CMS Enterprise Access Manager – Login events

There are several Access Manager Situations that users could encounter which may be confusing. Below provides a brief description of these situations and actions that user can take in response. If the user continues to experience problems, they should contact the CMS IT Service Desk for assistance. The CMS IT Service Desk is open and operational 24 hours a day, 7 days a week including holidays and weekends. For more information please visit:
http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/HelpDeskSupport.html

To contact the CMS IT Service desk via phone or email:
> (410) 786-2580
> (800) 562-1963
> cms_it_service_desk@cms.hhs.gov

Scenario 1
Event:
After successfully logging in to DDR, if a user leaves their DDR session idle (i.e., open with no actions taken) for the CMS security designated timeframe (15minutes), the DDR session will 'time out'. Access Manager will automatically disconnect the user from the DDR session. When the user attempt to log back into DDR after this situation the screen may appear to 'hang'

Action that can be taken by User:
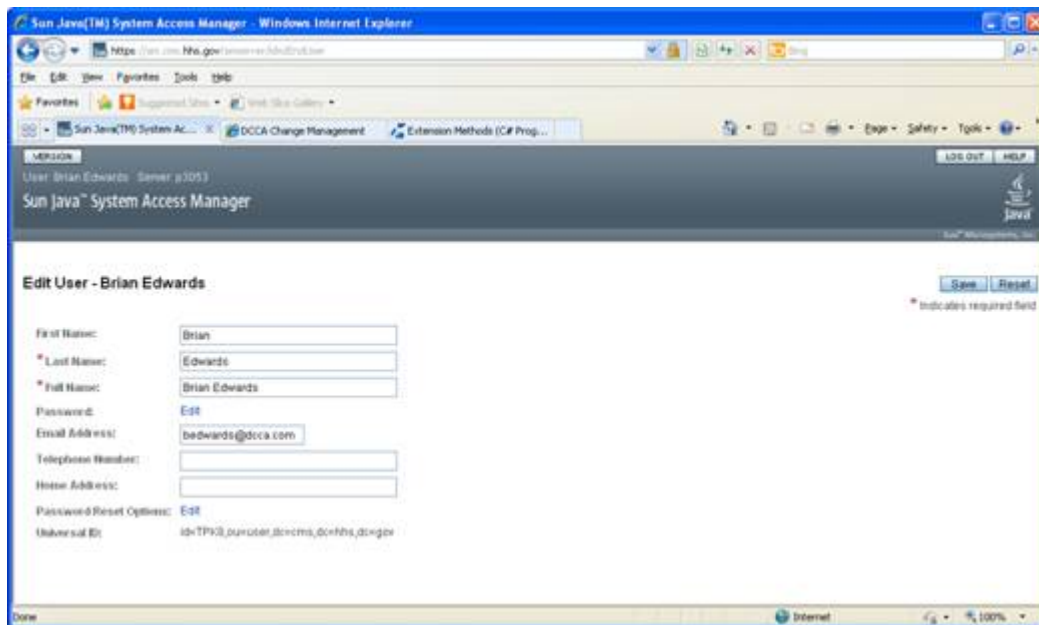Close your Internet browser, open a new browser window then type https://DDR.CMS.GOV

Scenario 2

Event:

Occasionally, after logging out of DDR and then attempting to login in later, Access Manager may lose focus that the user wants to go back to DDR. So after logging in, Access Manager takes the user to their profile screen instead.

Action that can be taken by User:

Type https://DDR.CMS.GOV into the browser window and it will take you into the system.
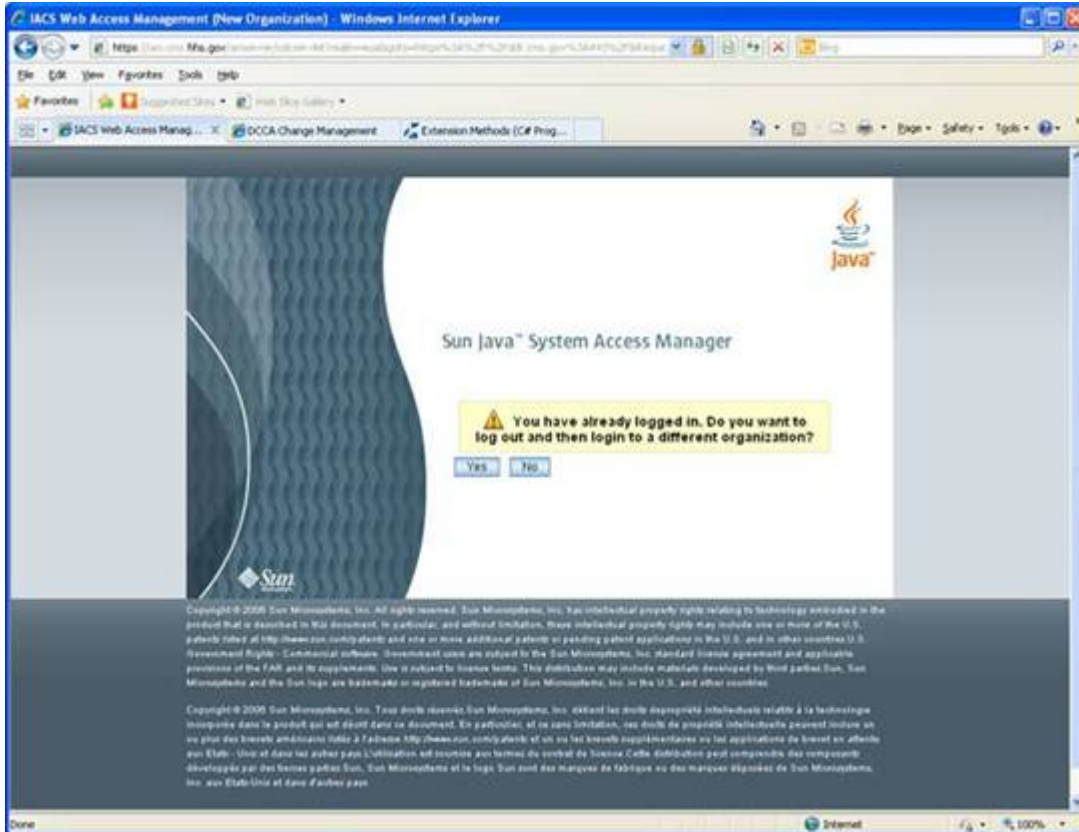See Scenario 3 below for an additional event that may occur.

Scenario 3
Event:
This event could occur after actions taken for Scenario 2: After trying to log back in to DDR and the user receives the profile screen (as described in Scenario 1), as stated above, the user then enters https://ddr.cms.gov. The following question/screen may appear.

Action that can be taken by User:
When users receive this message, they should select/answer "No".

CMS Enterprise Access Manager – Login events

There are several Access Manager Situations that users could encounter which may be confusing. Below provides a brief description of these situations and actions that user can take in response. If the user continues to experience problems, they should contact the CMS IT Service Desk for assistance. The CMS IT Service Desk is open and operational 24 hours a day, 7 days a week including holidays and weekends. For more information please visit:
http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/HelpDeskSupport.html

To contact the CMS IT Service desk via phone or email:
> (410) 786-2580
> (800) 562-1963
> cms_it_service_desk@cms.hhs.gov

Scenario 1
Event:
After successfully logging in to DDR, if a user leaves their DDR session idle (i.e., open with no actions taken) for the CMS security designated timeframe (15minutes), the DDR session will 'time out'. Access Manager will automatically disconnect the user from the DDR session. When the user attempt to log back into DDR after this situation the screen may appear to 'hang'

