFA device type. Enter the Security Code in the <b>Security Code</b> field. Then select <b>Log In</b>.</p>	

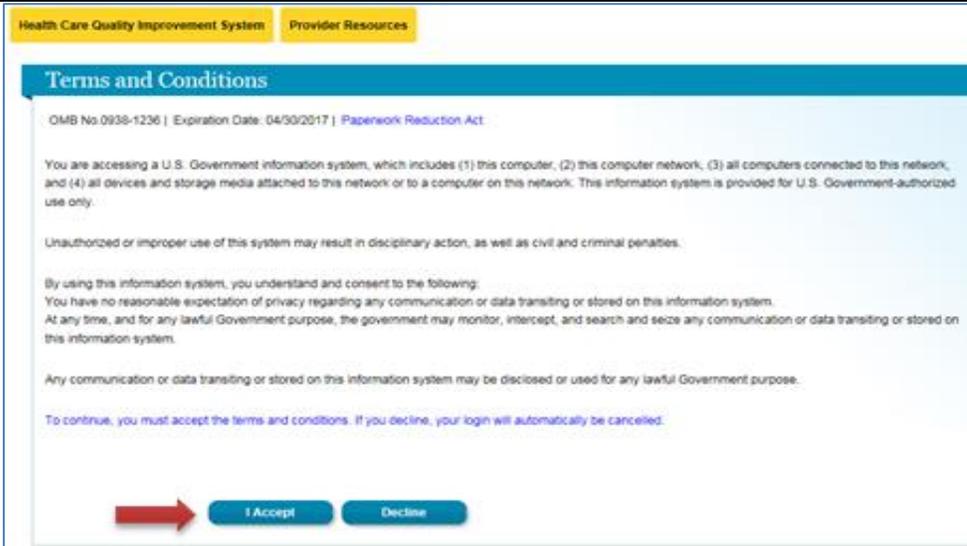
If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

Steps	Screenshots
<p>4(c). If selecting <b>One-Time Security Code</b> as the <b>MFA Device Type</b>, enter the Security Code that was sent to your registered E-mail address via the 'Unable to Access Security Code?' link or provided by the Helpdesk, in the <b>Security Code</b> field. Then select <b>Log In</b>.</p>	
<p>5. Once you are successfully authenticated, your session will begin.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

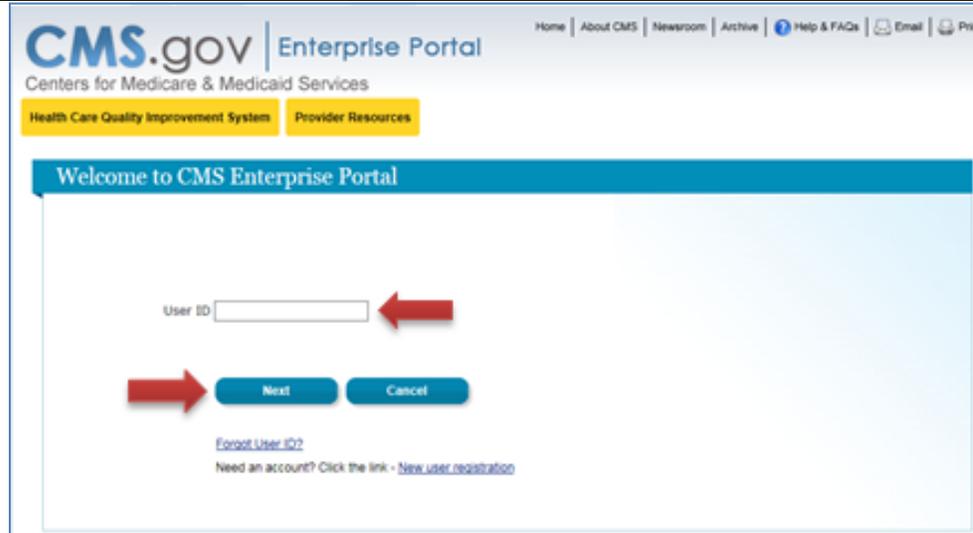
## 5. Step-by-Step Instructions for ‘Unable to Access Security Code?’ Link

These instructions demonstrate the ‘Unable to Access Security Code?’ process for users who are unable to retrieve a Security Code from their registered MFA device or do not have their registered device available. Please follow each step listed below unless otherwise noted.

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the CMS Enterprise Portal.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

3. Enter your **User ID** and select **Next**.



4. Select the **Unable to Access Security Code?** link.



If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

5. Select **OK** to navigate away from the login page.

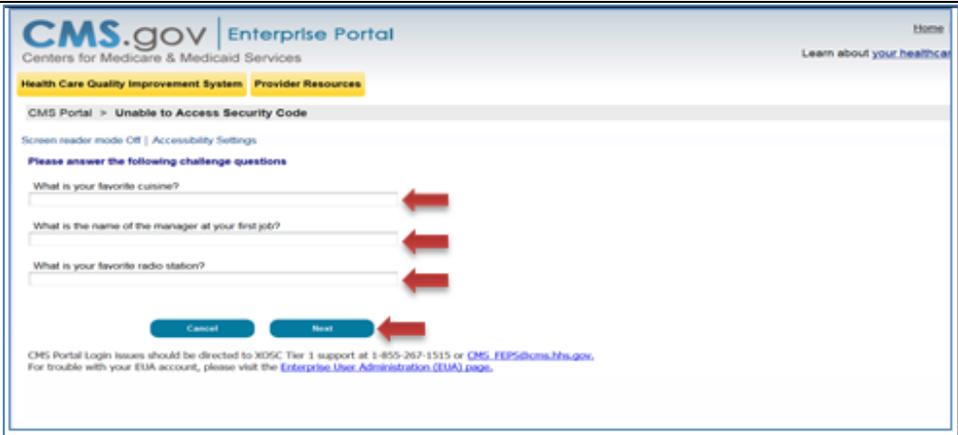
The screenshot shows the 'Enter Security Code' page. At the top, it says 'Enter Security Code' and 'A security code is required to complete your login.' Below this, there are instructions on how to retrieve a security code and a warning that the code will expire. There are three sections: 'Unable to Access Security Code?', 'Need to Register an MFA Device?', and a 'Log In' button. A modal dialog box titled 'Unable to Access Security Code' is open, asking 'You are navigating away from the page. Do you wish to continue?' with 'OK' and 'Cancel' buttons. Red arrows point to the 'Log In' button and the 'Unable to Access Security Code?' link.

