

**CMS EIDM
MULTI-FACTOR
AUTHENTICATION (MFA)
DEVICE REGISTRATION**

1. Introduction

Multi-Factor Authentication (MFA) is a security mechanism that is implemented to provide an extra layer of security such as a security code, when logging in with your User ID and Password.

Registered CMS portal users who wish to access a CMS MFA-protected application will be directed through the MFA registration process.


During the MFA registration process, the CMS EIDM system requires registration of a phone or computer to add an additional level of security to a user's account. The user is given five options from which to select, to complete the registration process:

- **Smart Phone:** Users can download VIP access software on their smart phone/tablet. The user must enter the alphanumeric Credential ID that is generated by the VIP access client. The user will then enter the Security Code generated by the VIP client.
- **Computer:** Users can download VIP access software on their computer. The user must enter the alphanumeric Credential ID generated by the VIP access client. The user will enter the Security Code generated by the VIP client.
- **Short Message Service (SMS):** Users can use the SMS option to have their Security Code texted to their phone. The user must enter a valid phone number. The phone must be capable of receiving text messages. Carrier charges may apply.
- **Interactive Voice Response (IVR):** The user can select the IVR option to receive a voice message containing their Security Code. The user must provide a valid phone number and (optional) phone extension.
- **E-mail:** Users can select the E-mail option to receive an E-mail containing the Security Code required at login. The E-mail address on the user's profile will be used.

Note: Delays in E-mail transmission, spam filters, and other issues outside the user's control can make this the least desirable option to receive a security code.

2. User Instructions

To gain access to a CMS MFA protected application, follow these steps

Step	Action
Step 1	<p>If you select a CMS MFA Protected application, you will first be directed to the Multi-Factor Authentication Information page.</p> <p>Select Next, to begin the MFA Registration process.</p> 

Step**Action**

To make your account more secure, you will be directed to the **Register Your Phone, Computer, or E-Mail** page.

Select the **MFA Device Type** you wish to register from the drop-down menu.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

▼ **Phone/Tablet/PC/Laptop**
 To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>
 To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>

▼ **Text Message Short Message Service (SMS)**
 The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

▼ **Interactive Voice Response (IVR)**
 The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks '*'; period '.'; comma ','; pound '#', followed by numeric 0 to 9. For example: 4885554444, 1112.
 To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

▼ **E-mail**
 The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use for logging into your application.

MFA Device Type: **Next**

Step 2**Notes:**

For VIP Client: Enter the Credential ID generated by the VIP Access client.

For Text: You will be asked to enter a valid phone number to receive your Security Code.

For Interactive Voice Response (IVR): Enter the phone number and (optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks '*'; period '.'; comma ','; pound '#', followed by numeric 0 to 9. For example: 4885554444, 1112.

, **(comma)** Creates a short delay of approximately 2 seconds;

. **(period)** Creates a longer delay of approximately 5 seconds;

***(asterisks)** Used by some phone systems to access an extension; and

(pound/hash) Used by some phone systems to access an extension.

You may use a comma if you are not sure of the special character supported by your company's phone system.

For E-mail: The E-mail on your profile will be used to send the Security Code required at login.

Step

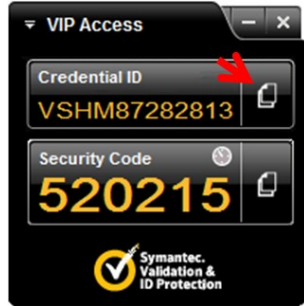
Action

Step 2a

Using the VIP Client

Follow these steps to use the VIP Access Client:

1. Depending on the registration option you select, download the VIP Access software from the URL provided on the **Register Your Phone or Computer** page.
2. Once downloaded, select the **VIP Access Icon** on your desktop to activate the **VIP Access** window.
3. Select the Icon next to the **Credential ID** to copy the alphanumeric code.



Place your cursor on the **Credential ID** field of the **Register Phone or Computer** page and right click to insert the **Credential ID**.

Step 3

Enter the credentials of the device (VIP Client shown) and a short description in of the device in the **MFA Device Description** field. Then select **Next** to submit your registration.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- > Phone/Tablet/PC/Laptop
- > Text Message Short Message Service (SMS)
- > Interactive Voice Response (IVR)
- > E-mail

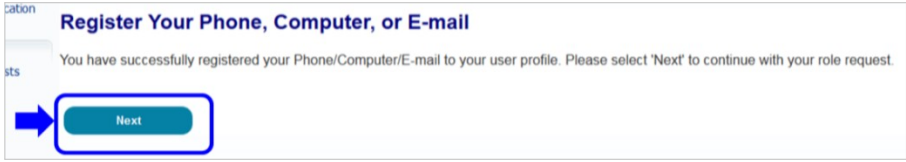
Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

• MFA Device Type:

• Credential ID: Enter the alphanumeric code that

• MFA Device Description: MFA Device Description is a nick-name that can help you identify your device. You are allowed to use alphanumeric characters and special characters, such as apostrophe, dash, and period.

