Centers for Medicare & Medicaid Services
Transcript: Assister Technical Assistance Webinar
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Contents

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Welcome

Welcome to today's assister webinar. My name is Everett Smith, with the CMS Consumer Support Group. Before we start today's presentation, I'd like to go over a few technical details with you. All lines are on mute so that everyone can have a good learning experience. If you're listening through your computer speakers and have any audio issues, or if your slides don't appear to be advancing, please try to refresh the webinar. Press the refresh icon that looks like two arrows. It's the third icon in the row, near the volume bar. If you continue to have issues try to log out, and back in again. Sometimes that helps reset things. If you would like to ask a question during a presentation, please do so by typing them in the "ask question tab" on your screen. Now I'll turn our webinar over to Miss Deborah Bryant. Deborah, please go ahead.

Thank you Everett. Thank you everyone for joining us today. Welcome to the Special 2017 Assister Certification Webinar for the Marketplace Learning Management System. My name is Deborah Bryant and I am the Director of the Division of Consumer Advocacy and Assister Support for the Marketplace. As a reminder I want to make sure everyone knows that today's call is intended for technical assistance for Assisters. It is not intended for press purposes and it is not on the record. If you are a member of the press, please call or contact our press office at press@cms.hhs.gov.

Also, I want to make sure everyone remembers that today's information is intended for informal technical assistance, and is not official CMS guidance.

Also, remember that our webinars are recorded and is posted online, so if you visit Marketplace.cms.gov you will have access to past presentation materials including written transcripts and video slideshows.

We will continue to update the list of presentations as the webinars become available.

So for today's webinar, you will learn about the 2017 Assister Certification Training that will be launching very soon in the Marketplace Learning Management System. We refer to the Marketplace Learning Management System as MLMS. The acronym MLMS will be used throughout this presentation.

Today's presentation will include some information about what is new in the MLMS, system requirements for accessing the training, and we will go over the requirements for assister certification and re-certification for the 2017 plan-year. You can find more information about this training update, including the slides that will be presented today, as well as Quick Reference Guides on the marketplace website, which I believe there's a link on your screen, and you can link to there now.

Also, as a reminder, last week we published the new CMS Enrollment Assister Bulletin, this bulletin outlines the Navigator and certified application counselor (CAC), certification and re-certification requirements for the 2017 plan-year. Including the certification training curriculum for the FFM, in the bulletin we refer to this updated training curriculum as the "2017 training". The link to the bulletin can also be found on the slide.

And lastly, before we get started, make sure you know about our webinar that we will be having this upcoming Friday. This is our regular assister Friday webinar. We will be joined by colleagues from the Health Resources and Services Administration, (HRSA). They will present tips and resources to help enroll people living with HIV in health insurance. We also have a special presentation about working with the criminal justice involved population. We will be joined by Navigator grantee, Aspen, who will provide tips and resources about working with this special population. Please check your email invitation for Friday's webinar, you won't want to miss it.

2017 Assister Certification Training

With that, let's get started. I want to welcome Jabaar Gray from our Consumer Support Group, who will provide us with our training presentation. As a reminder, if you have any questions, feel free to submit them through the webinar chat feature.

Hello everyone, this is Jabaar Gray. Housekeeping news, there is about 10 second delay between when I press the button and what you're going to see. The point, is that it is slightly cumbersome to navigate this and talk at the same time. This is especially challenging because this training is a lot of "press this and press that". Also, there are a lot of slides that we have to get through. That means that from time to time, I will do what the radio folks do, and try to talk through a lot of this dead air space. So, I hope you're ready for that.

Now, the next thing to note is that there are about 2000 of you tuned in to this presentation. The good news is that not much has changed. We have been working mostly to fix the back-end stuff. So the good news is that a lot of you could probably jump off of this presentation if you wanted to. I'm not telling you to, I'm just saying that there have been slight tweaks here and there. You can also always go and find the PDF version of this presentation on www.marketplace.cms.gov and you can find the exact same changes. This is very unlike last year, when there were major changes, and there should have been a lot of you. My point is, unlike last year, this year there only *slight* changes. So, don't worry about it so much.

I already skipped through the agenda slide, most of you have probably read that. We are now on the objective slides.

I do not like to read every bullet point. I find that degrading for the end-user, and boring. Let's move on.