6. Enter your **User ID** and select **Next**.

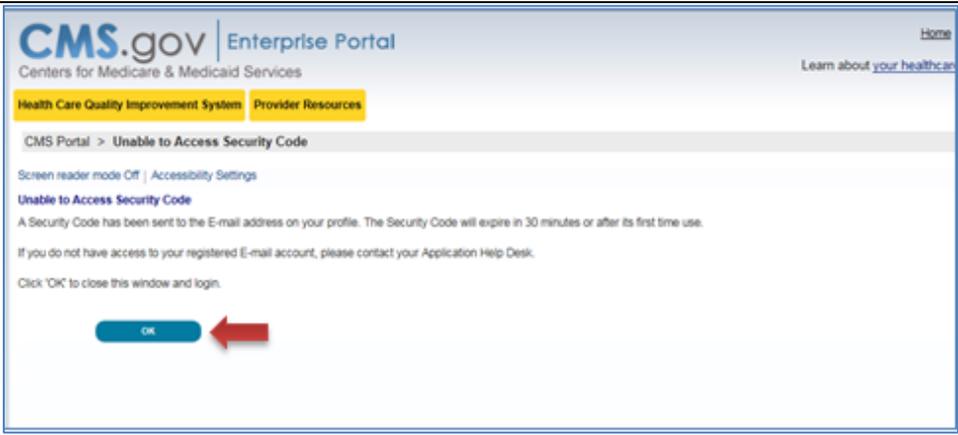
The screenshot shows the CMS.gov Enterprise Portal login page. The header includes 'CMS.gov Enterprise Portal' and 'Centers for Medicare & Medicaid Services'. There are links for 'Home | About CMS' and 'Learn about your healthcare options'. Below the header, there are two tabs: 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area shows 'CMS Portal > Unable to Access Security Code'. There is a section titled 'Please enter your User ID' with a 'User ID' input field and 'Cancel' and 'Next' buttons. Red arrows point to the 'User ID' field and the 'Next' button. At the bottom, there is a note about login issues and a link to 'Forgot User ID?'.

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

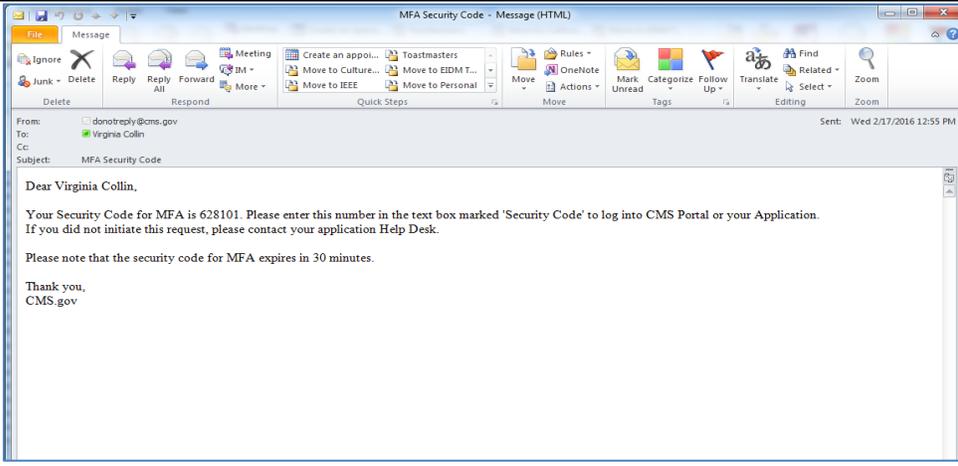
7. Answer the challenge questions and select **Next**.



8. Select **OK** to return to the login page.



9. An E-mail with the Security Code will be sent to the E-mail address on your profile.



If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

10. Enter your **User ID** and select **Next**.

Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print

Health Care Quality Improvement Systems Provider Resources

Welcome to CMS Enterprise Portal

User ID

Next Cancel

[Forgot User ID?](#)  
Need an account? Click the link - [New user registration](#)

11. 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**.

