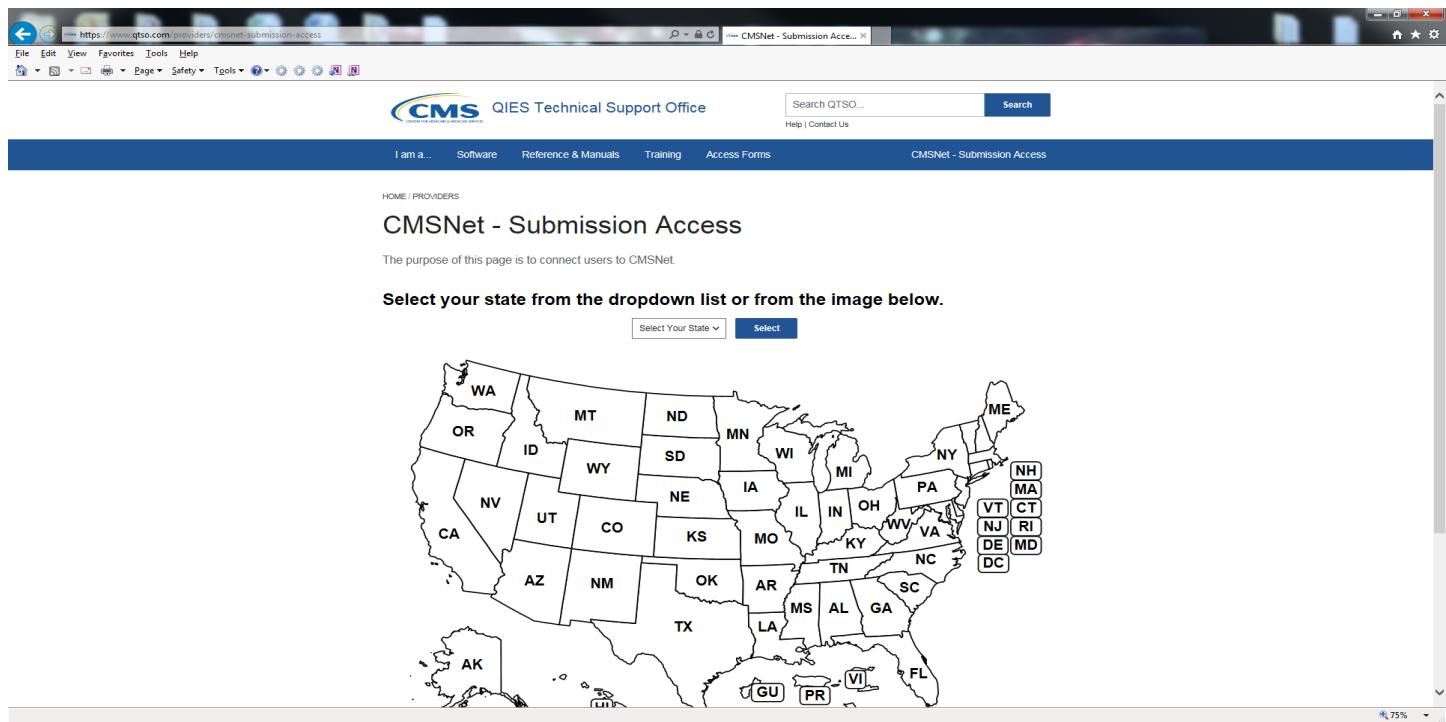


Installation Guide for CMSNet Remote Users

January 11th,
2019

1. Go to the CMSNet Information page on the QTSO website at: <https://www.qtso.com/providers/cmsnet-submission-access>.

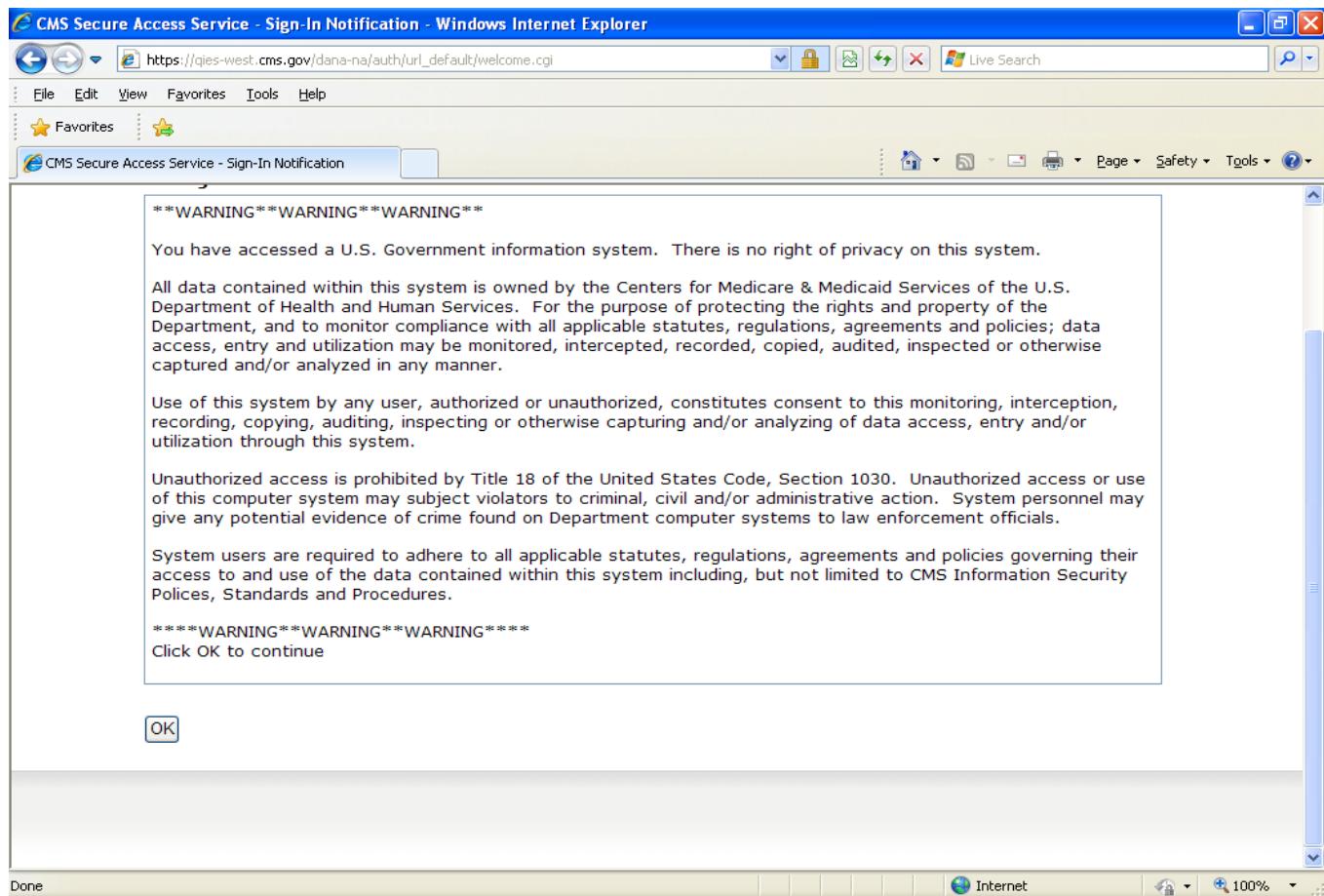


The screenshot shows a web browser window with the URL <https://www.qtso.com/providers/cmsnet-submission-access> in the address bar. The page title is "CMSNet - Submission Access". The CMS logo and "QIES Technical Support Office" are visible. A search bar and a "Search" button are at the top right. A navigation bar below includes "I am a...", "Software", "Reference & Manuals", "Training", "Access Forms", and "CMSNet - Submission Access". The main content area is titled "CMSNet - Submission Access" and contains the text: "The purpose of this page is to connect users to CMSNet." Below this is a section titled "Select your state from the dropdown list or from the image below." It features a dropdown menu labeled "Select Your State" and a "Select" button. To the right is a map of the United States and its territories, with each state and territory labeled with its two-letter abbreviation. The map includes labels for AK, GU, PR, VI, and FL.