We're going to be talking briefly about your state certification and training requirements. The take away from this is that you need to do the research and figure out your own state requirements. We are talking about the federal requirements today. If you have additional state requirements you must meet those to perform your duties.

So, please go figure out what your state requirements are and get those done.

The other thing we want to note is you must be certified before you start helping consumers. So, please get that done before open enrollment. We can't say it has to absolutely be done before open-enrollment, but obviously, you won't be very effective if it is not. So please get it done. The other thing to note and that you need to know is that there's about an 80% pass rate that you need to move on. There are 14 courses and 1 optional course for Navigators and EAP's while there are 6 or 7 for CAC's.

So, what is new in MLMS? We have been tweaking a lot of the stuff that you see and we have been fixing a lot of the back-end stuff to make it work well. That's the "heavy-lift" that we've been doing. But you will only see some slight changes. You'll get this configuration link and we will go into all these things in detail a little bit later. There are some slight other changes.

So, the first thing to note is that we are going to be trying to prepare your system. These are the steps you need to take in order to do that. On the next slide, you can see the actual instructions for preparing your system.

The JavaScript. That is a link with the actual instructions. Click that, and you will get the step-by step. The same with the Adobe flash, and the final one.

What is new is that you will see this "check your system configuration" under the assister announcement in the MLMS landing page. You can always go there. When you come in for the first time you will see this.

This shows you how the MLMS is reading your system and whether or not it complies. So, this is a problem solving step in order to help you understand, what we need to understand about your system. That is one of the improvements we've made. If you read the red box on the right-hand side, it tells you what your system is doing.

Then if you need to call the help desk, which we are reducing the need for, you will be able to provide the information. Because I, like you, would not know if somebody asked me if JavaScript enabled? But now I would know.

The steps to certificate completion – we are now moving on to number 2. This step assumes that most of you are returning assisters we will talk briefly for returning assisters and then spend a longer time if you are a brand-new assister, with the step-by-step processes. So the first one assumes that you are a

returning assister, so we are going to log into the CMS portal. That is only a slight change from last year, and you'll see that.

When it comes up on your screen, just like last year to login to the CMS portal, you hit the big blue button on the right-hand side, and it will launch. I can guarantee that your password no longer is valid because they go away every 30-60 days or so. So obviously, underneath it, there is the "forgot user ID" and "forgot password".

You want to hit one of those, especially the password option. You're going to have to change your password. Unless you were in the system recently. We always accept the terms and conditions.

Here is a slight tweak I will point it out. Last year it asked you for your user ID and the password. Were on the same page. CMS has split these, so they are on two separate pages. Remember the portal that we are referencing here, we use this for hundreds of other applications, and it is not just where our MLMS is housed. So there are certain things that are specific to the portal that we do not have any control of, but it must be universal for all those other programs. If you say why did you split them? I don't like this. We have zero control this.

After you do the login, with your login ID and password. Notice the "forgot password" you will probably have to hit that. Let's assume you have your password, and you are returning assister, you'll see the yellow drop-down with the arrow you hit that and underneath it will say training. If you are brand-new person that will not exist, and we'll show you later how to get that there.

So, after you hit the button and the training button it will shoot you from the portal over to the MLMS profile fields. It should be very familiar to all of you. The stuff in red, you have to answer and fill out. If you change it, you go to the bottom button at the bottom and press save an update. If nothing has changed, all of you should be changing how many years you have been doing this, and this is your second time doing it. You should all change information. And saving and updating it. After you save, press the next button which will take you to the login landing portal page. We have changed this just slightly. We'll explain the changes that have been done.

You can read the next slide. It's just basically saying, if you changed it, here are the things that you need to do.

The main point is to reiterate all things in red you must fill out, and the optional stuff you do not have to. The more information you give us, the better. So let's assume that you are a returning assister and you have changed that this is now your second or third year taking the training, and you have updated that in your profile field and have moved on to the MLMS landing page.

Now, what we will do is assume you're a brand-new person. Which most of you are not, but let's assume it anyway. You would go beneath the big log in to "CMS secure portal" and you would see the "new user registration". We would hit the button, then it will take you to the terms and conditions.

Once you get to terms and conditions, it's a little radio but we always accept the terms and conditions and we move on. Then we press next. From there, it will take you to the required profile information. Everything here in red you need to fill out. At the bottom, it asks you for your Social Security number, we do not need to know this for this specific program. The same information is collected for hundreds of

other programs so sometimes other entities need to collect that information. We do not. We do not want your social security number.