Password:

MFA Device Type: One- Time Security Code

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

Security Code:

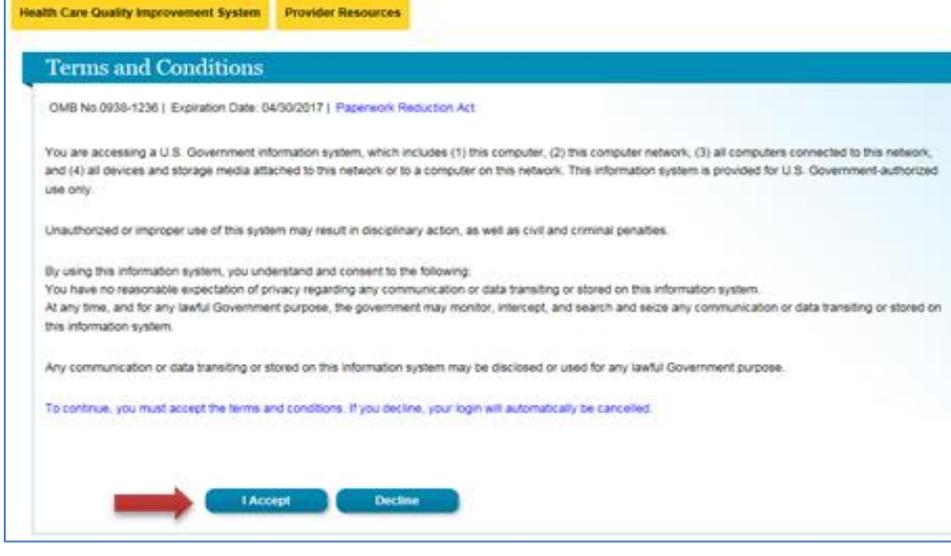
Log In Cancel

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

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

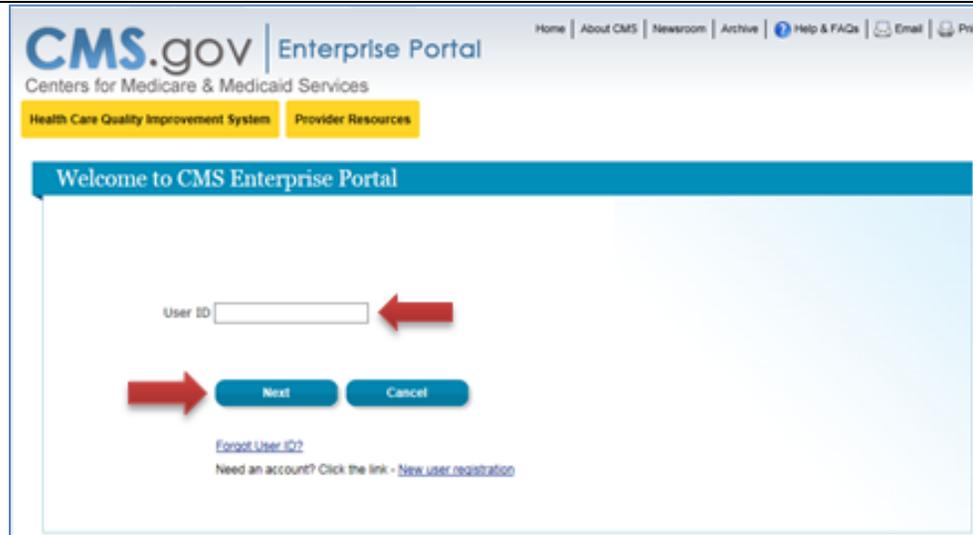
## 6. Step-by-Step Instructions for 'Register MFA Device' Link

These instructions demonstrate the 'Register MFA Device' process for users who are required to login with MFA but do not have an MFA device registered to their account. Please follow each step listed below unless otherwise noted.

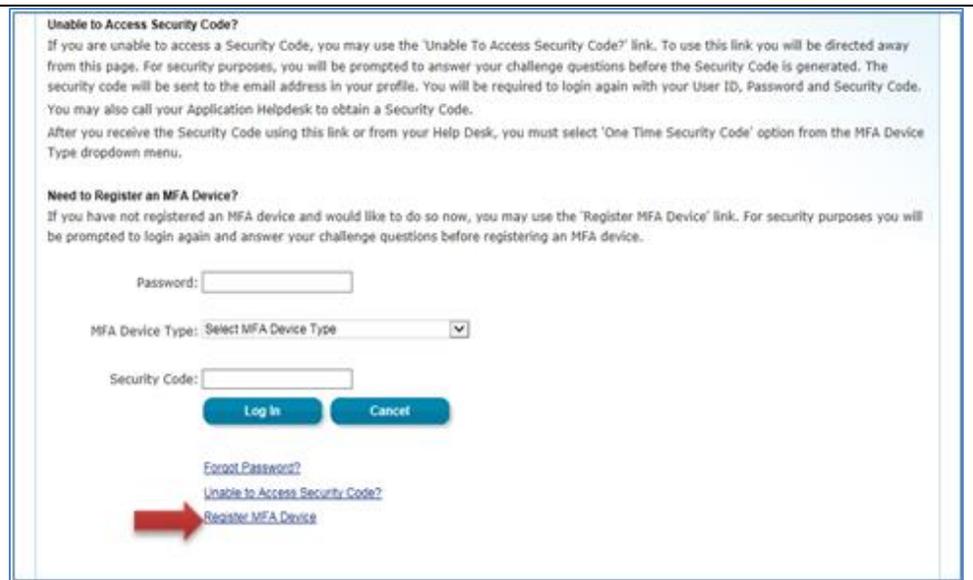
Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the CMS Enterprise Portal.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

