



# MLMS REFERENCE GUIDE: PLAN YEAR 2016 TROUBLESHOOTING FREQUENTLY ASKED QUESTIONS

This document is a resource guide to help assisters register, access training, and troubleshoot issues in the Marketplace Learning Management System (MLMS). The MLMS replaces the Medicare Learning Network® (MLN) as an online web-based training platform for assisters providing application and enrollment assistance to consumers in Federally-Facilitated Marketplaces (FFMs), including State Partnership Marketplaces (SPMs), and certain State-based Marketplaces using the Federal platform (SBM-FPs).

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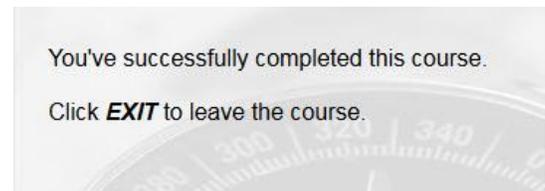
## TROUBLESHOOTING OVERVIEW

### *MLMS TRAINING DO'S*

1. Use Firefox or Chrome as your web browser.
  - Internet Explorer and Microsoft Edge currently do not support Assister training.
2. Prepare your system before accessing the MLMS (e.g. turn off any pop-up blockers, load Adobe Flash Player, and turn on JavaScript).
3. Complete training on a home computer/laptop or on a public computer (e.g. at the library).
4. Take training in 28-minute intervals and/or toggle to the CMS Portal window to ensure you are in an active training session.
5. Select every link on the training content page to active the **NEXT** button.
6. Print or save a copy of the last page of each course to verify your completion of the curriculum in the event the MLMS does not accurately reflect your completion status.
7. Contact the MLMS Helpdesk for assistance at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov). In your inquiry, provide:
  - Your browser type
  - Your operating system
  - Any third-party security software installed on your device
  - Whether settings like pop-ups, JavaScript, and Adobe Flash Player are enabled on your browser
  - Screenshots of the error

### *MLMS TRAINING DON'TS*

1. Do not click the **BACK** button on your browser.
  - If you select the **BACK** button, you must refresh your page and navigate to your previous location.
2. Do not exceed 30 minutes without activity in a course. The CMS Portal and the MLMS time out at 30 minutes when no activity is present.
3. You have not completed a course until you see:



4. After contacting the MLMS helpdesk for Assistance, please do not contact other helpdesks CMS helpdesk regarding the same issue. The MLMS helpdesk will contact you within 8 business hours.

## MOST COMMON ISSUE

**If you complete a course but the MLMS records your completion status as incomplete.**

## ASSISTANCE

For questions/comments about CMS Portal User IDs, CMS Portal passwords, and no access to the MLMS, please contact the CMS Portal: 1-855-267-1515 or [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov)



## **MLMS REFERENCE GUIDE: PLAN YEAR 2016 TROUBLESHOOTING FREQUENTLY ASKED QUESTIONS**

For questions/comments about certificates, curricula, and training within the MLMS, please contact the MLMS Help Desk: [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov). The MLMS Helpdesk will respond to your inquiry within eight business hours. The helpdesk is open Monday through Friday from 8:00 a.m. to 8:00 p.m. EST and weekends from 9:00 a.m. to 5:00 p.m. EST.

For question in regards to the Navigator or CAC program questions, please contact your Navigator organization or designated CAC organization.

## GETTING STARTED

### **Q: What do I need to do to take the Assister training on the MLMS?**

**Your Browser:** Make sure that you are using the latest version of either Chrome or Firefox, as these two web browsers work best for the MLMS. The system is currently experiencing issues with Internet Explorer and Microsoft Edge.

To ensure your pop-up blocker is turned off in Firefox:

1. Click **Tools**.
2. Select the **Content** tab under the **Options** window.
3. Uncheck the **Block Pop-up Windows** checkbox.
4. Select the **OK** button at the bottom of the window.