We are going to create a user ID and password. The password has to have like uppercase, letters, then numbers and special symbols, and all that good stuff. So you have to remember this is for a government portal. When it is a government portal we ask that your password is super secure. One way to ensure that it is secure is to make sure that you have a very strong password. Note that it will ask you three challenge questions. My piece of advice to you is when you select which questions, select ones that have answers that do not change. One of my challenges this question number three, "the name of my favorite pet". Well I used to have a dog that died 20 years ago. I now have a new dog, so I never remember if I put her name or my other dogs name in. So that is an example of something that has changed. That I have to remember every time. My new dog is kind of needy, so I always get guilty when it is not her name. But I am pretty sure that it is not her name. One of these days it will be, but I would just need to change that.

Press the okay button, then move on.

We will discuss requesting access to the MLMS steps. This is just telling you where we are going.

Basically, we have created your user ID and password. We have answered your security questions. Then what's going to happen is it is going to log you out, essentially. This is the way the system collects the data. It doesn't want to collect the data to send you on, it wants to collect the data to make sure that it works. Essentially what I am telling you that you have to read, only the first time you do this by the way, if you are a new user fill in this information then it will essentially log you out after you press, "OK". Then you come back and you log into the CMS secure portal, you always accept the terms and conditions, and now you get to put in your new user ID and password.

Accept the terms and conditions. And now you put in your new user ID and password. Then we will go to login.

Since you are brand-new, you will have to request access. Remember this is a portal for a lot of programs. The system is saying you have a user ID, you answered security questions, and have a password, the system wants to know, what you want to do. This is when you hit the button that says "request access now".

It will give you access to access catalog. Now, the good news is, you do not have to type in the whole word at this point. When you get to the access catalog, you're going to want to put an "F" in, that's all you have to do, put the "F" in, and the FFM training agents and brokers assisters catalog comes up what you do not do is, where it says "request admin role", you do not want to click this. You don't want to be an administrator – this will put you in a category where you will need to call the help desk to get you out of. Don't do that, just put the "F" there.

Then go to the request access button below that.

Once you do that it will show you this request new system access. The good thing to note about is, the box below you only have two choices, assisters or agents or brokers. Please select assisters, if you select agents and brokers, they will give you that role and you will have to call the help desk to change that. Do not do that. You're always assisters, I hope you know that. Not agents and brokers.

You will then accept and select ok. Now will show you what happens after you have now been granted access to the FFM or the training which is the MLMS it is the same idea, you have your access, you have to logout again, it will essentially log you out again. And then we will have to log back in. To do that hit the blue button, log into the CMS secure portal, the page after that will show you the terms and conditions, we always accept, now we get to put in the new user ID and password. Our very secure password.

I hope you create a password that you can remember.

Now you are brand-new, you have been granted access to the MLMS training, it will show up there underneath the MLMS tab so if you're a government worker, like myself, you may have a lot of yellow tabs, if not, you should probably only have access to this training unless you have other portal business. But 99.9% of you won't. You'll just have that training.

From there it will shoot you to the MLMS profile page. We will ask you to create or to give us as much information as you are comfortable with. The more information you give us, the better we understand our community, which is you.

There are certain things you have to put in, the things that you need to answer will be written in red. Every time you do, you press save or update at the bottom. Then you move on.

This next slide is showing you the different kinds of his assister types, there's the CAC, certified application counselor, the Navigator, the Federal IPA, and the State IPA. The reason I am spending a half second even discussing this is some of you are confused as to which you are. I hope the Navigators know who they are. What we mean by the State IPA are there are states that are using this training as a part of their requirement. If you are in a state that has its own Marketplace, but are using this platform, to get training use the State IPA assister button that way we know that is the type of assister you are. If you really do not know what kind of assister you are, talk with your supervisor. It can be more complicated than that, there are CAC and Navigator hybrid organizations and sometimes there is interplay so talk to your supervisor to see what kind of assister you are.

There is also one other category which is called the "other" category. This was created for people who were not in the four previously mentioned assister type groups so there are 3000 of you on this call, I'm not sure who you all are but some of you may work for the federal government and want to know how to take this training. We get those requests all the time. Use "other" if you're not directly an assister and you're still taking this training, use "other".

Some of you are returning Navigators. So there is a Navigator re-certification process that is slightly different than it is for other folks.