3. Enter your **User ID** and select **Next**.

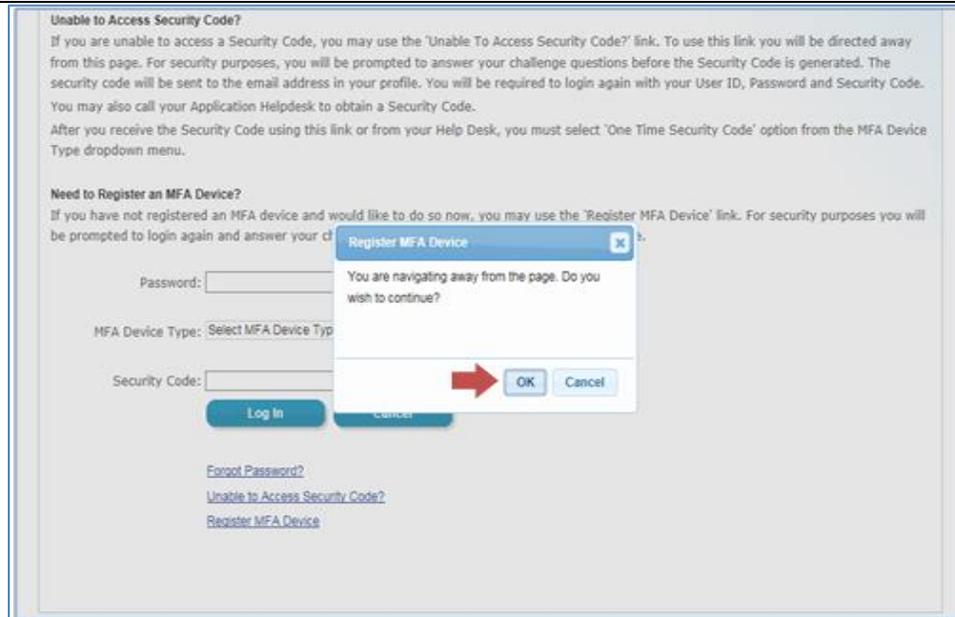


4. Select the **Register MFA Device** link.

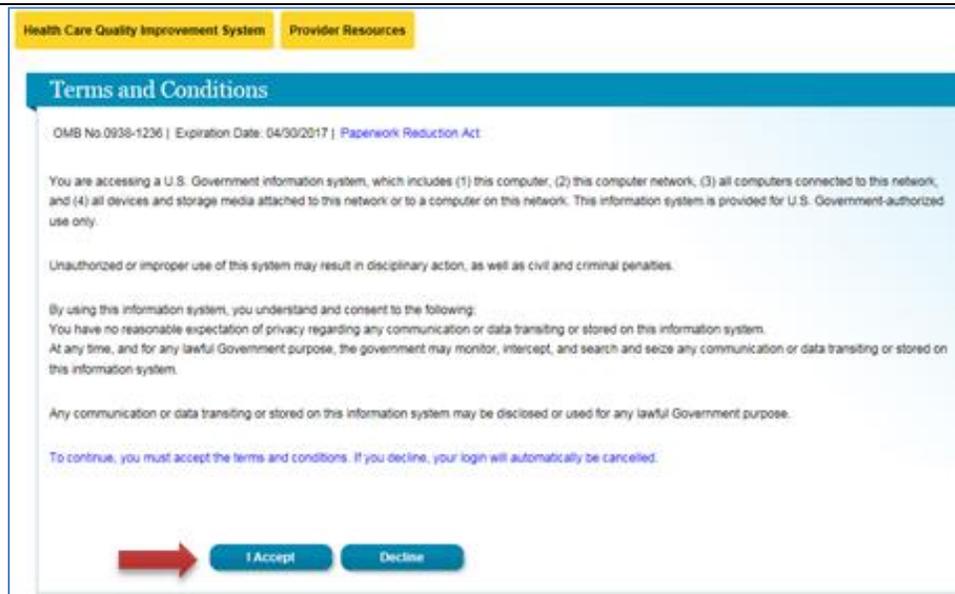


If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

5. Select **OK** to navigate away from the login page.



6. Read the Terms and Conditions and select **I Accept** to continue.



If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

7. Enter your **User ID** and **Password** and select **Log In**.

Home | About CMS | Newsroom | Archive | Help & FAQs | Email | Print

Health Care Quality Improvement System | Provider Resources

Welcome to CMS Enterprise Portal

User ID

Password

Log In Cancel

[Forgot Password?](#)  
[Forgot User ID?](#)  
Need an account? Click the link - [New user registration](#)

8. Answer the challenge questions and select **Next**.

My Portal

CMS Portal > Register MFA Device

Screen reader mode Off | Accessibility Settings

Please answer the following challenge questions

What is the name of your favorite pet?

What was your favorite toy when you were a child?

What is your favorite radio station?