Action that can be taken by User:
Close your Internet browser, open a new browser window then type https://DDR.CMS.GOV
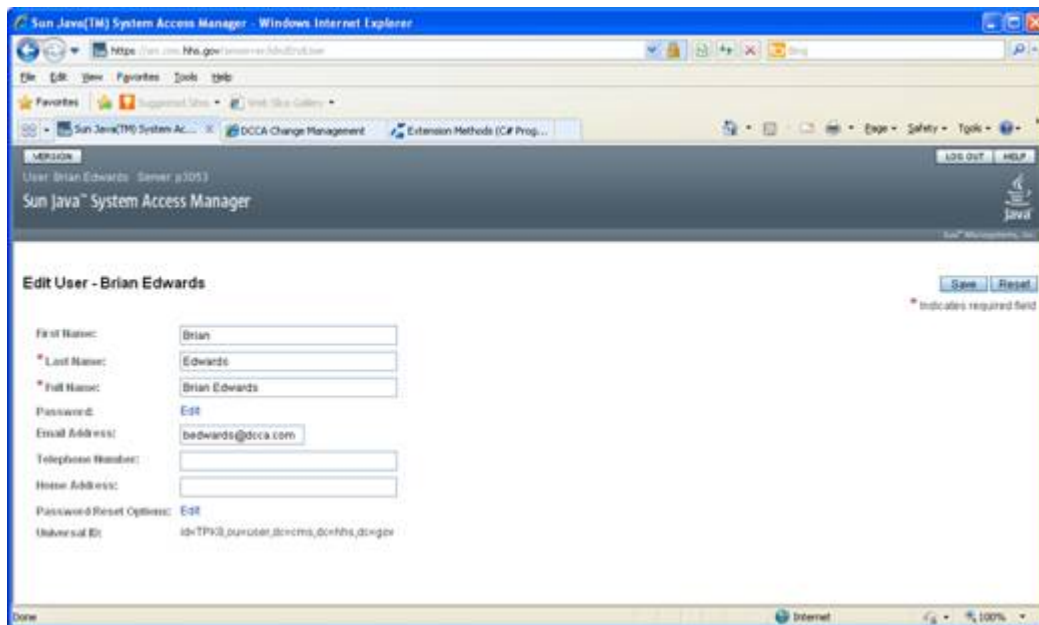
Scenario 2
Event:
Occasionally, after logging out of DDR and then attempting to login in later, Access Manager may lose focus that the user wants to go back to DDR. So after logging in, Access Manager takes the user to their profile screen instead.

Action that can be taken by User:
Type https://DDR.CMS.GOV into the browser window and it will take you into the system.
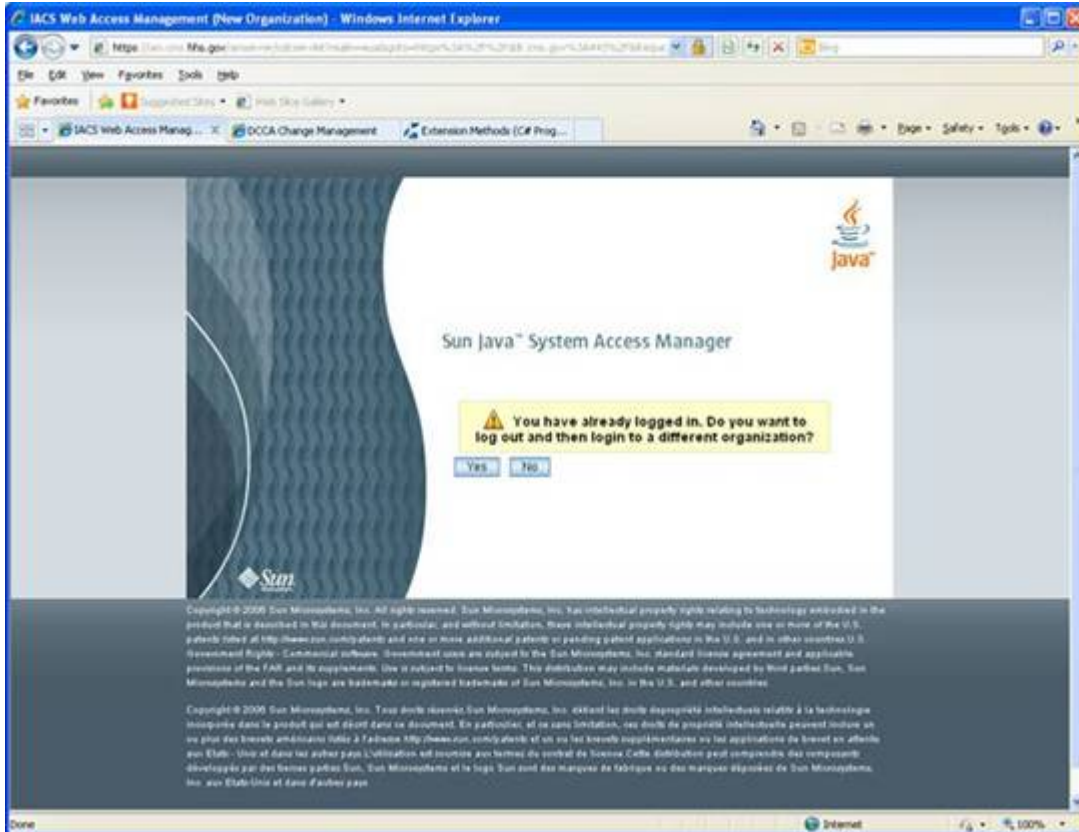See Scenario 3 below for an additional event that may occur.