3. Select your State from the drop down list or by selecting your state from the image.

The screenshot shows a web browser window for the CMSNet - Submission Access page. The URL in the address bar is <https://www.qtsos.com/providers/cmsnet-submission-access>. The page title is "CMSNet - Submission Access". The CMS logo and "QIES Technical Support Office" are visible. A search bar with "Search QTSO..." and a "Search" button are present. A navigation bar includes "I am a...", "Software", "Reference & Manuals", "Training", "Access Forms", and "CMSNet - Submission Access". Below the navigation bar, the text "HOME / PROVIDERS" and "CMSNet - Submission Access" are displayed. A sub-header states, "The purpose of this page is to connect users to CMSNet." A callout text "Select your state from the dropdown list or from the image below." is centered above a map of the United States. The map shows state abbreviations: WA, OR, MT, ND, MN, WI, MI, NY, ME, NH, MA, VT, CT, NJ, RI, DE, MD, DC, CA, NV, UT, CO, SD, NE, IL, IN, OH, PA, AK, AZ, NM, OK, TX, AR, MS, AL, GA, SC, FL, GU, PR, and VI. Below the map is a dropdown menu with "Select Your State" and a "Select" button. The browser's status bar shows "75%".

4. On the Warning Page, you must select “OK” to proceed.



STOP: Administrative Rights

You will need Administrative Rights to your PC to proceed to the next step. The Administrative Rights are only necessary for the set up and first successful log on to Juniper client.

Administrative Rights:

This means you can install software on your computer. If you cannot install software, please contact your computer support. Instructions for checking your Administrative Rights are located in the FAQ (Frequently Asked Questions) document on QTSO at <https://www.qtso.com/cmsnet.html>.

STOP: CMSNet User ID

You will need a CMSNet user ID and password.

Instructions for checking your CMSNet user ID are located in the FAQ (Frequently Asked Questions) document on QTSO at https://qtso.cms.gov/system/files/qtso/CMSNet_FAQ102016.pdf

5. Enter your CMSNet user ID and password. Use the temporary password you received by email.

CMS Secure Access Service - Windows Internet Explorer

File Edit View Favorites Tools Help

Star Favorites

CMS Secure Access Service

Home RSS Page Safety Tools ?

Welcome to the CMS Secure Access Service

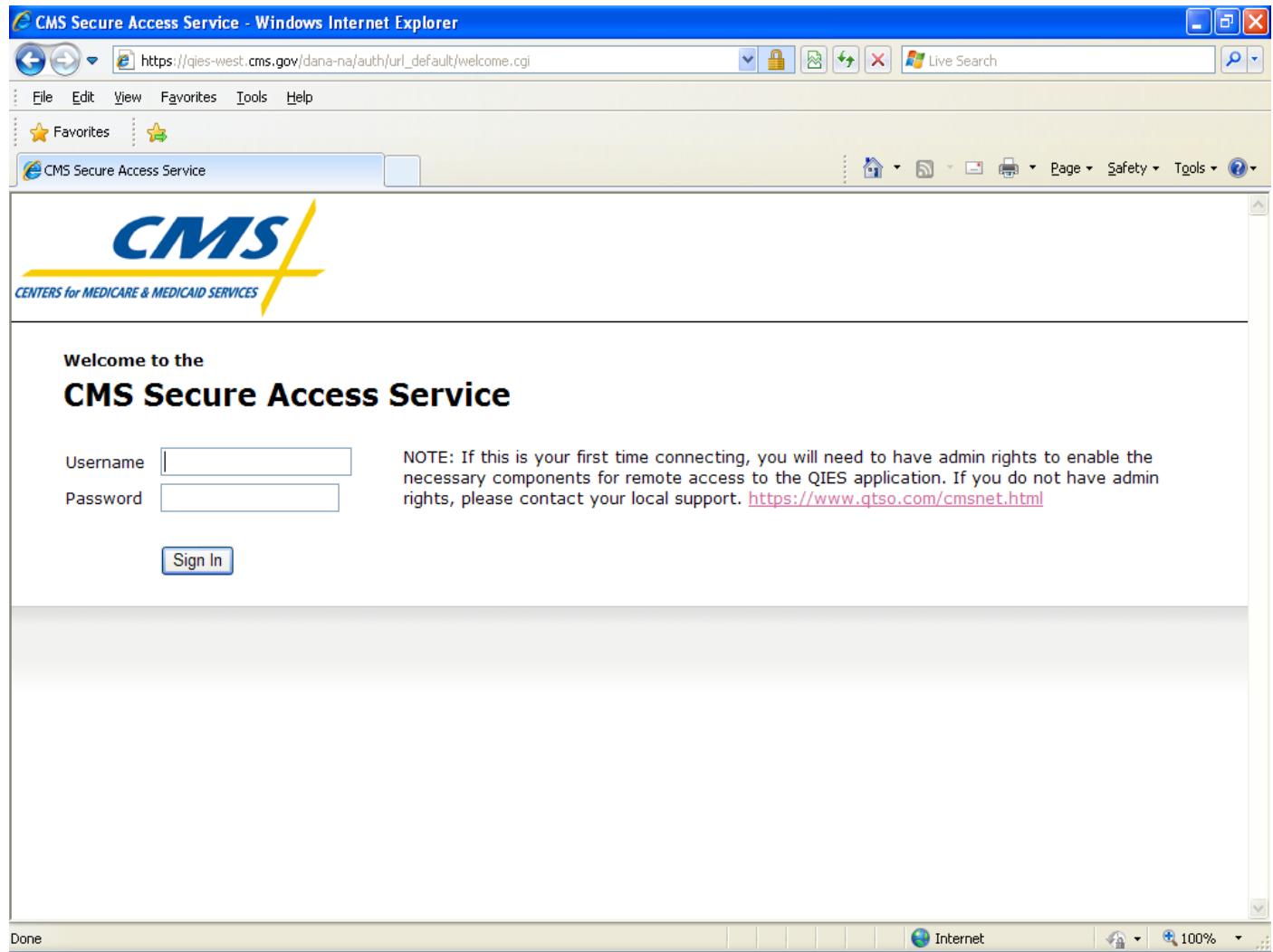
Username

Password

NOTE: If this is your first time connecting, you will need to have admin rights to enable the necessary components for remote access to the QIES application. If you do not have admin rights, please contact your local support. <https://www.qtso.com/cmsnet.html>

