Launch of Plan Year 2019 FFM Assister Training

FFM PY2019 Assister Training

Jabaar Gray
July 11, 2018

Agenda

- Objectives
- State Certification and Training Requirements in FFM States
- Certification Requirements for FFM Assisters
- What's New in MLMS
- Summary of Steps to Certification Completion
- Demonstration of Processes
- Help Desk Support Resources

Objectives

At the end of this webinar you should be able to:

- Understand the training, certification, and recertification process
- Prepare your computer system
- Identify the steps to create a new Enterprise Portal account
- Login to CMS and request access to MLMS
- Enroll into the appropriate Assister curriculum
- Complete training
- Print a training completion certificate
- Re-launch Course
- Complete Feedback
- Locate additional resources

State Certification and Training Requirements in FFM States

- In addition to being aware of the federal training and certification requirements, assisters should be aware that some states have imposed additional state-specific assister requirements, including additional training requirements.

- Assisters should reach out to their State's Department of Insurance (DOI) (or other regulating entity) to familiarize themselves with their state's requirements.

Certification Requirements for FFM Assisters

- FFM assisters are required to complete CMS training courses and assessments to satisfy federal training requirements (in addition to all other necessary requirements for certification) prior to being certified to provide consumer assistance in a FFM:
  - **All FFM Navigators and in-person assisters** must complete the **4** online required Navigator Curriculum courses and their corresponding **assessments** with an **80% pass rate**. **7** additional optional courses and an optional feedback assessment have been added to the curriculum.
  - **All FFM certified application counselors (CACs)** must complete the **4** online CAC Curriculum courses and their corresponding assessments with an **80% pass rate**. All other courses are optional but recommended for CACs to review.*

Assisters must fulfill all training and certification requirements by the applicable deadline, and are strongly encouraged to complete these requirements prior to Open Enrollment, which begins November 1, 2018.

* See slide **107** for instructions on how to enroll in optional courses.

What's New in the MLMS?

- New Curricula Configuration and Certificates for Assister Training
  - All Assister Curricula will be the same for the foreseeable future
- Added feature that will alert learners if Pop-up blockers are enabled
  - Pop Up blockers should not be enabled when taking training in the MLMS. Pop-up's are "Always allowed"

Steps to Certificate Completion

1. **Prepare your system**
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate

Preparing Your System – Pre-Login

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
   - http://enable-javascript.com/

2. Download latest version of Adobe Flash
   - https://get.adobe.com/flashplayer/
   - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)

3. Allow Pop-up windows for the following URL
   - Open up your browser (Firefox, Chrome, or IE).
   - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
   - If your version is different, use the support link listed below for pop-up blockers Chrome Instructions / Firefox Instructions /Internet Explorer

Preparing Your System – Post Login

1. Once you are logged in to the MLMS*, you can verify that your computer is ready, by clicking the **MLMS Check your System** link from the MLMS Assister Portlet, under **Assister Resources**.

Personalize

MLMS - Assister Portlet

2019 Assister Training Update

Assister Resources

Computer Configuration Quick Reference Guide
MLMS Check your System
Pop-up Guidance
AssisterFAQ
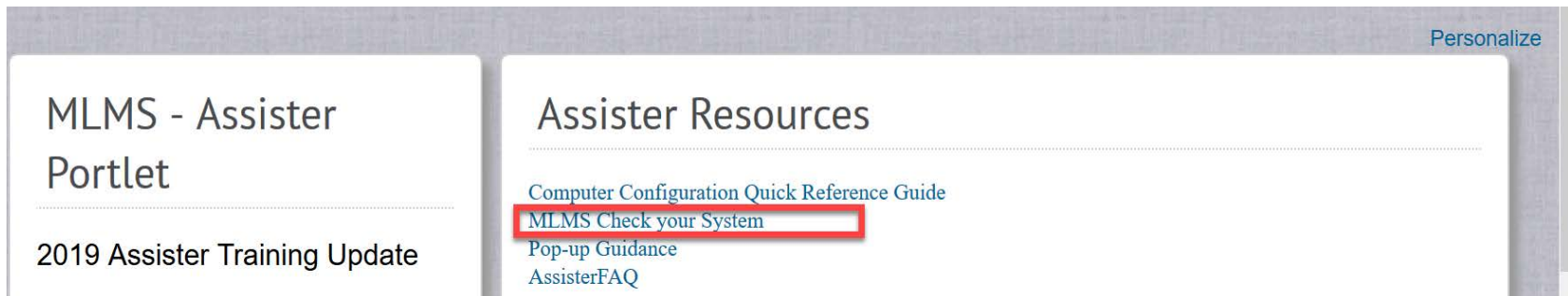
***Note**: The steps for logging in to the MLMS are found in this presentation starting on slide 20.

Preparing Your System

2. Below is an example of the information you might see when clicking the MLMS **Check your System Configuration** link. Use this information as a guide to modify your computer/laptop settings (if necessary) to have an ideal training experience. If submitting a ticket to the help desk for technical help, complete these steps first and provide a screen shot of your system results for faster assistance.

MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

		Recommended Settings	Your System Results
1	Javascript Status	Enabled	JavaScript is Enabled
2	Internet Browser	Firefox,Chrome,Internet Explorer	Firefox (60)
3	Screen Resolution	1024 x 768	1280 x 720
4	Pop-Up Blocker	Not Blocked	Not Blocked
5	Cookies Enabled	Yes	Yes

Steps to Certificate Completion

1. Prepare your system
2. **Log in to CMS Portal (or Obtain an Enterprise Portal ID)**
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate

Register for CMS Portal and MLMS

If you have never logged into the MLMS or obtained a CMS Portal ID, the following instructions outline the steps.
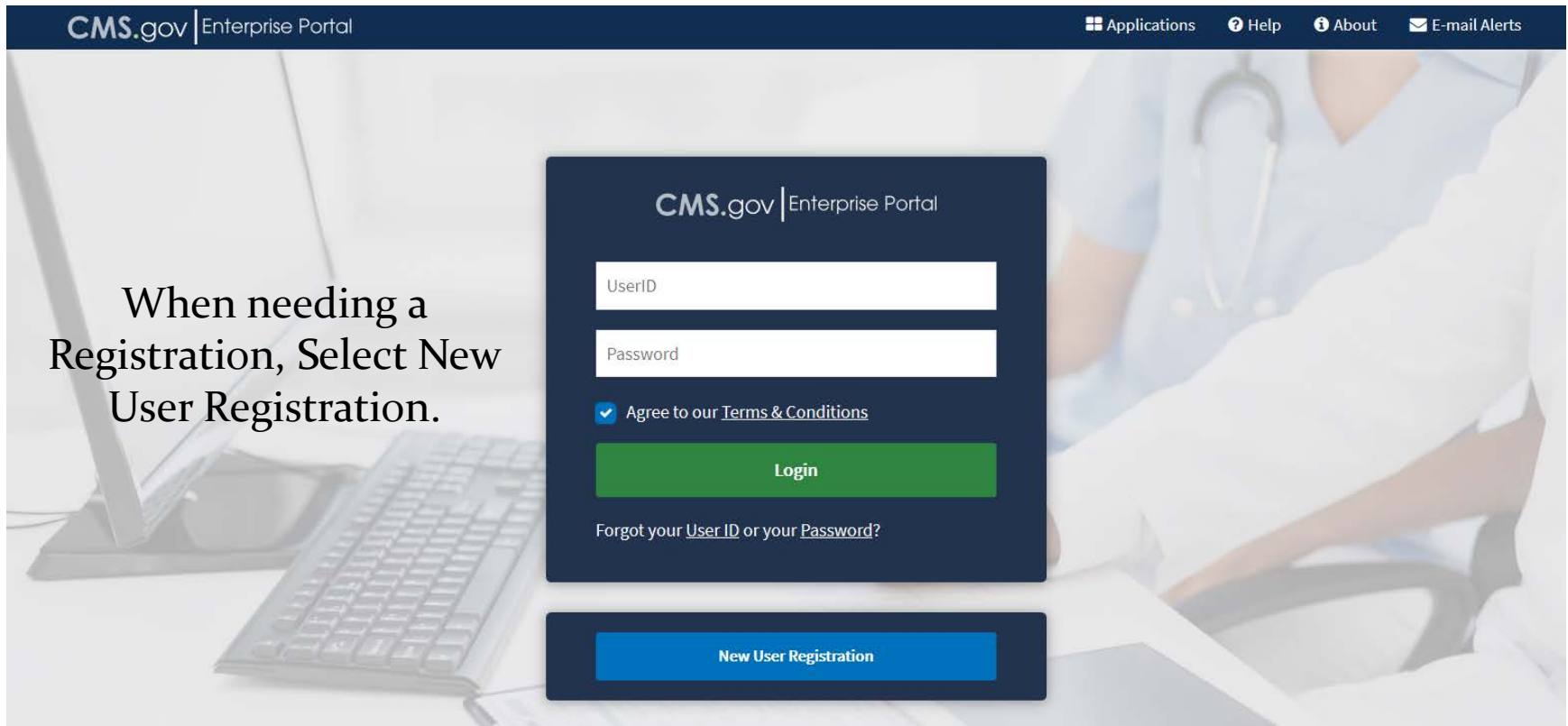
There are two groups of steps to getting started. First you Register for a CMS Portal ID. Secondly, after you have your ID, you log in to the CMS Portal and request access to the MLMS. When you have completed these steps you are ready to log in to the MLMS.

