



# **EIDM Instructions for DDR Users**

Version: 1.0

Date: 10/09/2018

# Table of Contents

Welcome to the EIDM Instructions for DDR Users.....	3
Table 1: Key Terms.....	3
What is EIDM? .....	4
What is DDR? .....	4
DDR integration into EIDM.....	4
Figure 1: EIDM DDR Integration Workflow .....	5
Table 2: EIDM User Role Table .....	6
Figure 2: EIDM Role Approval Hierarchy.....	7
Scenarios.....	8
Step 1: Register for an EIDM ID.....	9
Step 2: Request Access to DDR .....	15
Step 3: Verify Identity Online with Remote IdentityProofing (RIDP) .....	22
What is Identity Verification? .....	22
Completing RIDP.....	23
Step 4: Multi-Factor Authentication (MFA) .....	27
What is Multi-Factor Authentication (MFA)? .....	27
MFA Registration.....	28
MFA Login .....	32
Additional Actions.....	36
Forgot User ID .....	36
Forgot Password .....	39
Removing an MFA Device .....	42
Cancel a Pending Role Request in EIDM .....	44
Subscribe to EIDM Portal Notifications .....	46
Change Password.....	49
Change Challenge Questions.....	52

## Welcome to the EIDM Instructions for DDR Users

The EIDM Instructions for DDR users describes steps DDR users should take to obtain EIDM IDs and request access to DDR. Please contact the Help Desk if you have questions outside the scope of this document.

Assistance with DDR is available through the DDR Help Desk, Monday through Friday, 9:00 am-7:00 pm Eastern Standard Time. For questions regarding the use of DDR, contact the DDR Help Desk via email at [DDRHelpDesk@dcca.com](mailto:DDRHelpDesk@dcca.com) or call 301-547-4688.

The DDR Help Desk Team welcomes your suggestions for our training and reference materials. Please contact us with your feedback and comments on this training, or if you need other DDR assistance.

### Table 1: Key Terms

Select each term for further information.

Table 1: Key Terms

Term	Description
<a href="#">EIDM Portal</a>	CMS Enterprise Identity Management Portal
<a href="#">CMS Secure Portal</a>	The link to login to the EIDM Portal
<a href="#">RIDP</a>	Remote Identity Proofing
<a href="#">MFA</a>	Multi-Factor Authentication
<a href="#">EIDM ID</a>	An EIDM ID provides access to EIDM through the CMS Enterprise Portal. Having an EIDM ID does not mean a user has access to DDR. After registering an EIDM ID, a user must request access to DDR, select an EIDM role for DDR, and receive approval.
<a href="#">DDR Role</a>	The role you will hold within DDR. This is separate from the roles you request within EIDM. In DDR there are roles that allow you perform different functions within the system.
<a href="#">EIDM Role for DDR</a>	The DDR Role you will hold in EIDM. This is separate from roles within DDR. In EIDM there are general roles that correspond with the roles in DDR. For example, a user should request the EIDM role of DDR State User if the user holds the DDR role of State DDR Contact (SDC) or State Designee.

## What is EIDM?

The CMS Enterprise Identity Management (EIDM) Portal is an identity management and services system that provides users with access to Centers for Medicare and Medicaid Services (CMS) applications. An EIDM account ensures that only authorized and registered users can access protected information and systems through the CMS Enterprise Portal. This system replaces the previous Individuals Authorized Access to CMS Computer Services (IACS) system, for which users requested access in 2013.

## What is DDR?

The Drug Data Reporting for Medicaid (DDR) is a web application that standardizes manufacturer drug data reporting under the Medicaid Drug Rebate and Federal Upper Limits programs. Labelers must use DDR to enter all data required under Section 1927 of the Social Security Act, the National Drug Rebate Agreement and relevant regulations. The DDR contains each labeler's data by labeler code, including all drug product and pricing data. The system gives users the option of maintaining and submitting all required data through data entry screens, submitting the required data through the DDR's file upload function or using a combination of the two methods. The DDR is a secure system requiring all labeler contacts responsible for data submission to apply for and be granted CMS user IDs and passwords before they can access the system. DDR is a fast and accurate tool for reporting drug data to CMS for purposes of the Medicaid Program.

DDR improves the state reporting and federal review processes, federal program management, and transparency. It also supports data-driven decision making for Medicaid Drug Rebate (MDR) programs through online access to data and information.

## DDR integration into EIDM

(DDR is connected to the CMS EIDM Portal, <https://portal.cms.gov> . Users access DDR through EIDM. All existing and potential DDR users, regardless of user role, are required to have an EIDM ID.

- Once you have an EIDM ID, or if you have previously obtained one, you will need to request DDR access through EIDM and select an EIDM role for DDR.
- **Unless notified otherwise, all State users should request the DDR State role, all CMS users should request the DDR CMS role, and all labeler users should request the DDR Labeler role in EIDM.**
- When requesting access, you may be subject to Remote Identity Proofing, a process within EIDM that verifies your identity. Your EIDM role request for DDR will go through an approval process at CMS. When your role request is approved, you will be granted access to the DDR application to begin or continue working in DDR.

## Figure 1: EIDM DDR Integration Workflow

The image below displays the steps needed to register for an EIDM ID and to request access to DDR through EIDM.

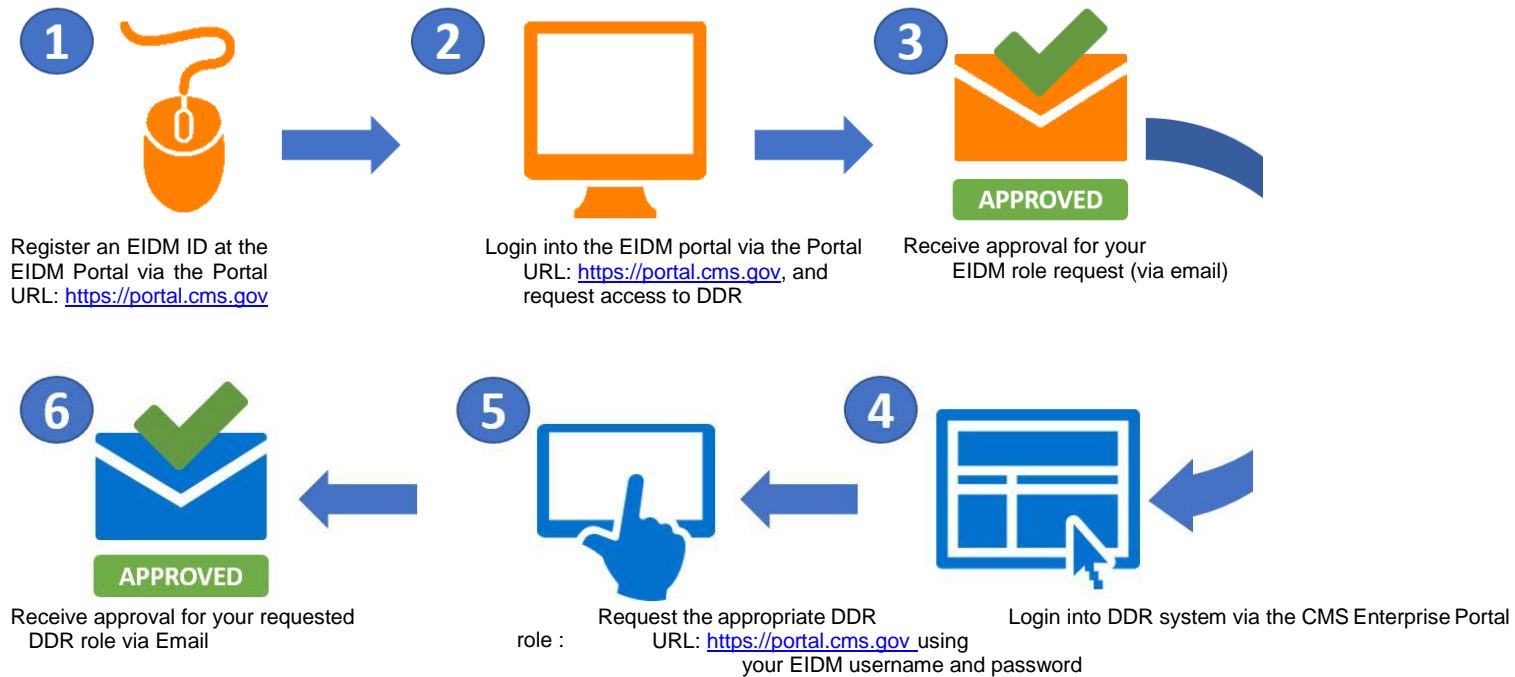


Figure 1: EIDM DDR Integration Workflow

## Table 2: DDR User Role Table

The table below displays the DDR roles available in EIDM with corresponding descriptions. This table may be used to determine your role when requesting DDR access in EIDM.

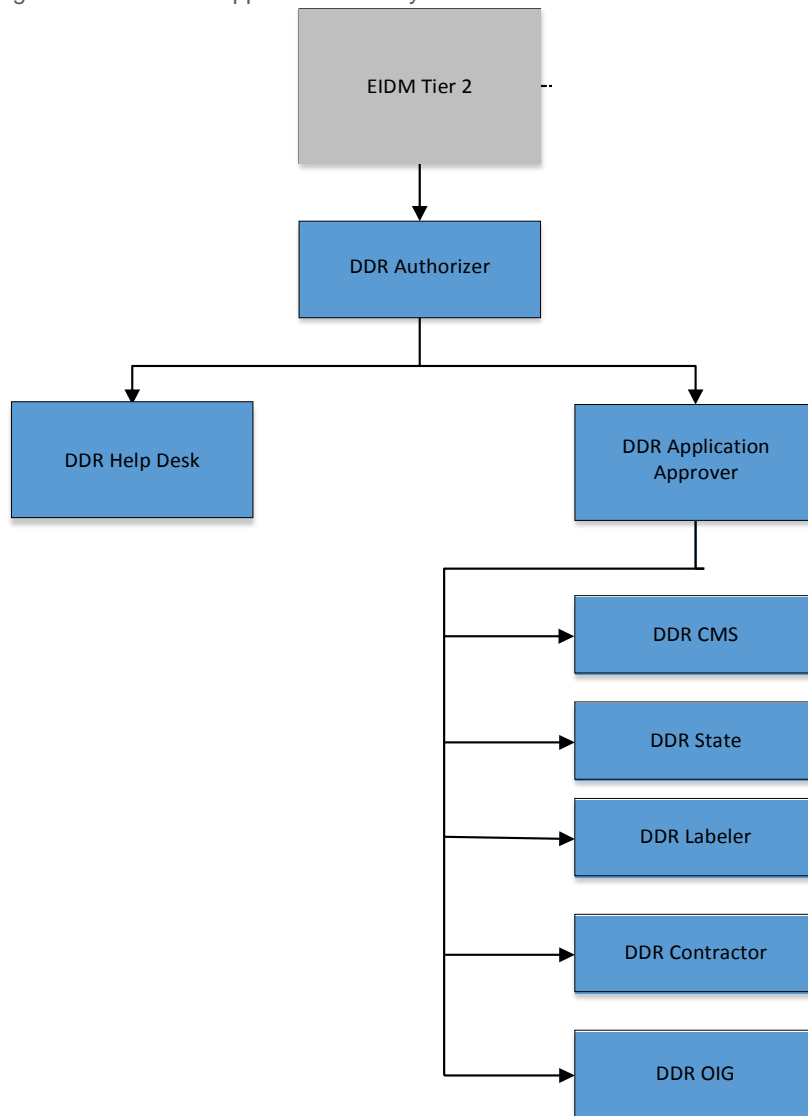
Table 2: EIDM User Role Table

ROLE	ROLE TYPE	Approval Hierarchy (Approved by)
DDR Authorizer	Approver	EIDM Tier 2
DDR Application Approver	Approver	DDR Authorizer
DDR Help Desk	Help Desk	DDR Authorizer
DDR CMS	End User	DDR Application Approver
DDR State	End User	DDR Application Approver
DDR Labeler	End User	DDR Application Approver
DDR Contractor	End User	DDR Application Approver
DDR OIG	End User	DDR Application Approver

## Figure 2: EIDM Role Approval Hierarchy

The image below displays the role approval hierarchy for DDR roles within EIDM. Each tier approves the tier below it.

Figure 2: EIDM Role Approval Hierarchy



Roles in blue are new & getting provisioned to both DDR and MDP LDAP groups.  
EIDM Tier 2 and Business Owner Roles

## Scenarios

Select the following scenario that applies to you to continue obtaining an EIDM ID or requesting an EIDM role for DDR:

1. [Do you already have an EIDM ID?](#)
  - a. Begin with assuring that your challenge questions, password and personal information are up to date. Once completed, request an EIDM DDR role.
2. [Are you a new user? \(i.e., You do not have an EIDM ID\)](#)
  - a. Begin with registering for an EIDM ID.
3. [Are you having trouble logging in?](#)
  - a. If you don't know your User ID, select the "Forgot User ID" link. Once your information is verified and you have received your User ID, select the "Forgot Password" link to set a new password. If you cannot answer your challenge questions, please contact the DDR Help Desk at [DDRHelpDesk@dcca.com](mailto:DDRHelpDesk@dcca.com). If your information cannot be verified, then follow the instructions for [New User Registration](#).



## Step 1: Register for an EIDM ID

All DDR users must first register as a user through the CMS EIDM Portal. To create your EIDM profile, set up a User ID, password, and challenge questions.

1. Go to the Enterprise Portal at <https://portal.cms.gov>. (You can use Internet Explorer 11, Firefox, or Chrome)
2. Select “**New User Registration**” on the homepage.