Scenario 3
Event:
This event could occur after actions taken for Scenario 2: After trying to log back in to DDR and the user receives the profile screen (as described in Scenario 1), as stated above, the user then enters https://ddr.cms.gov. The following question/screen may appear.

Action that can be taken by User:
When users receive this message, they should select/answer "No".
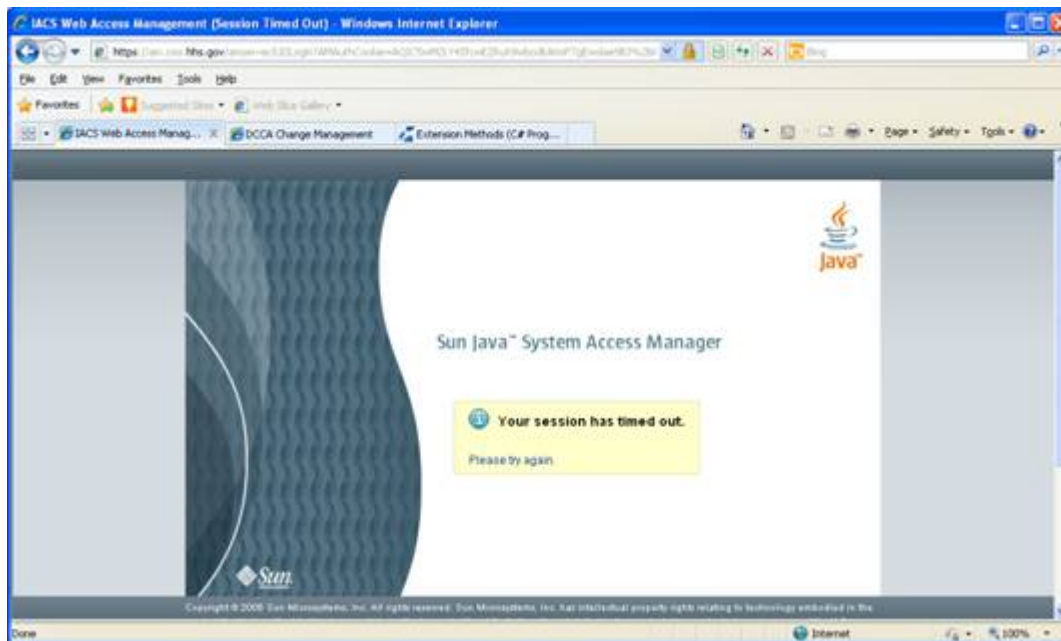
Scenario 4

Event:

User initially goes to the login screen. However, they do not enter their CMS user ID and EUA password right away. Occasionally, after several minutes pass (example: 3-5 minutes?), the user receives the below screen.