Creating Enterprise Portal ID Steps

1. Select the **New user Registration** Link
2. Select the MLMS from the Application drop down
3. Review and accept the terms and conditions and select **Next**
4. Enter all ***required*** profile information, and select **Next**
5. Create a unique user ID and password
6. Select three challenge questions and provide answers
7. Select the **OK** button to complete the procedure

New User Registration

When needing a Registration, Select New User Registration.

The CMS Enterprise Portal is the entry point for CMS assister training. If you do not have a CMS Enterprise Portal account, you must first create one.

Step 1: Choose Your Application, and Agree to Terms and Conditions

Once you have selected your application, MLMS, agree to the terms and conditions and select next

Step 2: Register Your Information

Step #2: Register Your Information

Step 2 of 3 - Please enter your personal and contact information.

All fields are required unless marked 'Optional'.

| Enter First Name | Enter Middle Name (optional) | Enter Last Name | Suffix (optional) |

| Enter Social Security Number (optional) | Birth Month ▾ | Birth Date ▾ | Birth Year ▾ |

Populate all required fields and then select **Next**

Is Your Address US Based?

⦿ Yes ◯ No

| Enter Home Address #1 | Enter Home Address #2 (optional) |

| Enter City | State ▾ | Enter Zip Code | Enter Zip+4 (optional) |

| Enter E-mail Address | Confirm E-mail Address |

| Enter Phone Number |

| Back | Next | Cancel |

Make sure you complete each field as indicated then select **Next**.
You do not need to complete the **Social Security Number** field.

Step 3: Create Unique ID and Password Answer Challenge Questions

Step #3: Create User ID, Password & Challenge Questions

Step 3 of 3 - Please create User ID and Password, Select Challenge questions and provide answers.

Enter User ID

Enter Password 👁

Enter Confirm Password 👁

Select Challenge Question #1 ⌄

Enter Challenge Question #1 Answer

Select Challenge Question #2 ⌄

Enter Challenge Question #2 Answer

Select Challenge Question #3 ⌄

Enter Challenge Question #3 Answer

Back

Next

Cancel

If you forget your User ID or password, you will need to know the answer to these questions. Write the answers down and keep them safe. Enter all information and select **Next.**

Step 4: Registration Summary

Registration Summary

Please review your information and make any necessary changes before submitting.

MLMS: Marketplace Learning Management System	⌄

Review and Verify that all fields you have entered are correct. You will then **Submit User**.

Step 5: Confirmation

Click here

✔ **Confirmation**

Your ID has been successfully registered with CMS Enterprise Portal. An e-mail has been sent to your registered e-mail address. You can now login by clicking here.
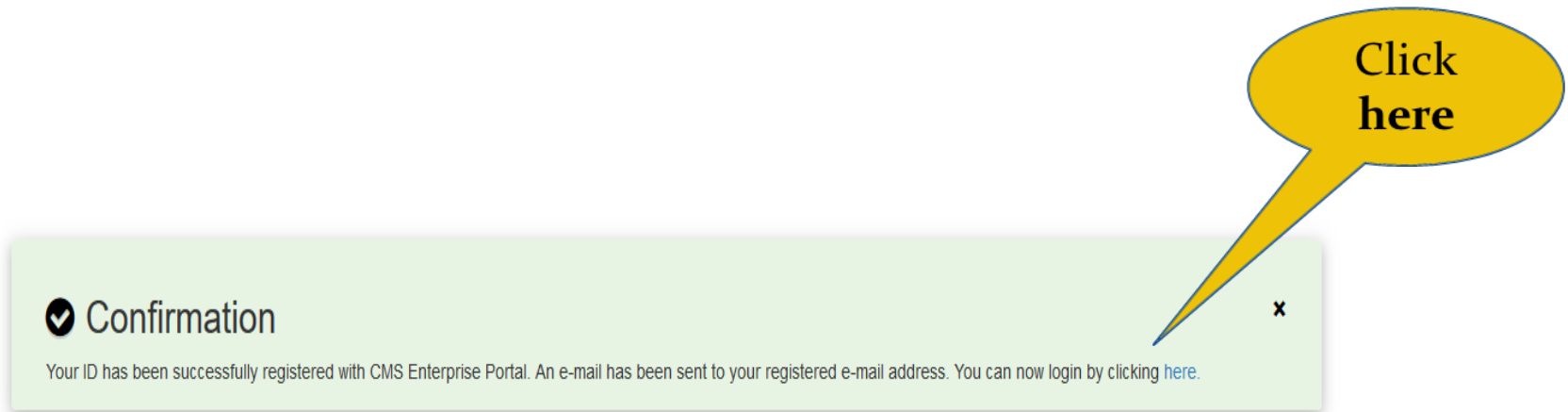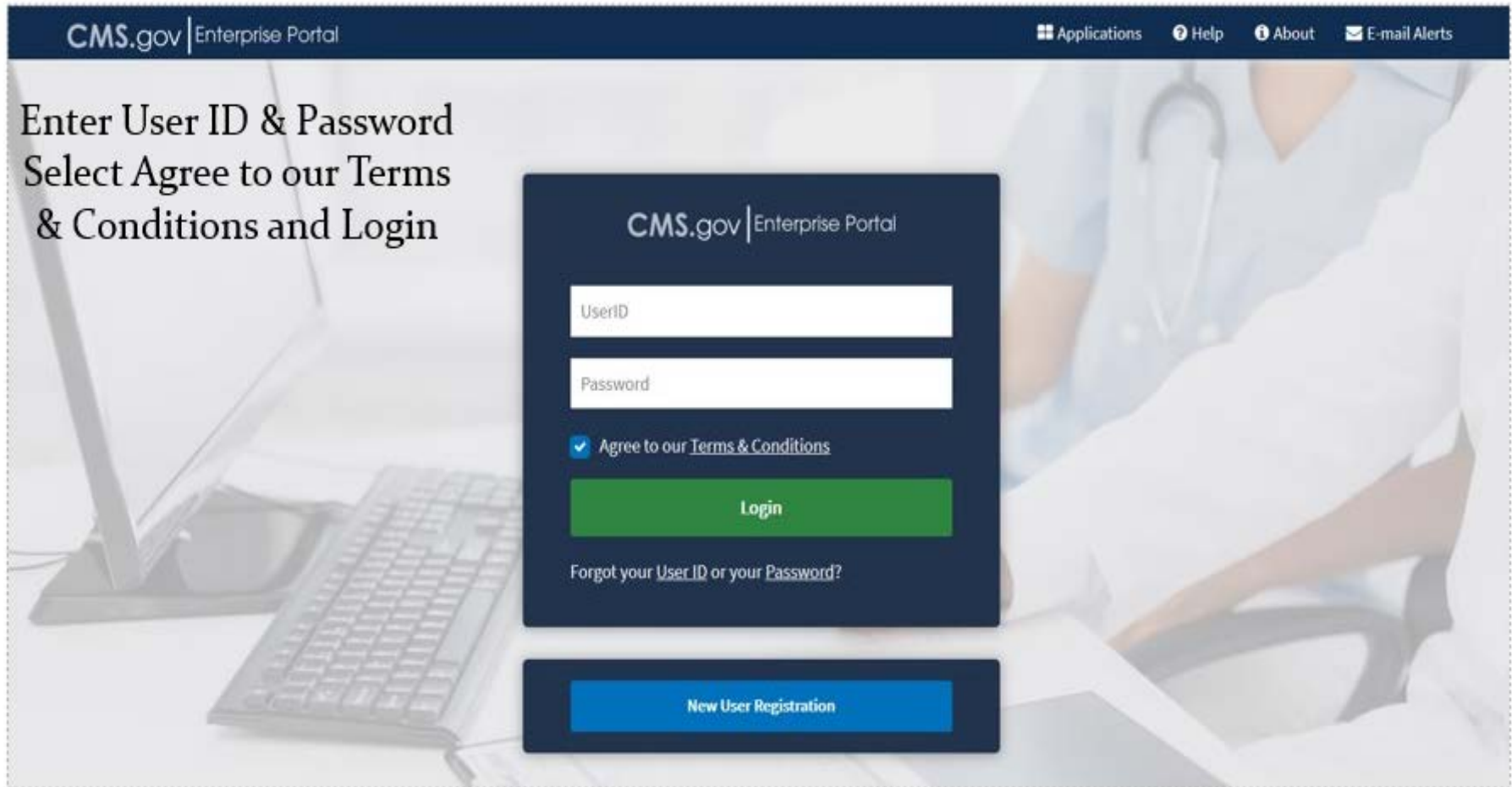
Once everything has been confirmed, you will get the Confirmation screen as shown above. You can now login by click **here** on the Confirmation screen.

Requesting Access to MLMS Steps

1. Type your User ID
2. Type your Password
3. Agree to our Terms and Conditions
4. Select Login to CMS Secure Portal
5. Request Add apps
6. Type **FFM** into the search field, and then click **Request Access** when the FFM/Training tile is displayed
7. Select **Assisters** role, and then select **Submit**
8. Select **OK**

Log in

Enter User ID & Password
Select Agree to our Terms
& Conditions and Login

CMS.gov | Enterprise Portal

Applications   Help   About   E-mail Alerts

CMS.gov | Enterprise Portal

UserID

Password

☑ Agree to our Terms & Conditions

Login

Forgot your User ID or your Password?