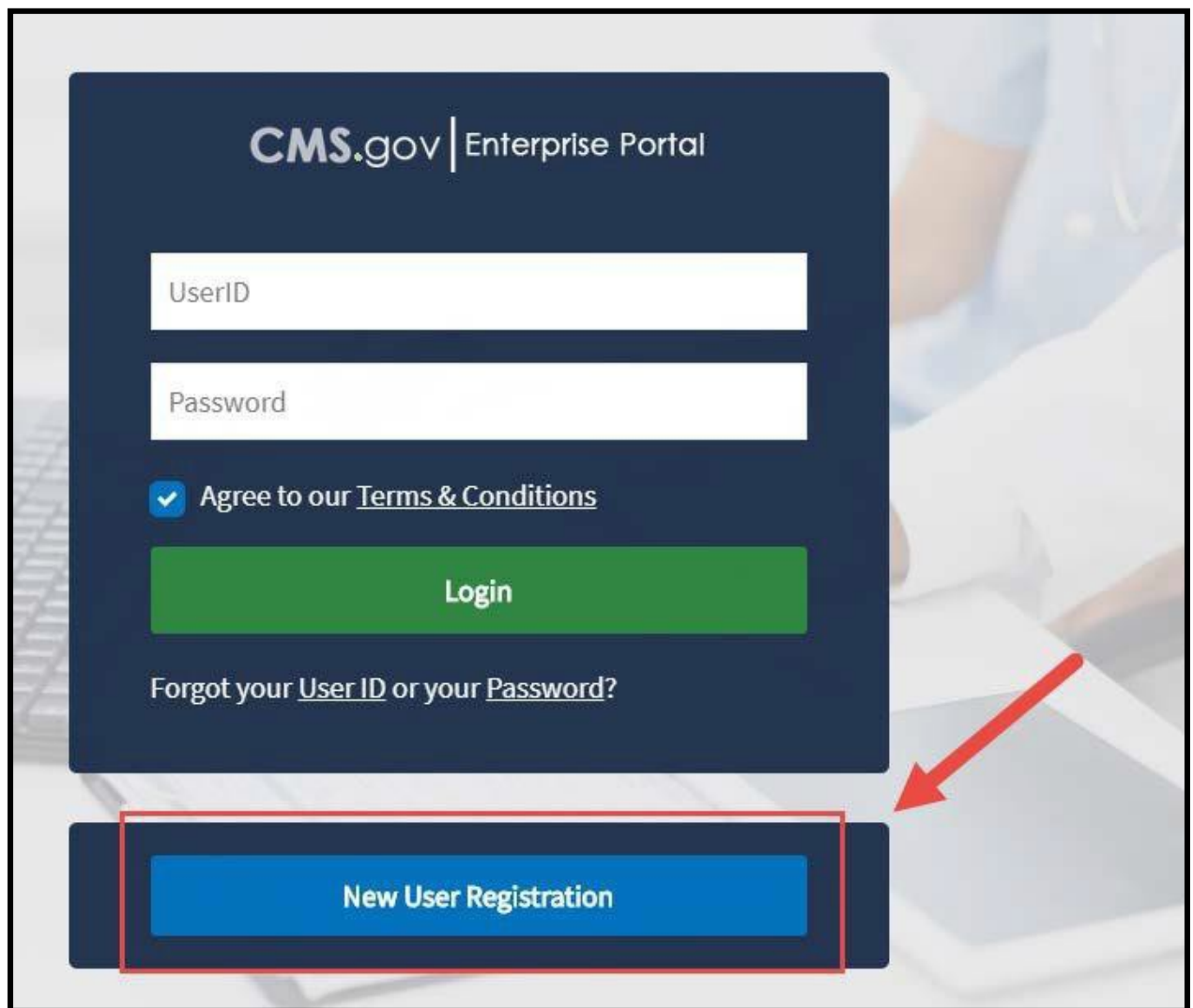


Figure 3: New User Registration button

3. Select "DDR: Drug Data Reporting for Medicaid" from the drop-down list.

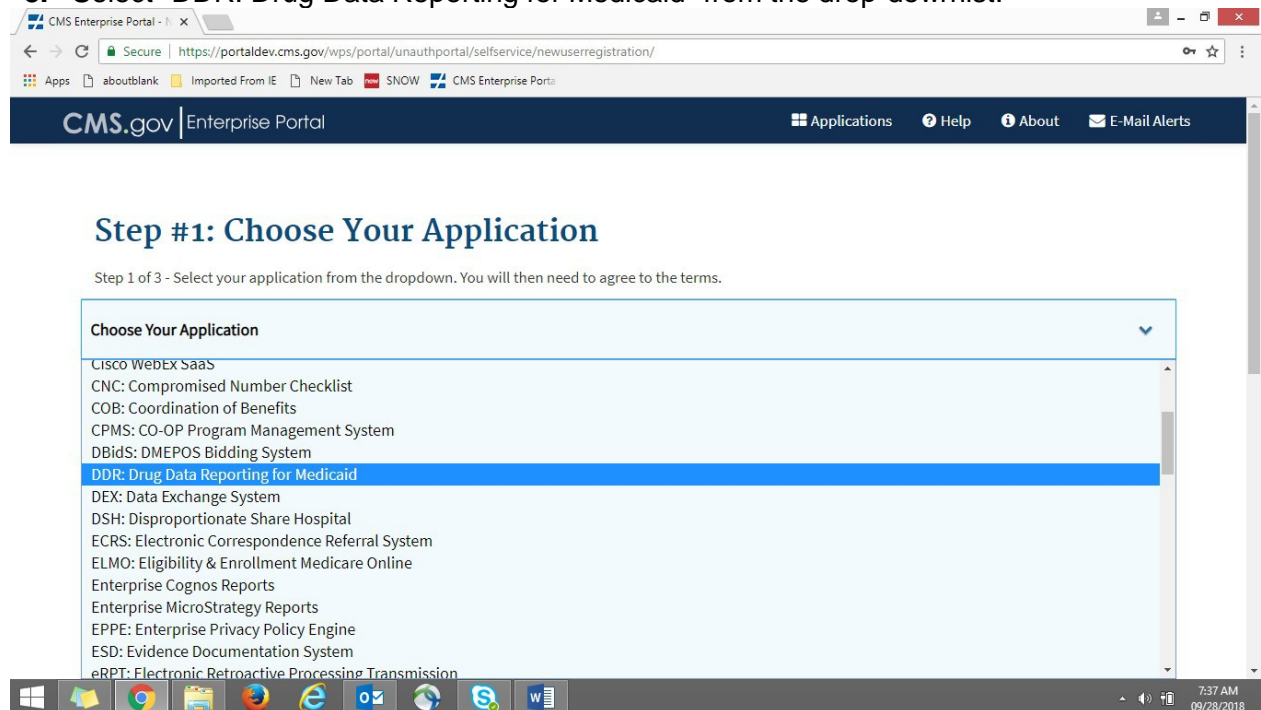


Figure 4: DDR: Select DDR: Drug Data Reporting for Medicaid option in drop-down list

4. Accept the **Terms and Conditions** by checking the box at the bottom of the page. Then, select "Next" to continue.

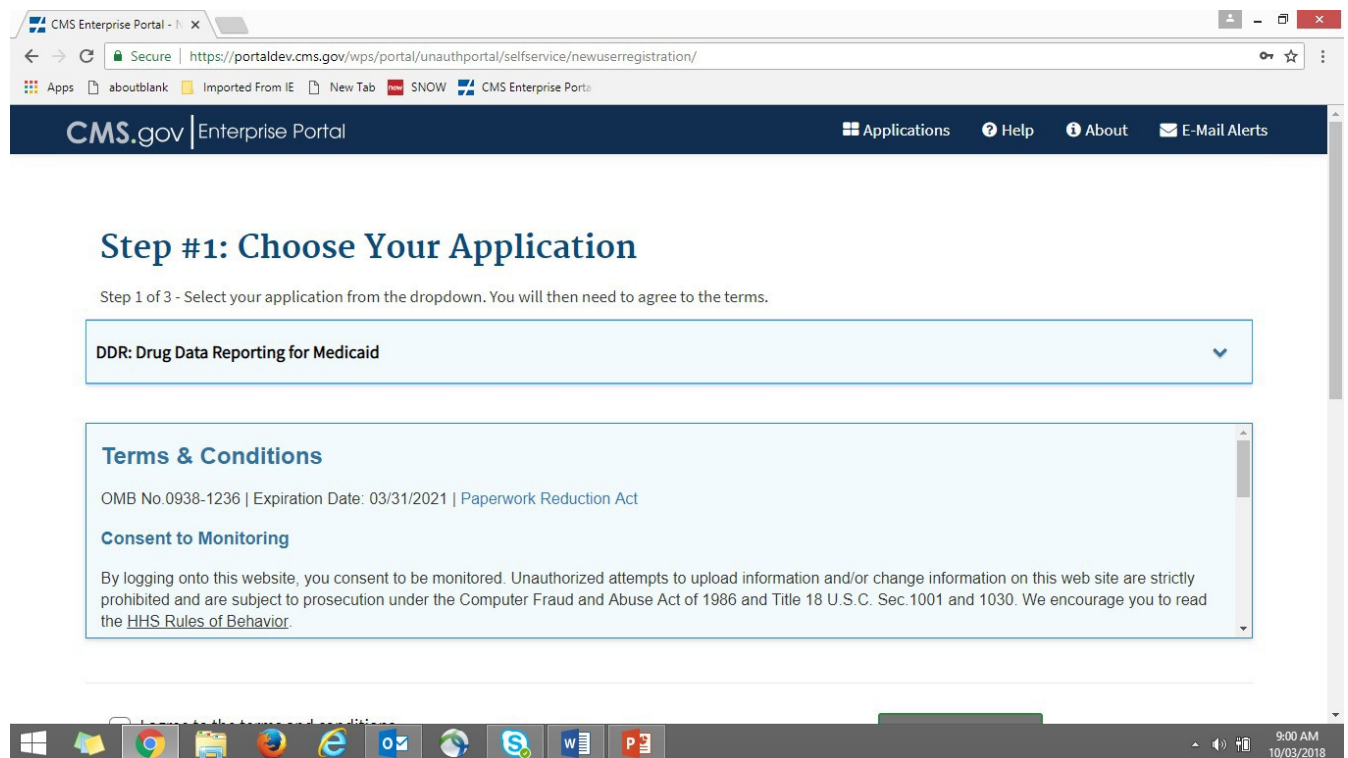


Figure 5: Terms and Conditions acceptance checkbox and Next button

5. Enter required information. Please note that all fields are required including Social Security

## 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 ▼

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

Number. When finished, select “**Next**” at the bottom of the page.

Figure 6: Register Your Information page and Next button

6. Create your EIDM User ID, Password and Challenge Questions. When finished, select “**Next**”.

**Step #3: Create User ID, Password & Security**

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

Enter User ID

Enter Password      Enter Confirm Password

Select Security Question #1      Enter Security Question #1 Answer

Select Security Question #2      Enter Security Question #2 Answer

Select Security Question #3      Enter Security Question #3 Answer

Back      **Next**      Cancel

Figure 7: Create User ID, Password and Security page and Next button

**Please Note:**

- Your **User ID** must:
    - Be between 6 and 74 alphanumeric characters
    - Contain at least 1 letter
    - **Not** contain your Social Security Number or any 9 consecutive numbers
    - Must not include any special characters other than dashes, underscores, apostrophes, @ symbols, and periods, followed by alphanumeric characters
7. You will then be directed to a Registration Summary page. Please review all information entered to ensure it is correct, and confirm your e-mail address.

# Registration Summary

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

DDR: Drug Data Reporting for Medicaid

All fields are required unless marked 'Optional'.

First Name

Enter Middle Name (optional)

Last Name

Suffix (optional)

Enter Social Security Number (optional)

Birth Month

Birth Date

Birth Year

Home Address #1

Enter Home Address #2 (optional)

City

State

Zip Code

Enter Zip+4 (optional)

E-mail Address

Confirm E-mail Address

Confirm E-mail Address is a required field.

Phone Number

Figure 8: Registration Summary page and Confirm E- Mail Address field

8. On the same screen, also verify your User ID and challenge questions. Then select “**Submit User**”.

The screenshot shows a registration form with the following fields:

- User ID
- Password
- Confirm Password
- What is your favorite radio station? (dropdown)
- Security Question #1 Answer
- What is a relative's telephone number that is not your own? (dropdown)
- Security Question #2 Answer
- What is the name of your favorite childhood friend? (dropdown)
- Security Question #3 Answer
- Submit User** (button, highlighted with a red box and a red arrow)
- Cancel (link)

Figure 9: Submit User button

9. A confirmation message will appear .

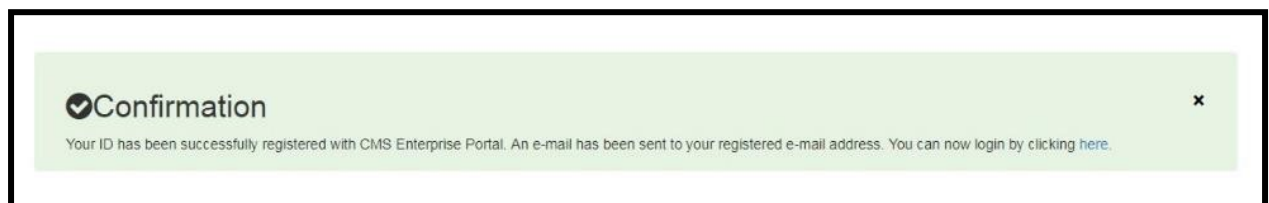


Figure 10: Confirmation message

## Step 2: Request Access to DDR

Next, you will request an **EIDM role for DDR**. Once approved, you will be able to access DDR.