Now for us to know that, you have to put in that you have been a Navigator for two or more years and this is your second or more times taking the federal training and what will happen after that, it will notify our HIOS (Health Insurance Oversight System), to see if you are in fact are currently a certified Navigator. So, please do that.

Once that happens you will be given the returning Navigator curriculum which is much shorter than the other one. So it behooves you to do that correctly.

The next is the steps to certificate completion. It will talk about how to access the MLMS, these are mostly just "step-by-step" pages, you get the gist of this. We have assumed that you have created your password successfully, you have requested access to the FFM training, you have created your MLMS profile page correctly and it will shoot you over to the MLMS landing page. Once you get there, this is where you can see which trainings you have been assigned and what-not, the important thing to note, you see the home page there after the shadow guy, press that, so that we can start enrolling you into the curriculum. So you hit the "Home" button up there, and then it'll show you what trainings have been assigned to you.

It will show you what trainings have been assigned to you. If you are a CAC and you have indicated so, you have the CAC curriculum assigned to you. If you are new Navigator you'll get the new Navigator curriculum assigned to you. That is why it is important to understand what kind of assister type you are. If you are a Navigator and you take the shorter CAC curriculum, you are not going to get your Navigator certificate as a result of that.

To enroll once you are satisfied that you have been assigned the correct curriculum, you go over to the actions button. This is similar to what you saw last year, you go to the actions and you'll have two actions that you can do either view the details or to enroll. Go ahead and press the enroll button, then it will bring you to the complete enrollment section. It will show you all the courses in there as well as a button that says "complete enrollment" press the button and it will ask you do you want to do this now. Which is where you will see the launch button. Press it. Then we will do the training.

There is the launch button, you hit that. Then it will actually pop up a new window. With the curriculum in it. And we'll go through that in a second for the brand new ones out here.

A lot of you are on this call I'm sure a lot of you have done this before up to this point. Up to this point, you're probably not seen too many changes that you probably couldn't figure out on your own, but I'm glad you're here. That'll save a lot of heart-ache on the back-end for the help desk. You need to complete your training, to do that, there are couple of things that are important to note. At the bottom right hand page, there is this next button that's how you advance the slide. You hit the slide button.

After you do that, another thing to note, is that once you get to a page and it has blue hyperlink language, you need to press that and usually what happens a pop-up comes up with information that we want you to share. You cannot advance through the slides if you do not hit that button. You'll realize very quickly that you can't just keep pressing "next"

You have to go through the content. When you want to leave the slides, for any reason, you want to always use the "exit" button. Do not use the back or close out your browser. The point is you if you do that, it will not bookmark where you are and we want you to get credit for what you have done so press the exit button correctly. For example, the Navigator curriculum is 20 hours long, so we want you to get credit for what you've done. Once you have completed a course it should show up under your learning assignments, it will say whether it is complete or not.

The thing to note about the course is also it applies to exams. If you're taking an exam you want to exit out the exact same way. Which is to press the "exit" button. Do not close the browser. Because otherwise it will not trigger to us that you've done an action that we can bookmark. The next thing, we have assumed you have done that and you are ready to print your certificate. To do this, it is similar to

last year but slightly different. What you'll do is go to the curriculum status button that you will see underneath the gray shadow person with no face. The no face gray guy.

Under there you see curriculum status. Press the button. It will show up it will bring you to another page where it shows you how far you have gotten with your curriculum. If you're halfway finished you can see at the bottom there it says 50% done. If you're all the way done it will say 100% complete. Once you have done that, and you're 100% complete, it will show up and what you want to do is hover over the action button, and then print certificate. One of the things you may notice we do not have the certificates, they are available on the course level. Because we've heard that was confusing for a lot of you. So we just got rid of that functionality.

The certificate that you see, that is a certified application counselor certificate. It shows you have in fact completed the curriculum. The next one will show you a Navigator curriculum which is slightly different although we did tried to make them look similar now.

After that, the next thing we will walk through is something a lot of you will not do but let's assume you have done the entire Navigator curriculum or CAC curriculum. And there is one course that you want to redo for whatever reason. For example, you want to re-visit the material. So we will walk you through how to do that.