New User Registration

Step 5: Select Request/Add Apps

My Portal

Use the below link to request access to CMS Systems/Applications.

Request/Add Apps
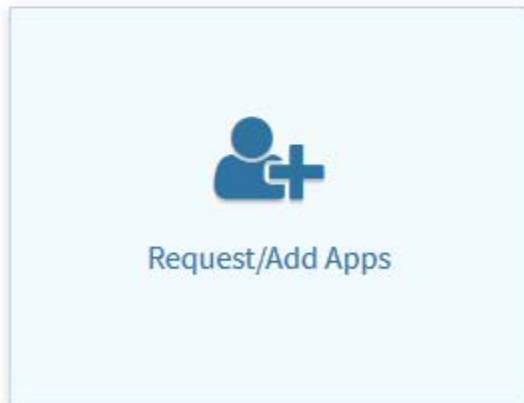
You will only need to request access to FFM Training/MLMS one time.

Step 6: Search for FFM/Training

Search for FFM

Access Catalog | ffm | REQUEST ADMIN ROLE | SHOW ALL

FFM/Training – Agents/Brokers /Assisters

Agents and brokers must first request access to "FFM" and then request More...

Help Desk Information
855-267-1515
CMS_FEPS@cms.hhs.gov

Request Access

Request Access

Several options appear on this page initially. By typing "**ffm**" in the **Access Catalog** field, only the items that start with these letters are shown.

Step 7: Select Assister Role and then Submit

Assisters do not need to complete Identity Verification.

Step 8: Select OK

CMS Enterprise Portal > EIDM > User Menu > **My Access**

Screen reader mode Off | Accessibility Settings

My Access

Request New System Access

View and Manage My Access

Annual Certification

Successful Completion!

To complete your access request for the Marketplace Learning Management System (MLMS), please log-out by clicking the "OK" button below, wait two minutes, and then log back in. To log back in, please click the "Login to CMS Secure Portal" button on the right side of the CMS Enterprise Portal homepage.

OK

Select **OK**.

After selecting **OK**, wait **2 minutes** before logging back into the Portal. When you log back in you will see an **MLMS** tile in your Enterprise profile.

Log In to CMS Portal/MLMS

If you used the MLMS last year, you should already have a CMS Portal ID and password. Having these two items will allow you to access the MLMS. Follow the instructions beginning on next page, to log in to the MLMS.
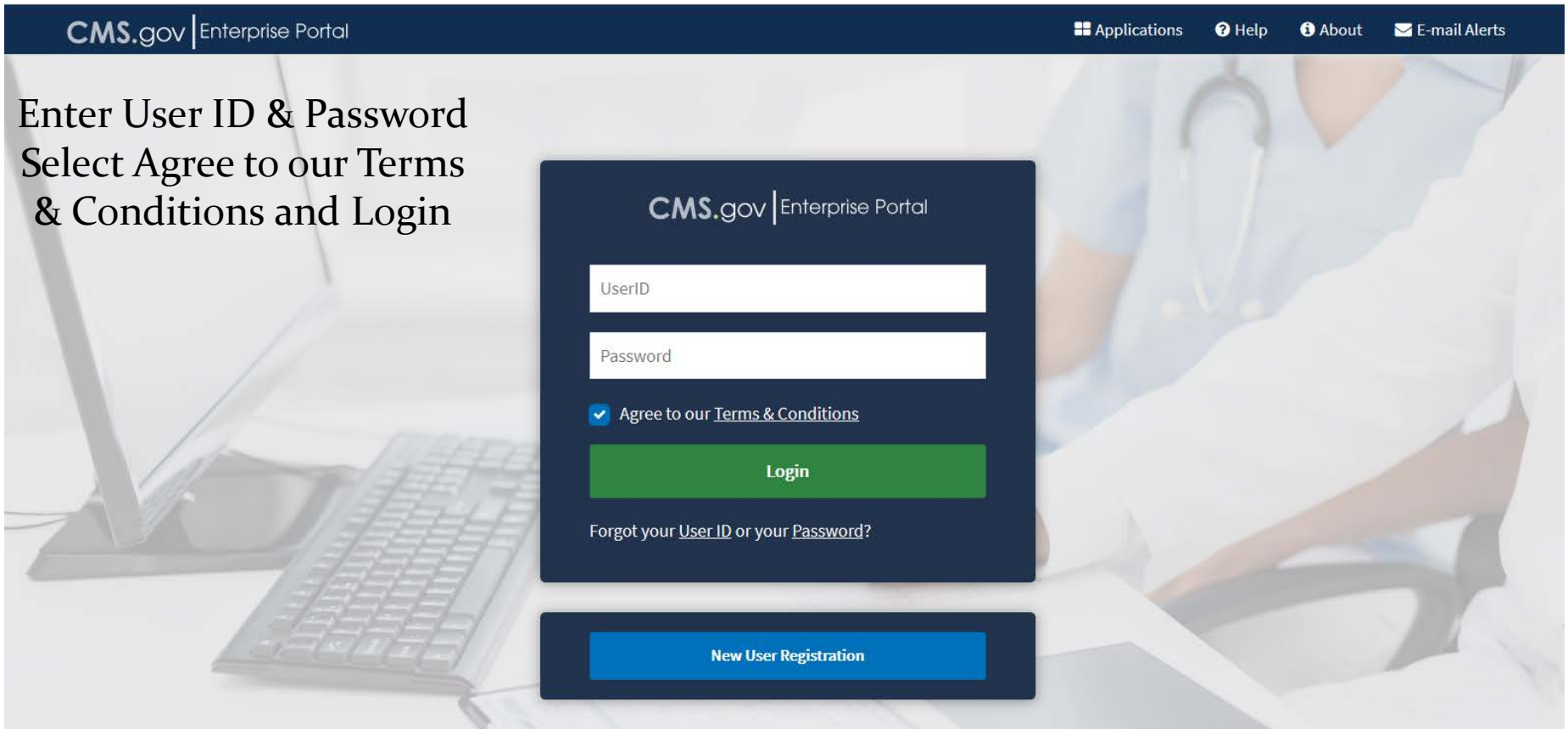
If you have never obtained a CMS Portal ID or logged into the MLMS previously, follow the instructions beginning on **page** 20 to learn how to obtain an ID and gain access to the MLMS.

Log in to CMS Portal/MLMS

1. Select **Login to CMS Secure Portal**
2. Review and accept the terms and conditions by selecting **I Accept**
3. Type your Portal User ID and select **Next**
4. Type your Password and then select **Log In**
5. Select **MLMS**, and then select **Training**
6. Update information on the Profile page, and click **Save/Update** or if no changes are made, select **Next**
7. You are now accessing **MLMS homepage.**

Step 1: Select Login to CMS Secure Portal

Enter User ID & Password
Select Agree to our Terms
& Conditions and Login

If you have forgotten your User ID or password, click the appropriate links below the **Login to CMS Secure Portal** button.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. **Access MLMS**
4. Enroll in Curriculum
5. Complete appropriate training
6. Print certificate

Step 2: Select MLMS

If the **MLMS** tab does not appear on your portal page, you will need to request access to the MLMS. See **page 34** for further instructions.

Step 3: Select MLMS Training
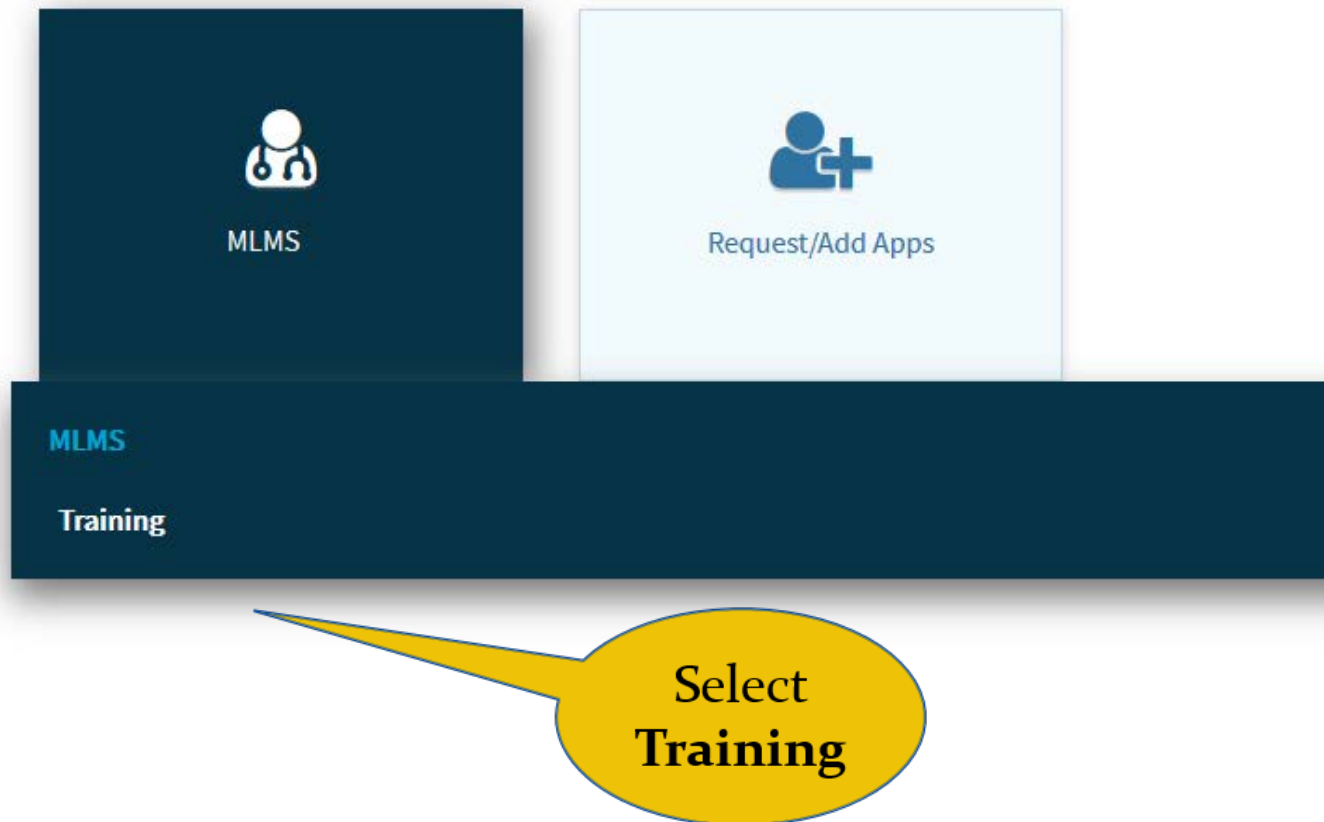
Step 4: Complete Profile Fields

