

Registering Multi-Factor Authentication (MFA) Devices

MFA is an additional security layer when logging into the CMS Enterprise Portal. MFA is required by CMS when accessing applications within IDM, and there are multiple MFA options. Additionally, when first time users log in, they are prompted to register at least one (1) MFA option, and additional MFA option(s) may be added/registered or edited at any time.

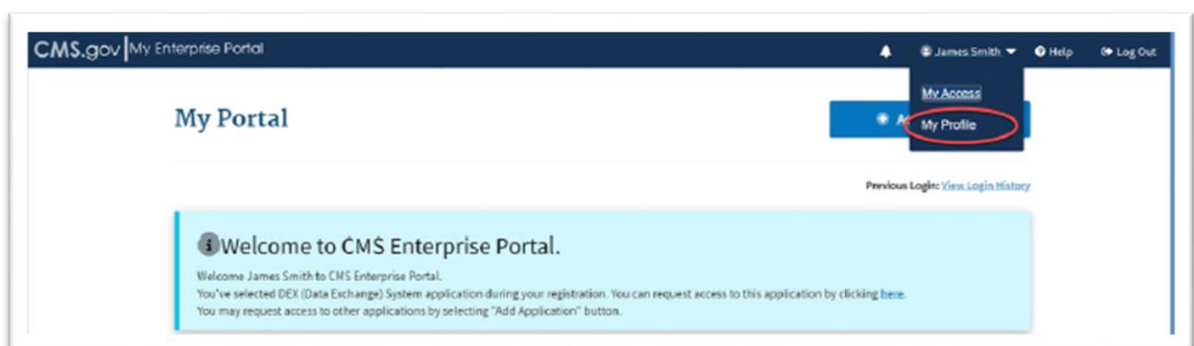
While registering your email address as an MFA device is a good idea, it's also the slowest option. There are several additional methods available in IDM that can provide the MFA code instantly and can be added to your account at any time.

MFA Options include:

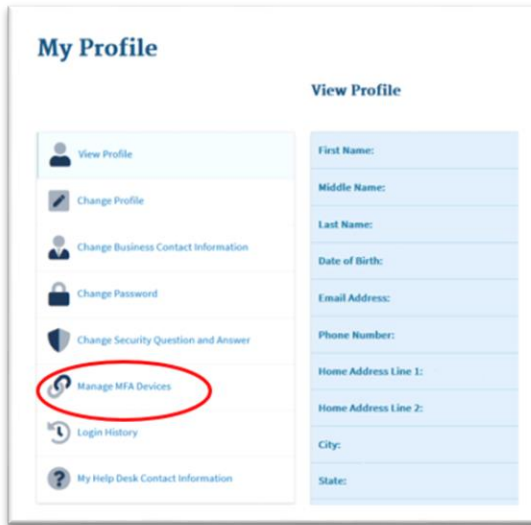
- SMS (MFA code via text message) *(Instant)*
- Interactive Voice Response (IVR) (MFA code via phone call) *(Instant)*
- Google Authenticator (MFA code via browser extension or cell phone app) *(Instant)*
- Okta Verify (MFA code via cell phone app) *(Instant)*
- Email (MFA code via e-mail) *(Slower)*

To register an MFA Device, follow the steps below.

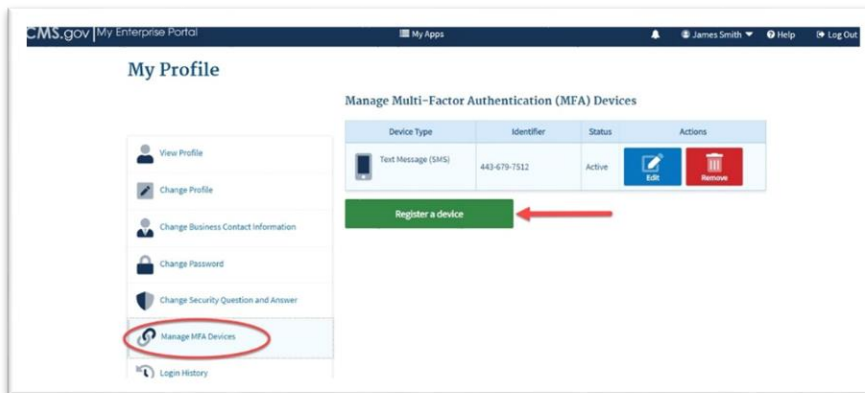
1. Go to the CMS Enterprise Portal (portal.cms.gov) or IDM (<https://home.idm.cms.gov/>) public home page and login with your User ID and password.
2. Select the down arrow icon showing next to your name at the top of page. Then select **My Profile** from the list to continue.



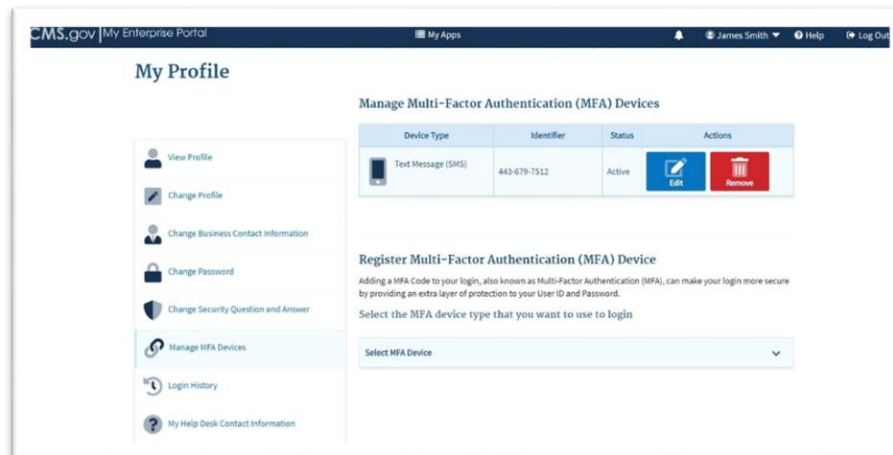
- The **My Profile** page displays. Select **Manage MFA Devices** in the left pane.



- Click on the **Register a device** button.



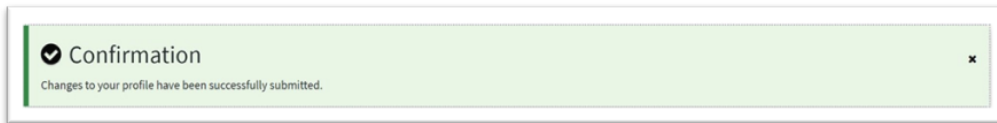
The registration section of the page displays.



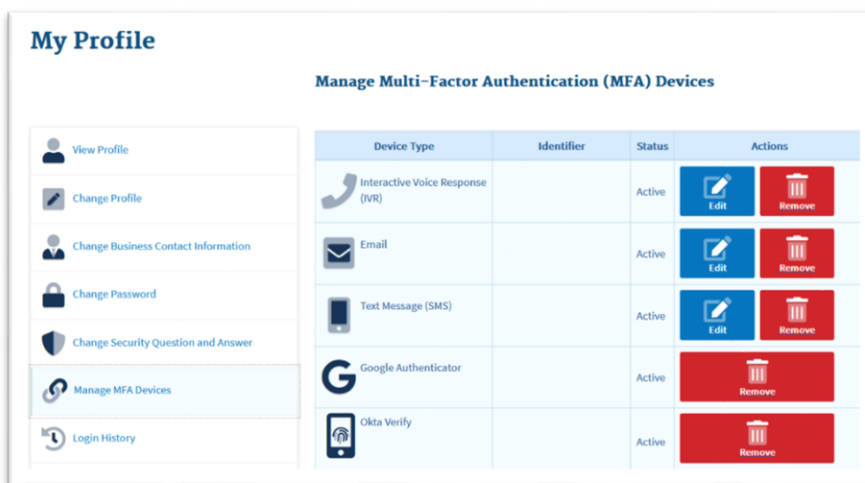
5. Expand the **Select MFA Device** drop-down list to select one of the **MFA Device Options** below:
 1. Email (receive an email with the MFA code)
 2. SMS (receive a phone text messaging with the MFA code)
 3. Interactive Voice Response (receive a phone call with the MFA code)
 4. Google Authenticator (MFA code available via the browser extension or cell phone app)
 5. Okta Verify (receive a push notification through the cell phone app)



6. Follow the prompts to register the selected device and the message below will display upon successful completion of the registration.



Sample of an account with all MFA Devices added displayed below:



For further assistance with MFA Devices contact the MAPD Help Desk via phone at 1-800-927-8069 or by email at MAPDHelp@cms.hhs.gov. The MAPD Help Desk hours of operation are Monday-Friday, 8:00 a.m. to 6:00 p.m. ET.