

Individual's Authorized Access to the CMS Computer Services (IACS)

Troubleshooting Tips

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I forgot my password. How do I reset it?

Go to the **Login to IACS** screen, enter your user ID, and click on the **Forgot your Password** button at the bottom of the screen. Enter the last four digits of your Social Security number and your e-mail address. This information must match what you entered into IACS when you registered.

Click on the **Next** button. You will be required to answer two security questions that you answered previously when you registered. You have three chances to answer these questions correctly. If you try three times and do not succeed, your account will be locked. You may try again after one hour. You may also call the Competitive Bidding Implementation Contractor (CBIC) customer service center at 877-577-5331 to unlock your account.

If you answer the questions correctly, a new password will be e-mailed to you with the following subject line, **FYI: Your IACS password has been reset**. This is a temporary, one-time use password that you must change the next time you log in to IACS. If you do not receive this e-mail within 48 hours, please contact the CBIC customer service center.

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I tried changing my password, but the Change Password screen reappears. What does this mean?

IACS passwords must meet certain criteria. If the **Change Password** screen reappears, it means that the password you tried to create does not meet one or more of these criteria. Read the warning message displayed at the top of the screen and proceed accordingly.

The IACS password must conform to the following The Centers for Medicare & Medicaid Services (CMS) Password Policy:

- *be changed at least every 60 days or immediately in the event of known or suspected compromise*
- *be eight characters long*
- *start with an alphabetical character*
- *contain at least one number*
- *contain at least one lower case letter*
- *contain at least one upper case letter*
- *not contain the User ID*
- *not contain four consecutive characters from any of the previous six passwords*
- *be different from the previous six passwords*
- *not contain any of the following reserved words or number combinations: 1234, PASSWORD, WELCOME, CMS, HCFA, SYSTEM, MEDICARE, MEDICAID, TEMP, LETMEIN, GOD, SEX, MONEY, QUEST, F20ASYA, RAVENS, REDSKIN, ORIOLES, BULLETS, CAPITOL, MARYLAND, TERPS, DOCTOR, 567890, 12345678, ROOT, BOSSMAN, JANUARY, FEBRUARY, MARCH, APRIL, MAY, JUNE, JULY, AUGUST, SEPTEMBER, OCTOBER, NOVEMBER, DECEMBER, SSA, FIREWALL, CITIC, ADMIN, UNISYS, PWD, SECURITY, 76543210, 43210, 098765, IRAQ, OIS, TMG, INTERNET, INTRANET, EXTRANET, ATT, LOCKHEED*

You should avoid words found in a dictionary, names, and personal data (e.g., birth dates, addresses, social security numbers, and phone numbers) and commit your password to memory and store it in a secure place.

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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 IACS – 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 end user (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. 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 at www.palmettogba.com/NSC, or call 866-238-9652.

- **Last name formatting** – Review the last name you entered in IACS 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 IACS 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 IACS for each bidding entity or organization.
- **You are registered in another IACS application** – If you are already registered in another IACS application, you must add the DMEPOS Bidding System (DBidS) application to your existing IACS profile. Please review the instructions in the [IACS Reference Guide: Modifying a Current Profile to add the DMEPOS Bidding System \(DBidS\) Application](#), which can be found on the Competitive Bidding Implementation Contractor (CBIC) website at www.dmecompetitivebid.com. From the home page, click **Round 2 Recompete & National Mail-order Recompete**, 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 IACS must be the authorized official (AO). The AO is the person who registers his or her organization and updates the profile information. There can only be one AO for an organization. The registrations of additional users, such as BAOs or EUs, cannot be completed until the AO has successfully registered in IACS.

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I registered and did not receive the e-mails containing my user ID and password. How do I get my user ID and password?

If you registered as the authorized official (AO), you should receive the e-mails containing your user ID and password within 48 hours of completing registration. Backup authorized officials (BAOs) and end users

(EUs) should receive their user IDs and passwords by e-mail once you, as the AO, approve their registration requests. As the AO, you have 24 days to approve a BAO request and 12 days to approve an EU request . BAO or EU requests not approved within those time periods will be cancelled and those BAO(s) and EU(s) will have to re-register.

If you did not receive your user ID and password within 48 hours, call the Competitive Bidding Implementation Contractor (CBIC) customer service center at 877-577-5331. You will be asked to verify the following: the address in your organization's enrollment file; tracking number from the e-mail notification that registration was successful; PIN (last four digits of your Social Security number), and your last name. Once this information is verified, the customer service representative will be able to tell you your user ID and temporary password.

If you are not able to verify your organization's address or if it is incorrect in your organization's enrollment file, the customer service representative will not be able to give you any further information regarding your user ID and password. You may need to update your organization's address in the Provider Enrollment, Chain, and Ownership System (PECOS) or submit an updated CMS-855S enrollment application to the National Supplier Clearinghouse (NSC). Please note that the NSC has up to 45 days to update your address once they receive your revised CMS-855S application. Any necessary updates must be completed before a CBIC customer service representative will be able to tell you your user ID and password.

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I have received the e-mails with my user ID and password for IACS. Why am I still not able to log in?

This can occur if you are entering information in IACS in more than one Internet browser, or more than one tab of the browser. Close all Internet browsers you have open on your computer, open a new browser window, and go to the IACS login page.

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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 authorized official (AO) when he or she registered. Please contact your AO to verify which PTAN they used to register.

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I did not receive an e-mail with the 8-digit verification code. What do I need to do?

Please check your spam and junk mail folders for the e-mail.

If it has been less than 30 minutes since you registered, you can click the **Resend Verification Code** link on the **E-mail Address Verification** screen in IACS.

If it has been longer than 30 minutes, your registration has been cancelled. You need to register again. Please make sure that you entered your e-mail address correctly. You may also need to check with your computer network administrator to allow you to receive e-mails from iacs_support@cms.hhs.gov and add @palmettogba.com to your contact list so that our e-mails are not filtered into your spam or junk mail folder.

Some suppliers with an AOL e-mail address have reported problems receiving e-mails related to their registration. If you have an e-mail address ending in @aol.com, you may wish to use an alternate e-mail provider.

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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 User Information on the New User Registration page and clicked on Next. What does this mean?

The information you entered (name and Social Security number) on the first **New User Registration** screen where you provided your e-mail address 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 key the information correctly.

Social Security number – should be entered with dashes.

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 IACS 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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