Welcome to the MLMS

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.

New users: Please enter you assiter information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.

Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.

Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: * | Certified Application Counselor (CAC) ▼

Training Language Selection: * | English ▼

How Many Years Have You Been an Assister: * | Less than 1 Year ▼

When Did You Last Complete Federal Assister Training: * | This is the first year I'm taking Federal Assister training ▼

Organization Type: * | Certified Application Counselor (CAC) ▼

CAC ID:

Current CAC Training Expiration Date:

Organization Name:

Organization Street Address:

Organization City:

Organization State: | -Select One- ▼

Organization Zip Code:

Organization Phone Number:

Save/Update   Next

Update the fields if any of your information has changed.

Select Next if you did not change any information.

The field names in red with an asterisk should already contain information from last year. You can update any information here and then click **Save/Update**.

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Additional Fields for Assister Types

CAC

CAC ID

Current CAC Training Expiration Date ID

Navigator

Navigator ID

State IPA

State Funded Assister ID
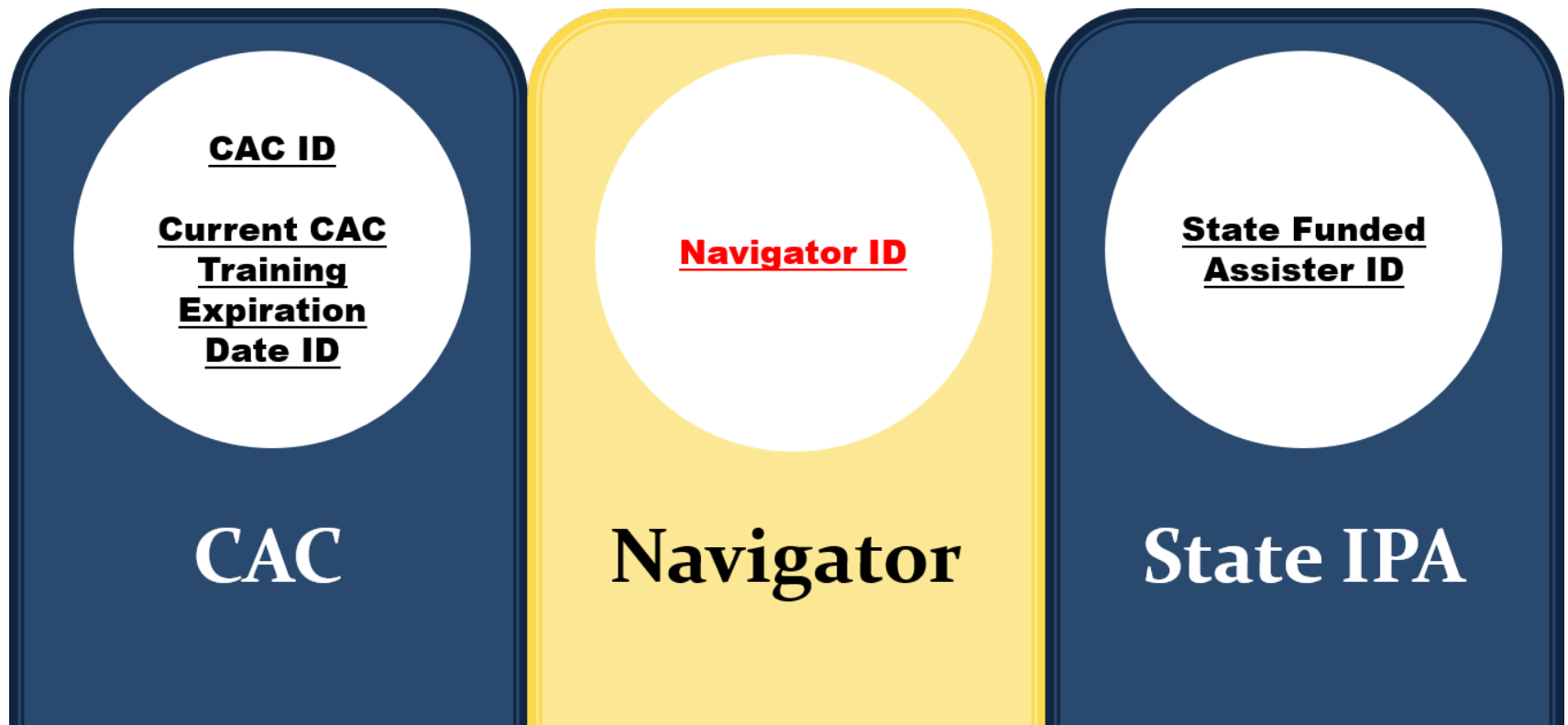
Field names in red are required. Field names in black are optional, but you are encouraged to complete these. Navigators do not have to complete the Organization information fields since they are obtained from the Health Insurance Oversight System (HIOS).

MLMS Assister Portlet Landing Page

MLMS - Assister Portlet

2019 Assister Training Update

As we prepare to release the 2019 Assister Certification Training, the 2018 Assister Certification Training that is hosted on the Marketplace Learning Management System (MLMS) will be taken offline at 6:00 p.m. (EST) on Monday June 18, 2018. During this "go-dark" period, assisters will not be able to access the certification training. We anticipate that the 2019 Assister Certification Training will be available to CACs in July and to Navigators after the next round of Navigator grants are awarded to align with the grant cycle. Assisters who need to take the current training before the 2019 training is available should begin the 2018 Assister Certification training prior to June 11, 2018 to allow for enough time to complete the training before it is removed June 18th.

MLMS Technical Updates

Curriculum Status

No items found.

All Curriculum

Current Learning

No items found.

Home
Current Learning
Curriculum Status
Training Options

Assister Resources

Computer Configuration Quick Reference Guide
MLMS Check your System
Pop-up Guidance
AssisterFAQ

Training Options

Recommendation	Recommendation Type	Sources	Recommended On	Actions
PY2018 Non-Certified Navigator	Curriculum	(1)CAC	06/18/2018	Actions
PY2018 - Certified Application Counselor (CAC) Curriculum	Curriculum	(1)CAC	06/18/2018	Actions

View All...

Help

Certified Application Counselors (CACs) with questions about assister certification training should contact CACQuestions@CMS.hhs.gov

Navigators with questions should contact your CMS project officer. Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk
Monday – Friday: 9:00 AM - 5:00 PM EST
Assister FAQ: Click Here

Disclaimer

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This is the MLMS Assister Portlet Landing page. To return to this page at anytime, select **Home** on the left navigation bar.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. **Enroll in Curriculum**
5. Complete appropriate training
6. Print certificate

Enroll in Curriculum Steps

1. From Training Options, select the **Actions** link, and then **Enroll**
2. Select **Complete Enrollment**
3. Select **Go To Current Learning**
4. Select **Launch**

Step 1: Select Actions and then Enroll

Look in the **Training Options** portlet on the MLMS Landing page for the curriculum in which to enroll.

Step 2: Select Complete Enrollment

Register for PY2019 Navigator

To register for PY2019 Navigator, verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.

Complete Enrollment

Path: PY2019 Path

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

If selected courses are already assigned to learners, then an order is not placed for those courses again. If you do not select any new offering and all selected courses are already assigned to learners, then the following warning is displayed: "There were no items to register for.".

Required Module (Complete 4 of 4 Required) Required

☑ PY2019 ASSISTER 001 MLMS Training Overview (Course : 00001800)

⦿ Offering ID: 00001740   Offered As: Web Based Training   Registered
    Language: English

☑ PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics (Course : 00001801)

Select **Complete Enrollment**

The curriculum is displayed. Some of the modules include both a course and an assessment that need to be completed.

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Step 3: Select Go To Current Learning

Once you select, **Go to Current Learning**, the **Current Learning** page is displayed.