Sign In

Done Internet 100%



6. Enter your temporary CMSNet password in the “Old Password:” field.
Important: The password is case sensitive.

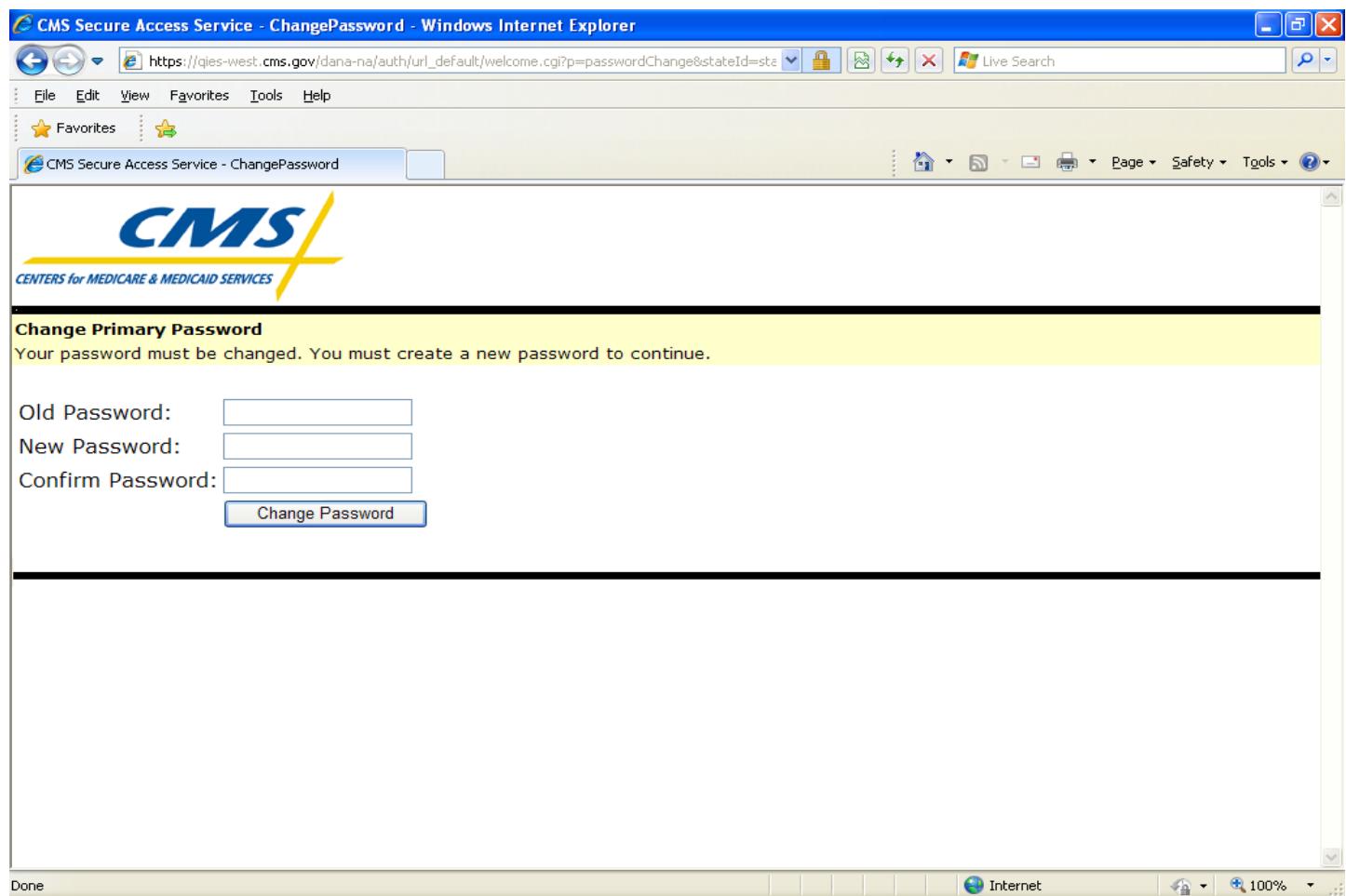
a. Create a new password following the rules below.

The password must contain ALL of these:

- A minimum of 9 characters, a maximum of 32 characters,
- It must include either a lower or upper case letter,
- It must include a number,
- It must include a special character (for example:!, \$, #, %).

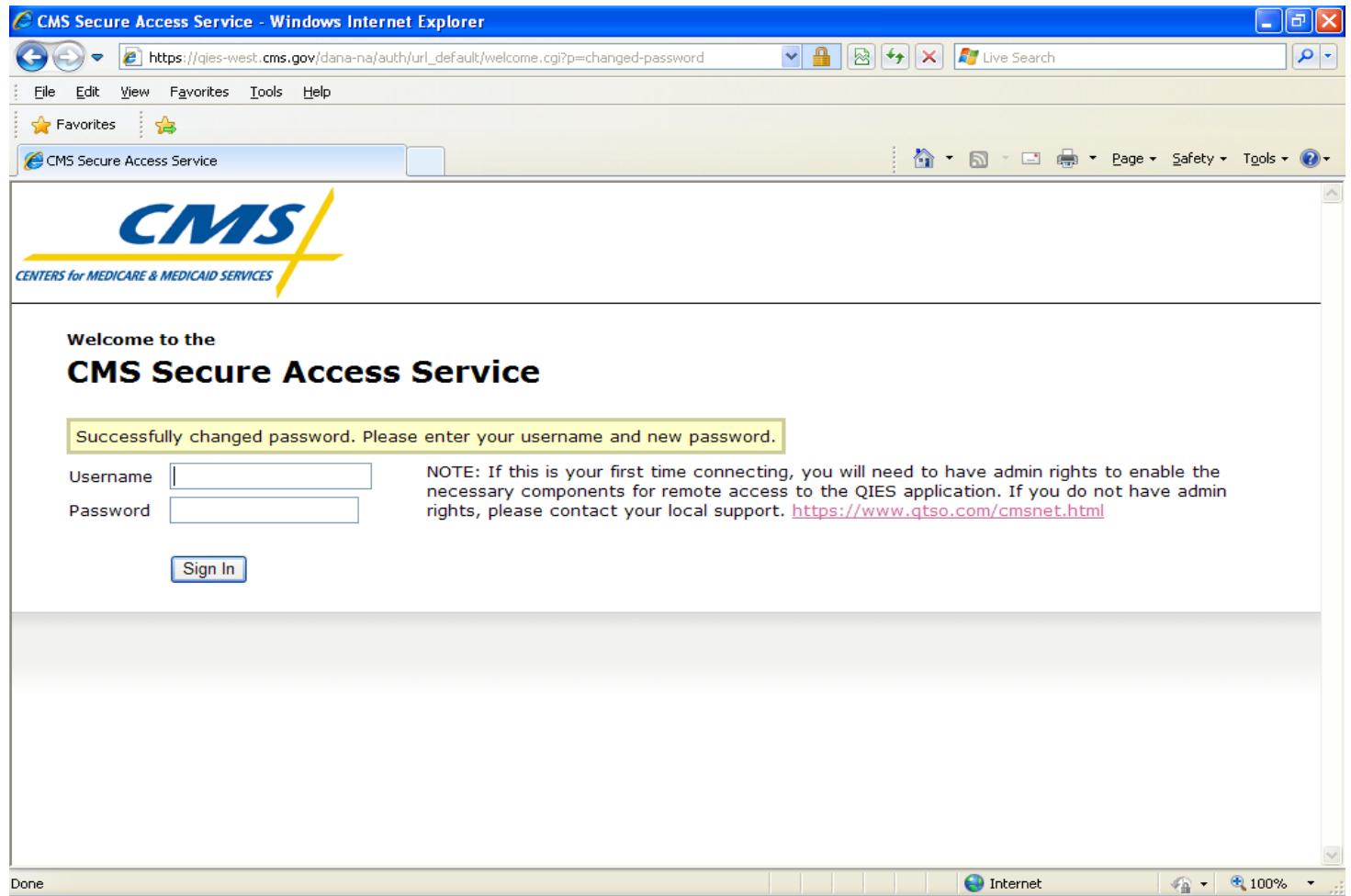
b. Enter your created password in the New Password box and in the “Confirm Password” box.

