

How to Access the Online Resource Library for Assisters

To join the online community, complete the following 3 steps:

Step 1: Create an account for the CMS Enterprise Portal.

The CMS Enterprise Portal is the secure password-protected gateway that allows the public to access systems related to CMS programs. Assisters may already have an Enterprise Portal account and may request access to CMSzONE using their existing account. If assisters already have an Enterprise Portal account, skip to Step 2. If assisters do not already have an Enterprise Portal account, here is how to create one:

- Go to <https://portal.cms.gov/wps/portal/unauthportal/home/>
- Click on the box with the padlock marked “Login to CMS Secure Portal.”

Exhibit 1: Screen Shot of CMS Enterprise Portal Home Page

The screenshot displays the CMS.gov Enterprise Portal homepage. The header includes the CMS.gov logo and navigation links: Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print. Below the header, there are tabs for 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area features a 'Welcome to CMS Enterprise Portal' section with a video player showing a healthcare professional. To the right is a 'CMS Secure Portal' section with a login button circled in red, and links for 'Forgot User ID?', 'Forgot Password?', and 'New User Registration'. At the bottom, there is a 'Get E-Mail Alerts' button.

- You will be prompted to accept the terms and conditions of the Enterprise Portal by clicking “I Accept.”

Exhibit 2: Screen Shot of Terms and Conditions Page

CMS.gov | Enterprise Portal
Centers for Medicare & Medicaid Services

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

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 cancelled.

- This step will direct you to a login page. If you are a new user, click the “New user registration” link to create an account. You will be directed to a Terms and Conditions page, where you should read and, if you accept the terms, click the “I agree to the terms and conditions” box at the bottom of the page. Then, click the “Next” button. You will be directed to a page where you are asked to fill in basic contact information. When you have finished, click the “Next” button. You will then be directed to a page where you will be asked to create a username and password, and provide answers to 3 challenge questions to be used in the event that you forget your password.

Once your CMS Enterprise Portal account has been created, you can login to request access to CMSzONE.

Exhibit 3: Screenshot of New User Registration Page

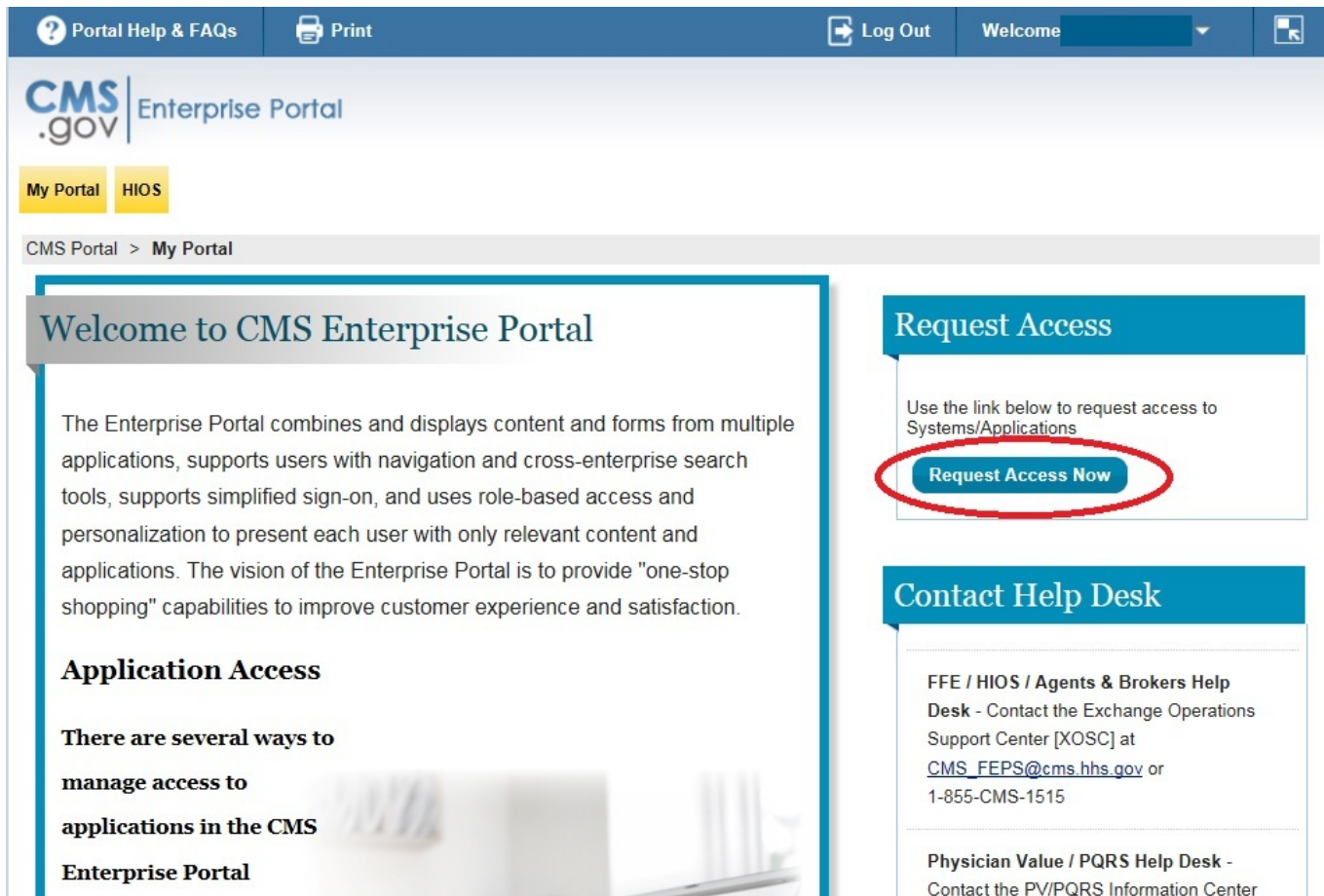
The screenshot displays the CMS Enterprise Portal's login and registration interface. At the top, the CMS.gov logo is followed by 'Enterprise Portal' and the text 'Centers for Medicare & Medicaid Services'. Navigation links for Home, About CMS, Newsroom, Archive, Help & FAQs, Email, and Print are present. Two yellow buttons, 'Health Care Quality Improvement System' and 'Provider Resources', are located below the header. A blue banner reads 'Welcome to CMS Enterprise Portal'. The main content area contains a login form with 'User ID' and 'Password' input fields, 'Log In' and 'Cancel' buttons, and links for 'Forgot Password?' and 'Forgot User ID?'. A red circle highlights the 'New user registration' link. The footer includes a 'Home' button, CMS.gov logo, and contact information for the Centers for Medicare & Medicaid Services.