Step 4: Select Launch

To begin a course or assessment, select the **Launch** button. A new window opens on top of this page displaying the training course or assessment.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. **Complete appropriate training**
6. Print certificate

Complete Appropriate Training Steps

1. Select **Next** to advance through the training.

2. On pages that contain key tips, Knowledge checks, and tool tips, you will need to click each link before the **Next** button becomes active.

3. Select **Exit** button on training window when finished. If you need to exit before completing the course, your location is bookmarked and you can return to this spot when you return to the course.

4. Review Completion Status on the Learning Assignments tab of the **Current Learning** page to ensure it states **Successful.**

Step 1: Select Next

This is the Training course window. You may use the **Back** button on the course window to return to a previous page in the course.

Step 2: Select Links

The Affordable Care Act also established the Health Insurance Marketplaces. Eligible consumers who don't have health insurance through a job, Medicare, Medicaid, CHIP, or another source that provides qualifying health coverage can get coverage through the Marketplaces for individuals and families.

To be eligible for coverage through a Marketplace, individuals and families must:

Be United States (U.S.) citizens or U.S. nationals, or noncitizens who are lawfully present in the U.S. for the entire time they plan to have health coverage

Not be incarcerated (unless pending the disposition of charges, i.e., being held without having been formally convicted of a crime)

Live in the U.S. and meet state residency requirements for the Marketplace w

Select **every link** on the page to activate the **Next** button.

Learn about eligible immigration statuses.

The Marketplaces allow consumers to:

- Use a single streamlined application to find out if they're eligible for coverage
- Conduct an apples-to-apples comparison of qualified health plans (QHPs)

Individuals and families can also apply for programs to help lower their costs through the Marketplaces.

Menu / Help / Glossary / Resources / Map / Module 2 of 11   Back ‹ Page 3 of 8 › Next

The **Next** button is not active until all Knowledge Checks, Tool tips and Key tips, etc. on a page have been selected.

Step 3: Select Exit

Overview of the Affordable Care Act   Text Version [OFF]   Exit

The Health Insurance Marketplaces

The Affordable Care Act also established the Health Insurance Marketplaces. Eligible consumers who don't have health insurance through a job, Medicare, Medicaid, CHIP, or another source that provides qualifying health coverage can get coverage through the Marketplaces for individuals and families.

To be eligible for coverage through a Marketplace, individuals and families must:

Be United States (U.S.) citizens or U.S. nationals, or noncitizens who are lawfully present in the U.S. for time they plan to have health coverage

Not be incarcerated (unless pending the disposition of charges, i.e., being held without having b convicted of a crime)

Live in the U.S. and meet state residency requirements for the Marketplace where they want to get coverage

Select Exit to leave the course.

Learn about eligible immigration statuses.

The Marketplaces allow consumers to:

- Use a single streamlined application to find out if they're eligible for coverage
- Conduct an apples-to-apples comparison of qualified health plans (QHPs)

Individuals and families can also apply for programs to help lower their costs through the Marketplaces.

Menu   /   Help   /   Glossary   /   Resources   /   Map   /   Module 2 of 11   Back ‹   Page 3 of 8   › Next

When you complete the training, select the **Exit** button on the Training course window. If you need to leave training before completing click **Exit** and course will be bookmarked so you can return to where you are at in the course.

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Step 4: Check Completion Status Detailed View

Main   **Complete Progress Report**

○ Graphical View   ◉ Detailed Status View   ⓘ

Path   PY2019 Path
Completion Requirement 1 of 2 Modules Required
Status   Not Completed

Required Module   (Required - 4 of 4 Learning Items Required)

Status Not Completed   **Progress:** 1 of 4 Learning Items Completed

PY2019 ASSISTER 001 MLMS Training Overview   ✔   Completed

   (Recommended Offering)
   Duration(HH:MM): 00:00

PY2019 ASSISTER 002 MLMS Affordable Care Acts Basics   Not Completed   View Progress
Duration(HH:MM): 00:00

PY2019 ASSISTER 003 MLMS Privacy, Security, and Fraud Prevention Standards   Not Completed   View Progress
Duration(HH:MM): 00:00

PY2019 ASSISTER 004 MLMS Marketplace Assister Essentials   Not Completed   View Progress
Duration(HH:MM): 00:00

The **Complete Progress Report** page offers a progress report available as a **Graphical View** or a **Detailed Status View** of courses completed

Step 4: Check Completion Status- Graphical View

The **Complete Progress Report** page offers a progress report available as a **Graphical View** or a **Detailed Status View** of courses completed

Completing Exams

Marketplace Exemptions and Appeals Assistance | Exit

Congratulations! You passed the test. Your score is: 90%

Please click the **EXIT** button in the upper right hand corner of the screen to exit this assessment.

Select **Exit**

Most modules include a course and an assessment. Answer all questions on the assessment. Click the **Exit** button when you reach the page with your score.

Steps to Certificate Completion

1. Prepare your system
2. Log in to CMS Portal (or Obtain an Enterprise Portal ID)
3. Access MLMS
4. Enroll in Curriculum
5. Complete appropriate training
6. **Print certificate**

Print Certificate Steps

1. Select **Curriculum Status** from left navigation bar
2. Hover your mouse over the **Actions** link and then select **Print Certificate**
3. Select **Print**
4. Follow your system's print window instructions to complete printing.

Note: You may need to select the Activate Adobe Acrobat link on your screen in order to see and print the certificate.

Step 1: Select Curriculum

After completing all training and assessments for your curriculum, select **Curriculum Status** on the left navigation bar.

Step 2: Select Print Certificate

You must complete the entire curriculum in order for the **Print Certificate** option to appear on the curriculum **Actions** list.

Step 3: Print Certificate (CAC)

Print

Select **Print.**

Certificate of Completion

This certificate confirms that

Kimberly Ward

Has successfully completed the following:

Certified Application Counselor (CAC) Curriculum

Completion of the CAC Curriculum does not complete the certification process for CACs. The CMS

approved CAC Designated Organization (CDO) must certify an individual as a CAC and assign the

individual with a CAC identification number upon completion of the CAC Curriculum.

In addition, completion of the CAC Curriculum may not fulfill the requirements to serve as a CAC under

state law. To be fully certified as a CAC, an individual must comply with any licensing, certification, or

other standards prescribed by the State, if applicable. Please consult with your CDO and your state's

Department of Insurance to ensure you are in compliance.

Aquired on:07/02/2018

Health Insurance Marketplace

This is an example of the CAC Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer. 53

Step 3: Print Certificate (Navigator)

Federally Certified Marketplace Navigator

kaushal patel

Orgname

NavId1232

The United States Department of Health and Human Services recognizes kaushal patel of Orgname as a federally-certified Marketplace Navigator, certified to assist consumers in understanding new programs, taking advantage of consumer protections, and navigating the health insurance system to find the most affordable coverage that meets the consumer's needs.

Completion of the Navigator Curriculum may not fulfill the requirements to serve as Navigator under state law. To be fully certified as a federally-certified Navigator, individuals must also meet any licensing, certification, or other standards prescribed by the State, if applicable, so long as such standards do not prevent the application of the provisions of title I of the Affordable Care Act. Please consult with your state's Department of Insurance to ensure you are in compliance.

Aquired on: 04/10/2018

Jeffrey D. Grant
Deputy Center & Operations Director
Center for Consumer Information & Insurance Oversight
Centers for Medicare & Medicaid Services

Health Insurance Marketplace

This is an example of the certificate that appears when a Navigator completes the Navigator curriculum.

Step 3: Print Certificate State In-Person IPA

Certificate of Completion

This certificate confirms that

kaushal patel

Has successfully completed the following:

State In-Person Assister (IPA) Curriculum

Completion of the State In-Person Assister Curriculum may not fulfill the requirements to serve as

an in-person assister under state law. To be fully certified as an in person assister, individuals must

comply with all state requirements. Please consult with your sponsoring organization and/ or state

Department of Insurance to ensure you are in compliance.

Aquired on: 04/10/2018

Health Insurance Marketplace

This is an example of the State In-Person IPA Certificate of Completion. Select **Print** and follow your print window instructions to print the certificate to your printer.

Re-launch a Completed Course

1. From the MLMS Landing page, select **Curriculum Status** on the left navigation bar
2. Select **Curriculum** name
3. Select **Recent Course History** tab
4. Select **View Results**
5. Select **Launch**
6. Select **Cancel** on the bookmarking window to open the course at beginning

Step 1: Select Curriculum Status

Completed modules move from **Current Learning** to the **Curriculum Status** page. To re-launch completed courses, select **Curriculum Status** then select **View Results,** and then **Launch**

Step 2: Select Curriculum Name

You can re-launch courses from acquired curriculum.

Step 3: Select Recent Course History Tab

Step 4: Select View Results

Locate the course under the **Title** column that you want to re-launch, and then select **View Results** in the last column.

Step 5: Select Launch

Locate the content that you want to re-launch and select the **Launch** button from the **Actions** column.

Course Opens

The training content window appears and course opens

Completing Assister Feedback

1. From **Current Learning**, scroll down to Feedback course and select the **Launch** button to begin to provide your feedback.
2. Select the **Begin Survey** button on the the Assister Feedback main page.
3. Select your curriculum and, then select **Submit.**
4. Select **Next** on the Instruction page.
5. The first question appears. Select a feedback response, and then select **Submit.** You may skip a question by selecting **Skip**
6. After completion of all feedback question, Select **Submit** to complete the Feedback course.

