

Set up Multi-Factor Authentication (MFA) for EIDM/QARM

Welcome to CMS Enterprise Portal

Enter Security Code

A Security Code is required to complete your login.

To retrieve a Security Code, please select the Phone, Computer, or E-mail that you registered as your Multi-Factor Authentication(MFA) device when you originally requested access, from the MFA Device Type dropdown menu below.

Security Codes expire, be sure to enter your Security Code promptly.

Password:

MFA Device Type:

Security Code:

- Required additional security code sent when logging in to EIDM or QARM (CROWNWeb/QIP)
- Extra layer of security beyond user name and password



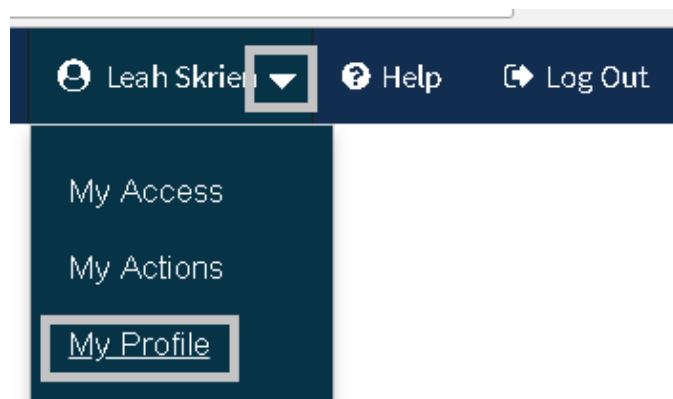
Guide Overview

- Set-up instructions Multi-Factor Authentication Credential(s)
- Overview of each method (pros/cons)
- Walkthrough of alternate method to register your MFA



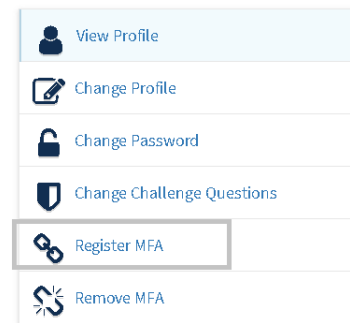
Selecting/Updating Multi-Factor Authentication (MFA)

1. Login to <https://Portal.CMS.gov>
2. Select **My Profile** (top right corner) and choose option **Register MFA**



My Profile

Manage Profile



3. Choose MFA Device to Register


- *MFA Device is the method used to provide you with your security code*

Register Multi-Factor Device

Adding a Security Code to your login, also known as Multi-Factor Authentication (MFA), can make your login more secure by providing an extra layer of protection to your user name and password. Click [here](#) to learn more about MFA and or go ahead and register your device.

Select the MFA device type that you want to use to login

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Choose MFA Device 

Choose MFA Device

Phone/Tablet/PC/Laptop

Text Message (SMS)

Interactive Voice Response (IVR)

E-mail



Multi-Factor Authentication (MFA)

- 4 Methods to receive MFA code:
 1. Install validation software on phone/computer (Symantec VIP). Code shows when opened.
 2. Receive via Text Message (SMS)
 3. Receive a Phone call
 4. Receive via E-mail
- Can register multiple MFA Device Types **(recommended)**



1. Phone/Tablet/PC/Laptop

- a. Install credential on computer or phone
<https://idprotect.vip.symantec.com/>
- b. Enter Credential ID from downloaded Symantec VIP credential
- c. Add brief description (Ex. Personal Cell; Orange Laptop)
- d. Click **Submit**

Phone/Tablet/PC/Laptop

Enter the alphanumeric code that displays under the label Credential ID on your device.

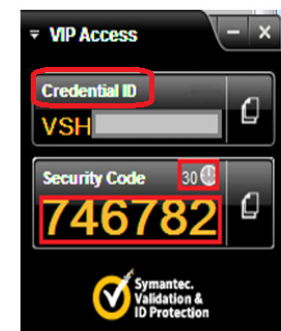
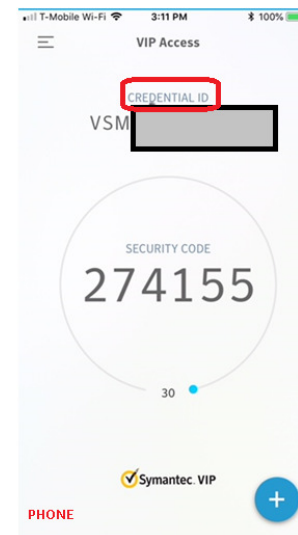
Enter Credential ID

Enter MFA Device Description

Submit

Cancel

MFA Setup Instructions – Slide 6



COMPUTER



2. Text Message (SMS)

- a. Enter Phone number where security code should be texted
- b. Add brief description (Ex. Personal Cell; Work Cell)
- c. Click **Submit**

Text Message (SMS) ▼

Enter the Phone number that will be used to obtain the Security Code.

