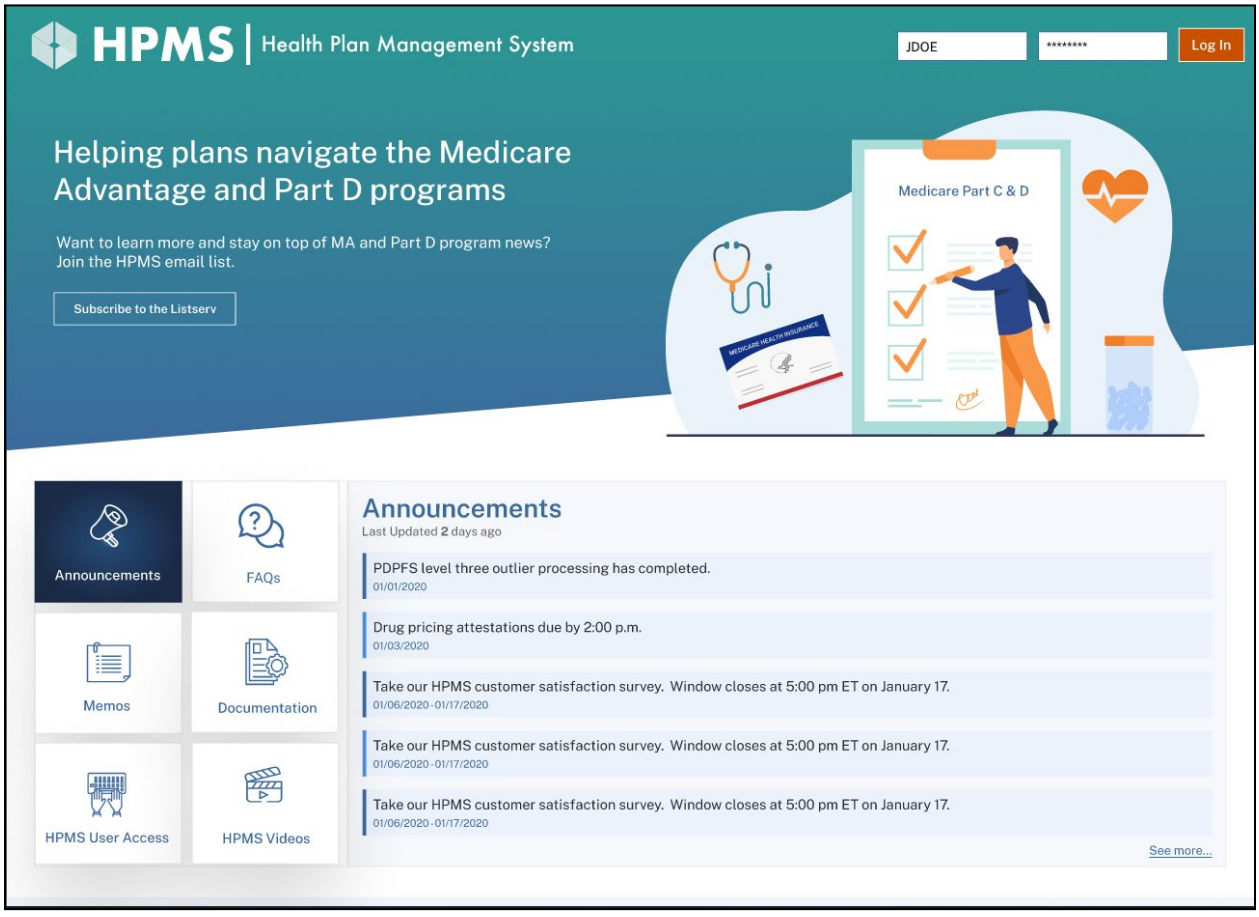
Setting Up Multi-Factor Authentication (MFA) for the First Time

1. In your web browser, enter https://hpms.cms.gov in the address bar. You will be taken to the HPMS landing page (see Figure 1).