Step 1: Select the Launch button.

You cannot mark this course complete.

Offering Name	PY2019 ASSISTER Feedback
Completion Status	Not Evaluated
Score	0

Learning Assignments

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
2019 Assister Feedback	Training Content	Required	Attempts Allowed: Unlimited	Not Evaluated		Launch

Cancel

The Assister Feedback may also be launched from the Training Options page
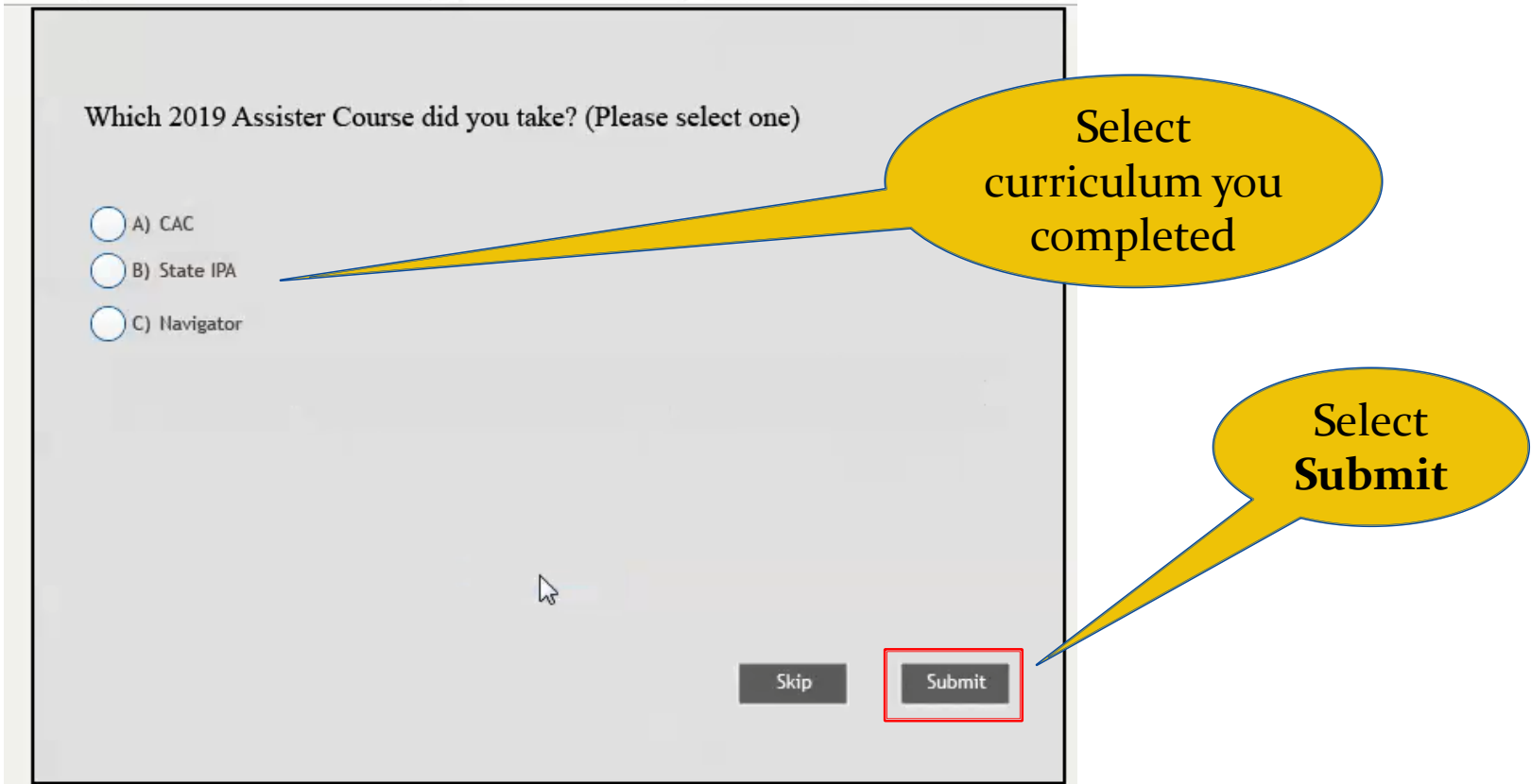
Step 2: Select the Begin Survey button.
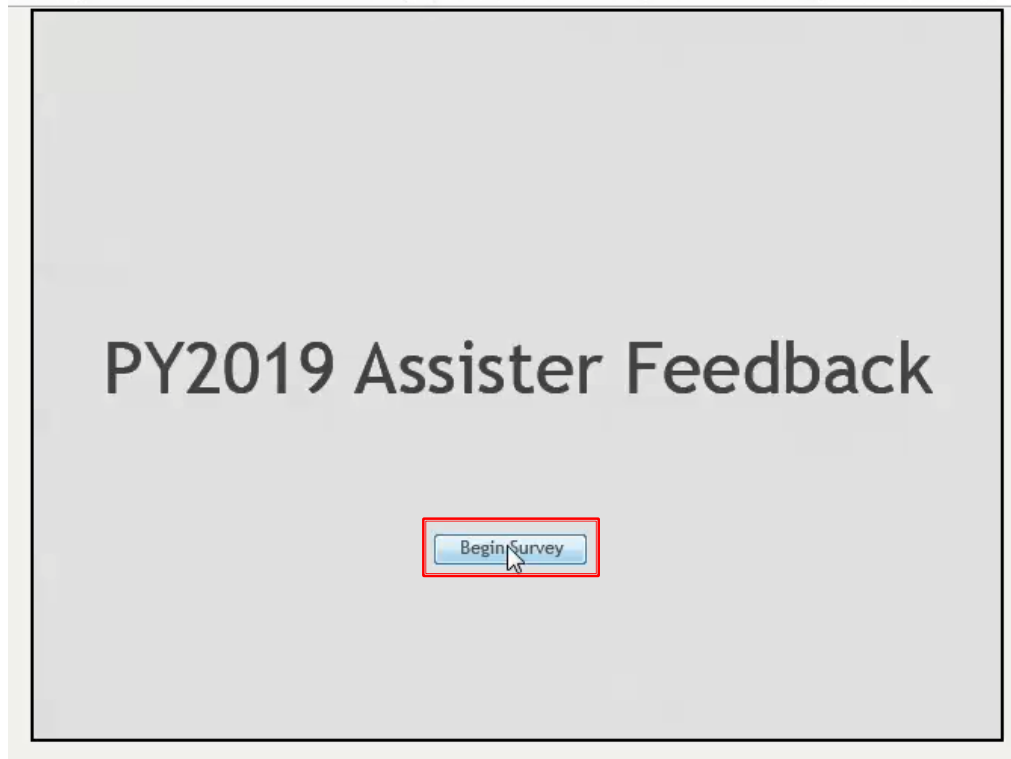
The PY2019 Assister Feedback is launched to allow Assister Course Feedback, click **Begin Survey** to start feedback survey.

Step 3: Select the Submit button.

The Assister Survey is launched to allow Assister Course Feedback, Select the Assister course you took and select **Submit.**

Step 4: Select a feedback response, and then select Submit.

Select a feedback response.

Select **Submit**

Remember, you can skip any questions you don't want to answer, just select **Next** without selecting a response. NOTE: You **cannot** go backwards.

MLMS Assister Feedback Reminders

- Select Assister Feedback by locating it in your **Current Learning** and selecting **Launch**. Assister Feedback is located under Optional Modules.

- After beginning the Assister Feedback, select the curriculum name for which you are providing feedback.

- Skip questions that don't apply by selecting **Submit**.

- You can only go forward once you start the Assister Feedback. Select **Exit** and start over if you've made a mistake; <u>NOTE</u>: When you select exit, a pop-up screen will ask you to confirm that you want to **Exit without Saving.**

- You must select **Submit** on the last question page to ensure your answers are saved in the MLMS.

- Close your browser Exit button in order to submit feedback to the MLMS (This is for the Assister Feedback only).

