

How to Maintain Your CMS User Account

Annual Recertification Process

CMS user IDs must be recertified electronically on an **annual** basis using CMS' EUA system at <https://eua.cms.gov>. 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 ess@cms.hhs.gov, you must follow these steps to complete the process:

Step 1: System Access Review

1. Log into the EUA System Access Certification page 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 to complete the system access review step.

Step 2: Security Training

1. Complete the CMS security computer-based training (CBT) at the following URL: <https://www.cms.gov/cbt/login/>
2. Once complete, print/scan a copy of your certificate in the event that it is needed later in the process.

Recertification Tips

- If you have difficulty with EUA or the CBT, please contact the **CMS IT Service Desk at 1-800-5621963 or 410-786-2580** for assistance.
- EUA will send email notifications when it is time to complete your annual recertification. These EUA notifications are sent by ess@cms.hhs.gov. The first notification will arrive 6 weeks prior to your due date. Beginning 15 days prior to your due date, you will receive daily emails until you complete the process successfully.

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- Steps 1 (system access review) and 2 (CBT) above can be completed in either order. However, both must be completed in order to successfully recertify your CMS account.
- If you receive a recertification email notice, but you do not have a recertification item in your EUA inbox, please contact the CMS IT Service Desk and request that they open a trouble ticket to resolve the issue.
- There may be a lag time between completing the recertification steps and your status being refreshed in EUA. If your information has not yet been updated after a day, please contact the CMS IT Service Desk and request that they open a trouble ticket to resolve the issue. If the issue concerns your CBT status, please be prepared to provide a scanned version of your CBT completion certificate.
- If you have difficulty resolving your issue with the CMS IT Service Desk, please contact your CAA as noted on your EUA email notifications.

Password Maintenance

CMS passwords must be reset **every 60 days** using CMS' EUA system at <https://eua.cms.gov>. To change your password, select the "Manage Passwords" tab in EUA and follow the instructions listed on the page.

For technical assistance with this process, please contact the CMS IT Service Desk at either 1-800-5621963 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.

Setting up Authentication Questions in EUA

EUA can also be used by users who have forgotten their passwords, or who have been revoked by mistyping their passwords. In order to utilize this feature, users need to set up challenges that can be used to authenticate them prior to password reset. This is done by selecting the "Edit My Preferences" link.

The screen contains a list of user settings that can be changed. From here you will need to click "Edit Authentication Questions". This brings up the "Authentication Questions" screen.

To set up the answer, the user types and retypes the response and selects "Save." Responses must be provided for all questions. The same response cannot be used for more than one challenge.