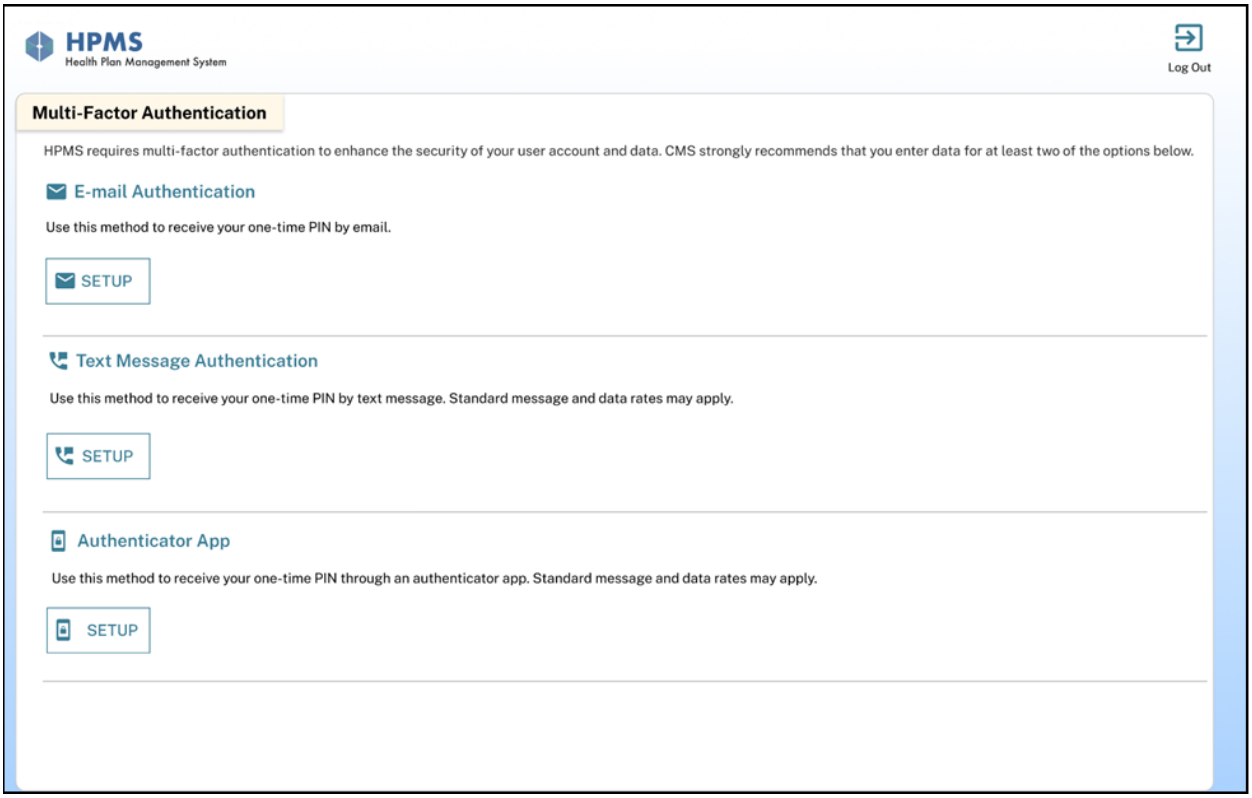
2. On the HPMS landing page, enter your CMS-issued user ID (4 digits) and password (8 digits) in the appropriate fields. Select the **Log In** button to proceed.