7. Select the “Change Password” button.



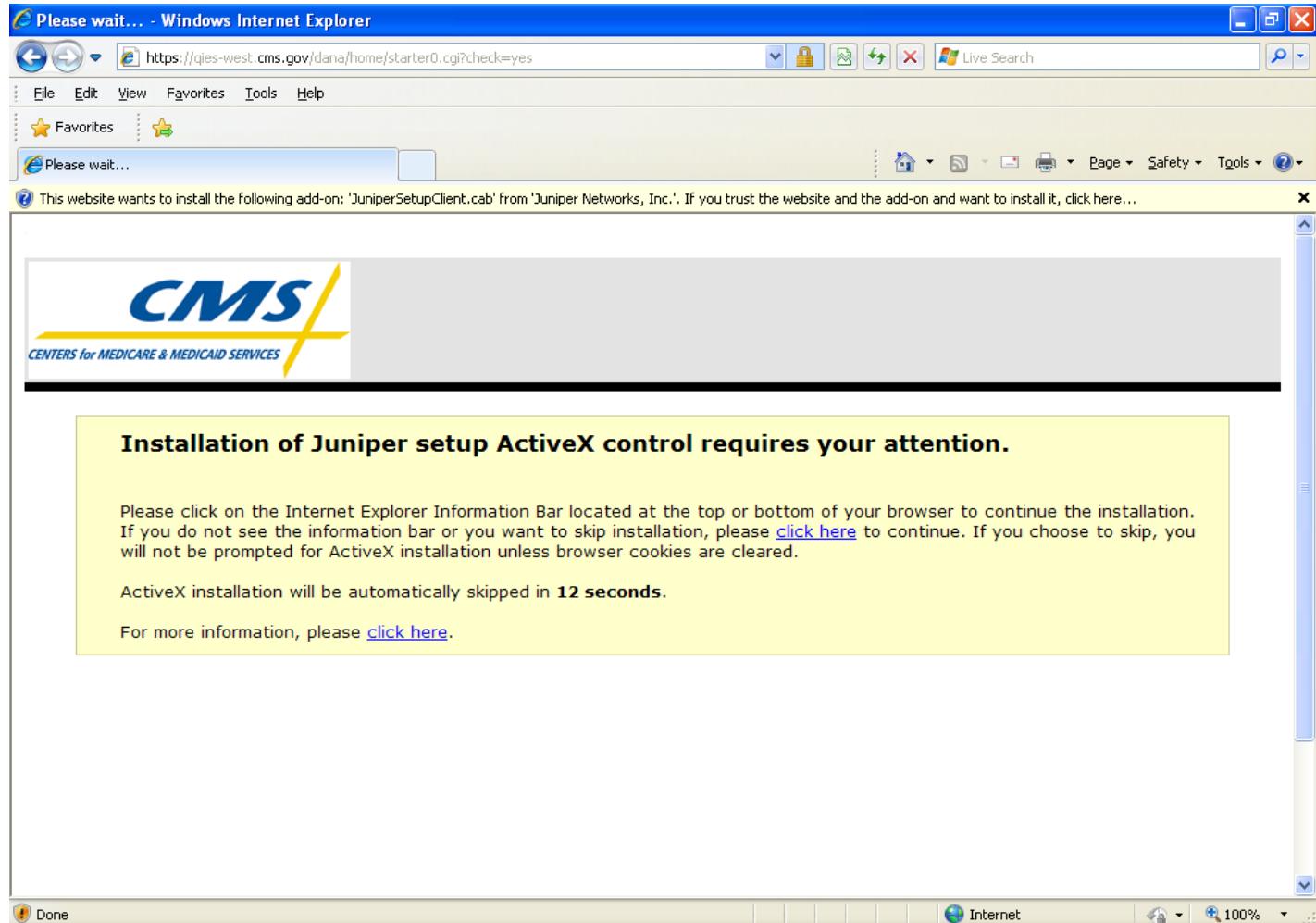
The screenshot shows a Windows Internet Explorer window with the title bar "CMS Secure Access Service - ChangePassword - Windows Internet Explorer". The address bar shows the URL "https://qies-west.cms.gov/dana-na/auth/url_default/welcome.cgi?p=passwordChange&stateId=sta". The CMS logo and "CENTERS for MEDICARE & MEDICAID SERVICES" text are visible at the top. The main content area has a yellow header bar with the text "Change Primary Password" and "Your password must be changed. You must create a new password to continue.". Below this, there are three input fields: "Old Password:", "New Password:", and "Confirm Password:", each with a corresponding text input box. A "Change Password" button is located to the right of the "Confirm Password" field. The status bar at the bottom shows "Done", "Internet", "100%", and a zoom level of "100%".

8. Once you have successfully changed your password (as described in 6a), you will be prompted to reenter your CMSNet user ID and the password you just created.

