

# Detailed Steps for Registration and Activation of ASPEN Web ePOC User Accounts

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The Statement of Deficiency (SOD) and Plan of Correction (POC) for your facility will be accessed via the ASPEN Web ePOC site after Friday April 15, 2016. Please share this information with your staff that will need access to ePOC. It is highly suggested that your facility have at least two (2) people with ePOC access (a primary and backup person). Each facility is allowed to have up to 4 ePOC users.

## Please Note:

- **New users** will need to request remote access, create CMSNet Secure Access account and then activate your ePOC access to your CMSNet account. You need to complete Steps 1, 2 and 4 listed below to register and activate your ePOC access.
- If you already have an **existing CMSNet MDS account**, complete Steps 3 and 4 to activate the ePOC access to your MDS account.
- This process requires you to login using two separate user IDs and password at the following:
  - **First** at the Submission Access page using your **CMSNET USER ID (LETTER C OR E WITH 6 DIGITS) AND PASSWORD**. Think of this as a VPN access into the CMS site which is specific to each user.
  - **Second** at the “CMS QIES Systems for Providers” using your **QEIS USER ID AND PASSWORD**. When applicable this User ID and password can be used for MDS and ePOC access.
- Information on page 6 for **Multiple Facility and Corporate Access** users.

The registration for the ASPEN Web ePOC user account is available at the CMS ePOC Access Information page at <https://www.gtso.com/accessepoc.html>. There is additional information about this process in the attached ePOC User Registration Steps PDF.

**Step 1:** Request your CMSNet User ID (C or E with 6 digits) and temporary password.

- Detailed instructions for Step1 with screen shots are at [https://www.gtso.com/download/CMSNet\\_Online\\_Enrollment.pdf](https://www.gtso.com/download/CMSNet_Online_Enrollment.pdf).

- If you experience password issues with this step please contact the remote User Helpdesk at 888-238-2122 or email at [mdcn.mco@palmettogba.com](mailto:mdcn.mco@palmettogba.com)
- a) Go to [CMSNet Remote Access Request Portal](#) site and complete the “Access Request Form”.
- b) Once completed you will receive two emails from [MDCN.mco@palmettogba.com](mailto:MDCN.mco@palmettogba.com). The first message will have your CMSNet User ID (letter C or E with 6 digits) and the second message with temporary password.
  - If you do not receive these emails within 48 business hours:
  - Check your SPAM or JUNK folders.
  - Then sent an inquiry email to [MDCN.mco@palmettogba.com](mailto:MDCN.mco@palmettogba.com) or to [MDCN.MCO@bcbssc.com](mailto:MDCN.MCO@bcbssc.com) for further assistance.
- c) Then proceed to Step 2 below.

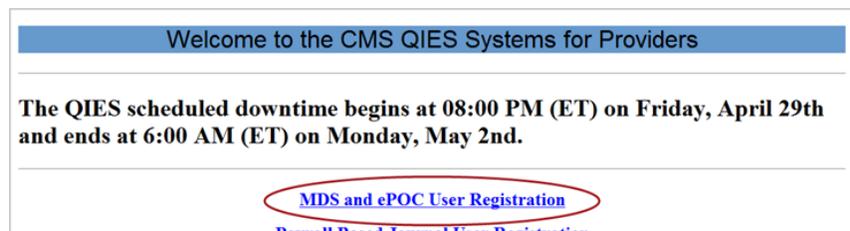
**Step 2:** Use your CMSNet ID (the letter C or E with 6 digits) and password to create your CMS Submission Access account and installing Juniper Network Client.

- Detailed instructions for Step 2 with screen shots are at [https://www.gtso.com/download/Install\\_Instr\\_CMSNet\\_12215014.pdf](https://www.gtso.com/download/Install_Instr_CMSNet_12215014.pdf).
- For issues with the CMS Secure Access Service login or Juniper Client Installation please contact CMSNet User Support by calling 888-238-2122 or by emailing [mdcn.mco@palmettogba.com](mailto:mdcn.mco@palmettogba.com).
- a) Go to the CMS [Submission Access](#), select the state of Michigan and proceed through warning message by clicking the “Proceed” button.
- b) Enter your CMSNet User ID (the letter C or E with 6 digits) and temporary password you received from the [MDCN.mco@palmettogba.com](mailto:MDCN.mco@palmettogba.com) message.
- c) When creating your account you will be able to create your own password.
- d) While installing Juniper Client process and you will need administrator rights to your computer to complete this process. Contact your IT support for assistance with Juniper Client installation.
- e) Next select the “CMS QIES Systems for Providers” web bookmark.