The system at this point assumes you're just finished, because you are in fact done. But if you want to come back and redo a course or an entire curriculum, come back and go to the gray person and underneath go through curriculum status, from there it will launch you over to your content what you have done. If you did the CAC, it will bring you over there, it will show that is 100% complete. This is where it gets slightly tricky. Because it's assuming you are finished. The system is wondering: Why are you back here? Go to the recent course history tab, it will show you all the different courses or curriculum. Select whether in fact you want the course or curriculum. Go to the view results button on the right hand side. Then it will show you all the courses that you have done. So you press the view results button, it shows you all the courses that you have done and what you do is you launch the course that you want to do.

What is interesting is once you do that it will take you to where you last were. Well where you last were was at the very end of the course. Instead it will give you two options, do you want to go where you left off or not. There is an OK and Cancel. If you want to start over press cancel. If you press OK, it will just take you to the last page.

The next thing we will go over is how to enroll in Spanish language if you so choose.

Go to the drop-down menu on the MLMS landing profile page and you will be given the choice of English or Spanish. The default is English. If you hit the button you press Spanish. It will ask you if that is your preferred language choice. Press yes or ok. Then it will have you to save/update at the bottom. This part is slightly tricky. Because once you do that it will take you to the MLMS page in English. I'm not sure why, it is just the way the system works. What you have to do is log out and then come back and when you do come back, it will show that everything is still the same but instead of on your MLMS landing page, but instead of English it will be pre-populated with Spanish. And then that being what we wanted, you just have to press the next button and then it will launch you over to the MLMS Spanish landing page and now you'll see everything in fact, in Spanish.

It is one extra step if you're selecting Spanish. You have to select Spanish, Save the updates log back out and come back in. And then press next and there it is, MLMS in Spanish.

One of the other new things that we have this year, the assister feedback form. What we're trying to do, is gauge from you folks just how effective this is, and the stuff we can change. There are tens of thousands of you who take this training. So, what we do not want is tell us your thoughts. Because we cannot sift through tens of thousands of your thoughts. So we've made it systematic and we created a survey. To launch, it is going to be one of your options under the current learning page under the gray person with no face.

So, what we want to do is hit the launch button, it will bring you over to your options there which is essentially the MLMS assister training feedback. Press the next button, now you will see the questions that we are asking. It is pretty self-explanatory. One of the first questions is what kind of an assister are you. What we're trying to get at is how we can improve this training for you guys. The more data we have the better. We want to map out the data. If you're a CAC, and we ask you certain questions, we are going to map all of that data out based on your responses.

This is optional, you do not have to do this. So, the more of you who do this, the better. There's something called selection bias were either only the Grumpiest people fill it out or the happiest people. And all we have is data from either the grumpiest or the happiest. We want everyone to fill out the data. The more of you who do this the better the data is for us. Once you have done that, and you hit the next button, and you answer the questions. You always hit the blue button essentially is what you want to learn from this, then answer the question.

The other thing you want to know is if you want to exit before you finished, hit the exit button at the very end there will be a submit button. That will be the final arbiter. Hit the submit button then you're done.

Now we have a couple of reminders about the feedback form. Now we will talk about the system requirements and reminders.

You will see the list of topics that comes up. One of the things we want to discuss is what kind of browser you should be using with Firefox and Chrome, work really well. Internet Explorer works also. Were still in the final stages of making Internet Explorer 11 work really well but Internet Explorer 10 and below works really well.

I usually do all of this in chrome even though my default browser is Explore 11. That works well.

We have some QRGs and FAQ's on Marketplace.cms.gov. It's a same place they were last year. QRGs stands for Quick Reference Guide and FAQs stands were frequently asked questions.

QRGs and FAQs. Those are self-explanatory. We have a QRG on computer configuration. So if you have trouble with the MLMS and you think it could be system related, maybe it will behoove you to get the QRG on configuration and follow those instructions before reaching out to the helpdesk. Because they will most likely tell you to do that anyway. If you can do it on your own, you won't have to deal with other people.

I am a likable guy, I like people but for some reason I do not like dealing with other people. I hate helpdesk. But they are really nice!

I am assuming a lot of you are similar. What you want to do is prepare your system. This is the same slide you saw earlier. About how to do Java and Adobe flash. And also how to make sure that the pop-ups work. Hit either the hyperlinks on this page for step-by-step instructions. One of the other things we want to note is how secure your computer is will affect your learning experience. There is a lot of security on government computers. So they tend to not work as well as say my home computer with a lot of this. I do a lot of testing on this and I have not noticed that much difference anymore. There were some issues before, but that's what we spent the last year working on.