**NOTE:** Your EIDM role is different than your DDR role. Your EIDM role provides access to DDR, while your DDR role provides specific permissions within the DDR application. If you are a new user, you must request a role in DDR to begin using the application.

1. Login to the CMS Enterprise Portal by entering your EIDM User ID and Password. Accept

the Terms and Conditions by checking the box in front of “**Agree to our Terms and Conditions**”. The Terms and Conditions can be accessed by clicking on the link labeled “**Terms and Conditions.**”

CMS.gov | Enterprise Portal

UserID

Password

☒ Agree to our [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

New User Registration

Figure 11: CMS Enterprise Portal login screen

- On the top banner, under your name, select **"My Access"** from the drop-down menu to request a role. Alternatively, you can select **"Request/Add Apps"** on the "My Portal" page.

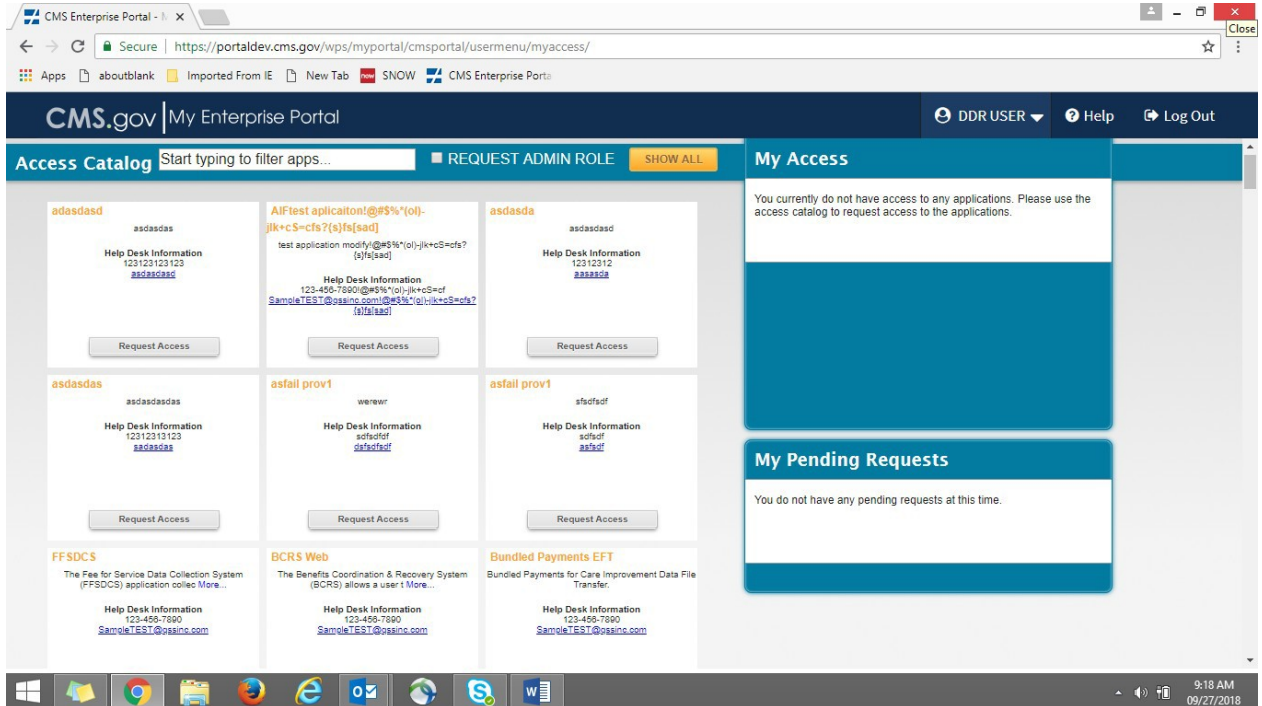


Figure 12: My Access option in drop-down menu and Request/Add Apps link



3. Search for “Drug Data Reporting for Medicaid (DDR)” in the catalog. When the DDR tile appears, select the gray “Request Access” button.

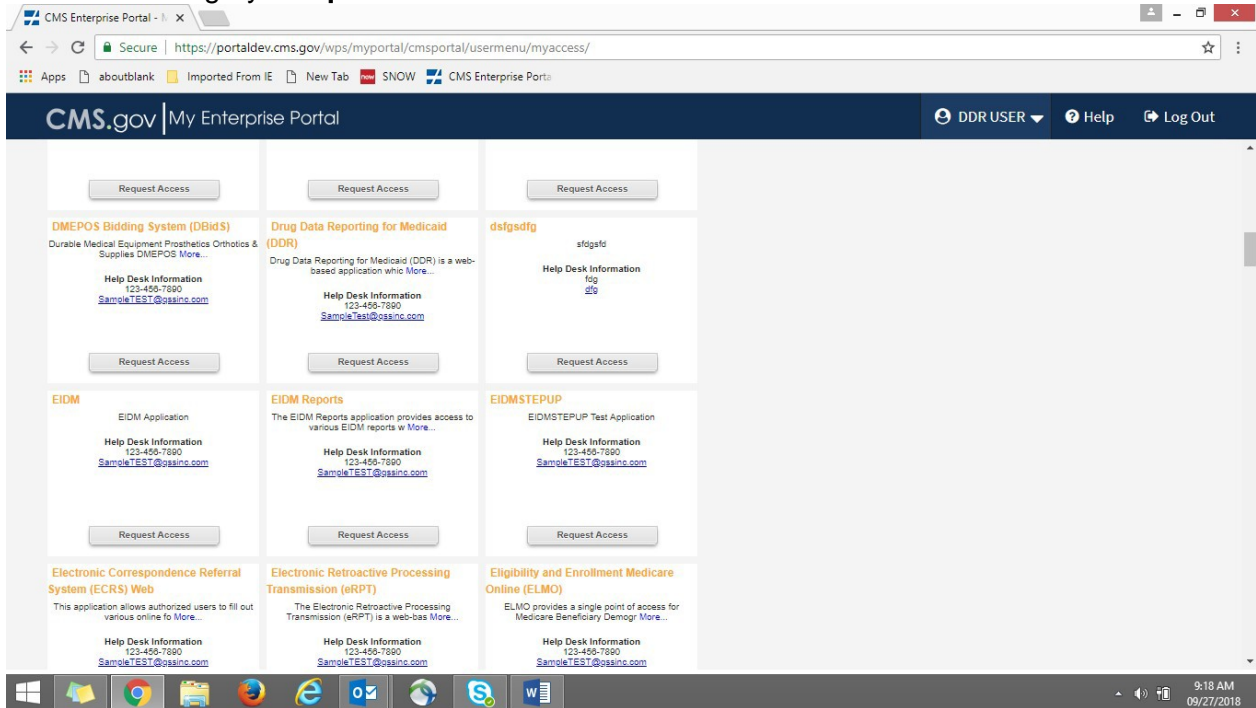


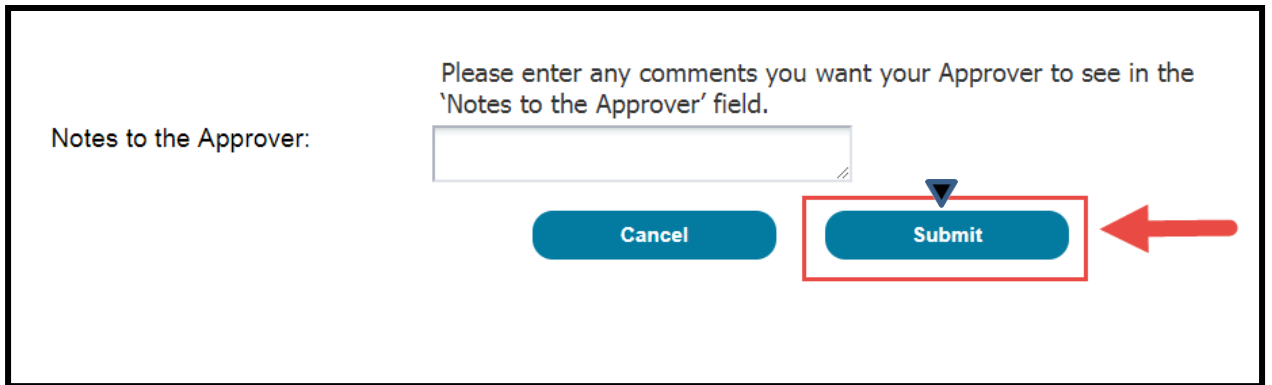
Figure 14: Request Access button

- The "Application Description" field automatically populates with "Drug Data Reporting for Medicaid (DDR)." In the "Select a Role" drop-down, choose an appropriate EIDM role. For example, if you are a State employee or state contractor, you would select "DDR State User".

The screenshot displays the "Request New Application Access" page on the CMS.gov My Enterprise Portal. The page layout includes a top navigation bar with the CMS.gov logo, the text "My Enterprise Portal", and user information "DDR USER" with a dropdown arrow, along with "Help" and "Log Out" links. A sidebar on the left contains two main sections: "My Access" with links for "View and Manage My Access" and "Request New Application Access", and "Requests" with links for "Annual Certification" and "My Pending Requests". The main content area is titled "Request New Application Access" and features a form. The "Application Description" field is a dropdown menu currently set to "Drug Data Reporting for Medicaid (DDR)". Below this, a paragraph explains that Drug Data Reporting for Medicaid (DDR) is a web-based application for standardizing manufacturer drug data reporting to the Centers for Medicare & Medicaid Services (CMS) for the Medicaid Drug Rebate Program (MDRP) and the calculation of the Federal Upper Limits (FULs). Below the paragraph is a "Select a Role:" dropdown menu, which is open, showing a list of roles: "User Roles", "DDR Contractor", "DDR State", "DDR Labeler", "DDR CMS" (highlighted in blue), "MDP CBO", "MDP HSRA", "MDP GAO", "MDP DOJ", "DDR OIG", "MDP FDA", "MDP IRS", "MDP Other Gov Agency", "Approver Roles", "DDR Authorizer", "DDR Application Approver", "Helpdesk Roles", and "DDR Help Desk". To the right of the form is an "iHelp" box titled "Select a Role" with the instruction "Select a value from the options being displayed." and a "Cancel" button. The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 9:48 AM on 10/03/2018.

Figure 15: Request New System Access page

5. Next, enter any notes to the approver and then select “**Submit**”.



Notes to the Approver:

Please enter any comments you want your Approver to see in the 'Notes to the Approver' field.

A red box highlights the 'Submit' button, and a red arrow points to it from the right.

Figure 18: Submit button

6. After submitting your request, you may be directed to Identity Verification. If so, please continue to [Step 3](#) for further instruction. **Please note: Unless previously completed, all users will be subject to mandatory Identity Verification (Step 3) prior to receiving the Multi-Factor Authentication (MFA) prompt.** All users will be required to add MFA as shown in the screenshot below.



Figure 19: Skip MFA button

- When Identity Verification is completed and/or MFA is skipped/added, you will be directed to the “Request Acknowledgement” screen. This DDR role request has been processed. Select “**Ok**” to acknowledge and close the screen.

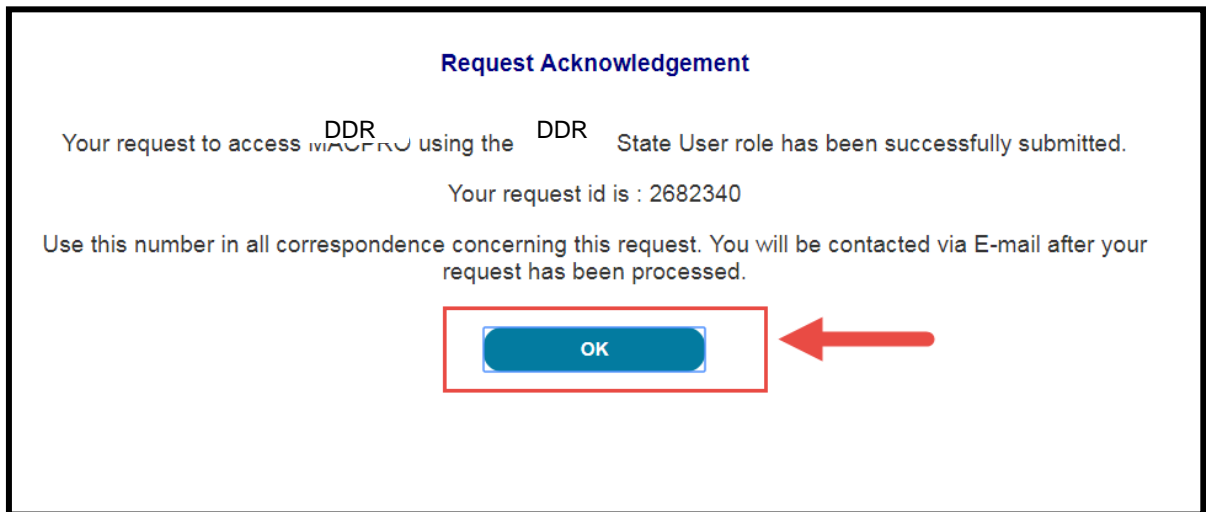


Figure 20: OK button

- Once you have selected “**Ok**,” you will be directed to the “View and Manage My Access Screen.” The tables on this screen display roles that you currently hold, as well as any pending and rejected requests.