Figure 1: HPMS Landing Page



3. The HPMS Multi-Factor Authentication set up page will display (see Figure 2).

Figure 2: HPMS MFA Initial Set Up Page

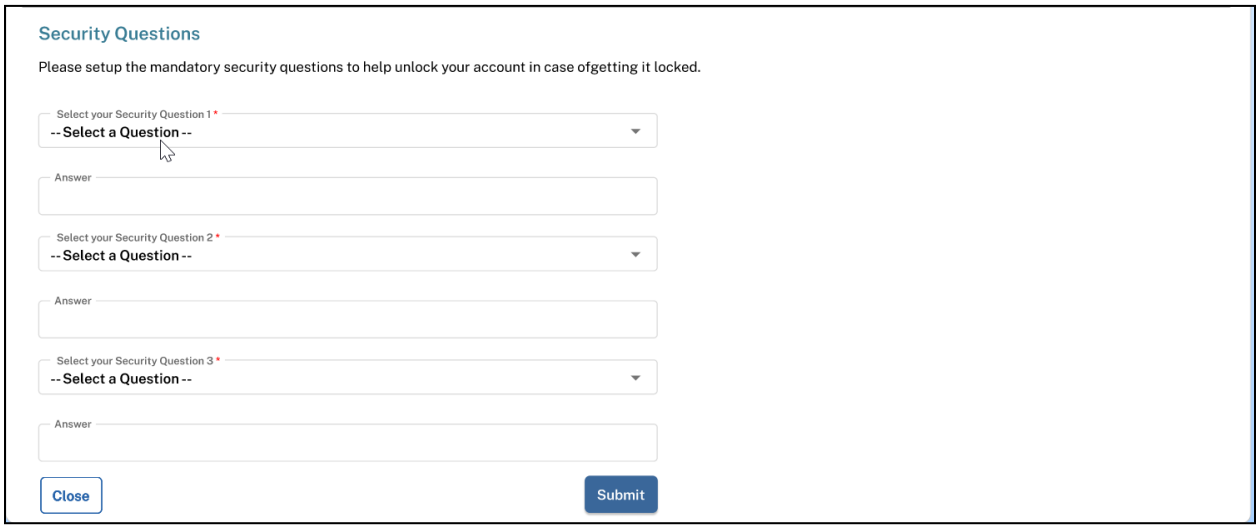


4. You must click on the **Setup** button for one or more of the three options above to establish your MFA factors.

    a. **A random PIN sent via e-mail.** This method requires users to provide a valid e-mail address that will be maintained in a new MFA settings tab in the HPMS "My Account" function. This method is the least recommended option, as e-mail can often be slower than the following two delivery mechanisms.
    b. **A random PIN sent via text message.** This method requires users to provide a valid cell phone number that will be maintained in a new MFA settings tab in the HPMS "My Account" function.
    c. **A time-based One Time Password (OTP).** This option uses a key generated by a mobile application installed on a cell phone, such as Google Authenticator or Microsoft Authenticator. The OTP option is often the most efficient and reliable way to access a website using MFA.

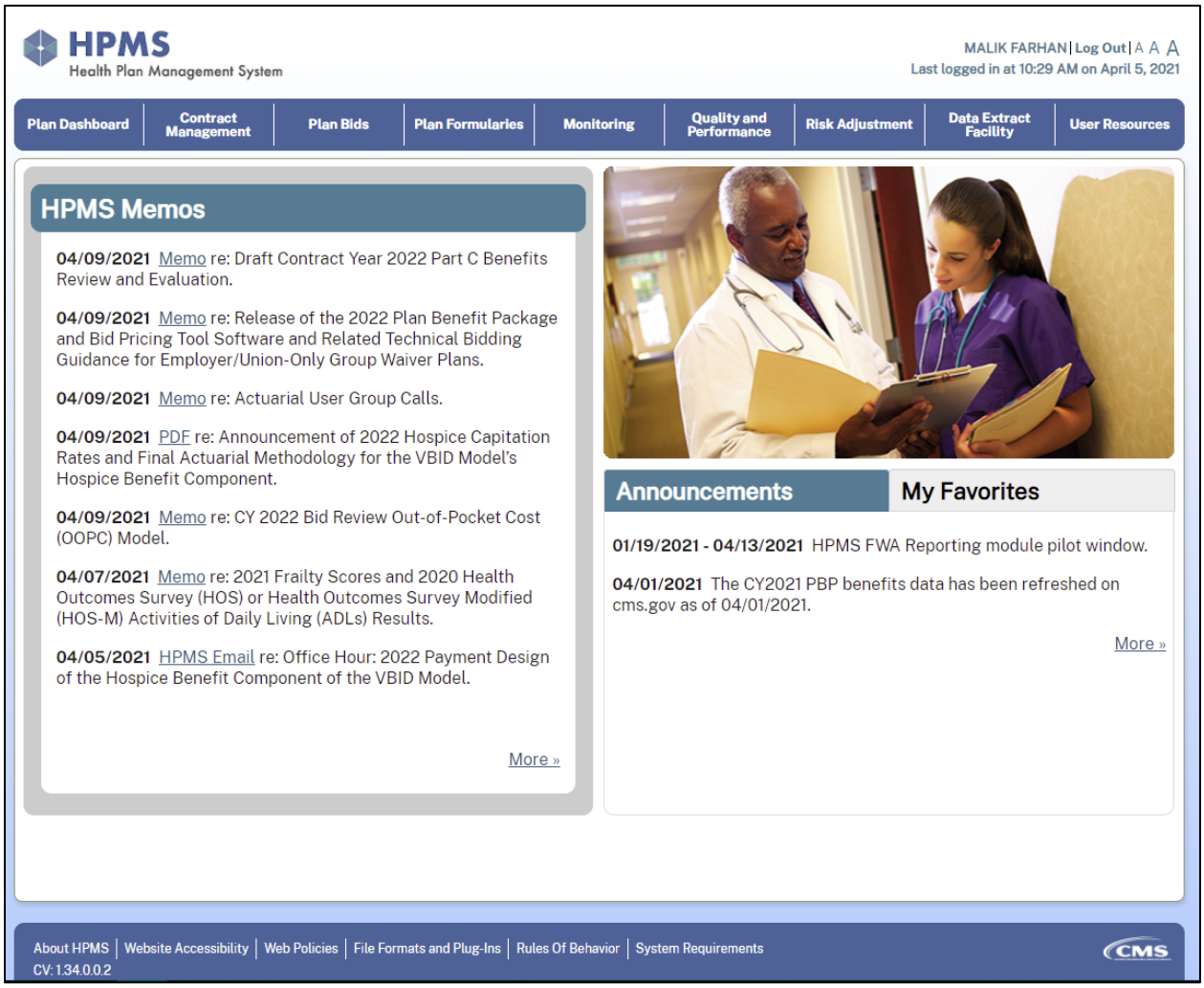
5. You must also complete three mandatory security questions (see Figure 3). These questions will be used if you are unable to log into HPMS using MFA and need to reset your account.