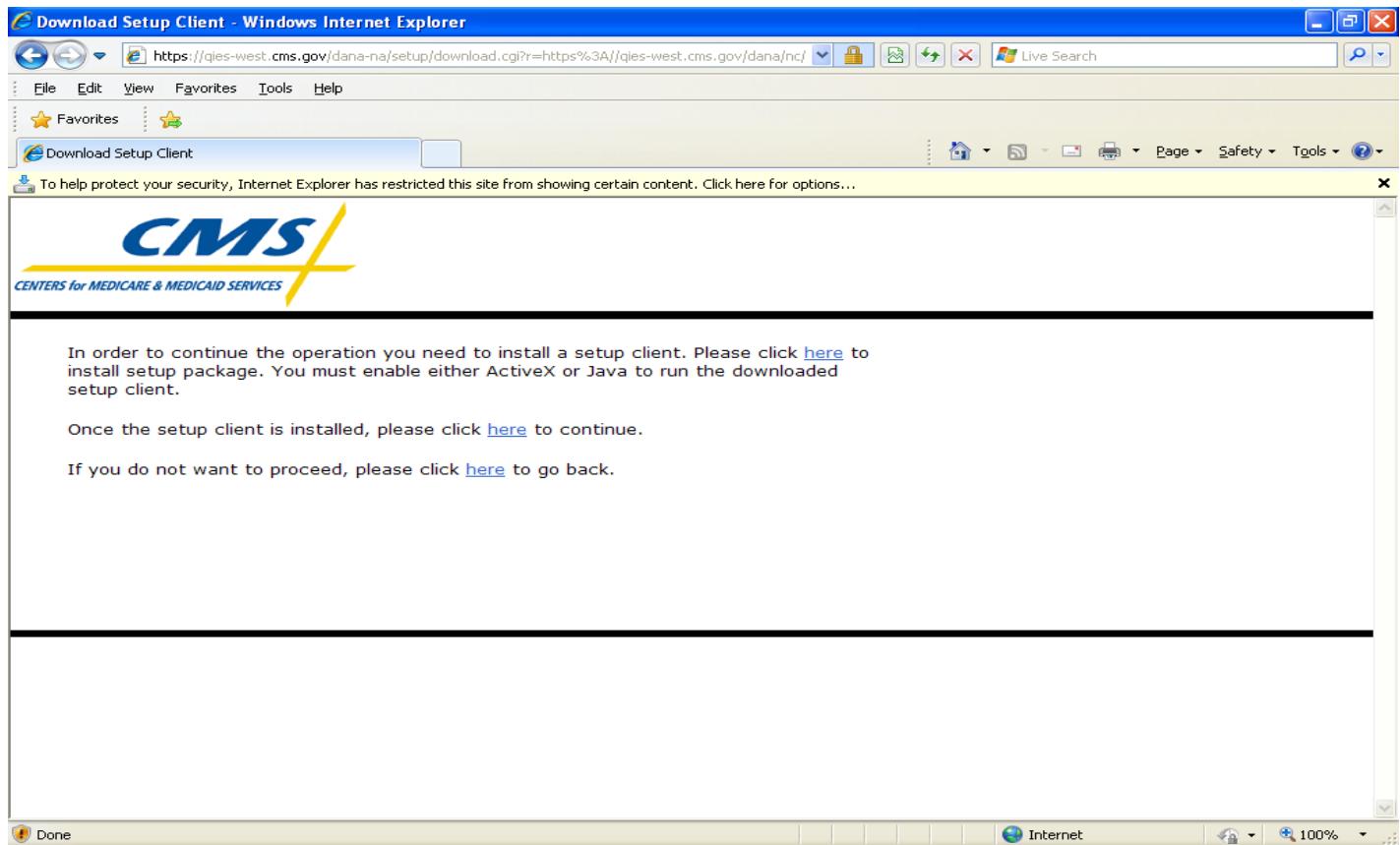


The screenshot shows a Windows Internet Explorer window with the title bar "CMS Secure Access Service - Windows Internet Explorer". The address bar contains the URL https://qies-west.cms.gov/dana-na/auth/url_default/welcome.cgi?p=changed-password. The CMS logo and "CENTERS for MEDICARE & MEDICAID SERVICES" text are visible at the top. The main content area displays a "Welcome to the CMS Secure Access Service" message. A yellow box contains the text "Successfully changed password. Please enter your username and new password." Below this are "Username" and "Password" input fields. A note on the right states: "NOTE: If this is your first time connecting, you will need to have admin rights to enable the necessary components for remote access to the QIES application. If you do not have admin rights, please contact your local support. <https://www.qtso.com/cmsnet.html>". A "Sign In" button is at the bottom of the form. The status bar at the bottom shows "Done", "Internet", and "100%".

9. On this screen, you will be prompted to install the Juniper client.
If the small yellow message line above the CMS logo appears - select it to install the "JuniperSetupClient".



10. To begin the download and install of the Juniper client, select the first link titled “here”. It will bring up a file download box.

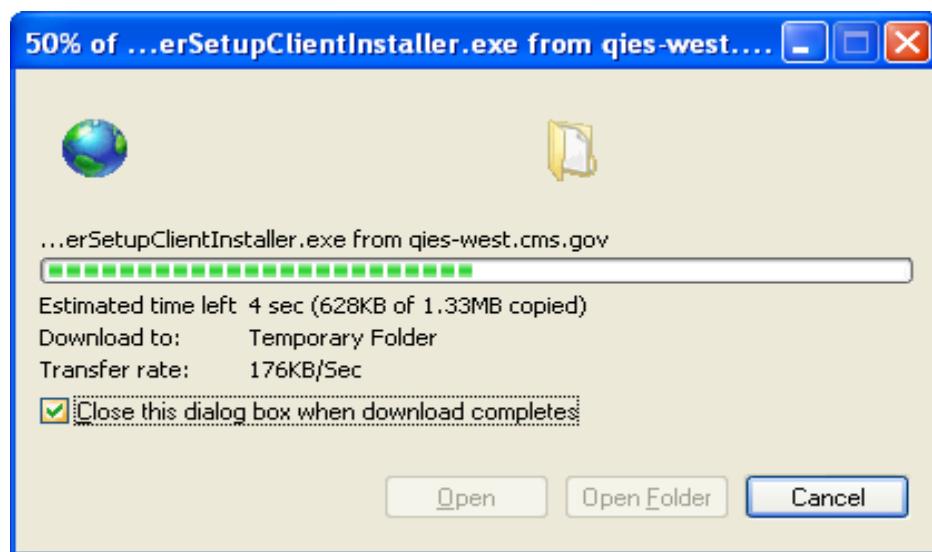


The screenshot shows a Windows Internet Explorer window with the title "Download Setup Client - Windows Internet Explorer". The address bar displays the URL <https://qjes-west.cms.gov/dana-na/setup/download.cgi?r=https%3A//qjes-west.cms.gov/dana-na/>. The CMS logo and "CENTERS for MEDICARE & MEDICAID SERVICES" text are visible at the top of the page. A message in the center instructs the user to install a setup client, with a link to "here". It also provides links for "here" to continue and "here" to go back. A security warning at the top states: "To help protect your security, Internet Explorer has restricted this site from showing certain content. Click here for options..." The status bar at the bottom shows "Done" and "Internet" with a "100%" zoom level.

11. Select Run to start the download.



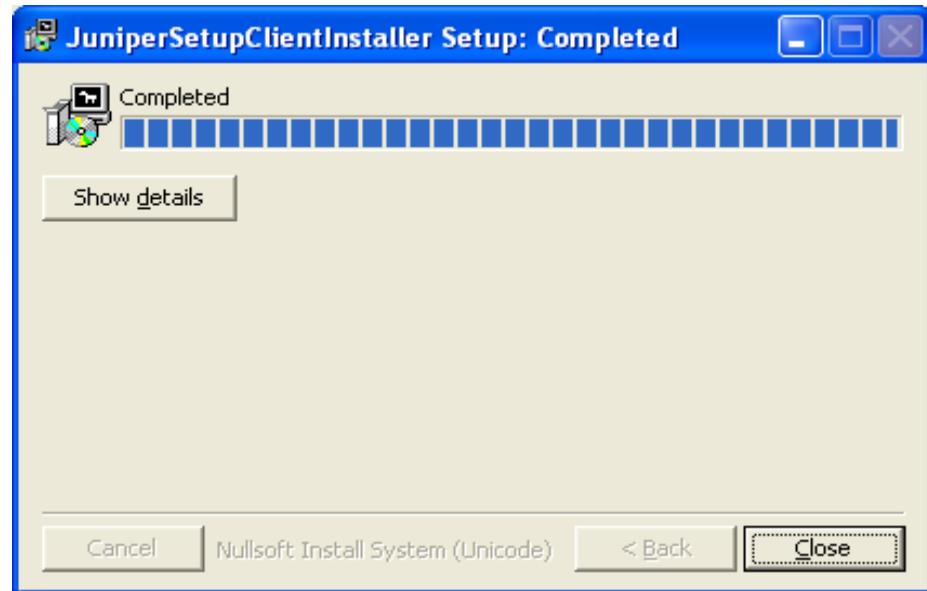
12. The Juniper client will start downloading.