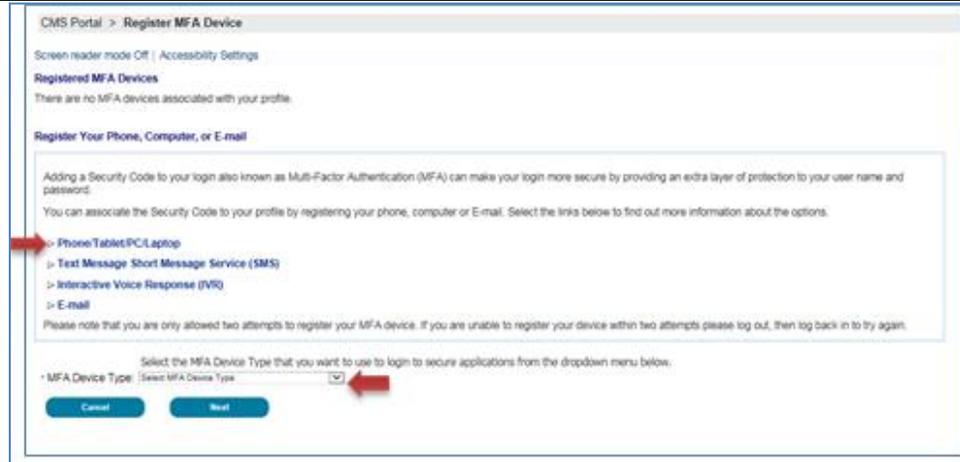
Cancel Next

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

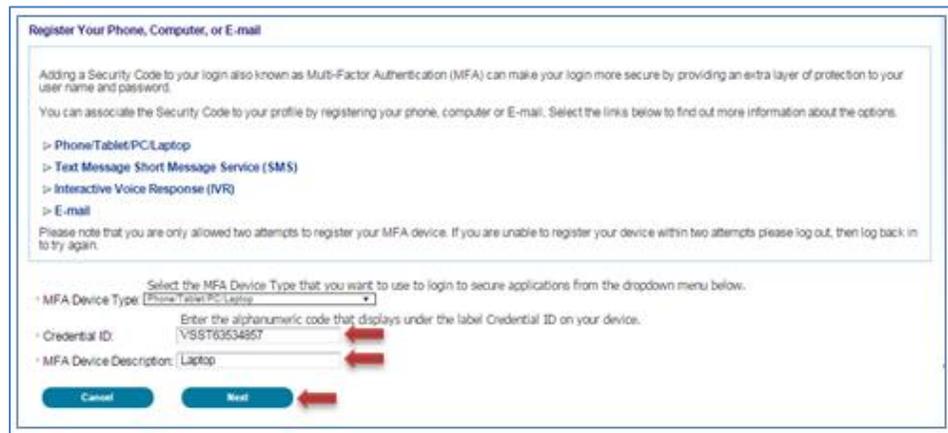
If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

9. Select an MFA device from the **MFA Device Type** dropdown.

**Note:** You can select the arrows on the left of each MFA Device Type for additional information.



9(a). 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**. Then select **Next**.



If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

9(b). 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** and select **Next**.

**Note:** The E-mail address cannot be changed at the time of MFA device registration. It can only be changed using the 'Change E-Mail Address' option from the 'Change My Profile' menu.

**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)**  
The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.
- Interactive Voice Response (IVR)**  
The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks\* ; period . ; comma , ; pound # followed by numeric 0 to 9. For example: 488554444, 1112.  
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.
- E-mail**  
The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.  
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:  ←

←

9(c). 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 (example: *Text*) in the field labeled **MFA Device Description** and select **Next**.

**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)**  
The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.
- Interactive Voice Response (IVR)**  
The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks\* ; period . ; comma , ; pound # followed by numeric 0 to 9. For example: 488554444, 1112.  
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.
- E-mail**  
The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.  
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 you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

9(d). 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** and select **Next**.

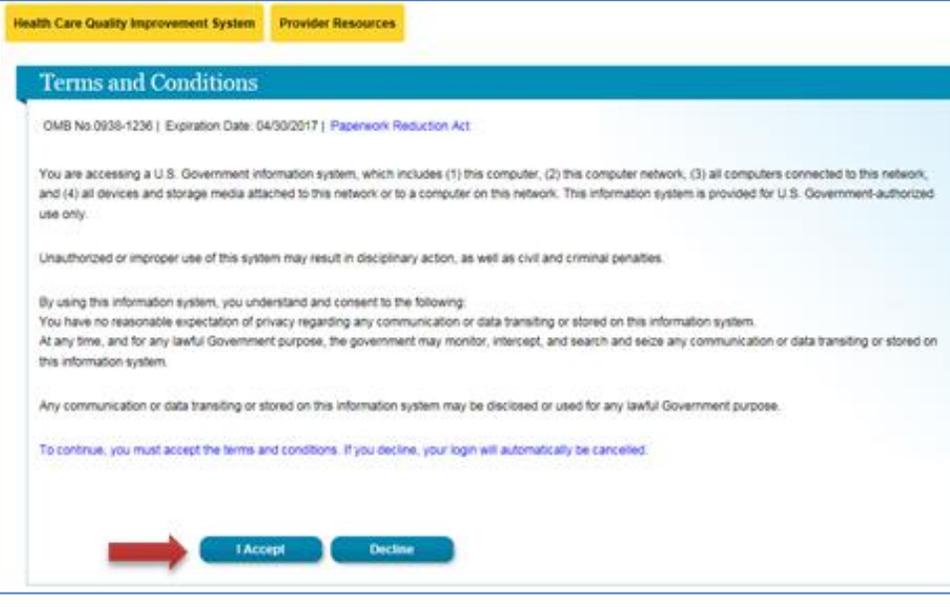
**Note:** *Extension* is an optional field. You may choose to provide a 10 digit phone number or a phone number with an extension.