Enter Phone Number

Enter MFA Device Description

Submit Cancel



3. Interactive Voice Response (IVR)

- a. Enter Phone number to receive the phone call with your Security Code
- b. Add brief description (Ex. Front Desk Phone)
- c. Click **Submit**

Text Message (SMS) ▼

Enter the Phone number that will be used to obtain the Security Code.

Enter Phone Number

Enter MFA Device Description

Submit

Cancel



4. E-mail

- a. Auto-populated with the email address on your profile
- b. Add brief description (Ex. Work E-mail)
- c. Click **Submit**

Text Message (SMS) ▼

Enter the Phone number that will be used to obtain the Security Code.

Enter Phone Number

Enter MFA Device Description

Submit Cancel

END OF MFA SETUP INSTRUCTIONS

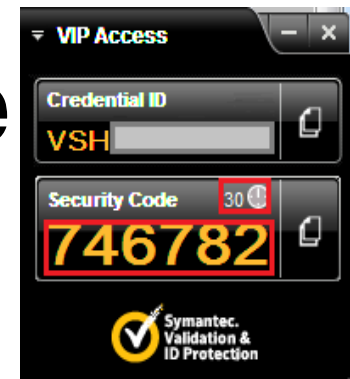


Overview of MFA Methods

- 1a/b: Phone/Tablet/PC/Laptop (Symantec VIP)
2. Text Message (SMS)
3. Interactive Voice Response (Phone)
4. Email



1a. Symantec VIP for the Computer



- Installs software on your computer*:
<https://idprotect.vip.symantec.com/desktop/download.v>
- Security Code used for MFA changes every 30 seconds

Pros:

- If you use the same computer, always there
- Security Code constantly counting down and resetting – no waiting for MFA code

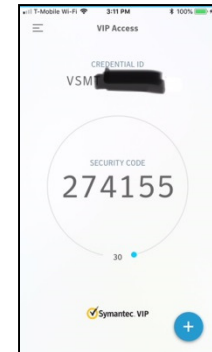
Cons:

- Separate download and Credential ID needed for each computer you use

*Requires administrative permissions to install



1b. Symantec VIP for Phone



- Install software on phone:
<https://m.vip.symantec.com/home.v>
- Security Code used for MFA changes every 30 seconds

Pros:

- Flexible – once you register your credential ID, can be used for your MFA code wherever you log in
- Security Code constantly counting down and resetting – no waiting for MFA code

Cons:

- No ability to get code if you forget your phone
- Need to remember to remove credential ID if you change your phone



2. Text Message Short Message Service (SMS)

- SMS option sends your security code via text message.
- Must provide 10 digit US phone capable of receiving text messages

Pros:

- Fast, easy access

Cons:

- No ability to get code if you forget your phone
- Carrier service charges may apply



3. Interactive Voice Response (Phone Call)

- Communicates Security Code through a voice message sent directly to your phone.
- Requires user to provide a valid 10 digit US phone number and optional extension
- **Extension may begin with:**
 - , (**comma**) Creates short delay of approximately 2 seconds
 - . (**period**) Creates longer delay of approximately 5 seconds
 - * (**star**) Used by phone systems to access an extension
 - # (**pound/hash**) Used by some phone systems to access an extension

followed by numeric 0 to 9

- A comma may be used if the user is unsure of the special character supported by their company's phone system.

Pros:

- No software installation required

Cons:

- Carrier service charges may apply for this option.



4. E-mail

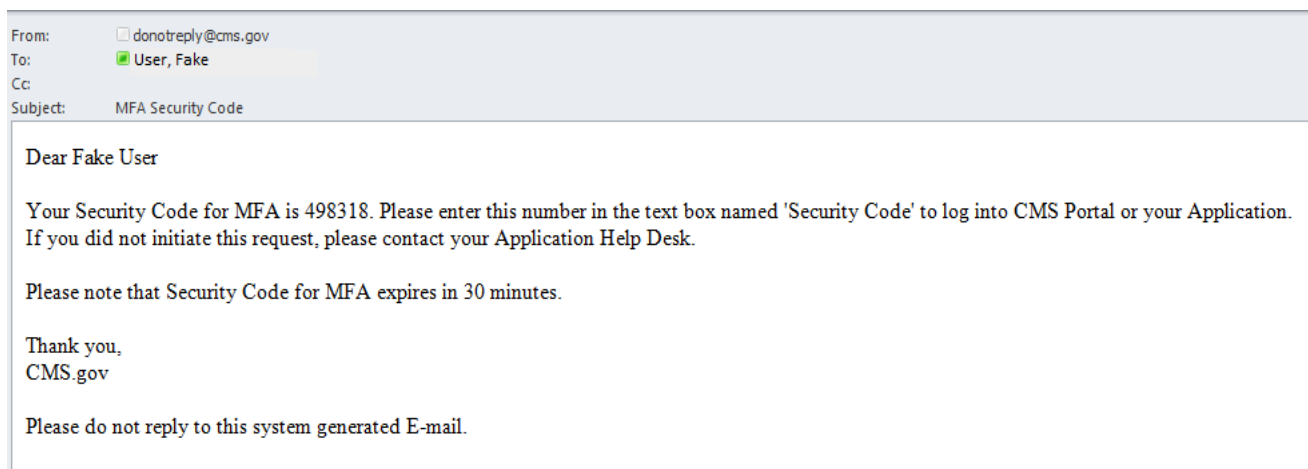
- The e-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using e-mail option.
- When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.
- E-mail address cannot be changed during MFA registration.