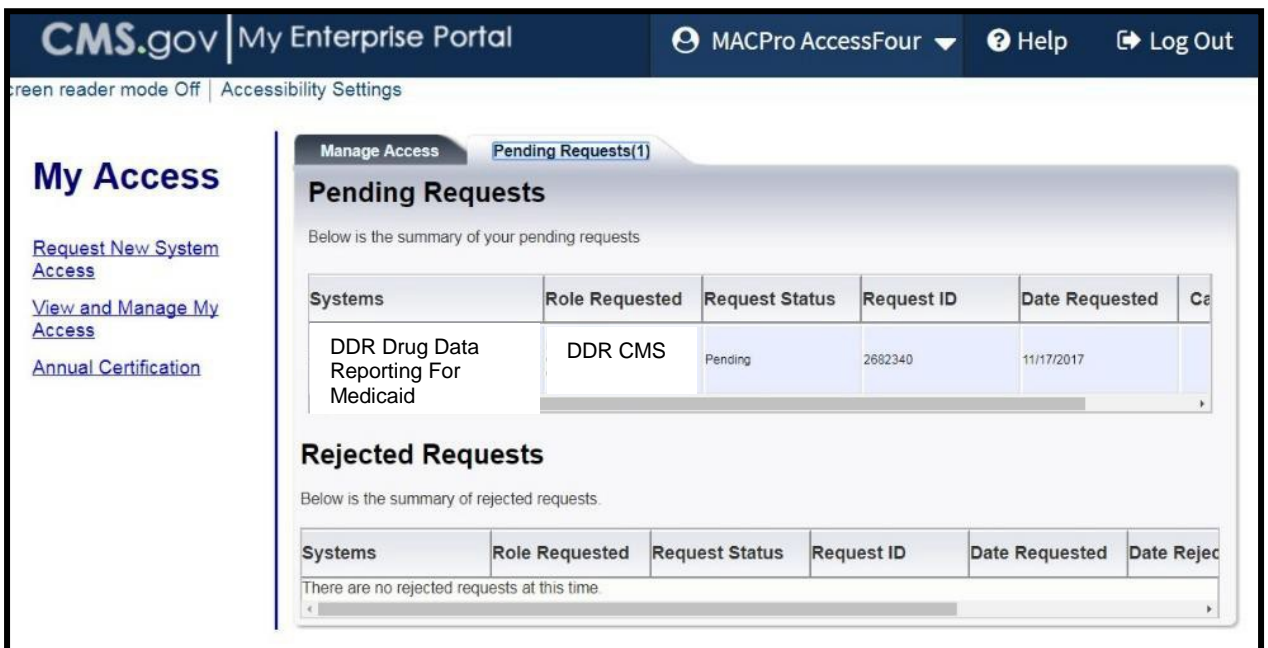


Figure 21: View and Manage My Access screen

- When your role request has been approved or rejected, you will receive an email notification.

## Step 3: Verify Identity Online with Remote Identity Proofing (RIDP)

### What is Identity Verification?

Identity Verification is the process of providing sufficient information (e.g., identity history, credentials, or documents) to a service provider in order to prove that an individual is who he/she claims to be. Individuals requesting electronic access to CMS-protected information or systems must be identity-proofed prior to being given access.

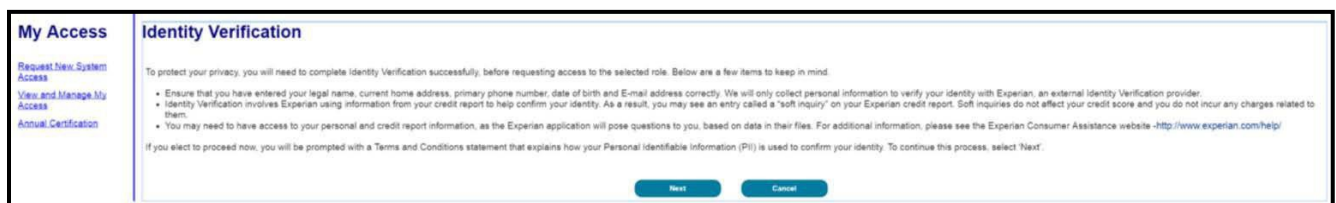
**The Identity Verification process is necessary for all EIDM Roles for DDR.**

When selecting a role for DDR, you may be redirected to [RIDP](#). RIDP is typically completed via an online questionnaire. If you fail the RIDP questionnaire, please follow these steps:

1. **Take a screenshot of the notification message that indicates you were NOT able to be verified.**
2. Attempt the role request process again (refer to [Step 2](#) in this document).
3. Ensure that you have entered your personal information correctly (i.e. your home address, your personal phone number, etc.).
4. Complete RIDP.
5. If your information is correct and your information cannot be verified, call the Experian Verification Support Service number that displays on the screen. Please note: Experian will attempt to verify your identity by asking further “Out-of-Wallet” questions (e.g., What color was your first car?).

### Completing RIDP

1. Once you select a DDR role in EIDM, you may be taken to the Identity Verification Page. Select “**Next**”.



**My Access**

- [Request New System Access](#)
- [View and Manage My Access](#)
- [Actual Certification](#)

**Identity Verification**

To protect your privacy, you will need to complete Identity Verification successfully, before requesting access to the selected role. Below are a few items to keep in mind:

- Ensure that you have entered your legal name, current home address, primary phone number, date of birth and E-mail address correctly. We will only collect personal information to verify your identity with Experian, an external Identity Verification provider.
- Identity Verification involves Experian using information from your credit report to help confirm your identity. As a result, you may see an entry called a “soft inquiry” on your Experian credit report. Soft inquiries do not affect your credit score and you do not incur any charges related to them.
- You may need to have access to your personal and credit report information, as the Experian application will pose questions to you, based on data in their files. For additional information, please see the Experian Consumer Assistance website -<http://www.experian.com/help/>

If you elect to proceed now, you will be prompted with a Terms and Conditions statement that explains how your Personal Identifiable Information (PII) is used to confirm your identity. To continue this process, select “Next”.

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

Figure 22: Identity Verification Page

2. Agree to the terms and conditions by checking the box. Then select “**Next**”.

**My Access**

[Request New System Access](#)  
[View and Manage My Access](#)  
[Annual Certification](#)

**Terms and Conditions**

CMS No. 0939-1236 | Expiration Date: 04/30/2017 (CMS Re-Certification Pending) | [Passport Reduction Act](#)

**Protecting Your Privacy**

Protecting your Privacy is a top priority at CMS. We are committed to ensuring the security and confidentiality of the user registering to EDM. Please read the [CMS Privacy Act Statement](#), which describes how we use the information you provide.

"Personal" information is described as data that is unique to an individual, such as a name, address, telephone number, social security number, and date of birth (DOB). CMS is very aware of the privacy concerns around PI data. In fact, we share your concerns. We will only collect personal information to verify your identity. Your information will be disclosed to Experian, an external authentication service provider, to help us verify your identity. If collected, we will validate your Social Security number with Experian only for the purposes of verifying your identity. Experian verifies the information you give us against their records. We may also use your answers to the challenge questions and other PI to later identify you in case you forget or misplace your User ID/Password.

**HHS Rules Of Behavior**

We encourage you to read the [HHS Rules of Behavior](#), which provides the appropriate use of all HHS information technology resources for Department users, including Federal employees, contractors, and other system users.

I have read the HHS Rules of Behavior for Privileged User Accounts (addendum to the HHS Rules of Behavior (HHS RoB), document number HHS-OCO-2013-00035 and dated July 24, 2013), and understand and agree to comply with its provisions. I understand that violations of the HHS Rules of Behavior for Privileged User Accounts or information security policies and standards may lead to disciplinary action and that these actions may include termination of employment, removal or disbarment from work on federal contracts or projects, revocation of access to federal information, information systems, and/or facilities, criminal penalties, and/or imprisonment. I understand that exceptions to the HHS Rules of Behavior for Privileged User Accounts must be authorized in writing by the CIO/Deputy Chief Information Officer or his/her designee. I also understand that violation of certain laws, such as the Privacy Act of 1974, copyright law, and 18 USC 2071, which the HHS Rules of Behavior for Privileged User Accounts draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

**Identity Verification**

I understand that the identity proofing services being requested are regulated by the Fair Credit Reporting Act and that my explicit consent is required to use these services. I understand that any special procedures established by CMS for identity proofing using Experian have been met and the services requested by CMS to Experian will be used solely to confirm the applicant's identity to avoid fraudulent transactions in the applicant's name.

☐ I agree to the terms and conditions. [Go](#)

**Next** **Cancel**

Figure 23: Next button

3. You will have the opportunity to verify your personal information. Once verified, select **"Next"**.

## Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

\* First Name:  
Mary

Middle Name:

\* Last Name:  
Smithx

Suffix:  
▼

---

Enter your E-mail address, as it will be used for account related communications.

\* E-mail Address:  
msmithx@gmail.com

Re-enter your E-mail address.  
\* Confirm E-mail Address:

---

Enter your full 9 digit social security number, as it may be required for Identity Verification.

Social Security Number:  
\*\*\* \*\* \*\*\*\*

---

Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification.

\* Date of Birth:  
01 / 02 / 1988

---

☒ U.S. Home Address ☐ Foreign address

Enter your current or most recent home address, as it may be required for Identity Verification.

\* Home Address Line 1:  
1223 main

Home Address Line 2:

\* City:  
BALTIMORE

\* State:  
Maryland ▼

\* Zip Code:  
21210

Zip Code Extension:

Country: USA

---

Enter your primary phone number, as it may be required for Identity Verification.

\* Primary Phone Number:  
410 433 4104

---

Cancel

Next

Figure 24: Your Information page and Next button



4. Depending on your provided personal information, the Verify Identity page might display. You will be required to answer several Out-of-Wallet (OOW) questions about information that may be in your personal records. Please choose your answers carefully. Select the **“Next”** button when you are ready to submit your responses.

**My Access**

[Request New System Access](#)

[View and Manage My Access](#)

**Verify Identity**

Your Information    Verify Your Identity

You may have opened a student loan in or around March 2012. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ SUNTRUST BANK
- ☐ CHARTER NATL BANK
- ☐ WASHINGTON MUTUAL
- ☐ UNIVERSITY SUPPORT SVC
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

You may have opened a (GECRB/CARCARE ONE/TANA) credit card. Please select the year in which your account was opened.

- ☐ 2007
- ☐ 2009
- ☐ 2011
- ☐ 2013
- ☐ NONE OF THE ABOVE

You may have opened an auto loan in or around June 1999. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ FLEET FINANCIAL
- ☐ SOVEREIGN BANK

You may have opened a (GECRB/CARCARE ONE/TANA) credit card. Please select the year in which your account was opened.

- ☐ 2007
- ☐ 2009
- ☐ 2011
- ☐ 2013
- ☐ NONE OF THE ABOVE

You may have opened an auto loan in or around June 1999. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ FLEET FINANCIAL
- ☐ SOVEREIGN BANK
- ☐ WELLS FARGO BANK
- ☐ SUMMIT BK
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

- ☐ THE SINGER CO
- ☐ SIERRA ONLINE INC
- ☐ PARAMOUNT FREE LANCE
- ☐ MARRIOTT INTERNATIONAL
- ☐ NONE OF THE ABOVE

According to our records, you previously lived on (CEDAR). Please choose the city from the following list where this street is located.

- ☐ BRAINTREE
- ☐ SOMERVILLE
- ☐ CHARLESTOWN
- ☐ JAMAICA PLAIN
- ☐ NONE OF THE ABOVE

Figure 25: Verify Identity Page and Next button

5. Once you have submitted your responses, you should receive a confirmation notice. Select “**Next**”.



Figure 26: Remote Identity Proofing confirmation notice

6. A Request Acknowledgement message should appear. Select “**Ok**”.

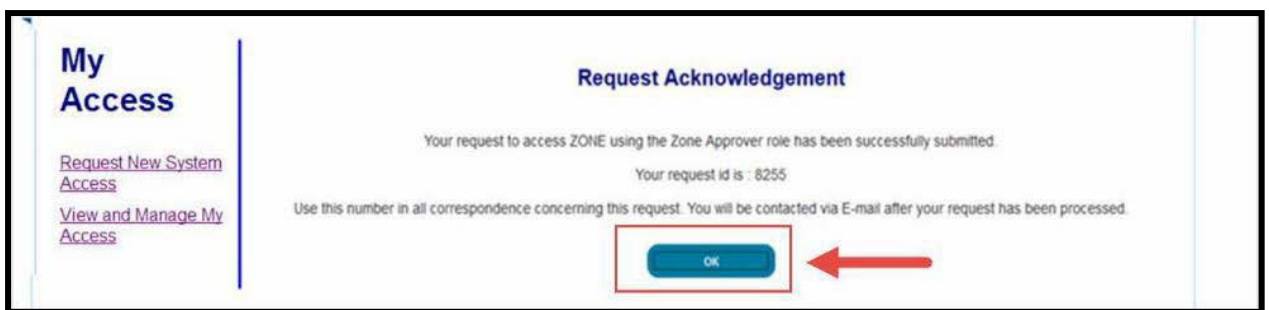


Figure 27: Request Acknowledgement message

7. If your information cannot be verified, you will receive a message that indicates you have failed identity verification. First, **take a screen shot of the message as shown below**. Then repeat the role request process detailed in [Step 2](#) of this document. When prompted to repeat RIDP, ensure that you have entered your personal information correctly (i.e. your personal home address, your personal phone number, etc.), and answer the verification questions. If you believe your information is correct but you are still fail identity verification, you must call the Experian Verification Support Service number that is displayed in the message below.