10. Select **OK** to return to the login page.

**Note:** *You will receive an E-mail notification for successfully registering your MFA device.*

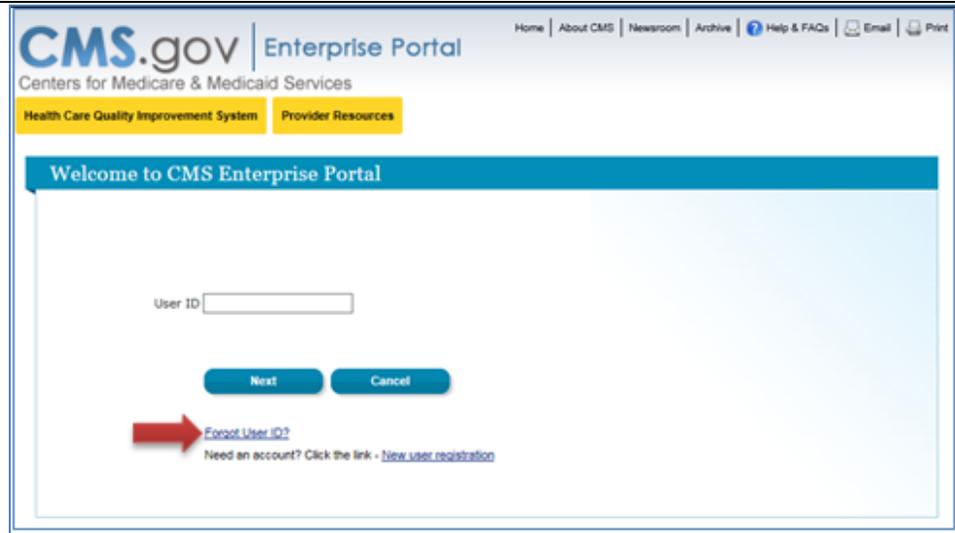
## 7. Step-by-Step Instructions for 'Forgot User ID' Link

These instructions demonstrate the 'Forgot User ID' process for users who do not remember their registered User ID to login. Please follow each step listed below unless otherwise noted.

Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the <b>CMS Enterprise Portal</b>.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	

If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

3. Select the **Forgot User ID?** link.

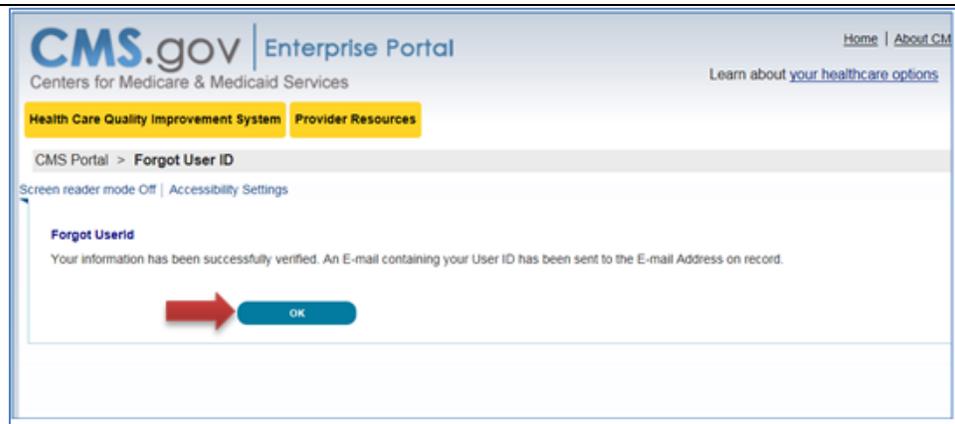


4. Enter the following information and select **Next**:

- First Name
- Last Name
- E-mail Address
- Zip Code
- Date of Birth

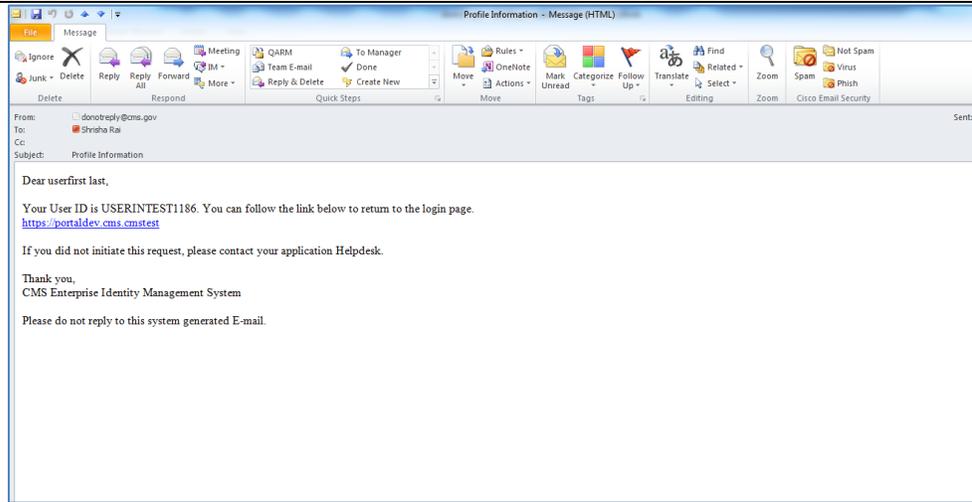


5. Select **OK** to return to the CMS.gov Enterprise Portal landing page.



If you have questions or need assistance regarding Login or MFA, please contact your Application Help Desk