To ensure your pop-up blocker is turned off in Chrome:

1. In the top-right corner of Chrome, click **Menu**.
2. Select **Settings**.
3. Click **Show Advanced Settings**.
4. Under Privacy, select **Content Settings**.
5. Under Pop-ups, select **Do Not Allow Any Site to Show Pop-ups (Recommended)**.

**Pop-up Blocker:** Ensure that your pop-up blocker is turned off. If you are using an Adobe Acrobat plug-in, or something similar, make sure PDF files are loading within your browser instead of within the plug-in.

**Adobe Flash Player and JavaScript:** Make sure that JavaScript and Adobe Flash Player are enabled.

To ensure JavaScript is enabled in Firefox:

1. In the address bar, type **about:config** and press **Enter**.
2. Click **I'll be careful, I promise** if a warning message appears.
3. In the search box, search for **javascript. Enabled**.
4. Toggle the **javascript. Enabled** preference to change the value from **False** to **True**.

To ensure JavaScript is enabled in Chrome:

1. In the top right corner of Chrome, click **Menu**.
2. Select **Settings**.
3. In the **Settings** section, click on the **Show Advanced Settings**.
4. When the dialog window opens, in the **Javascript** section select **Allow All Sites to Run Javascript (Recommended)**.
5. Click **OK**.
6. Close the **Settings** tab.
7. Select **Reload This Page** on the web browser to refresh the page.

To check if Adobe Flash Player is installed on your computer:

1. Navigate to <https://helpx.adobe.com/flash-player.html>.
2. Click the orange **Check Now** box to determine if you already have Adobe Flash Player.

To download Adobe Flash Player:

1. Navigate to <https://get.adobe.com/flashplayer/>.
2. On the bottom right of the screen, click the orange **Install Now** button.

To enable Adobe Flash Player for Firefox:

1. Click the **Menu** button, and click **Add-ons**.



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2. In the Add-ons Manager tab, select the **Plugins** panel.
3. Look for *Shockwave Flash* on your list.
4. Set it to **Always Activate**.

To enable Adobe Flash Player for Chrome:

1. Type **chrome: plugins** in the address bar to open the **Plug-ins** page.
2. On the Plug-ins page, find the **Flash** listing.
3. To enable Adobe Flash Player, click the **Enable** link under its name.

### **Q: What if my employer does not authorize Firefox or Chrome and only allows Internet Explorer?**

Some organizations have security controls or software, such as Internet Explorer which could interfere with MLMS. If you run into issues, we suggest that you take your training on a home computer/laptop or public a computer such as the library.

## LOGGING IN

### **Q: If I already have CMS login, do I have to register again this year?**

Yes, this is a new system; therefore, all users are considered new and are required to register to access the MLMS.

### **Q: When registering for MLMS account in the CMS Portal, I accidentally typed my name wrong. I have been unable to re-edit my name and it is still incorrect. I have completed all my CAC training and I don't want to have to start over? What should I do?**

If you incorrectly entered your personal information, please contact the Exchange Operations Support Center via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or telephone at 1-855-CMS-1515 and report that you need to amend your personal information linked to your CMS Portal and MLMS accounts.

### **Q: How do I change/reset my MLMS password?**

To change your CMS portal (MLMS) password:

1. Visit the CMS Enterprise Portal via [portal.cms.gov](http://portal.cms.gov).
2. On the right side of the site, click on the "Forgot Password" link under the CMS Secure Portal pane.
3. Follow the on-screen instructions. If you need further assistance, please contact the Exchange Operations Support Center via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or telephone at 1-855-CMS-1515.

### **Q: How do I change change/reset my password when I do not remember the answer to my security question?**

Please contact the Exchange Operations Support Center via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or telephone at 1-855-CMS-1515.

## PROFILE PAGE

### **Q: Why do we have to use our personal address during registration?**

Personal addresses are requested from every CMS Portal user. However, CCIIO does not require your personal address for registration. Please feel free to use your work address instead.