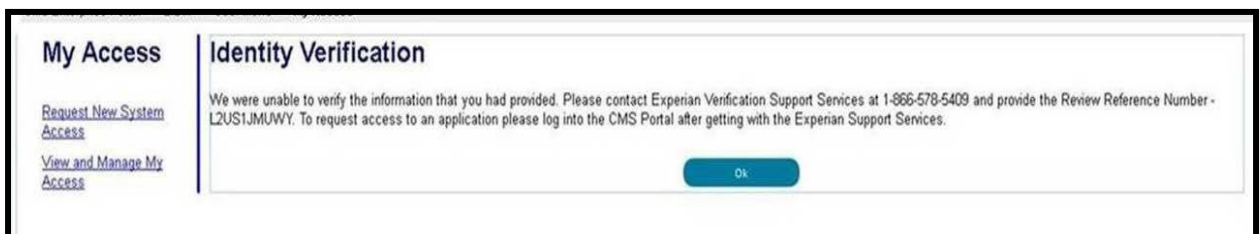


Figure 28: Identity Verification not passed message

## Step 4: Multi-Factor Authentication (MFA)

### What is MFA?

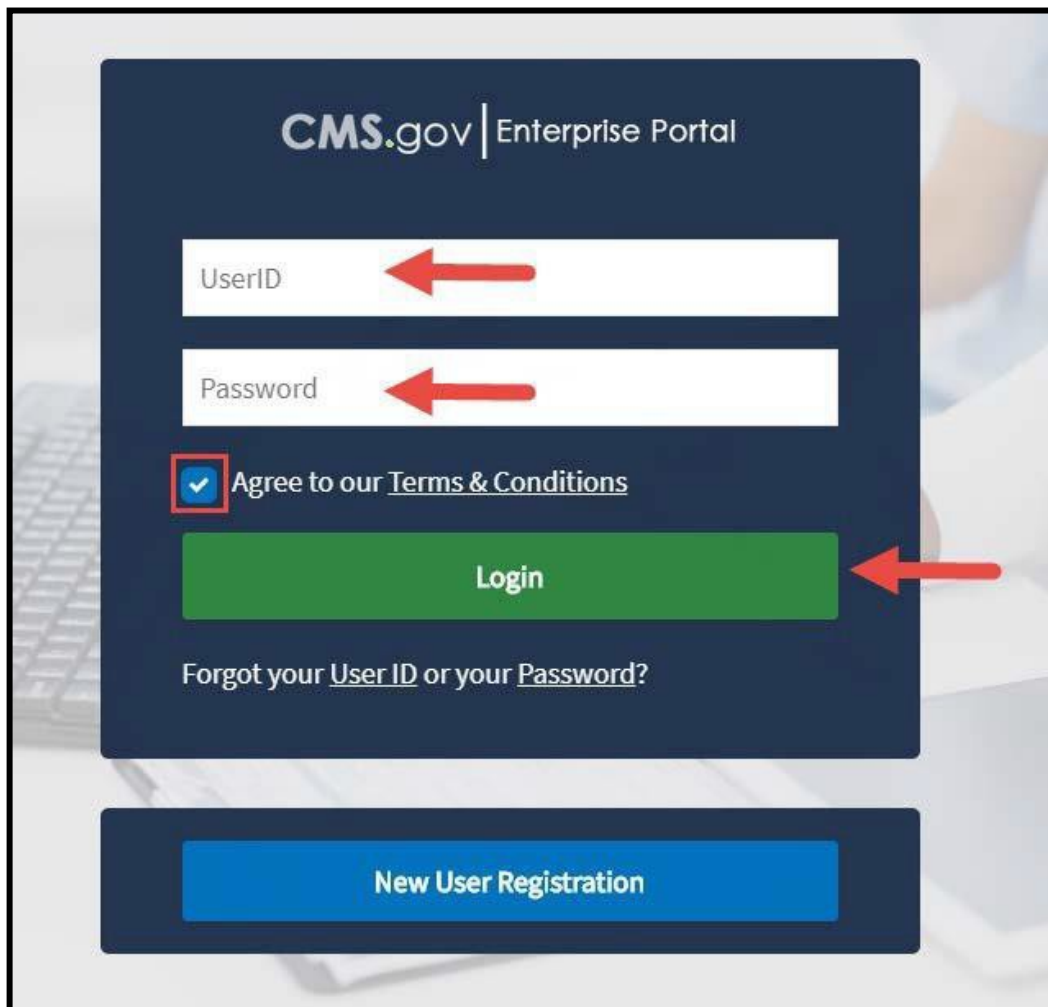
MFA is a type of user authentication that requires another “factor” outside of a User ID and password (e.g., a Security Code) to complete the login process. To comply with CMS policy, all DDR users will need to establish a second login “factor” commensurate with the level of access requested. CMS uses Symantec’s Validation and Identity Protection (VIP) service to add a second layer of protection for your online identity. Symantec provides validation and identity protection through computer, phone, and E-mail.

When adding MFA, the CMS EIDM Portal requires registration of a phone or computer to add an additional level of security to a user’s account. The user is given four options to select from in order to complete the registration process.

**Please note:** that MFA is required for all DDR Roles in EIDM.

## MFA Registration

1. Log into the CMS Enterprise Portal by entering your User ID and Password. Accept the Terms and Conditions by checking the box in front of “**Agree to our Terms and Conditions**”. The Terms and Conditions can be accessed by clicking on the link labeled “**Terms and Conditions.**”



CMS.gov | Enterprise Portal

UserID

Password

☒ Agree to our [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password](#)?

New User Registration

Figure 29: CMS Enterprise Portal login screen

2. In the top banner select “My Profile” under your name.



Figure 30: My Profile link

3. Select “**Register MFA**” from the leftpanel.



Figure 31: Register MFA link

4. Choose your MFA registration device from the drop-down list. Please note the following:
- For Tablets/Computers/Laptops enter the Credential ID generated by the VIP Access client.
  - For Text and Interactive Voice Response (IVR) options, enter a valid phone number to receive your SecurityCode.
  - For the E-mail option, the E-mail address from your profile will automatically be used to send a SecurityCode.

### Register Multi-Factor Device

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. Click [here](#) to learn more about MFA and or go ahead and register your device.

**Select the MFA device type that you want to use to login**

Choose MFA Device

Choose MFA Device

Tablet/PC/Laptop

Text Message (SMS)

Interactive Voice Response (IVR)

E-mail

Figure 32: Choose MFA Device drop-down menu

- Depending on the device you select, you may have to enter additional information. Once all required information has been entered, select **Submit**.

E-mail Address on your profile  
**Register Multi-Factor Device**

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. Click [here](#) to learn more about MFA and or go ahead and register your device.

**Select the MFA device type that you want to use to login**

E-mail

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.

Enter MFA Device Description

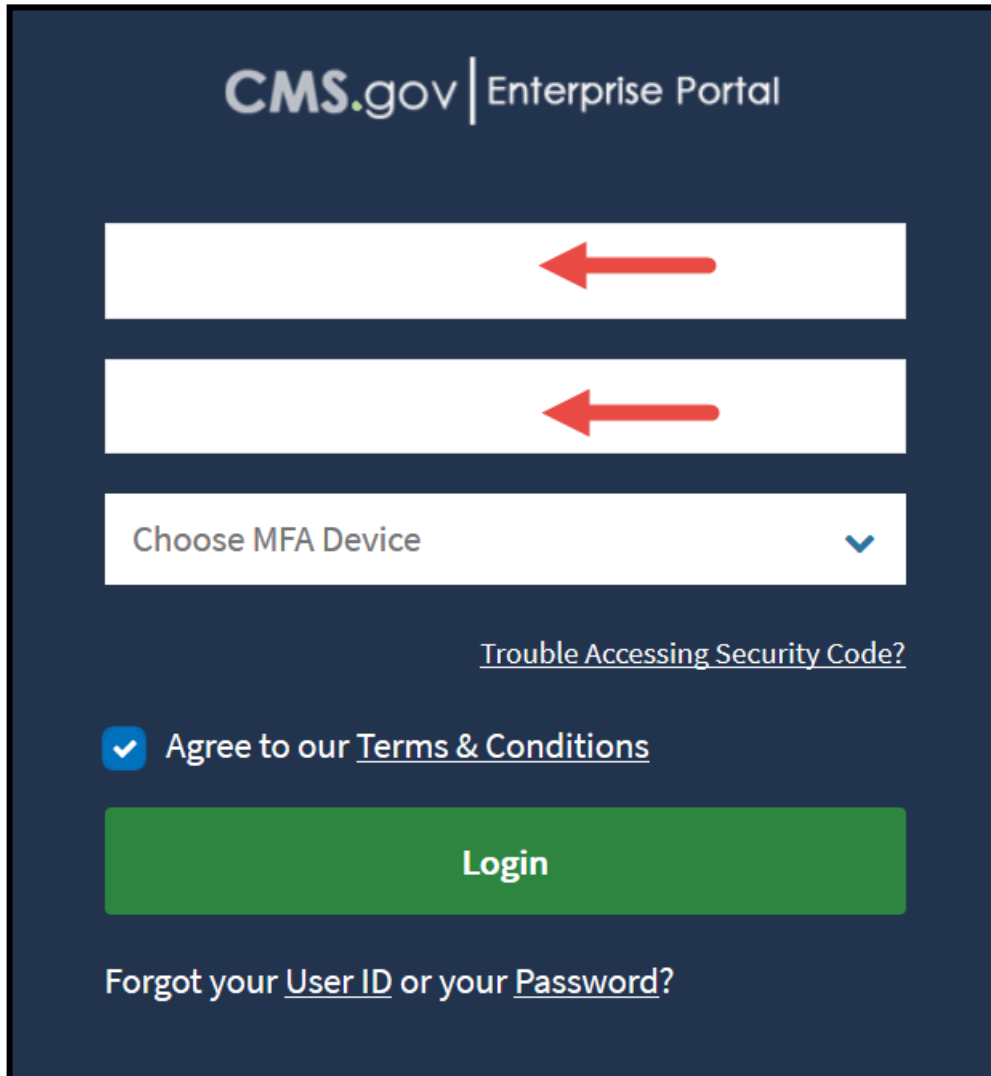
Submit Cancel

Figure 33: Enter MFA Device Description field and Submit button


- Once you have registered a device, you will receive a confirmation message.

## MFA Login

1. Log into the CMS Enterprise Portal by entering your User ID and Password.



CMS.gov | Enterprise Portal

Choose MFA Device 

[Trouble Accessing Security Code?](#)

☒ Agree to our [Terms & Conditions](#)

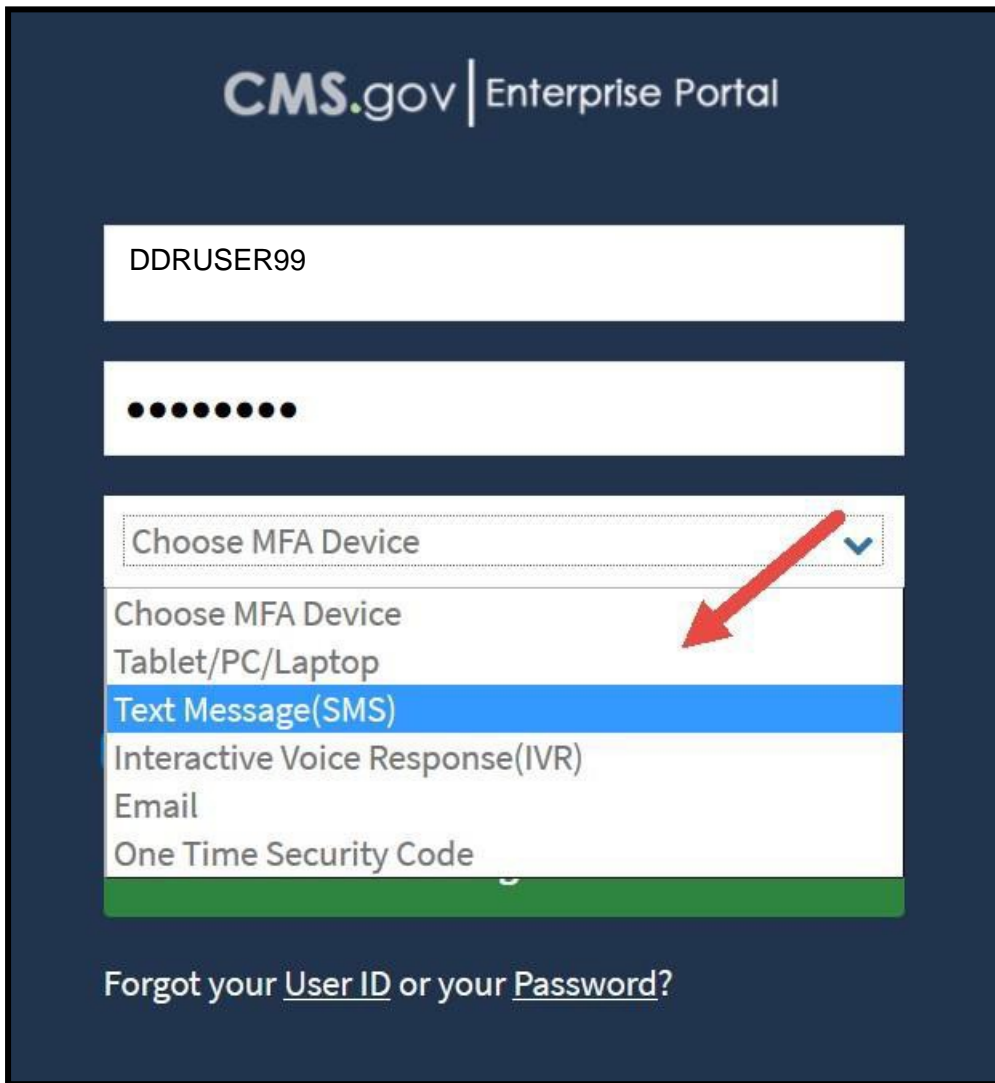
Login

[Forgot your User ID or your Password?](#)

Figure 34: CMS Enterprise Portal login screen



2. Next select your registered MFA device from the drop-down menu labeled “**Choose MFA Device**”.



The screenshot displays the CMS.gov Enterprise Portal login interface. At the top, the logo "CMS.gov | Enterprise Portal" is visible. Below the logo, there are two input fields: the first contains the text "DDRUSER99", and the second is a password field represented by ten black dots. Underneath the password field is a dropdown menu labeled "Choose MFA Device" with a blue checkmark icon on the right. The dropdown menu is open, showing a list of options: "Choose MFA Device", "Tablet/PC/Laptop", "Text Message(SMS)" (which is highlighted in blue), "Interactive Voice Response(IVR)", "Email", and "One Time Security Code". A red arrow points to the "Text Message(SMS)" option. At the bottom of the form, there is a link that reads "Forgot your User ID or your Password?".