Step 2: Obtain access to CMSzONE.

Assisters request access to CMSzONE through their CMS Enterprise Portal account. Here is how to get access to CMSzONE once you have an Enterprise Portal account:

- When you login to the CMS Enterprise Portal, you will be directed to the Welcome Page.
- Click on “Request Access Now” button.

Exhibit 1: Screen Shot of Welcome Page with “Request Access Now” Button



You will be directed to a My Portal Access Catalog page.

- On the Access Catalog page find “ZONE.”
- Click on “Request Access” button.

Exhibit 2: Screen Shot of Request Access

myCGS The myCGS DME portal allows users to access J-C Medicare information, including eligibilit More... Help Desk Information 1-866-270-4909 cgs.dme.mco.email.inquiries@cgsadmin.com Request Access	Novitasphere Internet Provider Portal for Novitas Solutions, Inc. Help Desk Information 855-880-8424 websiteEDI@novitas-solutions.com Request Access	OPENPAYMENTS The Open Payments system satisfies the reporting requirement in Centers for Medicare & More... Help Desk Information 1-855-328-8366 Openpayments@cms.hhs.gov Request Access
Physician Quality and Value Programs Physician Value - Physician Quality Reporting System Program. This portal allows access to More... Help Desk Information 866-288-8912 qrsupport@cdps.org Request Access	PS&R/STAR Provider Statistical and Reimbursement/System for Tracking Audit and Reimbursement. More... Help Desk Information 866-484-8049, 866-523-4759 TTY/TDD eussupport@cgi.com Request Access	SHIM SHIM is the Small Business Health Options Program Marketplace that helps businesses provid More... Help Desk Information TBD TBD Request Access
SPOT-First Coast Service Options Internet portal (FCSO) The SPOT offers an array of self-service resources to furnish essential Medicare processin More... Help Desk Information 855-416-4199 FCSOSpotHelp@FCSO.com Request Access	VMS Client Letter VMS Durable Medical Equipment DME Client Letter application. The Durable Medical Equipment More... Help Desk Information 443-275-8948 (Option #2) THD@GDIT.com Request Access	ZONE Opportunity to Network and Engage (zONE) is a social platform for organizations and indivi More... Help Desk Information TBD TBD Request Access

CMS Enterprise Portal Home | **CMS.gov | Enterprise Portal** | A federal government website managed by the Centers for Medicare & Medicaid S
7500 Security Boulevard, Baltimore, MD 21244

You will be prompted to select a role in that system.

- On the drop down menu select “zONE End User.”

Exhibit 3: Screen Shot of Select the Role Drop Down Menu

Portal Help & FAQs | Print | Log Out | Welcome

CMS.gov Enterprise Portal

My Portal | HIOS

CMS Portal > EIDM User Menu > My Access

Screen reader mode Off | Accessibility Settings

My Access

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

Request New System Access

Select a System and then a role to request access.

