How to Update Your Language Selection on the Marketplace Learning Management System (MLMS)

This tip sheet provides you, an agent or broker registered with the Federally-facilitated Marketplace (FFM), with instructions on how to update your languages on the MLMS, which will then be reflected in your Help On Demand profile.

In order to edit your preferred languages, you will need to update your MLMS profile by completing the following steps:

1. Log in to the Centers for Medicare & Medicaid Services (CMS) Enterprise Portal at https://portal.cms.gov using your FFM User ID.

2. Click the **Marketplace Training - Agent Broker** tile to display all available links and select the **MLMS Training** link. You will then be directed to the MLMS profile webpage.

3. Click **Next** at the bottom of the webpage.

4. Click on the gray picture image (also known as a profile picture) found in the upper left corner of the webpage.

5. On the next page, scroll down to the **Languages** drop down menu and select the arrow icon on the left-hand side.

6. Select **Add Language** to open another window.

7. Select the language you wish to add via the drop-down icon. You may edit the **Speaking Level**, **Reading Level**, and **Writing Level** icons, but this is not required.

8. Click **Save** at the bottom of the webpage.

9. Repeat steps 6 through 8 for any additional languages you wish to add.

Important Notice: Plan Year 2022 Marketplace registration and training is now available for all agents and brokers.
- Returning Agents and Brokers are encouraged to confirm your MLMS profile is up to date so your contact information is available to potential new clients on Healthcare.gov
- The Help On Demand (HOD) course and PDF version of the material will be available once any of the Plan Year 2022 Individual Marketplace training is completed and CMS agreements are signed.

New Agents and Brokers for Plan Year 2022 - The full training for Plan Year 2022 that is required of agents and brokers who did not complete registration and training for Plan Year 2021.

Now Available: The MLMS Interactive Learning Assistant (MILA)
MILA is an interactive AI driven chatbot that can assist you with your questions on the MLMS training experience. MILA is available 24 hours a day, 7 days a week. MILA can assist you with curriculum registration, course issues, certificate questions, and many more topics. You will still be able to reach out to the MLMS Help Desk for direct assistance if you prefer. In fact, you can even ask MILA to open a ticket with the Help Desk if you need more help. MILA is now available to assist you in real time and to make your experience as easy as possible. Scroll to the bottom of the page and click the "Help Desk" link to give it a try!

For the best experience with MILA and the MLMS, please use Mozilla Firefox, Google Chrome, or Edge and ensure that pop-ups are not blocked. As always, you can click the "check your system" link to confirm your compatibility settings. For additional step by step guidance on using MILA, please refer to the MILA Quick Reference Guide.

If you have any questions or concerns, please contact the Agent/Broker Email Help Desk at FFMProducer-AssisterHelpDesk@cms.hhs.gov

Updated: October 2021   1