Figure 3: HPMS Security Questions Page



6. After selecting the **Submit** button, you will be sent to the HPMS home page (see Figure 4).

Figure 4: HPMS Home Page

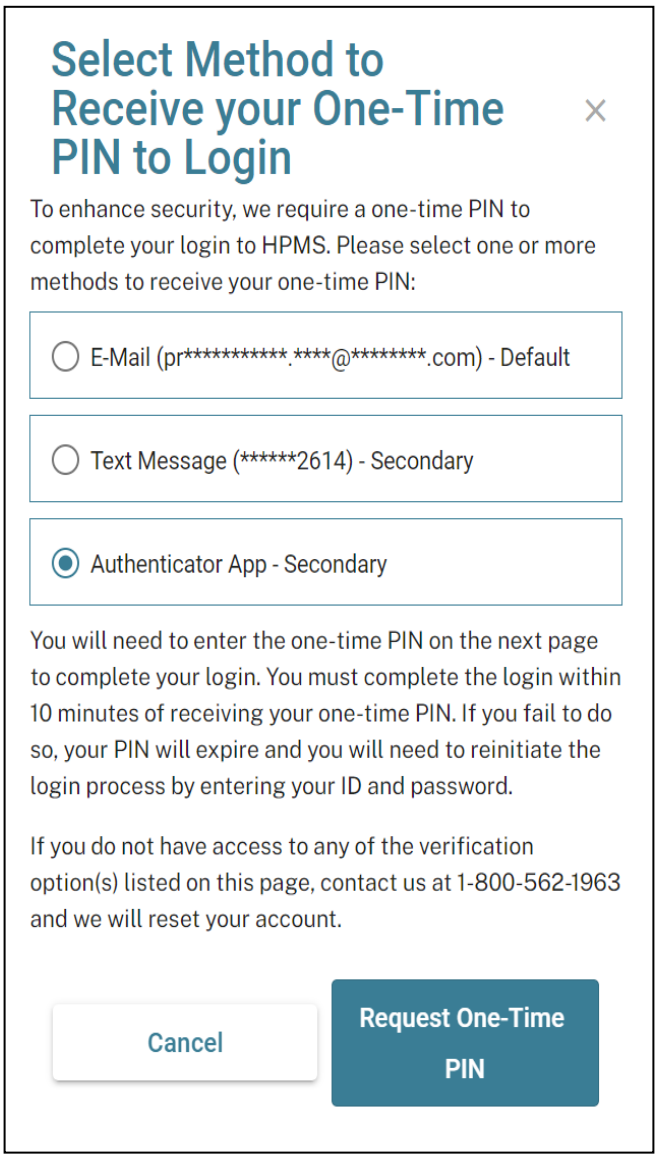


Logging into HPMS After MFA Set Up

1. On the HPMS landing page at https://hpms.cms.gov, enter your CMS-issued user ID (4 digits) and password (8 digits) in the appropriate fields. Select the **Log In** button to proceed.