Depending on your Level of Assurance (LOA) and the role that you request access to, to satisfy sys [Verification](#), establish credentials for [Multi-Factor Authentication \(MFA\)](#), or change your password th additional information as part of the role request process. If applicable, please note that your reques Factor Authentication (MFA) is established.

System Description: zONE Application

Role: Select the Role

- Select the Role
- zONE End User**
- zONE External Approver
- zONE Helpdesk
- CMS zONE Approver
- zONE Business Owner

Please select a role

Cancel

- You will be notified via email from CMS when your request has been approved.

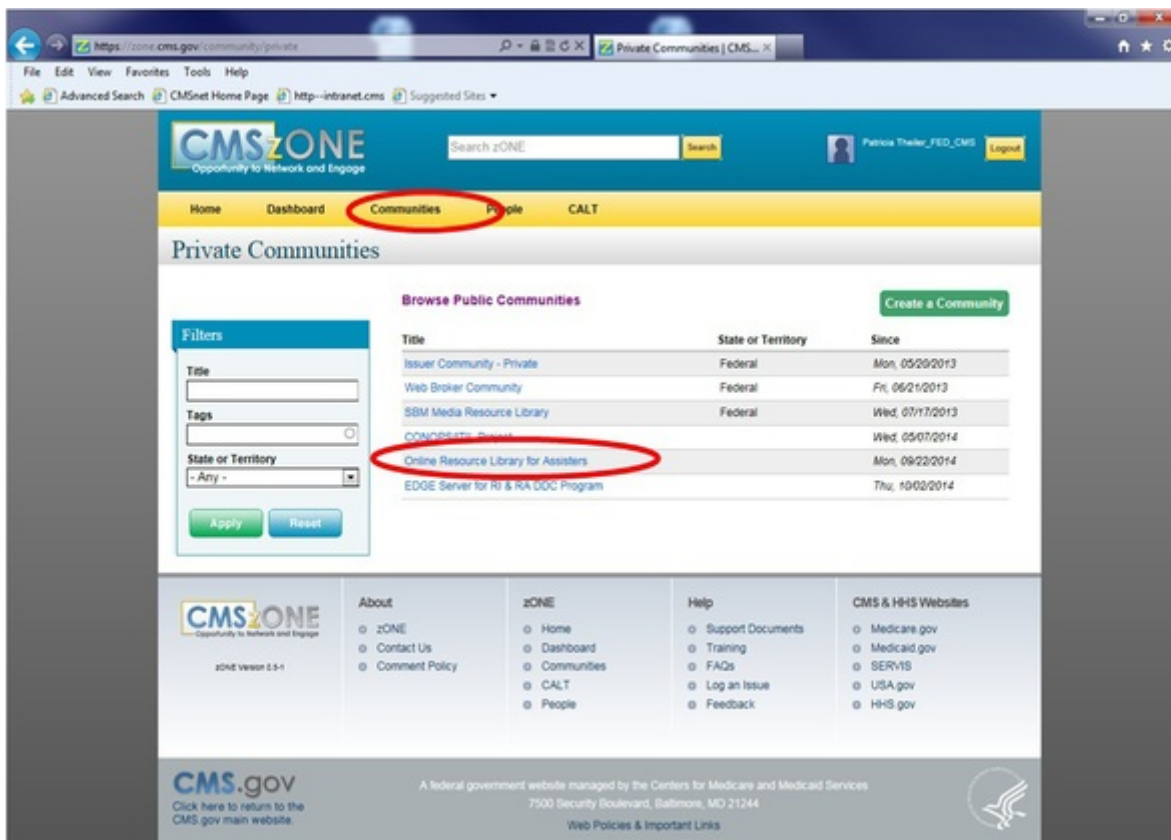
Step 3: Request access to the CMS Online Resource Library Community.

Once you receive an email granting you access to CMSzONE, follow these instructions for obtaining access to the CMS Online Resource Library Community for Assisters.

- Go to <https://zone.cms.gov/>
You will be prompted to login to your CMS Enterprise Portal Account after clicking on the “accept” the terms and conditions page.

- On the CMS Zone home page, go to the Communities tab and click “browse private communities.” Click on “Online Resource Library for Assisters.”

Exhibit 1: Screen Shot of Browse Public Communities Page



- Complete the request for access to the community form, including the reason why you want to join the community. **All assisters should include their Navigator or CAC ID number in the paragraph description section as well as the name of the organization you represent.**
- You will be notified via email by CMS when you are granted access to the community. You should also receive a welcome email from assisterlibrary@cms.hhs.gov.

Additional Questions:

Assisters who have questions about the online assister resource library should send questions to: assisterlibrary@cms.hhs.gov.

If you are having technical issues with joining the CMS Enterprise Portal or CMSzONE, you should call 855-267-1515 or email CMS_FEPS@cms.hhs.gov.