### **Q: What do I do if the Profile Page keeps refreshing when I first log into MLMS and I am not able to fill in the required fields?**

**Solution One:** Make sure you complete the fields from top to bottom. Do not wait to select "Assister Type" until last, as it will wipe out any information changes below that you made.

**Solution Two:** Clear your Cache, close all open browsers, and try the process again.

**Solution Three:** Attempt the process again 30 minutes later.

This problem will no longer occur once you access the system the first time as you will be able to click the **Next** button on subsequent logins. You can clear your Cache by:

If you are using Chrome, please navigate to: <https://support.google.com/chrome/answer/95582?hl=en>.

If you are using Firefox, please navigate to: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>.

**Q: What do I do if I accidentally chose the wrong CMS Portal user role?**

If you are an Assister and you chose the role of Agent/Brokers, please contact the Exchange Operations Support Center via email at [CMS\\_FEPS@cms.hhs.gov](mailto:CMS_FEPS@cms.hhs.gov) or telephone at 1-855-CMS-1515 and report that you are an Assister who has chosen the wrong role and that EIDM needs to change your role to Assister.

**TRAINING: COURSES AND EXAMS**

**Q: How do I see my completed courses/exams?**

To view your completed courses or exams, navigator to **Completed Learning** in the left-hand navigation pane, where in-progress and completed courses and exams can be accessed.

**Q: I completed a course/exam but the system does not show it as complete.**

If the system did not record your progress, log out of the MLMS and log back into the system. You may be using an unsupported web browser. The system works best with Chrome or Firefox and is currently experiencing issues with Internet Explorer and Microsoft Edge.

If you are currently using Chrome or Firefox and the system did not record your progress, please log out of the MLMS and log back into the system. To log out of the MLMS, close all web browsers related to the MLMS.

Now, please navigate to the **Completed Learning** page to find your completed courses. If the issue persists, please take a screenshot of the error on your screen and reply to this email with the screenshot.

**Q: When I get to the MLMS Home Page, why don't I see anything under my Training Options?**

**Solution One:** Confirm that you selected an Assister Type for which training is available: Certified Application Counselor (CAC), Navigator, or In-Person Assister.

**Solution Two:** Confirm 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 on the **Learning** link in the menu on the left-hand side of the MLMS.
2. Click **Completed Learning** to see the courses you completed.
3. Click **Curriculum** in the left menu to see the status of your curriculum.

Also, note:

- Some organizations have security controls or software which could interfere with MLMS. If you run into issues, take your training on a home computer/laptop or public computer (such as the library).
- Select each and every link on the training content page to activate the **Next** button to appear.
- Do not 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. To avoid this problem in the future, use the navigation arrows within the MLMS window to move forward or backward within the MLMS system (including moving within a course).

- The CMS 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.
- Save a screenshot of the last page of the training course as proof of completion in the event that your course completion is not recorded.

To create a screenshot on a Windows computer:

1. Hold down the **Fn** key (located on the lower left-hand side of most keyboards) and the **PRNTSCRN** key at the same time (usually located on the right-hand side of the top row of keys).
2. Paste the image into a reply to this email.

To create a screenshot on a MAC Computer

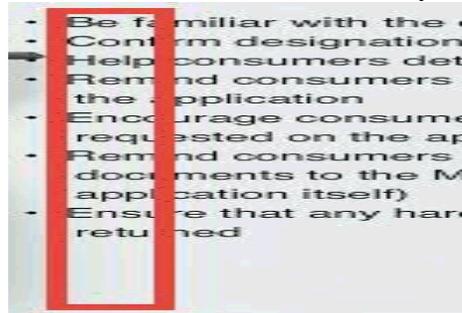
1. Hold down the **Command, Shift, and 3** buttons at the same time.
2. Paste the image into a reply to this email.

**Q: Why is the NEXT button not functioning when I am in a course?**

**Solution One:** If you receive an error message in a new window after clicking a link within the course, close out of the error message window to return to course content.