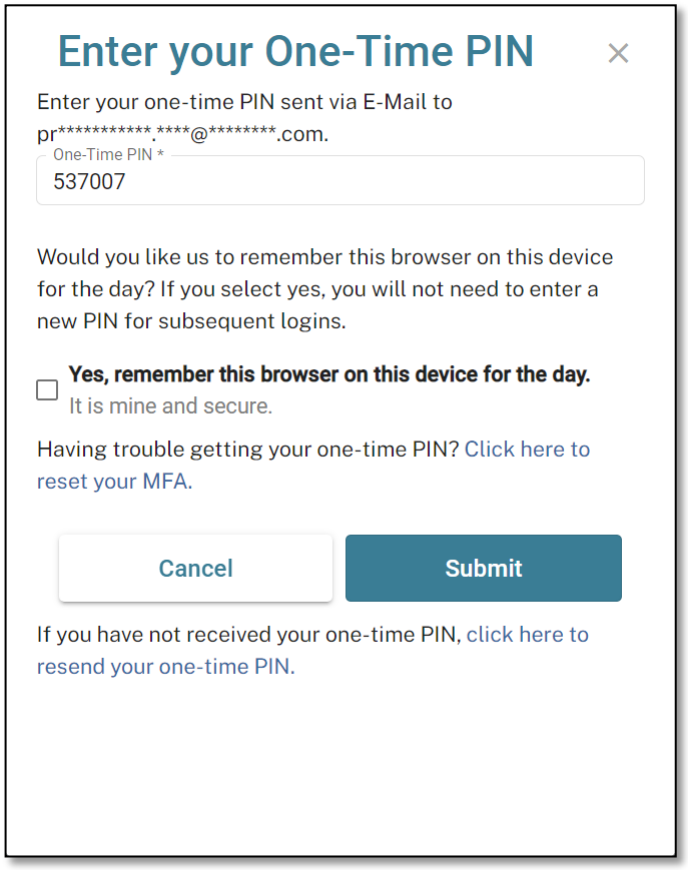
2. Choose your one-time PIN (OTP) option, and select the **Request One-Time PIN** button.

Figure 5: Select Method to Receive OTP Page



3. Enter your OTP on the following page (see Figure 6). You also have the option to remember the OTP on the specific browser on your device for the remainder of the day.