Figure 35: Choose MFA Device drop-down menu

3. Select the button labeled “**Send MFA Code**”. Once you receive your code, enter it into the text box labeled “**Enter securitycode**”.

CMS.gov | Enterprise Portal

DDR ID

.....

Email

**Send MFA Code**

Enter security code

[Trouble Accessing Security Code?](#)

☒ Agree to our [Terms & Conditions](#)

**Login**

[Forgot your User ID or your Password?](#)

Figure 36: Send MFA Code button and Enter security code field

4. Once you have entered your code, Accept the Terms and Conditions by checking the box in front of “**Agree to our Terms and Conditions**”. Then select“**Login**”.

CMS.gov | Enterprise Portal

DDR ID

.....

Email

Send MFA Code Enter security code

[Trouble Accessing Security Code?](#)

☒ Agree to our [Terms & Conditions](#)

Login

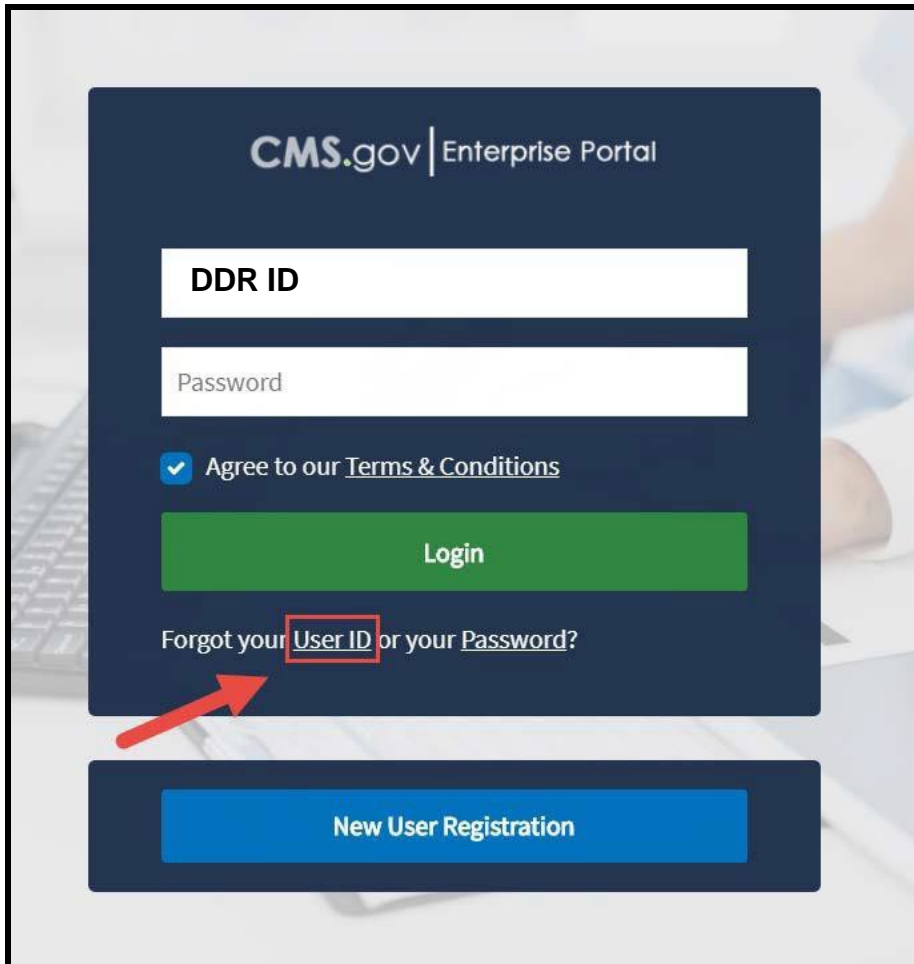
[Forgot your User ID or your Password?](#)

Figure 37: Agree to our Terms and Conditions checkbox and Login button

## Additional Actions

### Forgot User ID

1. Go to the CMS Enterprise Portal homepage at <https://portal.cms.gov>. Select the “**Forgot Your User ID**” link in the CMS Secure Portal box.



CMS.gov | Enterprise Portal

DDR ID

Password

☒ Agree to our [Terms & Conditions](#)

Login

Forgot your **User ID** or your [Password](#)?

New User Registration

Figure 38: Forgot User ID link

2. Next, enter the information requested and select **Submit**.

**Forgot User ID**

Please enter the following information to retrieve your User ID.

Enter First Name

Enter Last Name

Birth Month ▼

Birth Date ▼

Birth Year ▼

Enter E-mail Address

Is Your Address US Based?

☒ Yes ☐ No

Enter Zip Code

**Submit** Cancel

Figure 39: Forgot User ID screen and Submit button

3. If your information is successfully verified, you will receive a notification. Select **OK**.

Your information has been successfully verified, check your Email Account for the requested information. You can now login by clicking [here](#).

Figure 40: Verification message

4. You will receive an email containing your UserID.

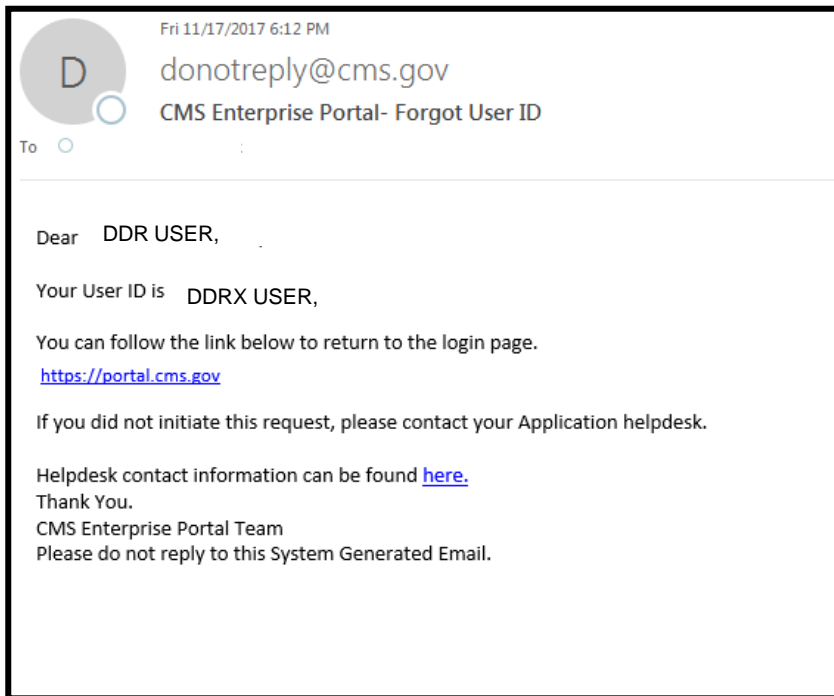


Figure 41: Email message indicating User ID

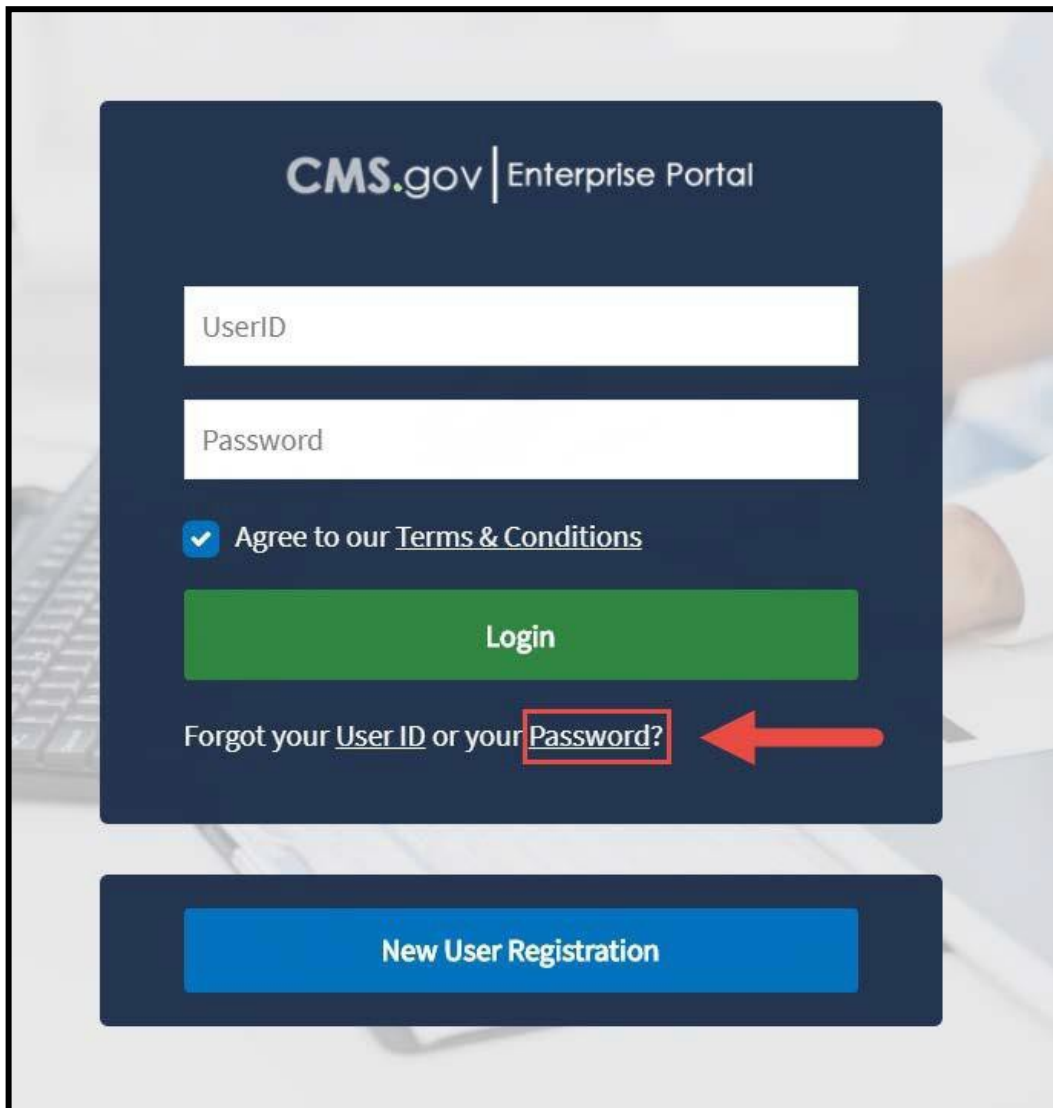
5. If your information is not successfully verified, you will receive an error message. In this case, proceed to register for an EIDM ID by following the instructions in [Step 1](#). If you believe that you already have a valid EIDM ID but you continue to receive the error message below, please contact the DDR Help Desk at [DDRHelpDesk@dcca.com](mailto:DDRHelpDesk@dcca.com)



Figure 42: Error message indicating invalid data

## Forgot Password

1. Go to the CMS Enterprise Portal homepage at <https://portal.cms.gov>. Select the **“Forgot Your Password”** link in the CMS Secure Portal box.



CMS.gov | Enterprise Portal

UserID

Password

☒ Agree to our [Terms & Conditions](#)

Login

Forgot your [User ID](#) or your [Password?](#)

New User Registration

Figure 43: Forgot Password link

2. Next, enter your User ID into the text field and select **Next**.



**Forgot Password**

Please enter the following information to reset your password.

Enter User ID

**Next** Cancel

A red arrow points from the right towards the 'Next' button, which is highlighted with a red border.

Figure 44: Next button



3. Answer the challenge questions and enter a new password. Then, select “**Submit**”. If you do not know the answers to your challenge questions, please contact the DDR Help Desk at [DDRHelpDesk@dcca.com](mailto:DDRHelpDesk@dcca.com). Please note that your new password must:

- Your **password** must::
  - Be changed every 60 days
  - Be between 8 and 20 characters
  - Contain at least 1 letter and 1 number
  - Contain at least 1 upper case and 1 lower case letter
  - Contain at least 1 special character other than question marks, greater than symbols, less than symbols, parentheses, quotation marks, slashes, apostrophies and ampersand symbols
  - Be different than previous passwords used
  - **Not** contain your User ID
  - **Not** contain commonly used words
  - Not be changed more than once in a 24-hour period

**Forgot Password**

Please enter the following information to reset your password.

User ID  
DDRUSER99

All fields are required unless marked 'Optional'.

What is a relative's telephone number that is not your own?

What is the name of your favorite childhood friend?

What is your favorite radio station?