The other thing to note, is the portal ID where you came in with your password and ID, that system will time you out every 30 minutes if it doesn't get refreshed. Or at least some activity on it. The strange thing is that even though it launches you over to a new system, MLMS, it sometimes times out on the front end so every once in a while toggle between the two. To make sure you are logged out because you will get to the end of the course and will not give you any credit for it. You'll also notice if there is also an error button that comes up. But if you see that, the system is not recording you.

One of the things we recommend is that you capture the screenshot of the last page of a course that way, if there's any kind of issue and you need to e-mail the help desk, we can see that you have in fact that you have done all the courses and administration should be able to help you out.

Now, to enroll in another curriculum, meaning you're a CAC and you have indicated that you should use the other button. So if you are a CAC but you want to take a full Navigator curriculum, under assister type put other then you will have the option to use to enroll in whatever course you want. Also, remember when you reach out to the helpdesk, it helps to show what you have completed so that's where you take the screenshot. It will ask you for your check your system configuration link, just know these are the kind of things they'll ask you. That is also the last bullet that will be remembered.

Most of you can read the slide. Remember to use Firefox, Chrome and Internet Explorer 10. Remember to prepare your systems before accessing the MLMS. Meaning, let's turn off popup blockers. Load flash and turn on JavaScript. If you can use a less secure computer, than a more secure computer if that's an issue for you, go ahead and do that it will probably not be an issue this year, but it will enhance your experience. Remember every 28 minutes or so, to make sure you're still on the portal page. Make sure you are not logged out. You want to print a copy of the last page of the course for verification to prove to the helpdesk that you have taken the course for verification to prove to the helpdesk that you did take this course. If you need to reach out to the helpdesk, for assistance make sure to send a screenshot out of your system configuration page.

Anytime you have some do's you have some don'ts. Do not hit the back button. Use the navigation button. The "next" and the "Previous" We talked about the timeout before. Do not use the browser back button there is a back button in the actual content itself that you can use.

Here is the helpdesk contact information. The best bet for the portal is that phone number. We do not want to call that but if you choose that you are an agent or broker, you might have to. So don't do that. You are assisters.

And then there is the email for the MLMS.

Before we start asking questions, I want to provide a few reminders and updates. First, several people have asked if the slides are available or if they will be available after the webinar. I am going back to the agenda slide. I want to call your attention to this link on your screen. It has a copy of the slides that Jabaar just went over. The Resources are here for you.

Secondly, there are quick reference guides, they are posted here. Soon we will be posting help videos. There are several resources to help you walk through all of these steps. We flew through them today.

The second resource, have questions about which courses you have to take if you are a CAC versus a Navigator? What are the certifications versus the re-certification requirements? I will call your attention the enrollment assister bulletin is listed here. That is the second link on your slide. Take some time to look over this. If you continue to have questions about a specific certification or recertification requirement, if you are Navigator I encourage you to reach out to your project officer or supervisor who can link you to your CMS project officer. If you're a counselor, I encourage you to reach out to the CACquestions@cms.hhs.gov mailbox and we can help you with your specific questions.

I also want to reiterate that you might not see a lot of content updates this year, but we have done a lot of back-end improvements so I see a lot of questions about last year. We see a lot of "Last year, I couldn't print my certificate" and "Last year it wasn't recording my exam" We really put a lot of time and effort in making this system and user experience better this year. You should not have many issues this year, if you do have those, please contact the MLMS helpdesk, and they will be able to help troubleshoot those issues.

So let me get to some of these questions.

Q&A

This question says I assume that if we are moving from a CAC to a Navigator do we start with a whole new registration?

Yes. So, when you are Navigator or Federal IPA you're assigned an ID from HIOS one of the ways we know that you are in fact who you say you are is that you're verified in more than one system. You will be in the HIOS system as a Navigator. As a result it will give a federal certificate at the end of the process. But we will only know this if you are in HIOS and our system. If you come in as a CAC and MLMS but expect to get a federal Navigator certificate the connection will not be made. You will not get it.

I forgot my password, I've tried to use the forgotten password button and that is not working. Who do I call? Who do I contact?

That's where you reach out to the portal helpdesk. The last slide where we showed you some of the resources. Please reach out to the portal help desk for that.

You can call them or send them an email.

And again these slides are posted. You can print all the information from the slides and keep it handy.

Here is another question: This is an assister who has been here since the beginning but this year she changed employers. So her assister information needs to be changed along with the email. How does she make the change and register another account?