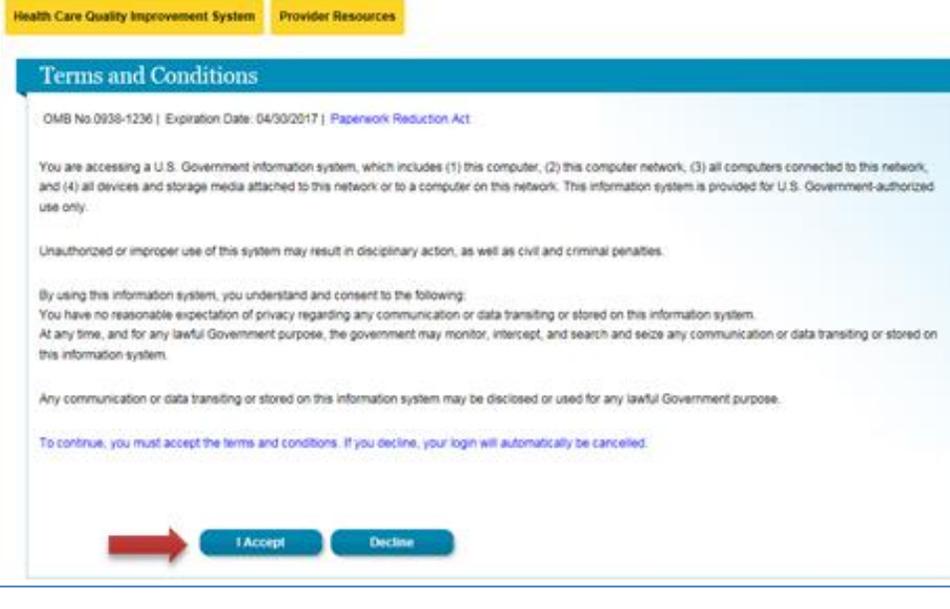
6. An E-mail with your User ID will be sent to the E-mail address on your profile.



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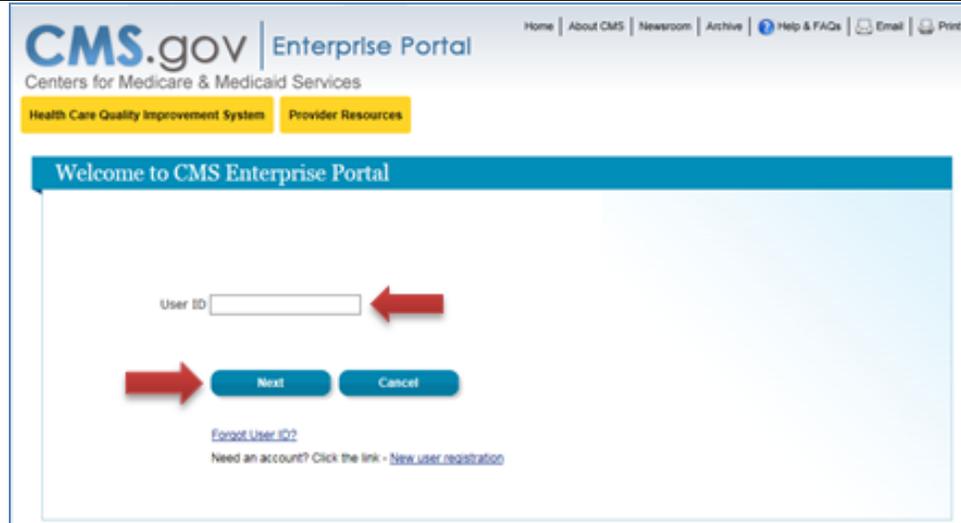
## 8. Step-by-Step Instructions for 'Forgot Password' Link

These instructions demonstrate the 'Forgot Password' process for users who do not remember their registered password to login. Please follow each step listed below unless otherwise noted.

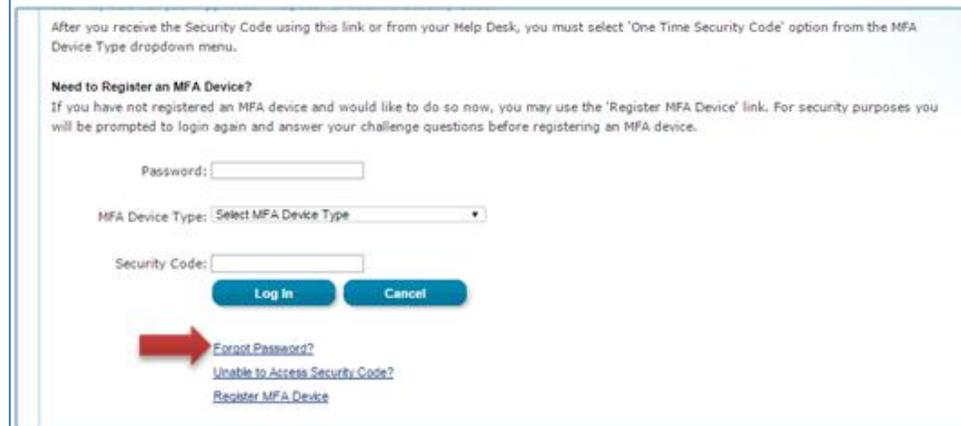
Steps	Screenshots
<p>1. Go to <a href="https://portal.cms.gov/">https://portal.cms.gov/</a> and select <b>Login to CMS Secure Portal</b> on the <b>CMS Enterprise Portal</b>.</p> <p><b>Note:</b> The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 8, 9, 10, and 11</li> <li>• Mozilla-Firefox</li> <li>• Chrome</li> <li>• Safari</li> </ul>	 <p>The screenshot shows the CMS.gov Enterprise Portal homepage. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help &amp; FAQs, Email, and Print. Below this is a search bar and a 'Search CMS.gov' button. The main content area features a large banner with the text 'Welcome to CMS Enterprise Portal' and a description of the portal's purpose. A red arrow points from the 'Login to CMS Secure Portal' button in the banner to the 'Login to CMS Secure Portal' button in the 'CMS Secure Portal' sidebar. The sidebar also includes links for 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'.</p>
<p>2. Read the Terms and Conditions and select <b>I Accept</b> to continue.</p>	 <p>The screenshot shows the 'Terms and Conditions' page. At the top, there is a header with the text 'Terms and Conditions'. Below this is a section for 'OMB No 0938-1236   Expiration Date: 04/30/2017   Paperwork Reduction Act:'. The main content area contains several paragraphs of text, including a statement about U.S. Government information system access and a consent requirement. At the bottom, there are two buttons: 'I Accept' and 'Decline'. A red arrow points to the 'I Accept' button.</p>

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3. Enter your **User ID** and select **Next**.