To keep progressing through the course, make sure you click on every hyperlink and every block of text, which will then allow the NEXT button to function. The Next button will be enabled when all required tasks on a page are complete. Please make sure you have clicked all the BLUE underlined links to enable the NEXT button, allowing you to proceed within the course. If you are having difficulty within a Knowledge Check, please make sure you have attempted to complete the Knowledge Check before proceeding.

**Solution Two:** Ensure you are clicking on or next to the area for each bullet, link, or flash object.



**Q: I am getting a course loading error. What do I do?**

This may be due to your web browser. Ensure that you have the latest version of your web browser. We recommend using Firefox or Google Chrome. You can also try refreshing your browser. If the problem persists, contact the Help Desk at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov) or click the MLMS Help Desk link at the bottom of the MLMS page. Be sure to include your error message in your email to the MLMS Help Desk.

**Q: What happens if some of my modules are not showing for my assister training?**

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.

**Q: What do I do when my course is frozen?**

Try exiting the training and launching the course again. Your training progress will not be lost if you use the “Exit” button instead of closing the browser. It will be bookmarked so that you can resume your training from where you left off. You can also try restarting your computer. If the problem persists, contact the Help Desk at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov) or by clicking the Help Desk link at the bottom of the MLMS page.

**Q: I’m a CAC but I want to take the Navigator curriculum. How do I gain access to the Navigator training?**

Although you will not receive credit for completing the Navigator training, you may access the Navigator curricula. CACs who would like to take the navigator curriculum should first complete their assigned curricula and then log in to the MLMS and select “Other” as your Assister Type. As “Other”, you may access the complete Navigator curricula.

**Q: I’m a Navigator that qualifies for recertification but I want to take the full navigator training as a refresher. What do I do?**

Returning navigators that qualify for recertification should complete their assigned curricula and receive and print his/her certificate. Then, to review the complete Navigator training as a refresher, log in to the MLMS and select “Other” as your Assister Type. As “Other”, you may access the complete Navigator curricula.

## **CERTIFICATES**

**Q: How do I print my certificate?**

To access and print your certificate:

1. Navigate to the **Completed Learning** page.
2. Click on **Print Certificate** located under **Actions**.
3. Select **Print Certificate** from the certificate that appears.

You may also print a Certificate of Completion for any course; however, please note that course certificates do not reflect your registration status. Also note that if you have finished all courses and completed your curriculum, your Landing Page will be blank but the courses you have taken will be visible under **Completed Learning**.

**Q: I completed and saved my training and was unable to print my certificate immediately. I logged back in and I no longer see a curriculum under my Current or Completed Learning.” I am using Firefox. What should I do?**

Your curriculum is still there. Access your certificate by navigating to: Learning --> Curriculum --> Hover over actions --> Print Certificate.

**Q: What do I do if the print button is not working?**

If your Print button does not work, you can create a Print Screen.

Hold down the **Fn** key (located on the lower left-hand side of most keyboards) and the **PRNTSCRN** key at the same time (usually located on the right-hand side of the top row of keys). Paste the image into a Word Document. You can print the image from Word.

If the print link is not working, you can save your certificate as a PDF document. To save your certificate as a PDF file, your computer must have Chrome or a PDF conversion utility installed.

## **EXAMS**

**Q: How many times can I take an exam?**

If you failed an exam or wish to retake an exam you successfully completed, you may re-launch and complete the exam as many times as you would like.

**MLMS SYSTEM ERRORS**

**Q: How do I keep the MLMS page from timing out?**

The MLMS will provide you with an inactivity warning after 28 minutes and will log you out after 30 minutes. However, sometimes these warnings may appear behind your course window or exam window.

To ensure this does not happen, maintain some form of activity on the main MLMS screen every 30 minutes. For example, click on the main MLMS screen behind the opened course window or exam window, to make sure that the 28-minute warning did not appear. If you have the course window or exam window open for an extended period of time, make it a habit to go back and click on the main MLMS screen every 28 to 30 minutes. These sorts of actions will keep the connection between your course and the MLMS active.