Figure 6: Enter the OTP Page

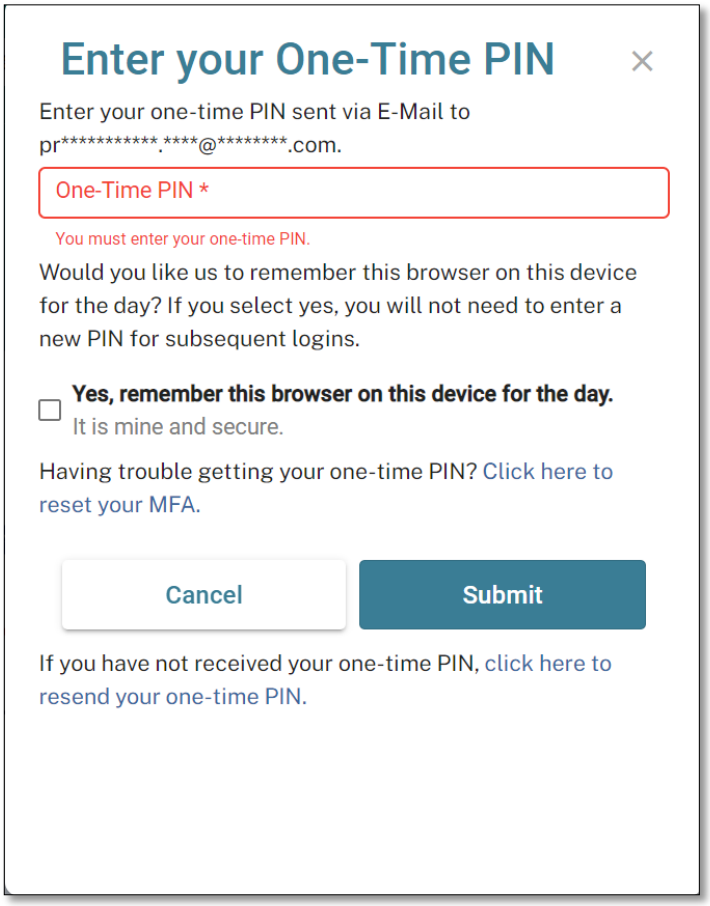


4. After selecting the **Submit** button, the HPMS home page displays.

Updating MFA Settings

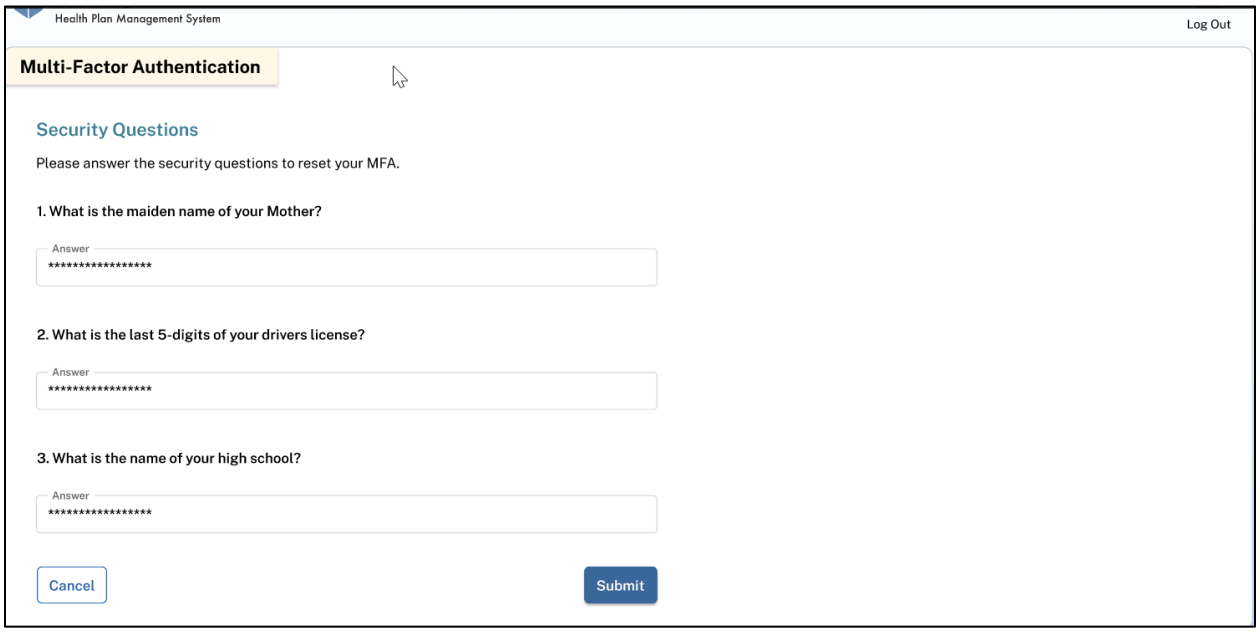
1. If you are unable to complete MFA successfully, select the **Click here to reset your MFA** link (see Figure 7).

Figure 7: Reset MFA Page



2. You will be directed to complete your HPMS security questions (see Figure 8).

Figure 8: Modify HPMS Security Questions Page



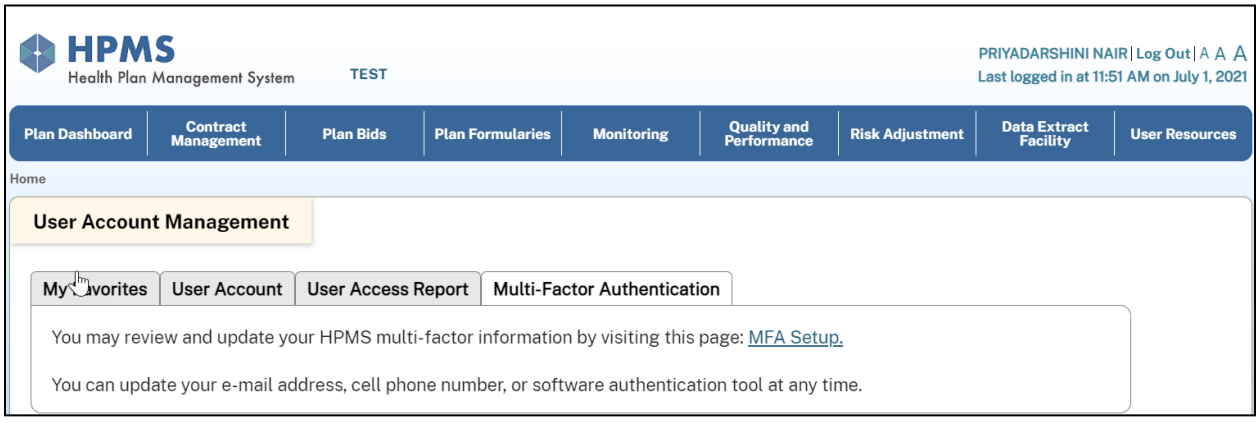
3. After successfully submitting your responses, you will be directed to setup your MFA options and proceed with the log on process once again.