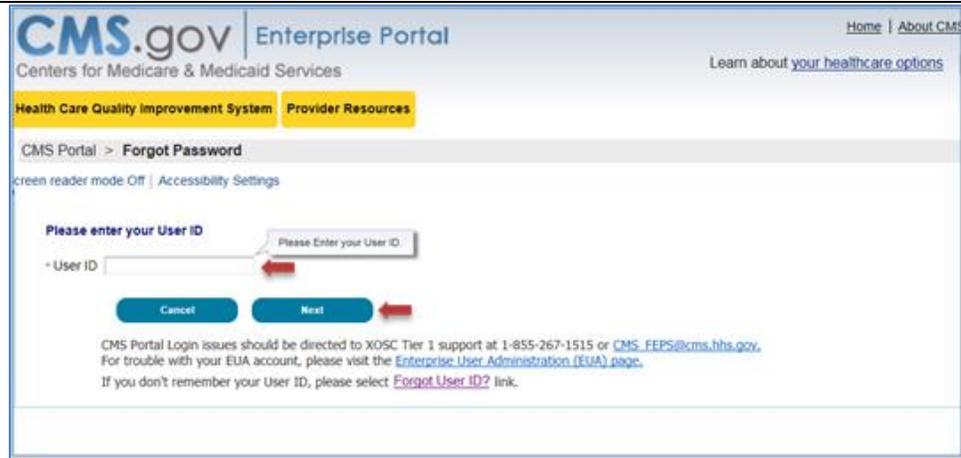


4. Select the **Forgot Password?** link.

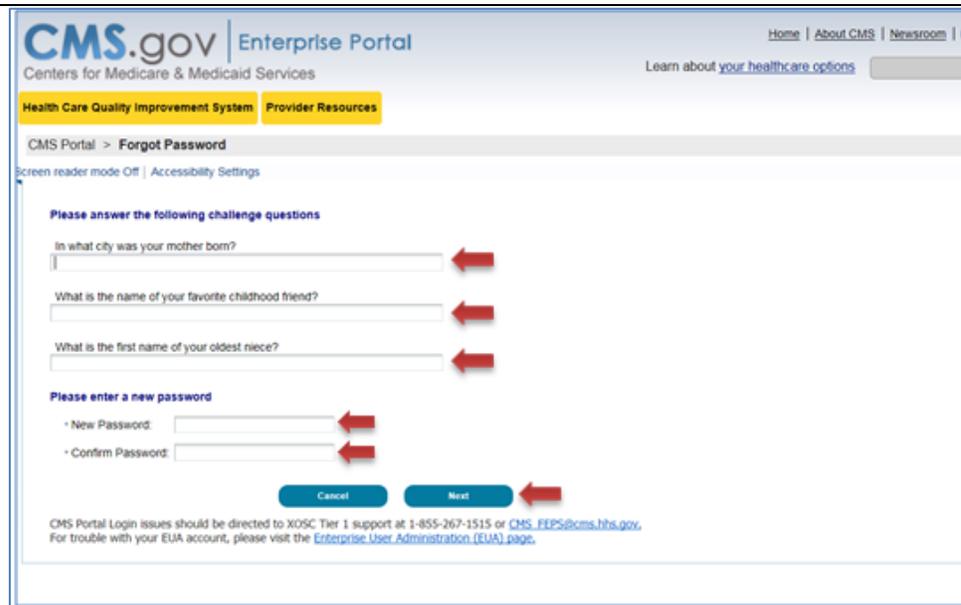


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5. Enter your **User ID** and select **Next**.

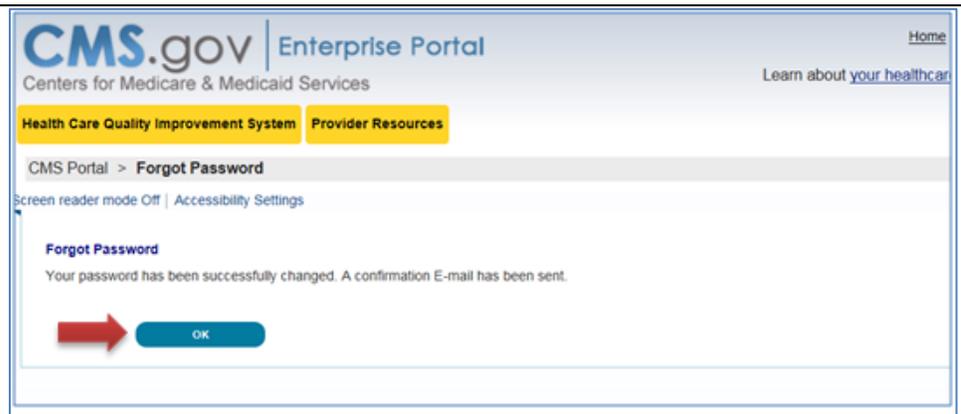


6. Answer the challenge questions, enter **New Password**, **Confirm Password**, and select **Next**.



7. Select **OK** to return to the CMS.gov Enterprise Portal landing page.

**Note:** You will receive an E-mail notification for successfully changing your Password.



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