



2025 Assister Certification Training Modules

The CMS MLMS **Plan Year (PY) 2025 Assister Certification Training** opened September 6, 2024. In preparation for the Marketplace PY 2025 Open Enrollment Period, which begins November 1, 2024.

This training is hosted on the Marketplace Learning Management System (MLMS); the online web-based training platform for assisters providing application and enrollment assistance to consumers in Federally-Facilitated Marketplaces (FFMs) and State-based Marketplaces using the Federal platform. The MLMS can be accessed through the **CMS Enterprise Portal**.

New MLMS User Registration

Steps to Register for CMS Secure Portal ID as a NEW User:

1. Select **New User Registration**
2. Select **Federally Facilitated Marketplace** application and Agree to the **Terms and Conditions**
3. Register **Your Information**
4. Create a unique **User ID** and **Password**
5. Choose a **Challenge Question** and **Answer**
6. Review **Registration Summary**
7. Set up **Multi-Factor Authentication** (MFA)

Once you've created an account, you need to request access to MLMS. Refer to these steps:

1. Login to **CMS Secure Portal**
2. Select **Request/Add Apps**
3. Search for **FFM/Training**
4. Select **Assister Role**

Existing MLMS Users Login [HERE](#)

Since Illinois is considered a State Based Marketplace (SBM) on the Federal Platform (FP) —or a SBM-FP— this year, there are new instructions for how to sign into the trainings:

- When you log into the **CMS Secure Portal** you will choose the MLMS training.
- Once logged in you will be at a **screen** that will prompt you to choose 1 of 5 choices.
- You will check the box for **SBM-FP**.
- **You will not put an ID in the box**, simply click "Save."
- This will take you to the training page.

Required ID Validation for MLMS Access

All **new** assisters (Certified Application Counselors (CACs), Navigators, and Enrollment Assistance Personnel (EAPs), and State Based Exchange-Federal Platform Assistors) will need to **verify their identity** on the CMS Portal to access Assister Certification Training on the MLMS. Plan Year 2025 FFM Assister Certification Training Guide provides an overview of how to register as a new assister using the Identity Verification process, or login as a returning assister. Please review the guide **prior** to taking training. **If you have taken Assister Certification Training in the past, and already have a CMS Portal account, please DO NOT create another account**, you should simply log in to access this year's training.

Resources

- **Plan Year 2025 FFM Assister Certification Training Guide** – August 2024 (slides)
- **Plan Year 2025 Device Settings**– August 2024
- **Plan Year 2025 Tips and Troubleshooting – FFM Registration and Assister ID Verification**– August 2024
- These same resources can also be found on **REGTAP**.