Pros:

- No software installation required

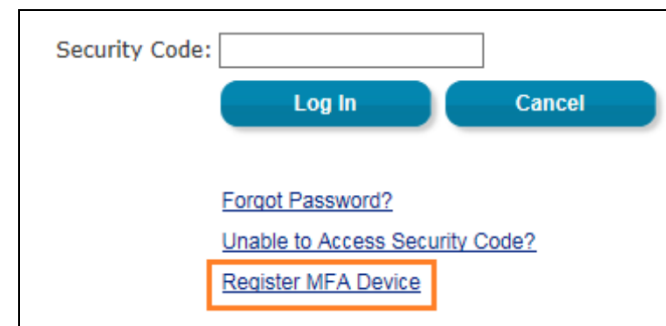
Cons:

- Typically the slowest of all of the options



Register or add MFA Device when logging into EIDM

1. Begin Login to EIDM
2. On page prompting for Password and Security Code, Click **Register MFA Device**
3. Click **OK** on the popup
4. Click **I Accept**



Register or Add MFA cont.

5. Enter your User ID and Password and Log in

User ID

Password

Log In

Cancel

6. Answer the challenge questions (set up during EIDM new user registration)

Please answer the following challenge questions

In what city was your mother born?

What is the nick name of your grandmother?

What is your favorite radio station?

Cancel

Next



Register or add MFA cont.

- Registered devices show on top of the screen

Registered MFA Devices

Credential ID/Phone Number/E-mail	MFA Device Type	MFA Device Description
★ vs [redacted]	STANDARD_OTP	Phone
★ fake.user@madeupfacility.org	Email	Email

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

- [Phone/Tablet/PC/Laptop](#)
- [Text Message Short Message Service \(SMS\)](#)
- [Interactive Voice Response \(IVR\)](#)
- [E-mail](#)

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

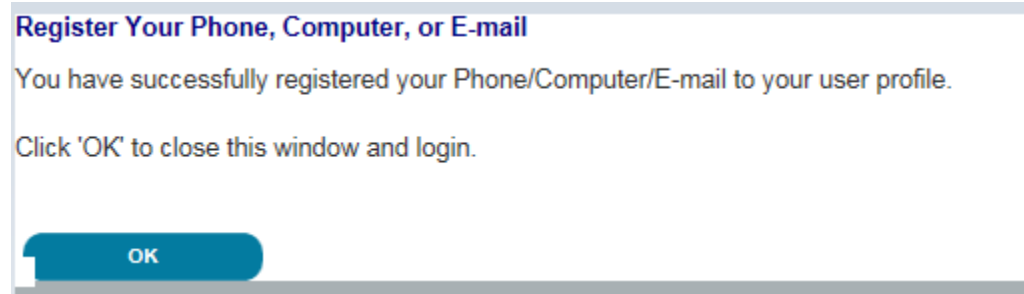
MFA Device Type:

7. Select MFA Device Type you wish to add from the drop down and click **Next**

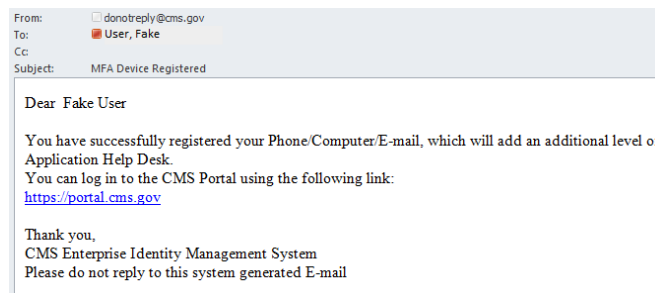


MFA Registration Confirmation

8. Fill in required information
9. Click **OK** to respond to message of successful registration



- You should also receive a confirmation email of successful registration



Resources

MyCROWNWeb.org

(www.mycrownweb.org)

- EIDM/QARM Training and Quick Start Guide
 - <http://mycrownweb.org/education/eidmqarm-training/>
- **QualityNet Help Desk** (Do NOT email PHI/PII)
 - Qnetsupport-esrd@hcqis.org or
 - 1-866-288-8912

