



2018 Assister Training Update

As a reminder, the annual assister certification training that ALL assisters in the Federally-facilitated Marketplace must take went live on August 4th.

The 2018 training is available through the Marketplace Learning Management System (MLMS) and can be accessed through the CMS Enterprise Portal.

New users should register by clicking here: <https://portal.cms.gov/wps/portal/unauthportal/registration>

Existing users can login to their accounts by clicking here: <https://portal.cms.gov>

The 2018 Assister Re-Certification Bulletin (click [here](#) to access) outlines the FFM Navigator and Certified Application Counselor (CAC) certification and recertification requirements for the 2018 plan year. It also includes more information about the certification training curriculum, including Frequently Asked Questions.

Training Curriculums

There are several training curriculums offered this year, including Navigator certification, Navigator re-certification (which is an abbreviated training for returning Navigators), CAC certification, and a Navigator, non-certified curriculum.

If you are a new FFM Navigator you should take the Navigator certification curriculum. Returning FFM Navigators to the same FFM Navigator grantee organization may take the Navigator re-certification. FFM CACs may take the CAC Certification or, if you are CAC and you or your organization would like you to complete the full Navigator curriculum, please select the Navigator non-certified curriculum from the curriculum choices. Assistors from State Based Marketplaces using the Federal platform (SBM-FPs) should consult with their organization leadership to determine if they should take the CAC curriculum or the Navigator non-Certified curriculum.

If you have questions about which curriculum you should take, contact your organization's lead.

Tip for Recording Module Completions and Printing Certificates

Finally, we have received several inquiries from assisters with concerns about the system recording training module completions and the inability to print certificates. *You must turn pop-up blockers off **completely** and not just for a particular training instance, or when a message appears to prevent receiving an error message.* This includes when you log-off and then return later. Pop-up blockers need to be completely disabled to account for blockers that work in the background (behind the scenes) while you are in a given course, or taking an exam. You should change (disable) the pop-up settings allowed on all pages.

We recommend that you make sure that your computer is properly configured prior to beginning the training. This will help reduce some of the system errors you encounter. Please review the Computer Configuration Quick Reference Guide [here](#) for more information. Thank you!