Updating the MFA Method

You can update your MFA methods at any time using the **My Account** module under the User Resources menu.

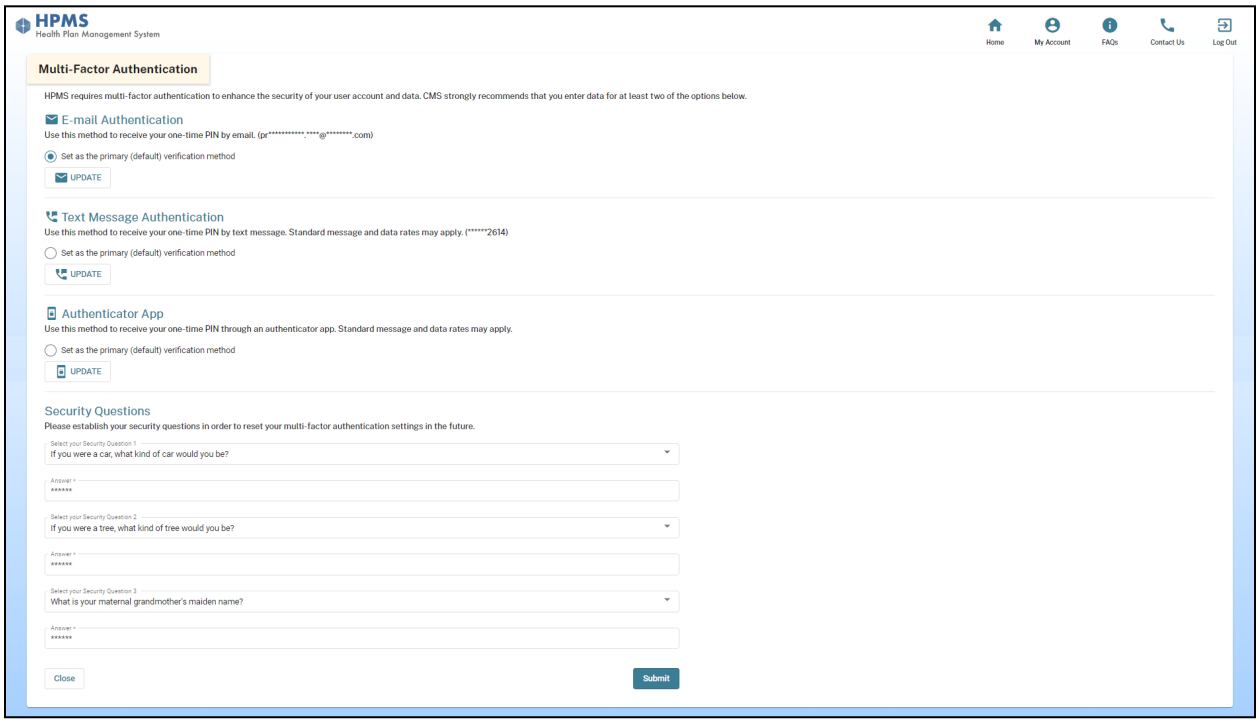
1. To start, use the **MFA Setup** link on the Multi-Factor Authentication tab (see Figure 9).

Figure 9: HPMS User Account Management Page



2. You will then be directed to the Multi-Factor Authentication set up page where you can update your MFA methods and security questions (see Figure 10).