13. Select “Run” to install.

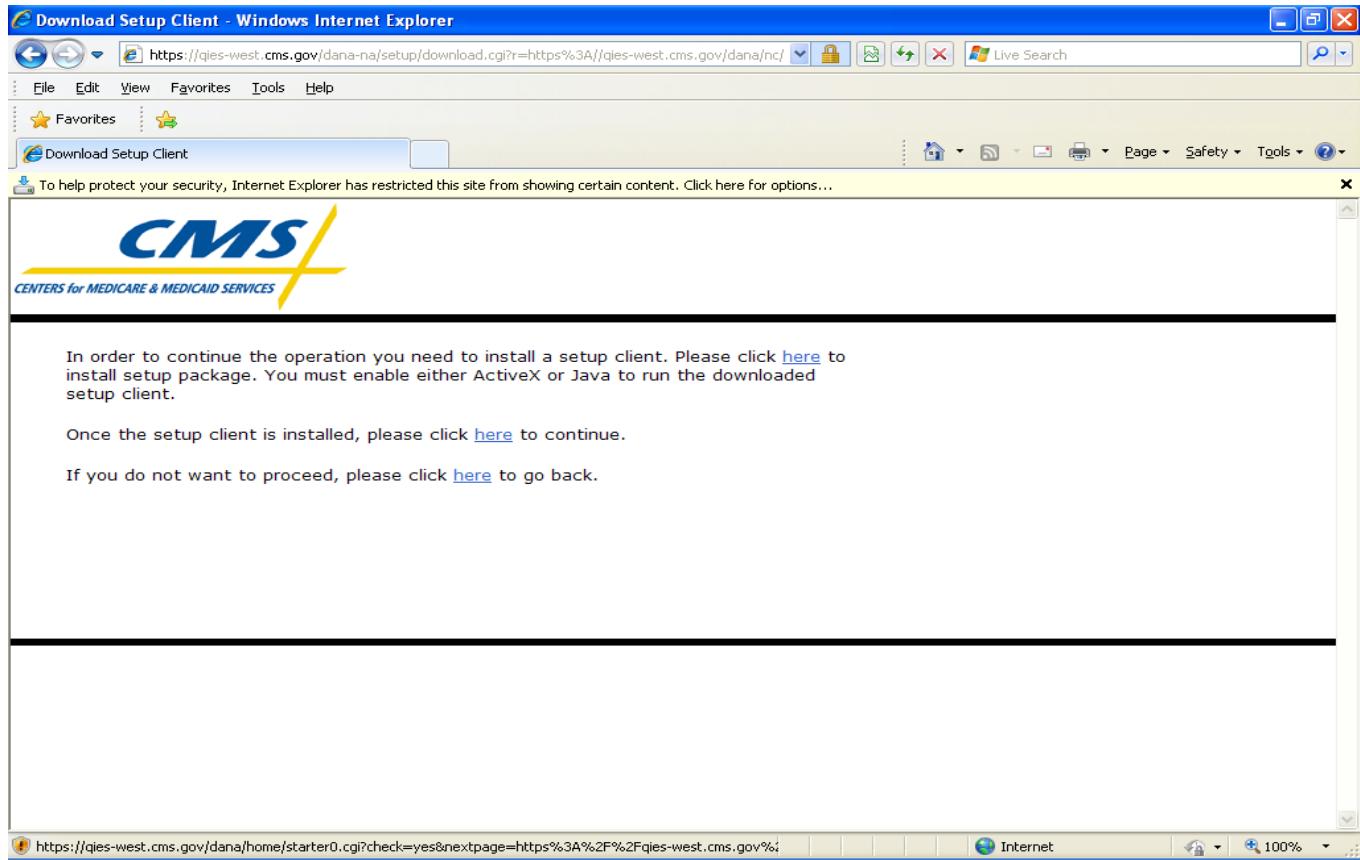


14. When the installation is complete select “Close”.



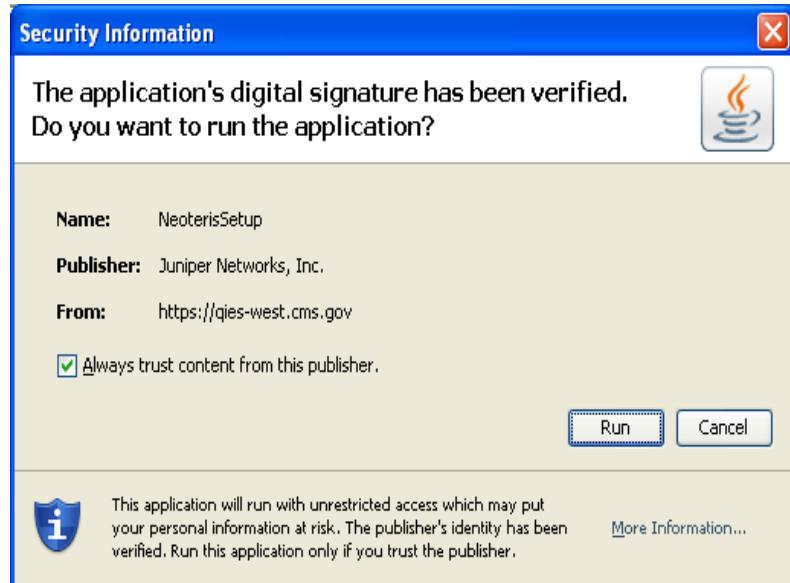
The client is now installed.

15. Select the second link on the page titled “here” to continue.



The screenshot shows a Windows Internet Explorer window with the title "Download Setup Client - Windows Internet Explorer". The address bar shows the URL <https://qies-west.cms.gov/dana-na/setup/download.cgi?r=https%3A//qies-west.cms.gov/dana/nc/>. The page content is from the CMS (Centers for Medicare & Medicaid Services) and instructs the user to install a setup client. It provides two links: "here" to click to install and "here" to click to go back. A security warning at the top states: "To help protect your security, Internet Explorer has restricted this site from showing certain content. Click here for options...".

16. At this warning screen, make sure the checkbox “Always trust content from this publisher” is checked and select “Run” to continue.

