



Tips for Completing 2017 Federally-Facilitated Marketplace (FFM) Assister Training

The training can be accessed through the CMS Enterprise Portal by registering as a new user at <https://portal.cms.gov/>. You can review the 2017 FFM Assister Training and Certification process [here](#). Read the below tips then review the 2017 FFM Assister Training and Certification process to learn how to gain access to MLMS and begin training [here](#).

- Use Google Chrome, Mozilla Firefox, or Internet Explorer 10 or lower as your web browser
- Ensure [JavaScript](#) is enabled on your computer
- Clear cookies and re-start browser
- Allow pop-up windows
- Use the latest version of [Adobe Flash](#)
- On the MLMS Assister Landing page, verify that your computer is ready by clicking *Check your System Configuration*
- Some organizations have security controls or software which could interfere with MLMS. If you run into issues, try taking your training on a home computer/laptop or public computer (like a library).
- The 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. 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.
- Save a screen shot of the last page of each module and the final completion screen showing proof of completion. To do so follow these steps:
 - Step 1: press the *PrtScn* button on your computer keyboard
 - Step 2: Open the Paint windows program by pressing the *Start* button on your computer keyboard and clicking *All Programs*, clicking *Accessories*, and then clicking *Paint*
 - Step 3: Once you are in *Paint*, click *Paste* located on the *Home tab*

How to Register:

[State Funded Assister](#)

[CAC/Non-State Funded Assister](#)

What to do if some of your modules are not showing up

If you do not see any courses when trying to access training, first verify that the training is not already listed as one of your enrollments. *Current Enrollments* can be found using the *Learning* link, which is located on the left-hand pane of the MLMS.

If your courses are still not visible, check your completed learning:

1. Click the *Learning* link in the menu on the left-hand side of the MLMS.

2. Click *Completed Learning* to see the courses you have completed.
3. Click *Curriculum* in the left menu to see the status of your curriculum.

If the course remains invisible after you've checked your completed learning:

1. Complete all required courses
2. Take screen shots of all required courses
3. Send all screen shots to the MLMS Help Desk

Make sure you're enrolled in a curriculum to retrieve your Certificate of Completion

Many users have found that they can enroll into courses one-by-one. However, MLMS requires that you enroll at the Curriculum Level to generate the overall Certificate of Completion. Enrolling into the curriculum itself will also ensure all the courses are within your enrollments. After you enroll into a curriculum, the curriculum name will leave your Training Options area and move into your Curriculum Status area on the MLMS Home Page, until it is completed.

Within the Training Options area, to the right of the curriculum name, is an *Actions* link. Hover over *Actions*, and select *Enroll*. A list of courses within the Curriculum will be displayed. Click the *Complete Enrollment* button. From there, click *Learning* in the left menu, and proceed to launch courses with each *Launch* button available.

Send your Certificate of Completion to:

Email: khbe.kynect@ky.gov

Fax: 502-573-2090 Attn Agent Certification

Mail: KOHBE
Attn: Agent Certification
8 Mill Creek Park
Frankfort, KY 40601

[MLMS Frequently Asked Questions](#)

Help Desk

If you need technical assistance with the portal, you can contact one of two places:

MLMS Help Desk

- MLMSHelpDesk@cms.hhs.gov
- For issues such as:
 - Can't print my certificate
 - Can't find curriculum
 - Training is not launching
- Include the following information in your email:
 - Browser Type
 - Operating System
 - Print screens
 - Third party security software installed

- Whether settings like Pop-up's, Javascript, and Flash are enabled with your browser
- The MLMS Help Desk should respond to your email within eight business hours. Business hours are Monday - Friday: 8:00 am-8:00 pm ET and Saturday-Sunday: 9:00 am-5:00 pm ET.
- Once you submit an email to the MLMS Help Desk (MLMSHelpDesk@cms.hhs.gov), please do not send multiple emails on the same issue to the MLMS helpdesk.

CMS Enterprise Portal Help Desk

- 855-267-1515 or CMS_FEPS@CMS.hhs.gov
- For issues such as:
 - User ID / Password Issues
 - No access to MLMS

Resources

- [Training Materials](#) – Additional FAQs, training guides, and webinars.
- [Presentation Slides from the MLMS Training Webinar](#) - These slides include screenshots and a step by step walk through of how Navigators should register in MLMS.
- [Preparing Your System](#) and [FFM Registration and Training Steps for Assisters](#) - These guides also include step by step instructions for the registration and training course completion process.