Create New Password      Confirm New Password

**Submit**

Figure 45: Forgot Password screen and Submit button

## Removing an MFA Device

1. Once logged into the EIDM Portal <https://portal.cms.gov>, navigate to the drop-down menu under your username in the top banner. Select **"MyProfile"**.



Figure 46: My Profile link

2. Next, select the link to **"Remove MFA"** from the leftpanel.



Figure 47: Remove MFA link

3. Select the radio button next to the device(s) you would like to remove. Then select Send Code to receive the security code for the device. Enter the security code and select "Remove Device".

**My Profile**

**Manage Profile**

- View Profile
- Change Profile
- Change Password
- Change Security Questions
- Register MFA
- Remove MFA

**Remove Multi-Factor Device**

Credential ID/Phone #/E-mail	MFA Device Type	MFA Device Description	Remove Selected
5555555555	Text Message (SMS)	SMS - Cell Phone	<input checked="" type="radio"/>
email_address@email.com	Email	Email	<input type="radio"/>

Select the "Send Security Code" button to retrieve a Security Code from a phone or e-mail that you have already registered with this account. Once it is received on your phone or e-mail, enter the code in the text below. Keep in mind that the Security Code will expire in a short period of time. Please enter and confirm the code promptly

**Send Code**

Security Code  
047831

**i** The Security Code for the Text Message- Short Message Service (SMS) will expire in 10 minutes.

**Remove Device** Cancel

Figure 48: Remove Multi- Factor Device screen

4. After selecting "Remove Device," a confirmation message will appear stating, "Changes to your profile have been successfully submitted."

**CMS.gov** | My Enterprise Portal

DDRX USER Log Out

**Confirmation**

Changes to your profile have been successfully submitted.

Figure 49: Confirmation message

## Cancel a Pending Role Request in EIDM

1. Once logged into the EIDM Portal at <https://portal.cms.gov>, navigate to the drop-down menu under your name in the top banner. Select **“My Access”**.

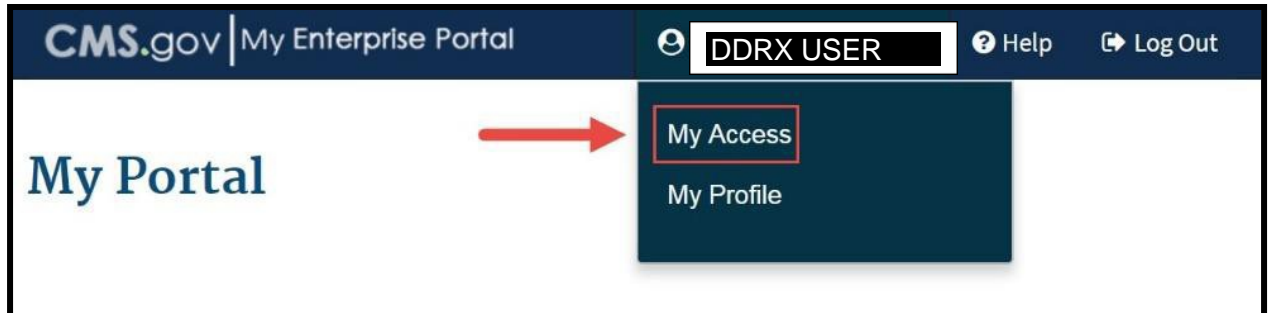


Figure 50: My Access link

2. Scroll down to the “My Pending Requests” box. Select the linked RequestID.

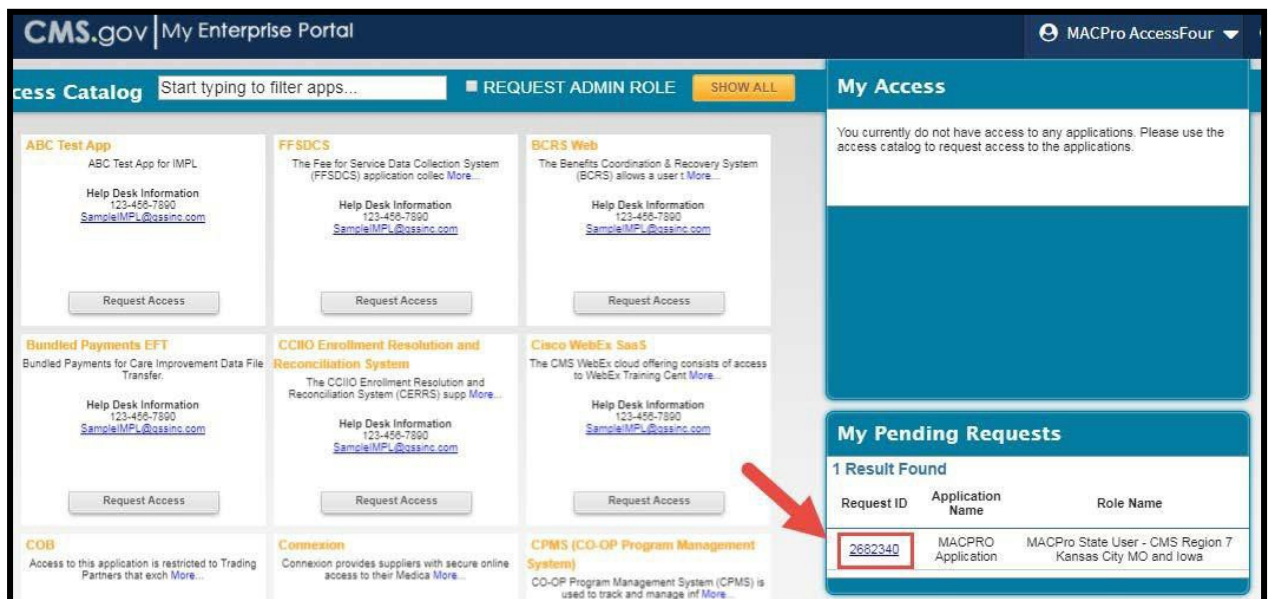


Figure 51: Request ID link

3. Select **“Cancel”** from the “Pending Requests” table.

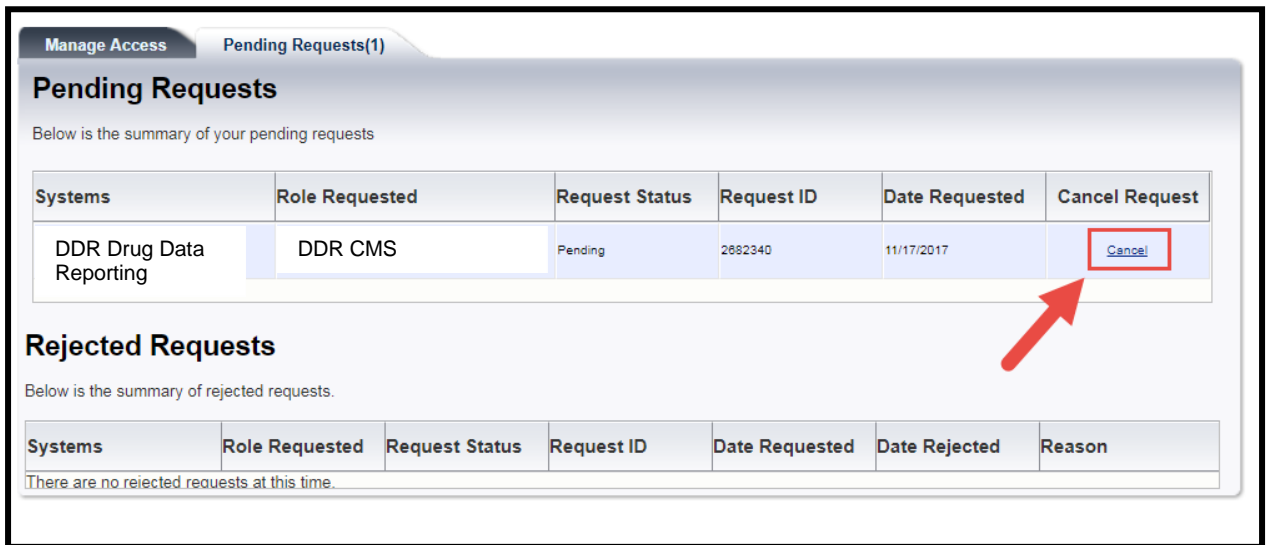


Figure 52: Cancel Request link

4. Select **“Submit.”**

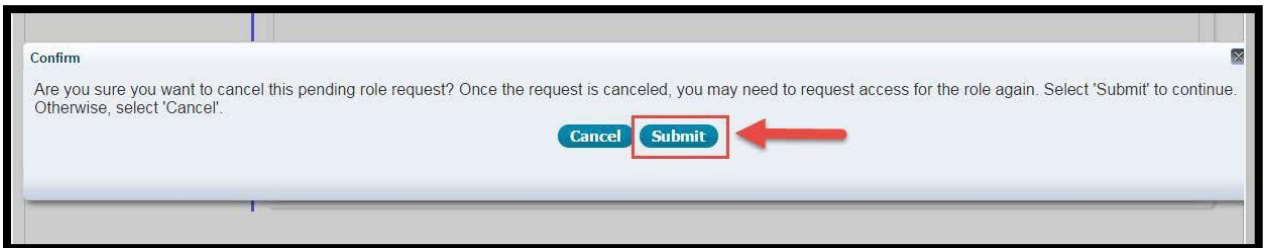


Figure 53: Submit button

5. A confirmation will show in a blue banner indicating you have successfully canceled your request.



Figure 54: Confirmation message indicating request has been canceled

## Subscribe to EIDM Portal Notifications

Subscribing to EIDM Portal notifications will provide you with helpful general system updates related to the EIDM Portal, such as potential system issues, upgrades, new features, etc. This is optional and is not specific to DDR.

1. Navigate to the EIDM Portal at <https://portal.cms.gov>, and select the button on the top right of the screen labeled “**Email Alerts**”.