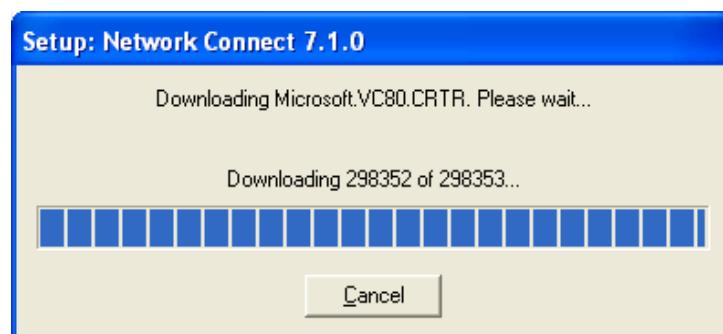


17. At the network connect screen, select “Always” to continue.

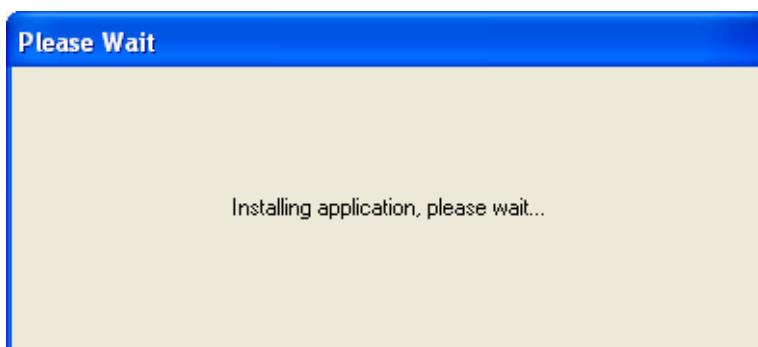


18. The Network connect will start downloading files.

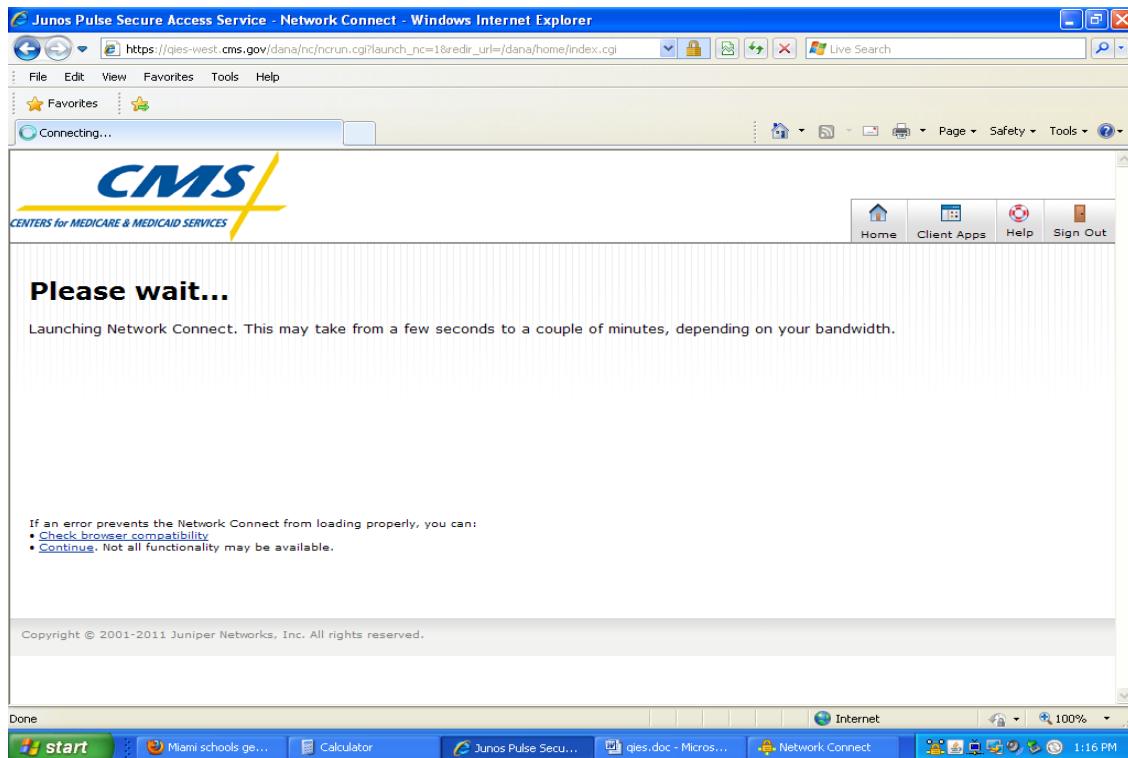
Note: There may be up to four different downloading screens that must complete.



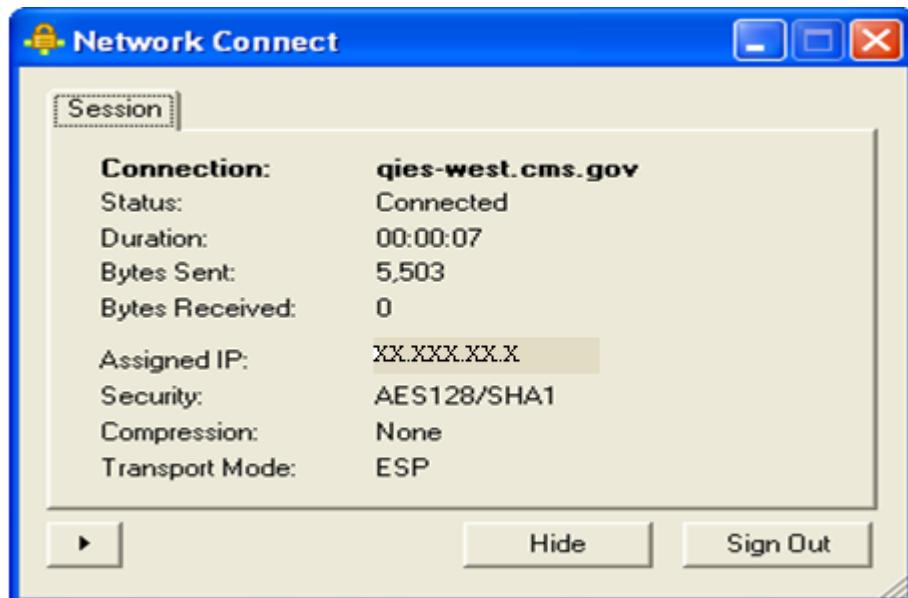
19. After downloading the files, it will continue to install them without interaction.



20. Please wait this may take a minute to launch the Network Connect depending on your computer and network.



21. Select “Hide” on the Network Connect box. If you select “Sign Out”, you will be disconnected. Do not sign out at this time.



22. Make the desired selection under Web Bookmarks. The bookmarks will vary depending on your user type.

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

- Web Bookmarks page for OGA users



- Web Bookmarks page for MDS users with ePOC access (or ePOC users with MDS Access)



- Web Bookmarks for OASIS users



- Web Bookmarks for Swing Bed users



- Web Bookmarks for IRF users



- Web Bookmarks for LTCH users



- Web Bookmarks for Hospice users

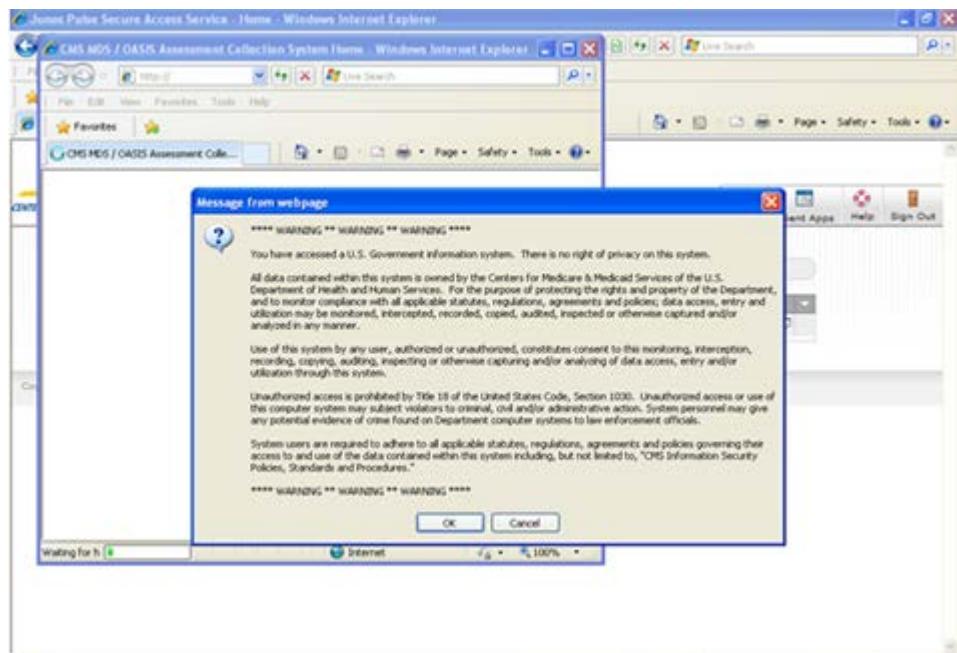


If you experience connection problems after following these instructions and reviewing the FAQ's document, please contact the Remote Users Support center at (888) 238-2122 and select option 2.

