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

▪ 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

▪ 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*

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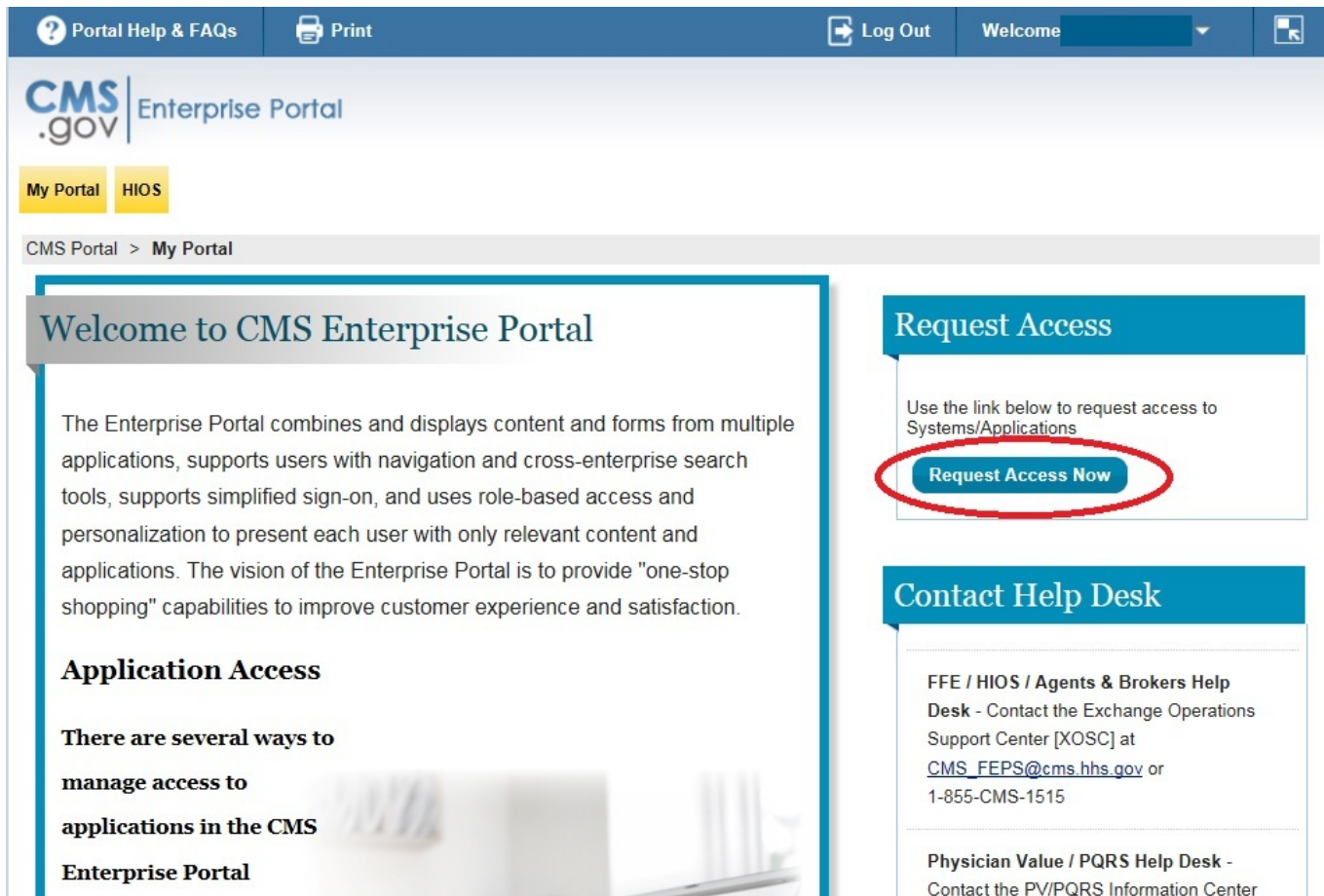
You will be directed to a My Portal Access Catalog page.

- On the Access Catalog page find "ZONE."

- Click on "Request Access" button.

Exhibit 2: Screen Shot of Request Access

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

- **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
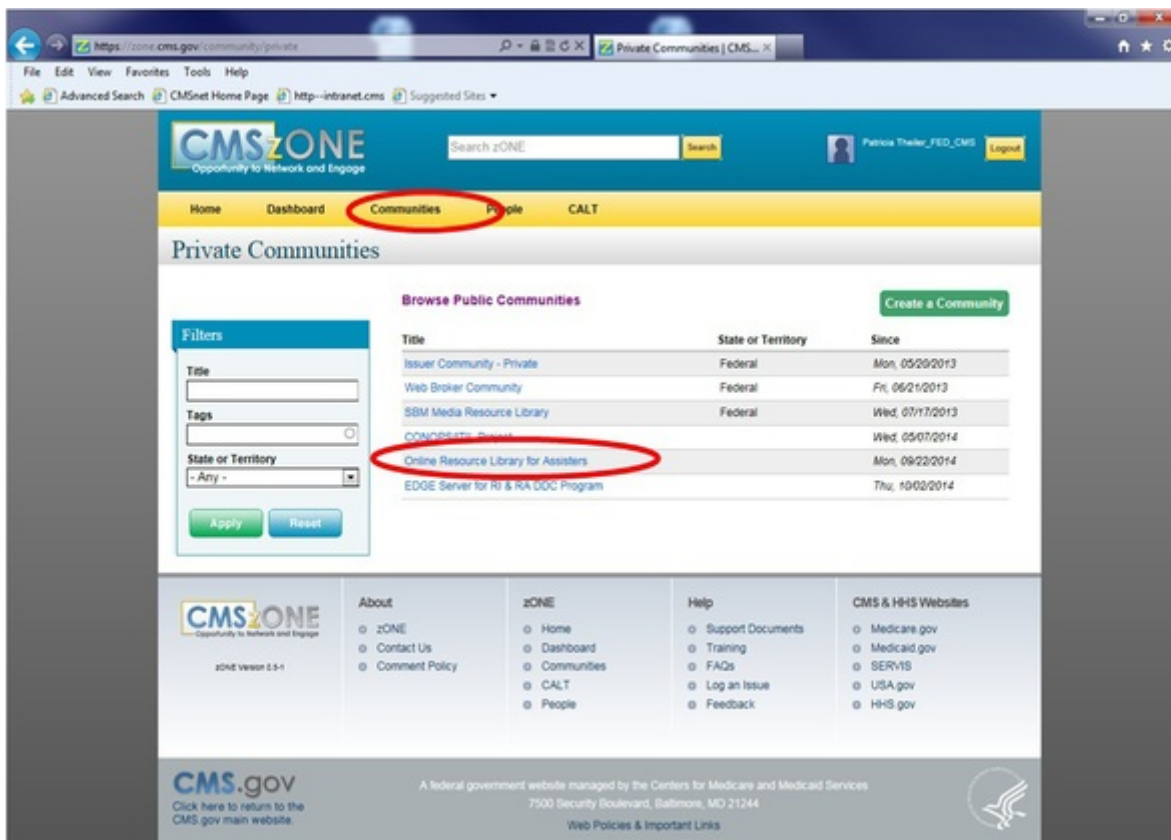
- Complete the request for access to the community form, including the reason why you want to join the community. **All assisters should include their Navigator or CAC ID number in the paragraph description section as well as the name of the organization you represent.**

- **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.