Plan Year 2019 FFM Assister Training Troubleshooting

FFM PY2019 Assister Training Troubleshooting

Agenda

- System Configuration
- Navigation
- Curriculum Enrollment
- Current Learning
- Course Content
- Content Re-launch
- Help Desk

MLMS Check Your System

MLMS Check Your System

MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

		Recommended Settings	Your System Results
1	Javascript Status	Enabled	JavaScript is Enabled
2	Internet Browser	Firefox,Chrome,Internet Explorer	Chrome (61)
3	Screen Resolution	1024 x 768	1280 x 720
4	Pop-Up Blocker	Not Blocked	Blocked
5	Cookies Enabled	Yes	Yes

System Configuration

- Enable Pop-up Google Chrome

System Configuration cont'd

- Enable Pop-up Google Chrome (Cont'd)

Navigation – Training Options Portlet

- Access Training
  - Training Options portlet

Navigation – Training Options Page

- Access Training
  - Training Options page

Curriculum Enrollment

- Curriculum Enrollment
  - Curriculum default 1-click enrollment
  - Required/Optional modules

Current Learning

- Current Learning
  - Default : All
    - Alternative to view by Curriculum

Course Content- Text Mode Disabled

- Course Content- Text Mode Disabled (default)
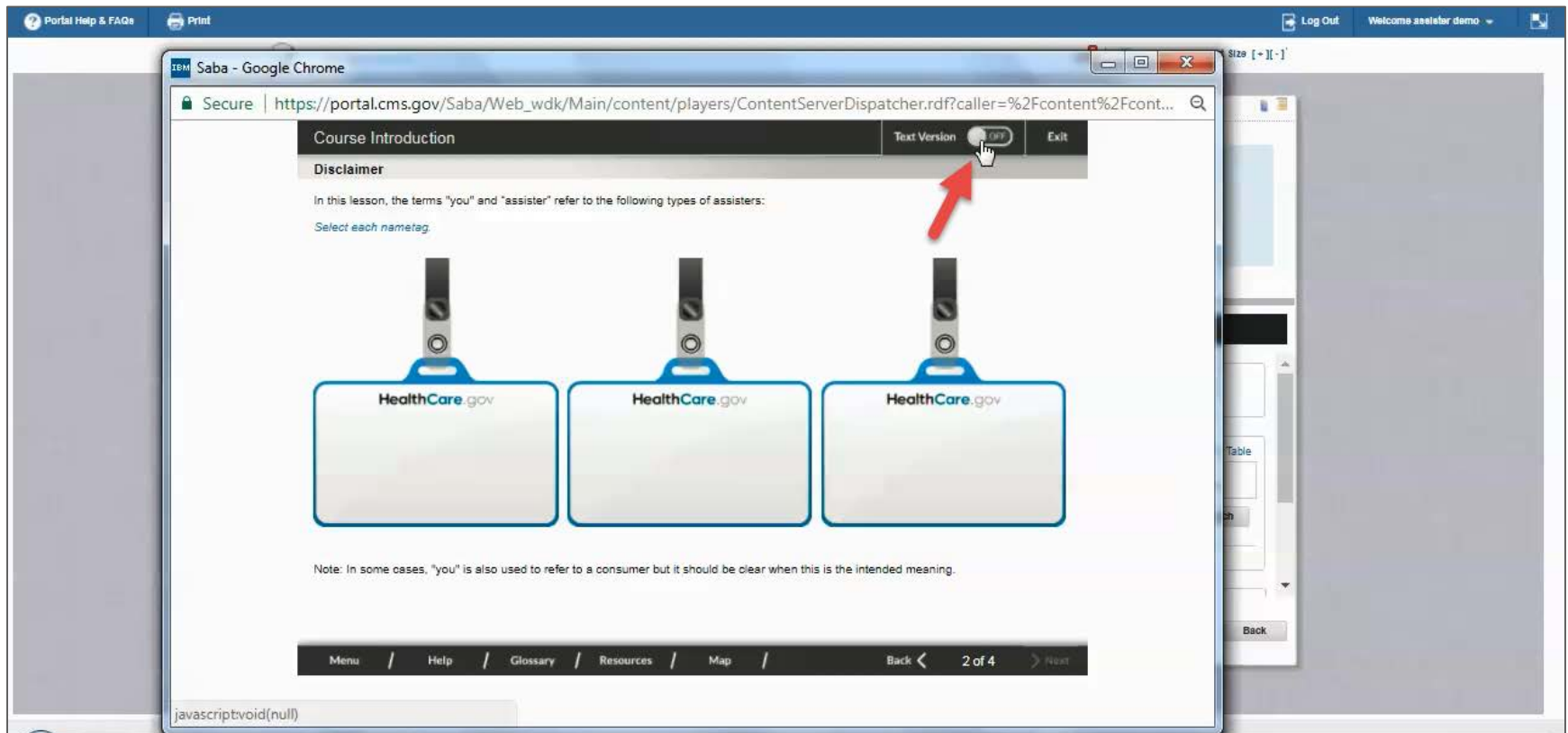
Course Content- Text Mode Enabled

- Course Content Text Mode Enabled
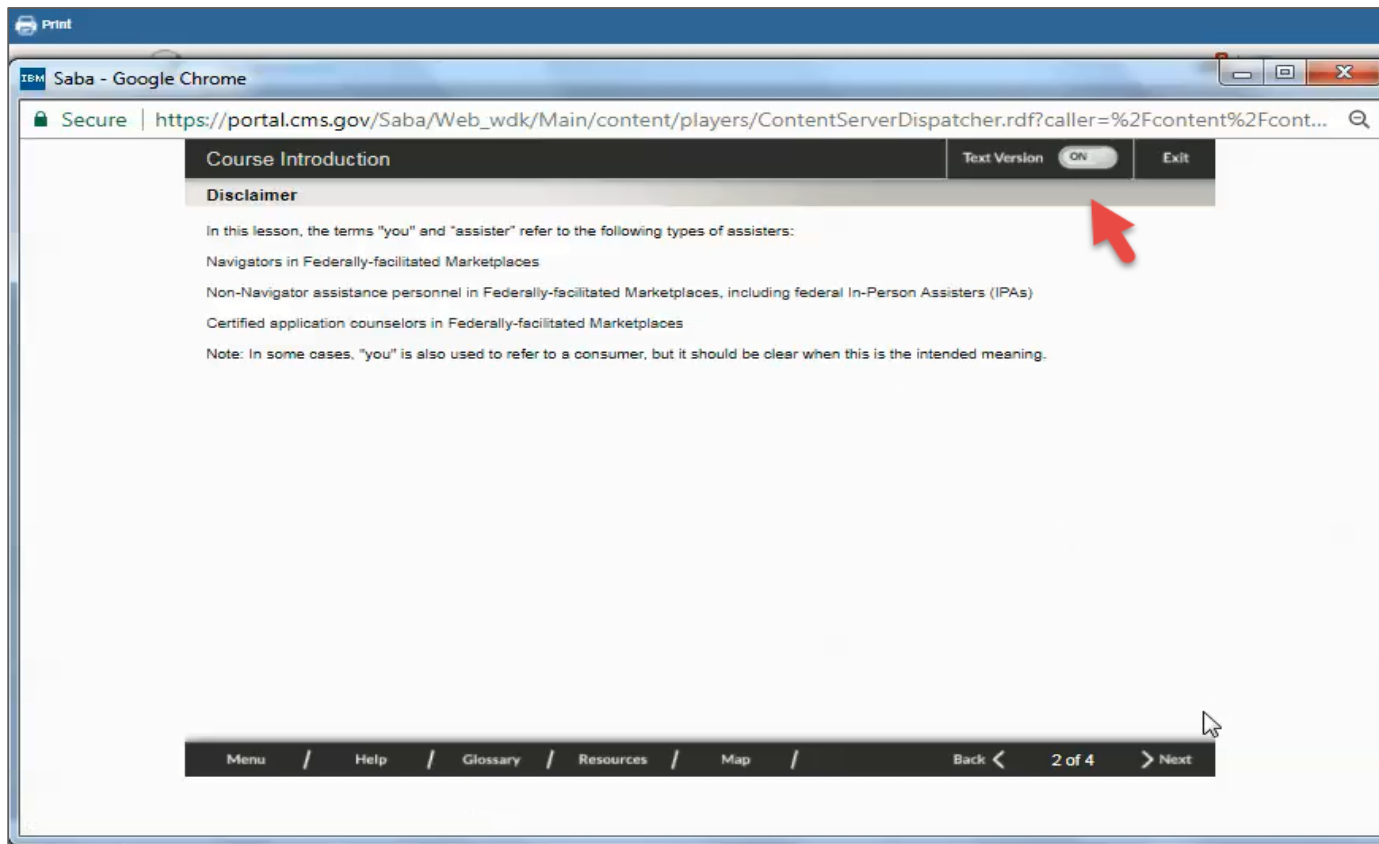
Course Content Completion

- Course Completion
  - Content Level (Training Material/Exam)
  - Course Level
  - All content modules required
  - If course does not roll up and all modules are marked Successful (Return next day)

Content Re-launch

- ## How to Re-Launch Content
  - ### All required course for curriculum must be complete.

Recent Course History

- Recent Course History

Help Desk

- MLMS Help Desk
  - MLMSHelpDesk@cms.hhs.gov
    - Date
    - Time
    - Browser
    - Description of error
    - What action was being attempted

Launch of Plan Year 2019 FFM Assister Training

System Requirements and Reminders

Jabaar Gray
July 11, 2018

Topics

- Browser Types
- QRGs /FAQs
- Prepare your system
- Home Computer / Public Computer
- Portal Timeout
- Print Last Page for Verification
- Contact the Help Desk for assistance
- "Remember to" Summary
- Do's and Don'ts

Browsers

- **Note:** If you use Internet Explorer 11 and are not automatically brought to the MLMS Landing page after selecting the **Save/Update** button, select the **Next** button on the redirect screen.

- USE one of the following Browsers:

Clear Browser Cache

If you are having issues, clearing the cache of your browser sometimes clears up the problem. Below are links to the browser's instructions for clearing the cache.

- Chrome Instructions

- Firefox Instructions

- Internet Explorer 10 Instructions

QRGs and FAQs

QRGs – Quick Reference Guides (QRGs) are available on the CMS Training for navigators, agents, brokers, and other assisters website.

- https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html

QUICK REFERENCE GUIDE: PLAN YEAR 2019
Computer Configuration Requirements

This document provides a quick overview of the system requirements for taking training on the Marketplace Learning Management System (MLMS). For an optimum training experience, it is important that you check your computer's configuration prior to launching the training in the MLMS by following the steps below.