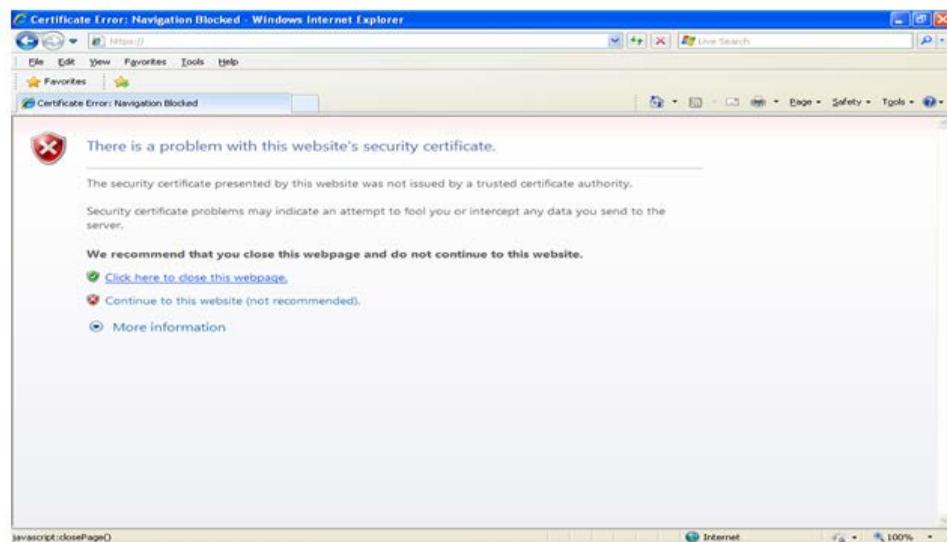
Before calling the Remote Users Support center, you must have:

- (1) Your CMSNet ID
- (2) Your Medicare CCN (CMS Certification Number)
- (3) Access to the problem computer

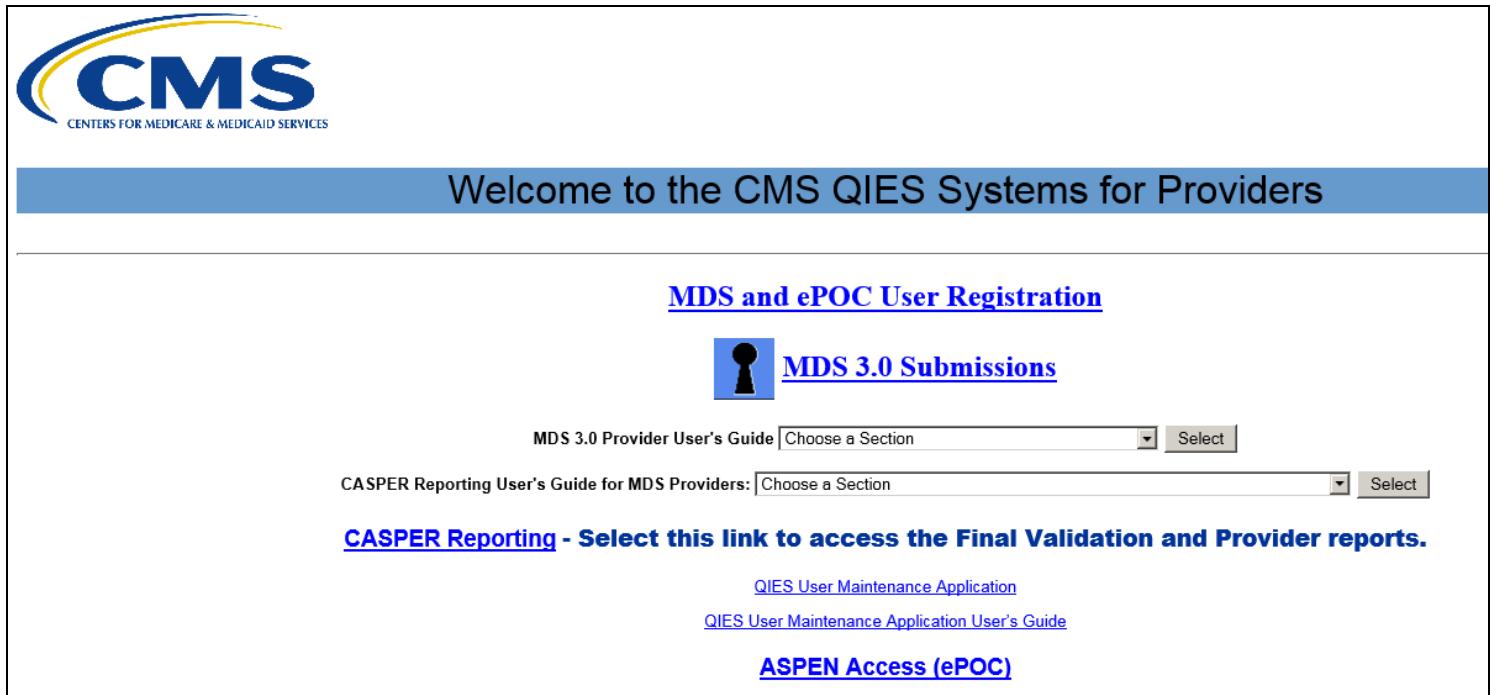
23. A CMS warning message will display. Select Ok to proceed.



24. If you receive the website certificate error, select the "Continue to this website"



25. Depending on your selection from the Web Bookmarks page, a Welcome page will display. This example shows the Welcome to CMS QIES Systems for Providers page for an MDS / ePOC user.



Welcome to the CMS QIES Systems for Providers

MDS and ePOC User Registration

 **MDS 3.0 Submissions**

MDS 3.0 Provider User's Guide

CASPER Reporting User's Guide for MDS Providers:

CASPER Reporting - Select this link to access the Final Validation and Provider reports.

QIES User Maintenance Application

QIES User Maintenance Application User's Guide

ASPEN Access (ePOC)

26. Once you have finished with your work at the CMS site.

- a. Do not close the Juniper web page until you have signed out.
- b. To sign out select the “Sign Out” tab on the Juniper page.
- c. Close the entire browser.

IMPORTANT NOTE: If you do not SIGN OUT you may be blocked from some of your network service. This will release after 20 minutes or a reboot of your PC. Remember always sign out and close the browser (Internet Explorer).