Figure 10: HPMS MFA Method Update Page



CMS Default Password

Your default password is the first two letters of your last name (first letter capitalized) followed by the last six digits of your social security number (SSN). Please refer to the example below (where N below represents a number):

Sample User Name: John Smith Sample SSN: NNN-NN-NNNN

CMS Default Password: Sm456789

Users should change their default password upon receipt of their CMS user ID via the “Change My Password” menu item in the EUA system at https://eua.cms.gov.

Annual CMS User ID Recertification Process

CMS user IDs must be recertified electronically on an annual basis using CMS' System Access Certification (SAC) application at https://eua.cms.gov/eurekify/portal/login. For assistance with the SAC, the security computer-based training (CBT), and passwords, please contact the **CMS IT Service Desk at 1-800-562-1963 or 410-786-2580**.

If you do not complete the recertification in a timely manner, your CMS user ID will be revoked, and you will have to re-apply as a new user.

Upon receipt of a recertification email notice from eua@cms.hhs.gov, you must complete both Steps 1 and 2:

Step 1: System Access Review

1. Log into the SAC at https://eua.cms.gov/eurekify/portal/login using your HPMS credentials.
2. If you find a certification item on your home screen, select the "Certify" button to proceed.
3. Select the check box that appears next to your name. This action will automatically select the check boxes for all of your associated job codes.
4. Select the "Keep" button in order to retain access to the selected job codes.
5. On the summary page, select the "Submit" button to continue.
6. On the confirmation pop-up window, select the "X" that appears in the upper right hand corner in order to complete the system access review step.

Step 2: Security Training

1. Access the CMS security CBT (Information Systems Security and Privacy Awareness Training) at the following URL: https://www.cms.gov/cbt/login/
2. Log in using your CMS credentials and complete the training.
3. Click the "Information Systems Security and Privacy Awareness Training" link.
4. Click the "Click here for CMS Information Systems Security and Privacy Awareness (ISSPA) Training" link. Then select the "Click to launch the course" link.
5. Once complete, click the "Click to complete Course" button and print a copy of your certificate for your records, as it may be needed later in the process. Please note that you may need to log in a second time in order to generate your certificate. Your CBT is not considered to be complete until you obtain the certificate.

Step 3: Checking Your Status

You can check your System Access Review (SAC) and security CBT status in EUA at any time.

1. Log into EUA at https://eua.cms.gov using your HPMS credentials.
2. Click on the "View My Identity" button or use the link from the left hand navigation bar under the "Home" header.
3. Your identity information will appear on the subsequent page.

If the SAC Recert Status is "OK," the SAC Recert Completion Date has changed to the day you completed your system access review, and the SAC Recert Due Date changed to the following year, you have completed the system access review step successfully.

If the SAC Recert Status is "Pending," you have completed the system access review, but it is pending CMS

approval.

If the SAC Recert Status is "Due," you must complete the system access review as described in Step 1 above. Upon completion, your system access review will be sent to CMS for approval.

If your CBT Recert Status is “OK,” you have completed the CBT and no further action is required on this step. The CBT Completion date should reflect the day you completed your CBT, while the CBT Recert Due Date should reflect the following year.

If your CBT Recert status is “Due,” you must complete the security CBT as described in Step 2 above. Please note that your CBT status will be updated overnight, not immediately. However, if the CBT status remains unchanged, send a copy of your CBT certificate to CBT@cms.hhs.gov and request that CMS update your CBT status manually in EUA.

For additional information, please visit: https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/RecertAndPwdProcess.html.

Password Maintenance

CMS passwords must be reset every 60 days. You can reset your CMS password using CMS’ EUA system. You can access EUA over the Internet at https://eua.cms.gov. To change your password, select the "Change My Password" link in the left menu and follow the instructions listed on the page.

For technical assistance with this process, please contact the CMS IT Service Desk at either 1- 800-562-1963 or 410-786-2580. If your account locks and your password must be reset by the CMS IT Service Desk, your password will be reset to the default (i.e., first letter of your last name in upper case, second letter of your last name in lower case, followed by the last six digits of your social security number). You are required to change the default password immediately via EUA.

Please note that the HPMS Help Desk cannot reset passwords.

Help Resources

For HPMS user access changes, please contact the HPMS user access team at hpms_access@cms.hhs.gov.

For technical assistance with HPMS, please contact the HPMS Help Desk at either hpms@cms.hhs.gov or 1-800-220-2028.

For password issues, please contact the CMS IT Service Desk at either 410-786-2580 or 1-800-562-1963.