**Q: I was going through the training and a screen came up that said, “Plug-in needed.” How do I resolve this?**

If you received a “Plug-in needed” error message, you will need to allow pop-up windows, download the latest version of Adobe Flash Player, and enable JavaScript.

To allow pop-up windows, open your browser.

1. From the toolbar, select **Tools**→**Options**→**Content**→**Exceptions**.
2. Type **portal.cms.gov** into the address of the **Website** field.

To ensure Javascript is enabled in Firefox:

1. In the address bar, type **about: config** and press **Enter**.
2. Click **I’ll be careful, I promise** if a warning message appears.
3. In the search box, search for **javascript. Enabled**.
4. Toggle the **javascript. Enabled** preference to change the value from **False** to **True**.

To ensure Javascript is enabled in Chrome:

1. In the top right corner of Chrome, click **Menu**.
2. Select **Settings**.
3. In the **Settings** section, click on the **Show Advanced Settings**.
4. When the dialog window opens, in the **Javascript** section select **Allow All Sites to Run Javascript (Recommended)**.
5. Click **OK**.
6. Close the **Settings** tab.
7. Select **Reload This Page** on the web browser to refresh the page.

To check if Adobe Flash Player is installed on your computer:

1. Navigate to <https://helpx.adobe.com/flash-player.html>.
2. Click the orange **Check Now** box to determine if you already have Adobe Flash Player.

To download Adobe Flash Player:

3. Navigate to <https://get.adobe.com/flashplayer/>.
4. On the bottom right of the screen, click the orange **Install Now** button.

To enable Adobe Flash Player for Firefox:

1. Click the **Menu** button, and click **Add-ons**.
2. In the Add-ons Manager tab, select the **Plugins** panel.

3. Look for *Shockwave Flash* on your list.
4. Set it to **Always Activate**.

To enable Adobe Flash Player for Chrome:

1. Type **chrome: plugins** in the address bar to open the **Plug-ins** page.
2. On the Plug-ins page, find the **Flash** listing.
3. To enable Adobe Flash Player, click the **Enable** link under its name.

## HIOS

**Q: I received an error message that says “HIOS Validation Failed: Name does not match record associated with HIOS ID. What do I do?”**

If you receive a HIOS ID error message after clicking the **Save/Update** button on your profile page:

1. Make sure that there are no spaces after your ID number (this happens most often if the ID number was pasted into the field instead of typed in).
2. Contact your Affiliated Organization that provided you with your Assister ID number to ensure its accuracy.
3. Confirm that the **first name** and **last name** associated with your Assister ID are the same **first name** and **last name** associated with your CMS Portal profile.

MLMS uses your CMS Portal Profile **first name** and **last name**. If any part of your name in your CMS Portal Profile is different from your **Assister** (i.e. HIOS) name, then you will receive an error message (e.g. “Christina” in HIOS versus “Tina” in CMS Portal/MLMS).

After you validate your HIOS Assister ID with your Affiliated Organization, please confirm that your CMS Portal Profile name exactly matches your HIOS Assister ID (including your first and last name registered in HIOS). If there is a difference between your HIOS Assister ID and your CMS Portal Profile name, please take a screenshot of the error message and send it to [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov). Include a description of the difference between the two IDs.

## QUESTIONS AND CONCERNS

**Q: How can I get help for the MLMS, printing a certificate, a question about my curricula, or problems with training?**

Please contact the MLMS Help Desk at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov) or by clicking the Help Desk link at the bottom of the MLMS page for additional assistance.

**Q: How can I get help for with my User ID, password issues, or accessing the MLMS?**

Please contact the Please contact the MLMS Help Desk at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov) or by clicking the Help Desk link at the bottom of the MLMS page for additional assistance.

**Q: Is there a phone number for the MLMS Help Desk?**

There is not a phone number to reach the MLMS Help Desk. The MLMS Help Desk can be reached via email at [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov).