

Enterprise Identity Management (EIDM) Troubleshooting Tips

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I already have an EIDM user ID and password. Do I still have to register?

If you have a CMS Enterprise Identity Management (EIDM) account, you don't need to register again, but you must add access to the DBidS application. To add the DBidS application, click the **Request Access** button after logging into EIDM. Select **DMEPOS Bidding System (DBidS)** from the **Access Catalog**, and then select your role from the drop down menu on the **Request New Application Access** page and click **Next**.

If you are an authorized official (AO) you must enter your organization's information before submitting your request for access. If you are a backup authorized official (BAO) or end user (EU), search for the PTAN your AO used to register, and then select your company from the **Organization** drop down box.

Enter the reason for your request in the **Reason for Request** field (e.g., "Associate with a PTAN" or "Enter bid data"), press **Next** and then **Submit** on the **Request New Application Access Review** page.

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I just created an EIDM account, but it isn't letting me log in.

Once you create an EIDM account, you should allow five minutes for your information to process. After five minutes, you should be able to log into EIDM. Even if you have received the verification e-mail, you should still allow five minutes before attempting to log in.

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I just requested access to the DMEPOS Bidding System (DBidS) application, but the My Access page does not show the access. What do I need to do?

If you are an AO or BAO, the new role may not show immediately. Log out of EIDM and wait five minutes before logging in and viewing your accesses.

If you are the BAO, the role will not display until it has been approved by the AO.
If you are an EU, the role will not display until it has been approved by the AO or a BAO.

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I went to My Access in EIDM to add a role but I got a message about my browser's compatibility and when I make a selection, nothing happens. I seem to be stuck. What can I do?

If you receive a message about Internet Explorer compatibility in the **My Access** area, you should press the F12 key on your keyboard. A panel will appear and display your Internet Explorer's **Browser Mode** and **Document Mode**. Click on **Browser Mode** and select **Internet Explorer 10**. Click on **Document Mode** and select **Standards (Page Default)**. Your browser will refresh and you will be able continue.

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I forgot my password. How do I reset it?

Go to the **Welcome to CMS Enterprise Portal** page. On the right side of the page, under the **Login to CMS Secure Portal**, click the **Forgot Password?** link. Enter your user ID and press **Next**. Three challenge questions will appear for you to answer. You have three chances to answer these questions correctly. If you try three times and do not succeed, your account will be locked. After you answer the three challenge questions, enter your new password in the **New Password** field. Re-enter the password in the **Confirm Password** field and press the **Next** button.

If you made three unsuccessful attempts to login, your account may have been locked. You may wait 60 minutes for your account to be automatically unlocked, or you may call the Competitive Bidding Implementation Contractor (CBIC) customer service center at **877-577-5331** to unlock your account.

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Why am I unable to register as an authorized official (AO)?

Registration may fail for the following reasons:

- **You are not listed as an AO in your organization's enrollment file in the Provider Enrollment, Chain, and Ownership System (PECOS) for the Provider Transaction Access Number (PTAN) you entered in EIDM.** You may be listed as a delegated official; however, a delegated official cannot register as an AO for competitive bidding purposes. Instead, a delegated official may register as an EU. An EU can help create their organization's bid and enter bid information but cannot approve the registrations of others in the organization, approve Form A, or certify Form B. If you are an AO for a PTAN in PECOS, make sure that you enter that specific PTAN when registering.
- **Your information does not match National Supplier Clearinghouse (NSC) files and/or Social Security Administration (SSA) files** – You should review your enrollment file in PECOS or contact the NSC to verify the PTAN, last name, and Social Security number listed in the file. You may also wish to verify that the spelling of your name in PECOS matches what is on your Social Security card or your most recent Social Security statement. You should register with your legal name.

If you need to update information in your enrollment file, you may do so by logging in to PECOS and making the necessary updates or by submitting an updated CMS-855S enrollment application to the NSC. Either way the NSC must update this information in PECOS before you attempt to register again. Keep in mind that the NSC has up to 45 days to update your file once they receive your revised CMS-855S application.

For more information about submitting changes to the NSC, visit the NSC website or call 1-866-238-9652.

- **Last name formatting** – Review the last name you entered in EIDM and make sure you do not have an extra space between letters or any unnecessary hyphens. Once the formatting is corrected, you may try to register again immediately.
- **Date of birth formatting** – Review the date of birth you entered in EIDM for formatting problems. Make sure you are using an eight-digit date of birth with slashes (Ex.: 11/11/1965). The month and day must be two digits. If the month or day is a single digit (Ex: 1), add a leading zero (Ex. 01). Also, ensure that there are no extra spaces or slashes in the formatting. Once the formatting is corrected, you may try to register again immediately.
- **Another individual has registered as the AO** – There can only be one AO in EIDM for each bidding entity or organization. If another individual in your organization has registered as an AO, you may still be able to register as a BAO or EU.
- **You are registered in another EIDM application** – If you are already registered in another EIDM application, you must add the DMEPOS Bidding System (DBidS) application to your existing EIDM profile. Please review the instructions in the [EIDM Reference Guide](#), which can be found on the Competitive Bidding Implementation Contractor (CBIC) website at www.dmecompetitivebid.com. From the home page, click **Round 1 2017**, then **Bidding Suppliers**, and then **Registration**.

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Why am I unable to register as a backup authorized official (BAO) or as an end user (EU)?

The first person to register in EIDM must be the AO. The AO is the person who registers his or her organization and updates the profile information. For registration purposes, there can only be one AO for an organization. Registering additional users, such as BAOs or EUs, cannot be completed until the AO has successfully registered in EIDM. Once registered, the AO must then approve the registration of additional users.

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I am attempting to register as a backup authorized official or end user and received an error message when I entered my 10-digit Provider Transaction Access Number (PTAN) on the New User Registration screen. What does this mean?

You must enter the same 10-digit PTAN that was entered by the AO when he or she registered. Please contact your AO to verify which PTAN they used to register.

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What do I need to put in the “Justification for Action” box?

Enter a brief explanation for why you are registering. For instance, “Will input bid data” or “Will approve and certify organization’s bid.”

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I received an error message when I completed the *Your Information* on the New User Registration page. What does this mean?

The information you entered (name and Social Security number) on the **New User Registration** screen must match what is on file with the Social Security Administration (SSA). The information entered on the second **New User Registration** screen where you provided your physical address and supplier number must match your enrollment form on file with the National Supplier Clearinghouse (NSC) and in the Provider Enrollment, Chain, and Ownership System (PECOS.)

You are given two more opportunities to correct the information entered into these fields. Make sure you keyed the information correctly.

Your Social Security number should be entered with dashes and your phone number should have 10 digits.

If the information is correct, you will need to verify your legal name and Social Security number on file with the SSA and/or the NSC depending on the error message you receive. You cannot continue with the registration process until the data you enter matches with both the SSA and NSC files.

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When registering via IACS in prior competitive bidding rounds, I used to get e-mails with user IDs, passwords, and verification codes. Why haven’t I received any of these e-mails from EIDM?

In EIDM you will only receive an e-mail when you create a user account, add a role in an application, or if you are an AO/BAO and a user is requesting access to your organization. The AO/BAO will receive reminder e-mails every fifteen days or until they approve or deny the request of the user who is requesting access. If the AO/BAO does not respond within 60 days, the user’s request will be cancelled.

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