Step	Action
Step 4	<p>After submitting the registration, a message will be displayed that you have successfully registered your device. Select Next to continue the role request process.</p>  <p>The screenshot shows a confirmation message titled "Register Your Phone, Computer, or E-mail". The message text reads: "You have successfully registered your Phone/Computer/E-mail to your user profile. Please select 'Next' to continue with your role request." A blue arrow points to a teal "Next" button, which is also enclosed in a blue rounded rectangle.</p>

3. Step-by-Step Instructions for User Logins Using MFA

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

Step	Action
Step 1	<p>Go to https://portal.cms.gov/ and select Login to CMS Secure Portal on the CMS Enterprise Portal.</p> <p>Note: <i>The CMS Enterprise Portal supports the following browsers: Internet Explorer 11, Firefox, Chrome, and Safari.</i></p>  <p>The screenshot shows the CMS.gov Enterprise Portal homepage. At the top, there is a navigation bar with links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below this is a search bar and a 'Search CMS.gov' button. The main content area features a large banner with the text 'Welcome to CMS Enterprise Portal' and a description of the portal's purpose. To the right of the banner is a 'CMS Secure Portal' section with a 'Login to CMS Secure Portal' button. A red arrow points from the 'Login to CMS Secure Portal' button in the screenshot to the 'Login to CMS Secure Portal' button in the text above.</p>

Step

Action

Step 2

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

Health Care Quality Improvement System | Provider Resources

Terms and Conditions

OMB No 0938-1236 | Expiration Date: 04/30/2017 | Paperwork Reduction Act

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:
You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

To continue, you must accept the terms and conditions. If you decline, your login will automatically be canceled.

[I Accept](#) [Decline](#)

Step 3

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

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

CMS.gov | Enterprise Portal

Centers for Medicare & Medicaid Services

Health Care Quality Improvement System | Provider Resources

Welcome to CMS Enterprise Portal

User ID

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

[Forgot User ID?](#)
Need an account? Click the link - [New User \(90282600\)](#)

Step

Action

Enter your **Password**, select an **MFA Device Type** from the drop-down, enter the **Security Code**, and select **Log In**.

Note: The 'Security Code' for the 'e-mail' and 'One-Time Security Code' options expires after 30 minutes. The 'Security Code' for the other MFA device types expires after 10 minutes. If you are unable to enter the code within the period, you will need to request a new one.

If you do not have access to your registered MFA device, please refer to the 'User Login' QRG for step-by-step instructions on how to register an MFA Device.

Step 4

The screenshot shows the 'Welcome to CMS Enterprise Portal' header. Below it, the 'Enter Security Code' section contains instructions: 'A security code is required to complete your login. To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication (MFA) device when you originally requested access, from the MFA Device Type dropdown menu below. When entering the Security Code please enter it promptly as the code will expire in a short period of time.' It also includes sections for 'Unable to Access Security Code?' and 'Need to Register an MFA Device?'. The form fields are: 'Password:' with a text input, 'MFA Device Type:' with a dropdown menu showing 'Select MFA Device Type', and 'Security Code:' with a text input. Below these are 'Log In' and 'Cancel' buttons. At the bottom are links for 'Forgot Password?', 'Unable to Access Security Code?', and 'Register MFA Device'. Red arrows point to the Password, MFA Device Type, and Security Code fields, and a blue arrow points to the Log In button.

Step

Action

Step 4a

If you select **Phone/Tablet/PC/ Laptop** as the 'MFA Device Type', enter the VIP Access software's 'Security Code' as the MFA **Security Code** and select **Log In**.

A screenshot of the login form. The MFA Device Type is set to Phone/Tablet/PC/Laptop. The Security Code field contains 31082. The Log In button is highlighted with a red arrow. The form also includes a Password field, a timer indicating the code expires in 10 minutes, and links for Forgot Password?, Unable to Access Security Code?, and Register MFA Device.

Step 4b

If you select **Text Message – Short Message Service (SMS)**, **Interactive Voice Response (IVR)**, or **e-mail** as the 'MFA Device Type,' select **Send** to receive the code on the selected MFA device type.

Enter the code in the **Security Code** field and select **Log In**.

A screenshot of the login form. The MFA Device Type is set to Interactive Voice Response (IVR). The Security Code field contains 312455. The Log In button is highlighted with a red arrow. The form also includes a Password field, a timer indicating the code expires in 10 minutes, and links for Forgot Password?, Unable to Access Security Code?, and Register MFA Device. A red arrow points to the Send button.

Step	Action
------	--------

Step 4c	<p>If you select One-Time Security Code as the 'MFA Device Type,' enter the code you receive either in the e-mail sent to your registered e-mail address via the 'Unable to Access Security Code?' link or from your Application Help Desk in the Security Code field and select Log In.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Password: <input type="password" value="*****"/></p> <p style="text-align: center;">MFA Device Type: One- Time Security Code</p> <p style="text-align: center;">The Security Code for the One- Time Security Code will expire in 30 minutes.</p> <p style="text-align: center;"> ➔ Security Code: <input style="width: 150px;" type="text" value="234211"/> </p> <p style="text-align: center;"> ➔ Log In Cancel </p> <p style="text-align: center;"> Forgot Password? Unable to Access Security Code? Register MFA Device </p> </div>
----------------	--

Step 5	<p>Once you are successfully authenticated, your session will begin.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> </div>
---------------	--