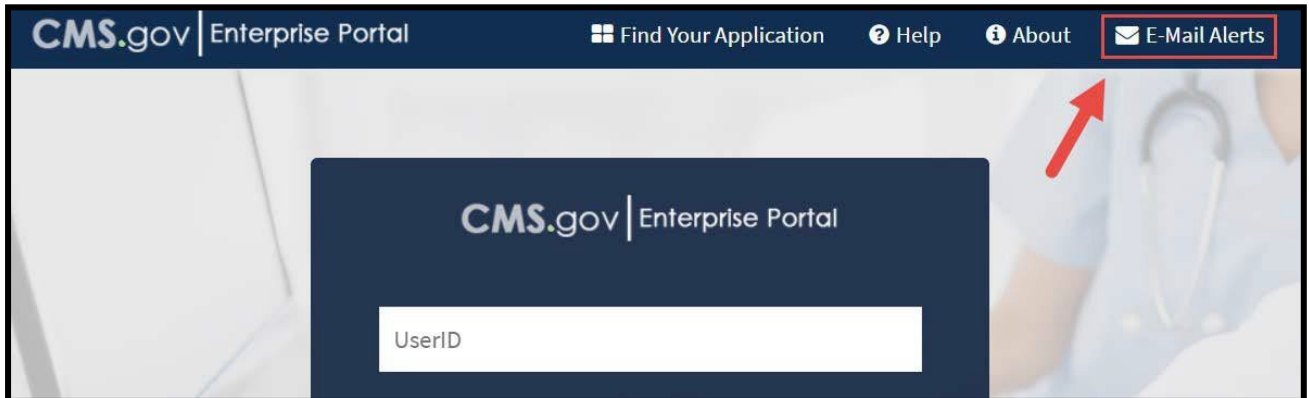


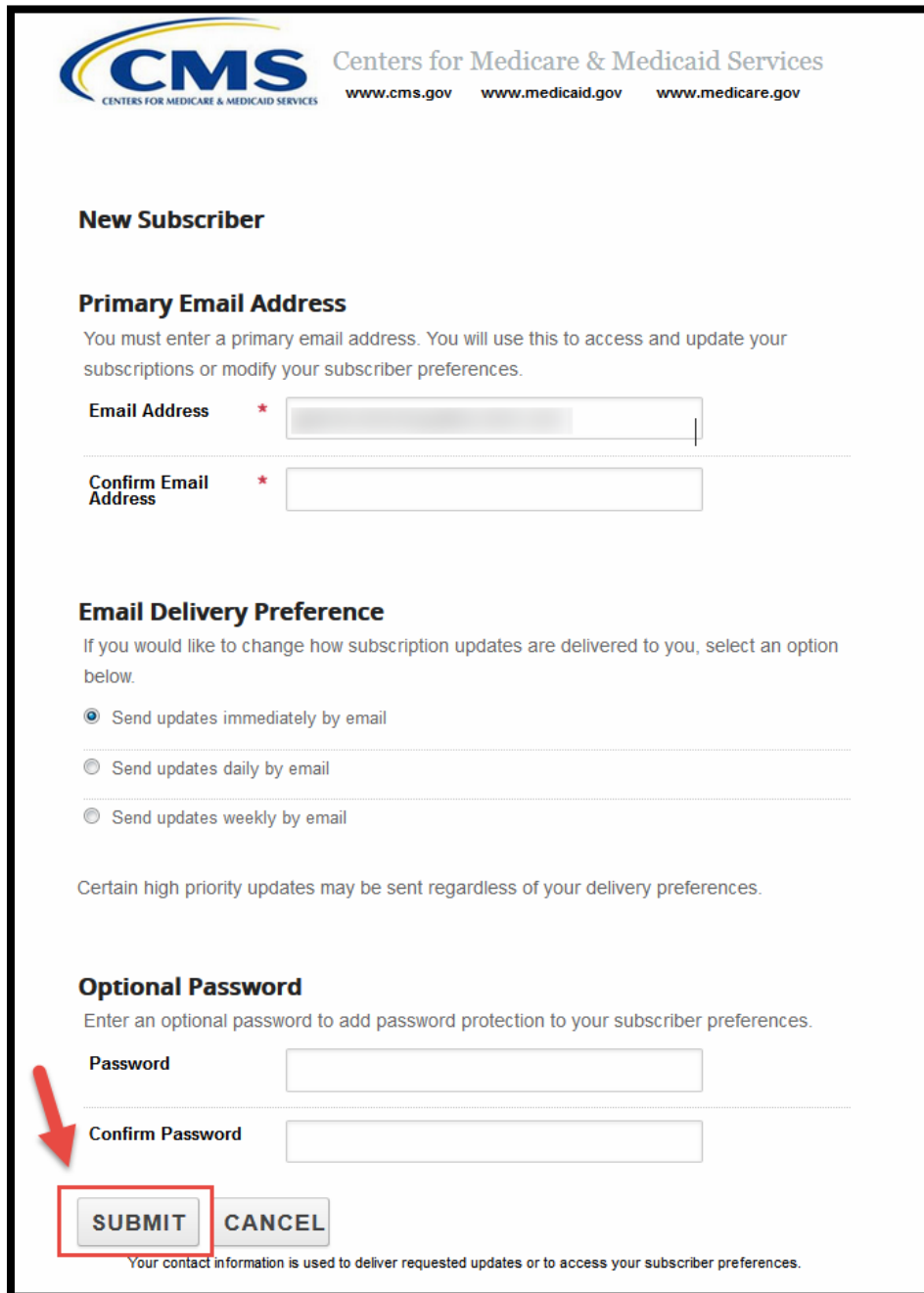
Figure 55: E-mail Alerts link

2. Enter your email address and then click “**Submit**”.

A screenshot of the 'Sign Up for Email Alerts' form. The form has a title 'Sign Up for Email Alerts' and a close button 'X'. Below the title is a text input field labeled 'Enter Email Address'. A red arrow points to this field. Below the input field is a green 'Submit' button, which is highlighted with a red box and a red arrow points to it. At the bottom of the form, there is a section titled 'Already a Subscriber?' with links for 'Manage Your Subscriptions' and 'Privacy Policy'.

Figure 56: Enter Email Address field and Submit button

3. Confirm your email address, determine the frequency in which you would like to receive notifications, and determine whether you would like to have a password associated with your subscriber preferences. After completing these steps, select “**Submit**”.



**CMS** Centers for Medicare & Medicaid Services  
CENTERS FOR MEDICARE & MEDICAID SERVICES [www.cms.gov](http://www.cms.gov) [www.medicaid.gov](http://www.medicaid.gov) [www.medicare.gov](http://www.medicare.gov)

### New Subscriber

#### Primary Email Address

You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

Email Address \*

Confirm Email Address \*

#### Email Delivery Preference

If you would like to change how subscription updates are delivered to you, select an option below.

☒ Send updates immediately by email

☐ Send updates daily by email

☐ Send updates weekly by email

Certain high priority updates may be sent regardless of your delivery preferences.

#### Optional Password

Enter an optional password to add password protection to your subscriber preferences.

Password

Confirm Password

**SUBMIT** **CANCEL**

Your contact information is used to deliver requested updates or to access your subscriber preferences.

Figure 57: New Subscriber screen and Submit button

4. You will then receive confirmation that you have successfully registered for notifications. By selecting “**Subscriber Preferences**” you can determine to which notifications you have subscribed. If you do not wish to update your preferences, select “**Finish**”.

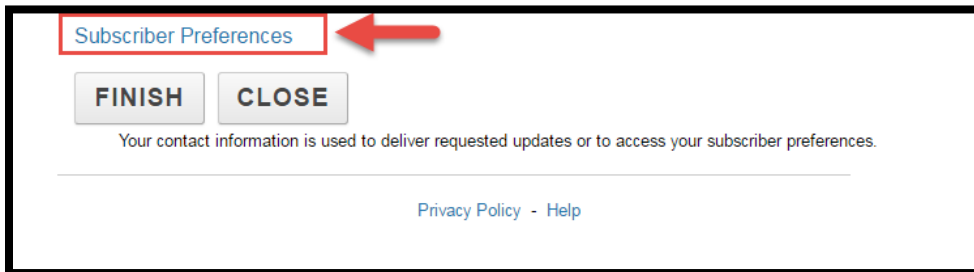


Figure 58: Subscriber Preferences link

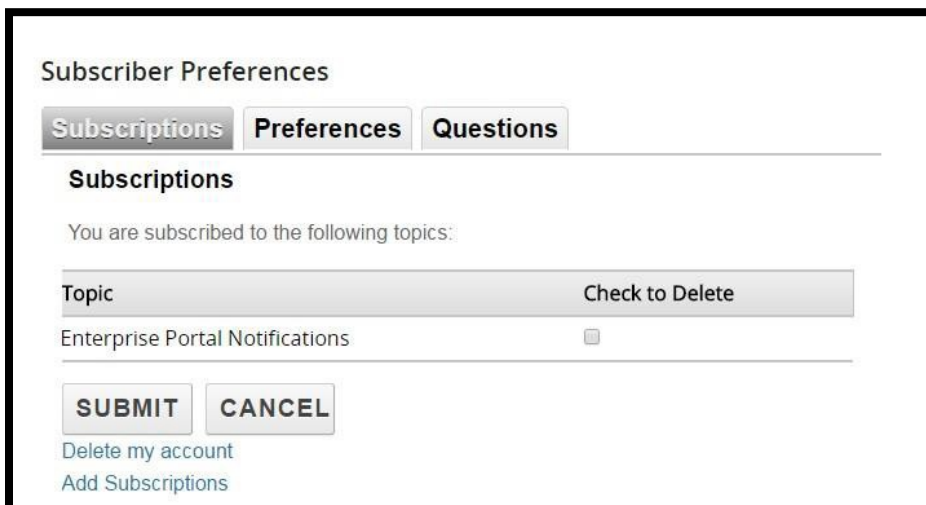


Figure 59: Subscriptions tab



Figure 60: Finish button



## Change Password

1. Once logged into the CMS Enterprise Portal, select **"My Profile"** in the drop-down menu under your name in the top banner.



Figure 61: My Profile link

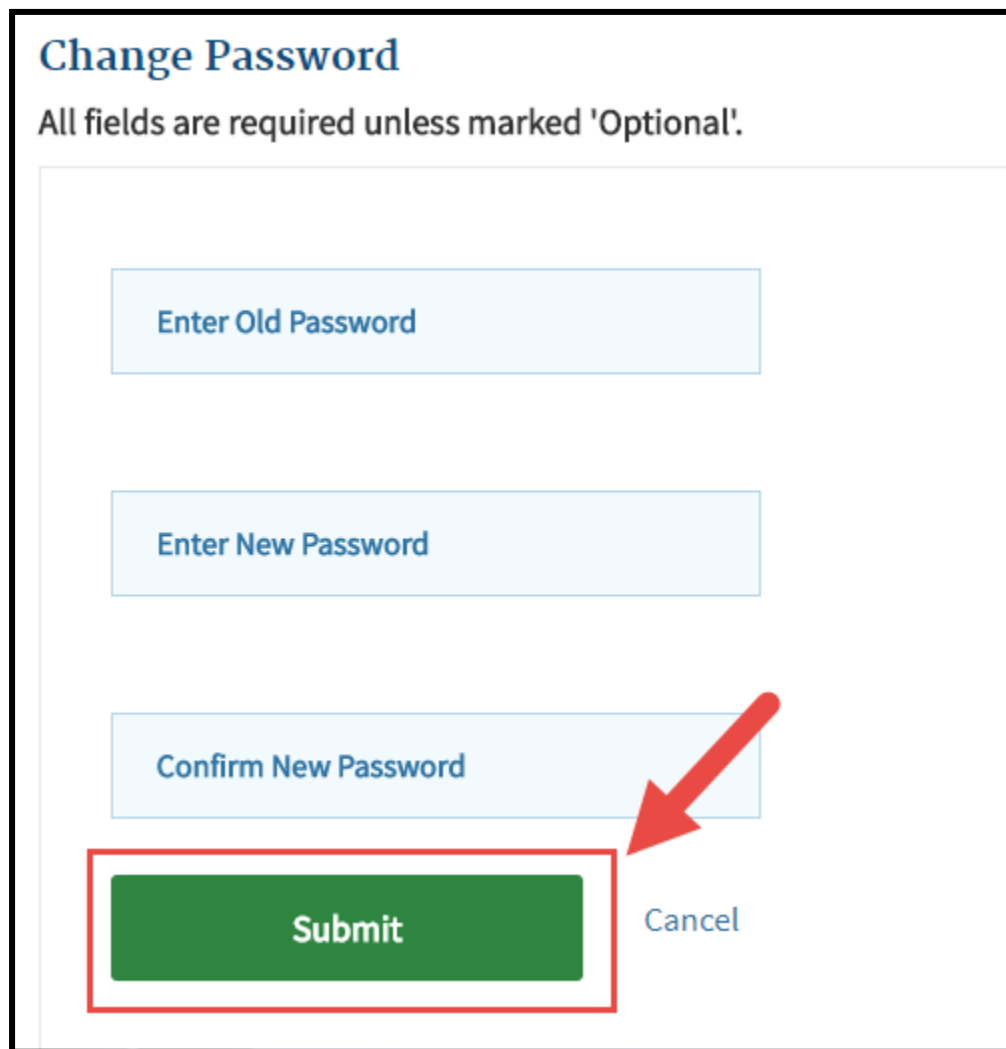
2. Next, select **"Change Password"**.



Figure 62: Change Password link

3. Enter your old password, your new password, and select “**Submit.**” Your password must:

- ☐ Be changed every 60 days
- ☐ Be between 8 and 20 characters
- ☐ Not be changed more than once every 24 hours
- ☐ Contain at least 1 letter and 1 number
- ☐ Contain at least 1 upper case and 1 lower case letter
- ☐ Contain at least 1 special character
- ☐ Be different than previous passwords used
- ☐ **Not** contain your User ID
- ☐ **Not** contain commonly used words
- ☐ Not contain question marks, greater than symbols, less than symbols, parentheses, apostrophies, quotation marks, slashes, and ampersand symbols.



**Change Password**

All fields are required unless marked 'Optional'.

Enter Old Password

Enter New Password

Confirm New Password

**Submit** Cancel

Figure 63: Submit button

4. You will receive a confirmation message stating, “Changes to your profile have been successfully submitted.”

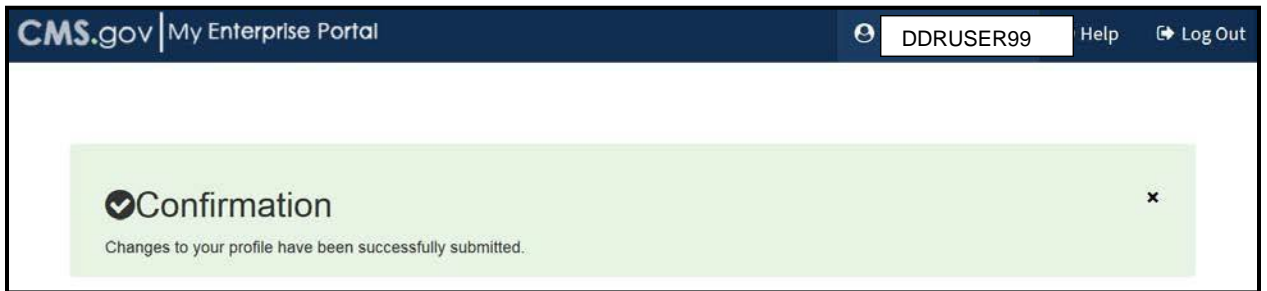


Figure 64: Confirmation message indicating changes to profile have been submitted

## Change Challenge Questions

1. Once logged into the CMS Enterprise Portal, select **"My Profile"** in the drop-down menu under your name in the top banner.



CMS.gov

Figure 65: My Profile link

2. Select **"Change Challenge Questions"**.



Figure 66: Change Challenge Questions link

3. Enter your User ID and Password, and select “**Next**”.

**Change Challenge Questions**

All fields are required unless marked 'Optional'.

Enter User ID

Enter Password

**Next** Cancel

Figure 67: Change Challenge Questions screen and Next button

4. Create challenge questions and answers that you will remember in the future. This is important as you will answer these challenge questions when a password reset is required. Select challenge questions, provide answers, then select **Submit**.

Please note: after you populate all fields, you must click outside the box for the **Submit** button to become active.

The screenshot shows the 'My Profile' section of the CMS.gov My Enterprise Portal. On the left, there is a 'Manage Profile' sidebar with links: View Profile, Change Profile, Change Password, Change Security Questions (highlighted), Register MFA, and Remove MFA. The main content area is titled 'Change Security Questions and Answers' with a note: 'All fields are required unless marked 'Optional''. It contains three sets of fields: 'Security Question #1' with a dropdown and 'Enter Security Question #1 Answer' text box; 'Security Question #2' with a dropdown and 'Enter Security Question #2 Answer' text box; and 'Security Question #3' with a dropdown and 'Enter Security Question #3 Answer' text box. At the bottom right, there is a 'Submit' button (highlighted with a red box and a red arrow) and a 'Cancel' button.

Figure 68: Submit button

5. You will receive a confirmation message stating, "Changes to your profile have been successfully submitted".



Figure 69: Confirmation message indicating changes to your profile have been submitted