Action that can be taken by User:

Clicking "Please Try Again" does work some of the time depending on how long the user has waited to enter their CMS User Id and/or EUA password.
Best action is to re-enter https://ddr.cms.gov on address bar.
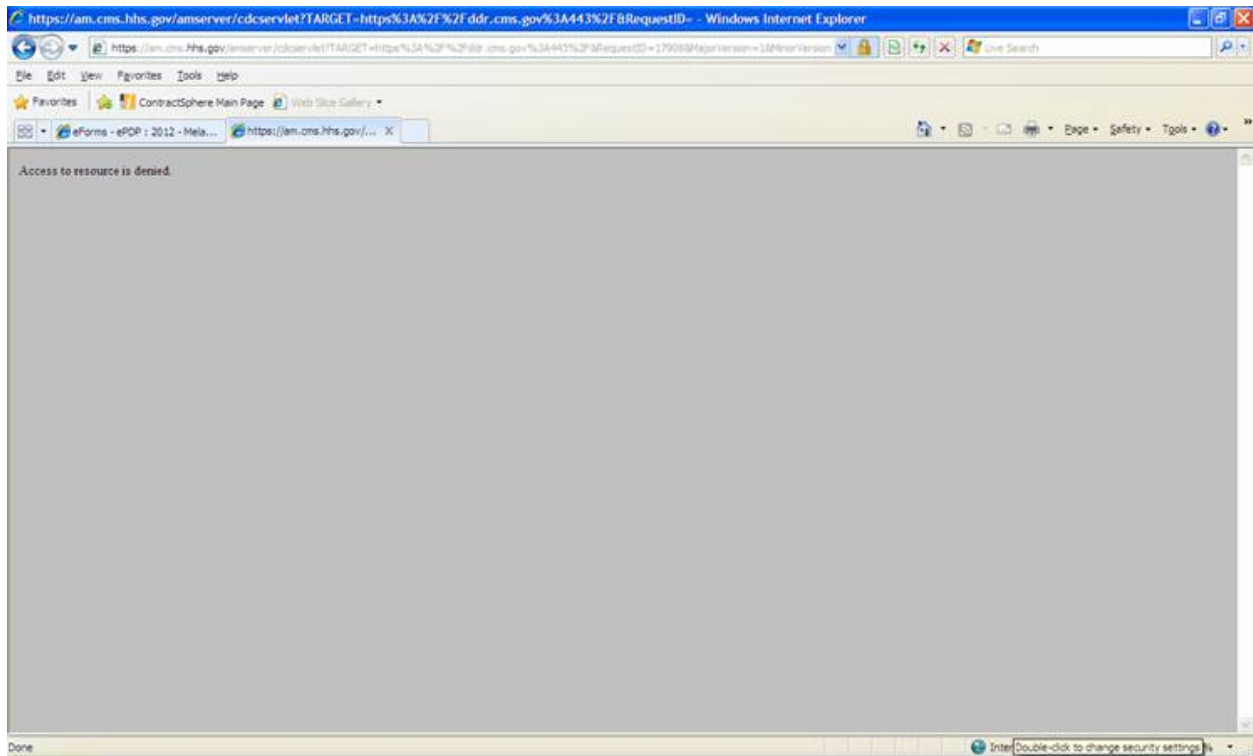
Scenario 5
Event:
When user tries to login, they receive the "Access to resource is denied" screen. Note: the address in the browser is https://am.cms.hhs.gov meaning the user is still within CMS's enterprise user authentication area.

Action that can be taken by User:
There are three possible actions:

1) Close every instance of Internet Explorer (or whatever browser being used) and start a brand new session. This may not be convenient so option 2 or 3 may be favorable.
2) Use a different browser if you have more than one installed on your machine. (for example, if you get this in IE, open Firefox instead and login using that)
3) If the menu bar is available, go to File→New Session and this will have the same effect as #1 above without having to close existing IE windows.

Scenario 6

Event:

After entering your user ID and password, it appears like things are "hanging".

Action that can be taken by User:

When this occurs, hit the red X (or Escape key) in Internet Explorer then retype https://ddr.cms.gov and this situation should correct itself.

Scenario 7

Event:

When user tries to login, they receive the follow "Server Error" screen/message.

Action that can be taken by User:

Close all copies of your browser then open a new browser session (or if the menu bar is available, go to File→New Session)