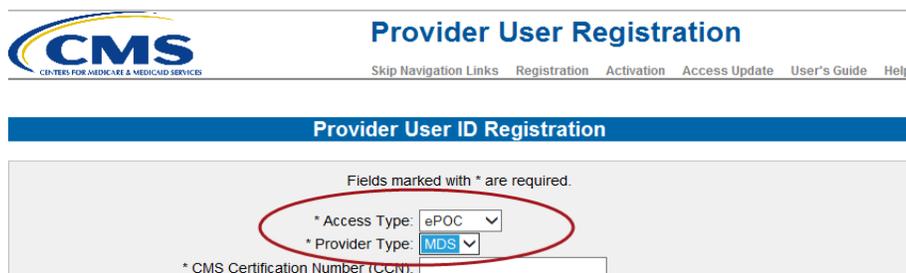


- If no links appear or the desired selection does not appear contact the CMSNet Remote User Support Helpdesk at (888) 238-2122.

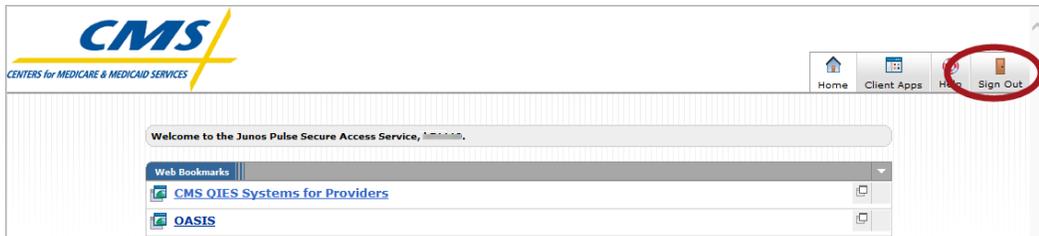
- f) On the Welcome to CMS QIES System for Providers screen click the “MDS and ePOC User Registration” link.



- g) On the Provider User Registration screen be sure to change the following:
  - Access Type to ePOC
  - Provider Type to MDS



- h) Complete the Provider User Registration fields
- i) On the next page you will see your CMSNet User ID that allows you to process ePOC. **Please print your confirmation and/or write down your new login ID/password** to use in Step 3 below.
- j) Disconnect by clicking the “**Sign Out**” button on the upper right corner of the Junos Pulse Secure Access Service page.



**k) Proceed to Step 4 below.**

**Step 3:** (This step is for existing MDS account user to add the ePOC access)  
Activating your ASPEN Web ePOC account and completing the final step of the registration process.

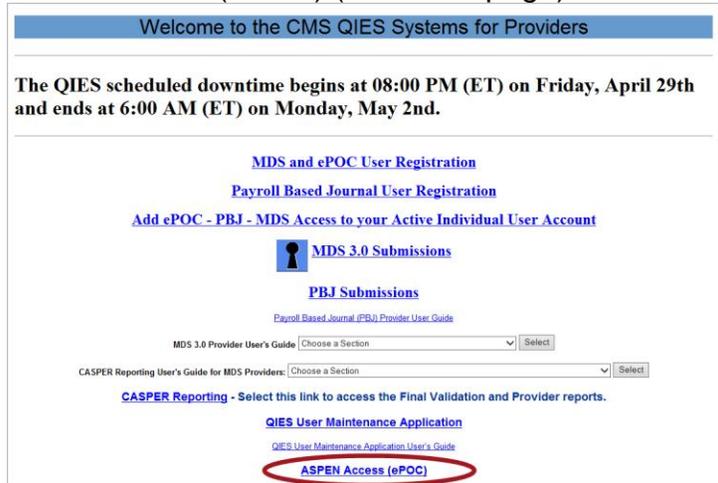
- For assistance with MDS and ePOC User Registration please contact the QTSO Help Desk at 888-477-7876.
  