QUICK REFERENCE GUIDE: PLAN YEAR 2019
FFM REGISTRATION AND TRAINING STEPS FOR ASSISTERS

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 (52.2.1), or Chrome (59.0.3071).

QRGs and FAQs

- FAQs – The Frequently Asked Questions (FAQs) document is available on the CMS Training for navigators, agents, brokers, and other assisters website. It is also available on the MLMS Landing page and on the pop-up Help Desk window in the MLMS.
  - https://marketplace.cms.gov/technical-assistance-resources/training-materials/mlms-questions.PDF

Assister Resources

Computer Configuration Quick Reference Guide
MLMS Check your System
Pop-up Guidance
AssisterFAQ

Help

Certified Application Counselors (CACs) with questions about assister certification training should contact
CACQuestions@CMS.hhs.gov

Navigators with questions should contact your CMS project officer.
Need Help? Please click on the Help Desk link at the bottom of the page to send an email to the MLMS help desk
Monday – Friday; 9:00 AM - 5:00 PM EST
Assister FAQ: Click Here

Preparing Your System – Pre-Login

1. JavaScript needs to be enabled for successful use of the Enterprise Portal.
   - http://enable-javascript.com/

2. Download latest version of Adobe Flash
   - https://get.adobe.com/flashplayer/
   - Follow the onscreen instructions. (You do not need to select the antivirus software. That is a personal preference.)

3. Allow Pop-up windows for the following URL
   - Open up your browser (Firefox, Chrome, or IE).
   - Firefox instructions: From the toolbar select, **Tools -> Options-> Content -> Exceptions** and then, type **portal.cms.gov** in the **Address of website** field.
   - If your version is different, use the support link listed below for pop-up blockers Chrome Instructions / Firefox Instructions /Internet Explorer

Preparing Your System – Post Login

1. Once you are logged in to the MLMS, you can verify that your computer is ready, by clicking the **MLMS Check your System** link from under Assister Resources on the MLMS Assister Portlet Landing page.

Preparing Your System – Post Login

2. Below is an example of the information you might see when clicking the **Check your System Configuration** link. Use this information as a guide to modify your computer/laptop settings (if necessary) to have an ideal training experience. If submitting a ticket to the help desk for technical support, complete these steps first and provide a screen shot of your system results for faster assistance.

MLMS Check your System

The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.

		Recommended Settings	Your System Results
1	Javascript Status	Enabled	JavaScript is Enabled
2	Internet Browser	Firefox,Chrome,Internet Explorer	Firefox (60)
3	Screen Resolution	1024 x 768	1280 x 720
4	Pop-Up Blocker	Not Blocked	Not Blocked
5	Cookies Enabled	Yes	Yes

Home or Public Computer

- Some company networks are very restrictive as to what Websites an employee may visit or what browsers may be used at work. Some work machines have additional security controls or software which could interfere with MLMS.

- If you are having multiple issues, try completing your training on your home laptop or computer. If you don't have a laptop or computer at home, try using a computer at a library.

Portal Timeout 30 Minutes

- Enterprise Portal times out every 30 minutes.

- Click the Portal window every 28 minutes and look for a pop-up box to continue the current session.

- Don't get distracted while taking training. Set a timer for 28 minutes.

- If you timeout, you may need to clear your cache, or log back in twice in order to see the **MLMS > Training** link on your CMS Portal page.

Capture Screenshot of Last Page of Course
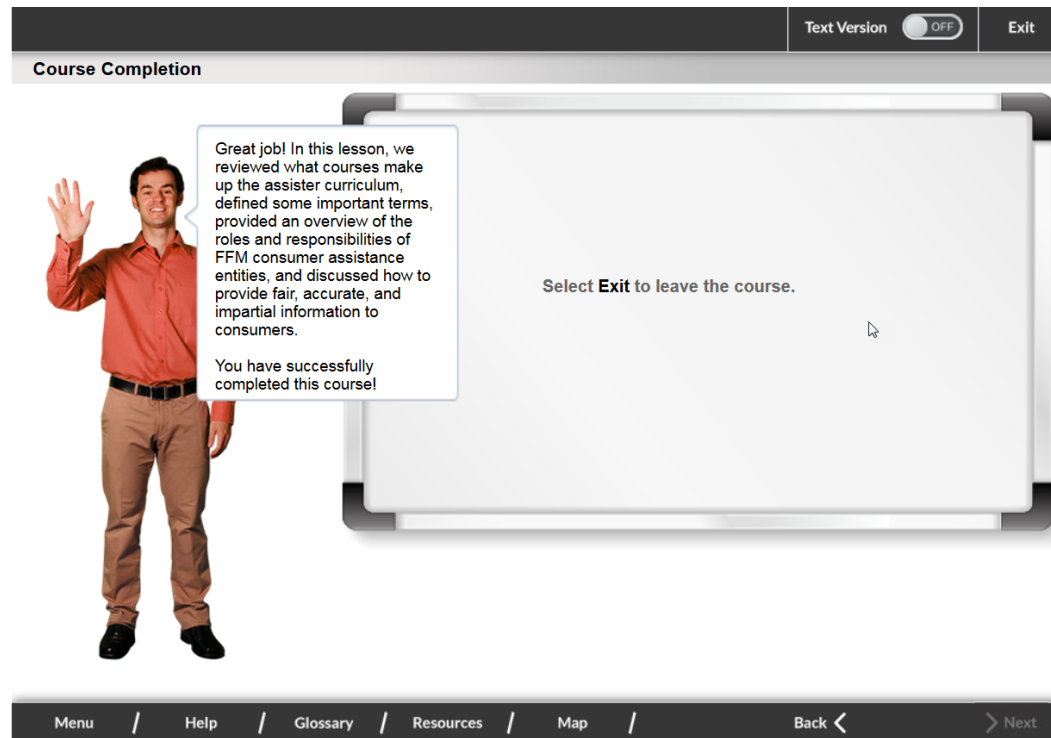
This is the last page of a course. Take a screen shot of this page. Press **PrtScn**. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories**, and then clicking **Paint**. In Paint, on the **Home** tab, in the Clipboard group, click **Paste**. For Windows 8 users, press the **Windows** key + **Prt Sc**.

View Completed Learning

Some users may not see an updated course completion right away in MLMS. Navigate to **MLMS Assister Portlet.** Under **Curriculum Status,** Select your curriculum to verify status

View Complete Progress Report

Your Complete Progress Report will be displayed with status of registered items completed as **Completed** or **Not Completed,** and a percent completed status displayed.

Enroll in Optional Courses

- To enroll in another curriculum that contains the optional courses perform the following steps:
  1. Log in to CMS Portal and on the MLMS Profile page, change your Assister Type to "**Other**" and then select the **Save/Publish** button.
  2. From the Training Options portlet, select **Action** and then **Enroll** for either the State IPA, Federal IPA, or New Navigator curriculums.
  3. Select **Complete Enrollment**
  4. Select **Go to Current Learning**
- The optional courses you did not take as part of the CAC curriculum will now appear in **Current Learning.**

Help Desk Assistance

- If you encounter an error, or your course doesn't show complete even though you completed a course, open a ticket with the Help Desk.

- Select the **Check your System Configuration** link on the MLMS Landing page. Send a screenshot of the information to the Help Desk.

- Include in your ticket the following information:
  - Print screens
  - Third party security software installed
  - Is Flash installed

Remember To

- For the best performance, use Firefox, Chrome, Internet Explorer 10 or lower as your Web browser.

- Prepare your system before accessing the MLMS (turn off pop-up blockers, load Flash, and turn on JavaScript).

- Take your training on a home computer/laptop or public computer (such as the library).

- Take training in 28 minute intervals, and/or check the portal window to ensure you have an active session.

- Print a copy of the last page of a course for verification

- Contact the Help Desk for assistance. Send a screenshot of your computer's **Check your System Configuration** page.

Final MLMS Don'ts

- Don't click the browser's **Back** button.

  - If you click the **Back** button you will need to refresh the page and navigate to your previous location. You can use **Back** within the training content window.

- Session Timeout - Don't get distracted while taking the training. The Enterprise portal/MLMS will time out in **30 minutes** when no activity is present.

- The course is not finished until you see the following words:

You've successfully completed this course.

Click **EXIT** to leave the course.
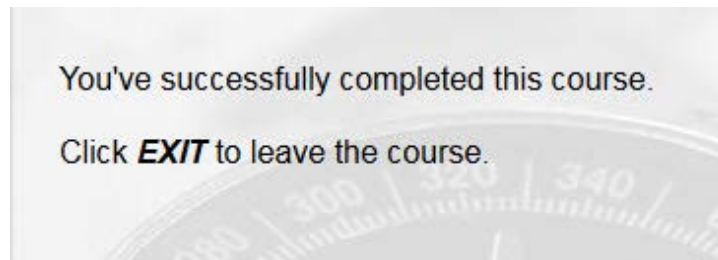
Help Desk Resources

- ## CMS Enterprise Portal Help Desk
  - 855-267-1515
  - CMS_FEPS@CMS.hhs.gov
    - User ID / Password Issues
    - No access to MLMS

- ## MLMS Help Desk
  - MLMSHelpDesk@cms.hhs.gov
    - Can't print my certificate
    - Can't find curriculum
    - Training is not launching

Questions?