It depends what the new employer is. So for example, if she is a CAC who just changed employers, then it will be easy enough to change it in the MLMS landing page. Under assister type, you would say that you are a CAC still. The information about your employer would go in there. It will be a little bit more challenging if you went from a CAC to a Navigator like in the previous question. So if that is the case, fill in the information as well that you are now marked as a Navigator and mark that you have your Navigator ID. You need that to get to the MLMS training content if in fact you are Navigator. Probably more commonly, CAC to a different CAC organization. So that information can be changed fairly easily on the MLMS landing profile page.

We are seeing people are asking when this 2017 training will be available and we are working on that. We're planning to roll this out very soon. We are planning to roll this out very soon. We will send an email notification everyone on our listserv and contact your Navigator and CAC organization and rest assured it is coming very soon. This presentation is just to help you get prepared for the launch. So just hang on tight and we promise to get that out to you soon.

Another question is: Will the CMS portal be asking for multifactor authentication again this year? Or is it just the HIOS extra security measure.

Yes. If you are given access to HIOS even if you're coming into the system looking for a training, it will ask you for the multifactor authentication. What that looks like is it ask you to register your cell phone number and it will send a five numbered code to your cell phone and you put that in. This is extra security that we may end up do that in the future for everyone but we're trying to spare everyone from doing that up front. But we may have to do that in the future. If you are in the portal for other functions, then you may have to do that but 90% of the people here will not have to do that.

They want to know if they have a username or password last year do they have to create a new one this year?

Not user ID. I can almost guarantee everybody's password has expired, unless they were in there recently. I think it is every 60 days, maybe 30 days they want you to change it. I can almost guarantee that your password is expired. You will have to change the password. You will press forgot password, and you will get security questions. Then change it.

If CAC's want the additional training offered to Navigators can they do this? Is a Navigator training includes other basis that are not offered in the CAC training, can they go beyond just the CAC training?

Absolutely, yes that's with the "other" type is for, what you would do is choose the other then you will have an option for all the curriculums.

If someone is finished the training courses in the beginning of June, do they transfer over to the new system or will they need to complete the training again?

That depends on the assister type that they are. If you are a CAC, your training is valid for one year from when you finished. If you are a CAC and you finished in June, then you do not necessarily need to come back although we recommend you do. This is because there are updated policies and information in the content itself. But systematically it will not make you do that. If you are a Navigator or Federal IPA you will definitely need to redo it again. Your certificate from June expires in September. You need to do it before September.

Do you have unlimited number of attempts to take the test again this year?

Yes.

Can the assister get certified in both English and Spanish?

I have not had anyone want to do that. That is an interesting question. I am hearing "is there a systematic exclusion from one to the other".

Maybe they are asking if there's a special certification for English versus Spanish. You are certified as an assister. When you complete the training, you are certified as the assister. It does not differentiate between whether you took it in Spanish or English. You do not have to take both. You're still certified. We just make the training available in both languages.

The certificate at the end will be the same regardless of the one you chose.

Can you go in between Spanish and English training or do you have to do the whole training in one the languages?

Yes and no. If you were to do that you need to have two different user IDs and passwords. For most of you, you would not want to do that but if you want to see the English page at the same time you saw Spanish page, it would not work at all for a Federal IPA or Navigator. This is because what you have, is what you have. For CAC you could technically do that but I would not recommend that.

Actually, you can do it as a Navigators as well. For the next one, you have to register as an "other" and not a Navigator.

Last year when you failed the course you had to redo the entire course again. Will this be the same? Or will it let you re-do the portion of the exam that you failed?

When you're finished with a course itself, it will show that it is completed. It will show that you did not pass the exam so you could always relaunch the exam. That is my understanding of it.

Someone is asking you cannot actually take the training but can we start updating passwords and profiles to get prepared for when the training launches? Or do they need to wait until training launches to update this information.

I am not sure I have the answer, I think you should be able to update everything right now. But when you press the training yellow button, you will get an "error" because you cannot launch to anything. You should be safe enough to change your password and but that is the extent of the stuff you can do.

So, we're out of time. This has been a very informative webinar. Thank you Jabaar. The slides are currently posted. We will let everyone know when the training is launched. And we will answer questions if you have any further questions. We will have many questions answered on the assister newsletter. You can contact your project officer or the CAC inbox.

Thank you everyone for joining. Have a great day.