- a) Go to CMSNet [Submission Access](#) site user your CMSNet ID (letter C or E with 6 digits) and your password. Then follow the steps below to access into the ePOC application:
  1. Select the web bookmark titled CMS QIES Systems for Providers.
  2. Select the MDS and ePOC User Registration link.
  3. Complete the Provider User Registration form and select submit.
  4. Print your confirmation and/or write down your new login ID/password.
  5. Disconnect by clicking the “**Sign Out**” button on the upper right corner of the Junos Pulse Secure Access Service page.
  6. Proceed to the email account you used during registration to obtain the necessary activation instructions to complete the final step of the registration process.
  
- b) Then proceed to Step 4.

**Step 4:** Verify your ASPEN Web ePOC access is active by returning to the ePOC Site.

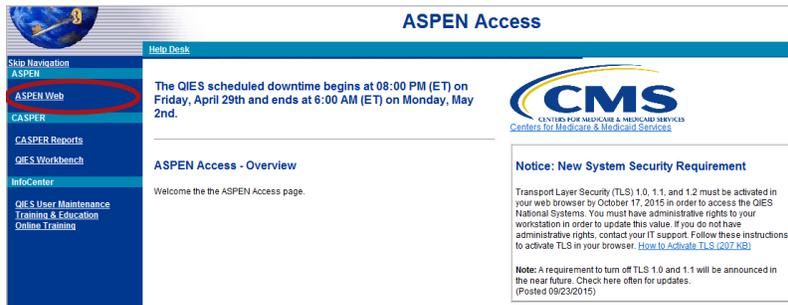
These steps may be followed at any time **after** registration and activation have been completed.

1. Go to [CMSNet - Submission Access](https://www.qtso.com/submissions/submissions.html) at <https://www.qtso.com/submissions/submissions.html>.
2. Select your state, proceed through the warning and enter your **CMSNET USER ID (LETTER C OR E WITH 6 DIGITS) AND PASSWORD**.
3. Select the web bookmark titled CMS QIES Systems for Providers.

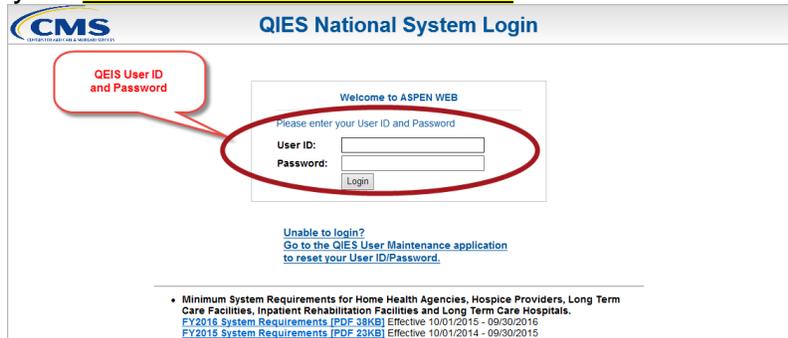
4. Select ASPEN Access (ePOC) (bottom of page)



5. Select ASPEN Web (upper left corner of page)



6. Enter your **QIEIS USER ID AND PASSWORD** to enter the ePOC application.



7. Then click the Login button.

**\*\*\*\*\*Now your ASPEN Web ePOC account is active and we will be able to post your facility SOD/POC to the ASPEN Web ePOC site\*\*\*\*\***

**Multiple Facility and Corporate Access:** Multiple facility and corporate users must use the appropriate form at [ePOC User Account Request PDF](#) and then send the completed form to the [QTSO Help Desk](#) for processing.

Additional CMSNet assistance is available from the QIES Help Desk at 888-238-2122 or at 800-339-9313 or by email at [mdcn.mco@palmettogba.com](mailto:mdcn.mco@palmettogba.com).

Thank you for your participation in user registration process for Aspen Web ePOC.