

# **Installation Guide for CMSNet Remote Users**

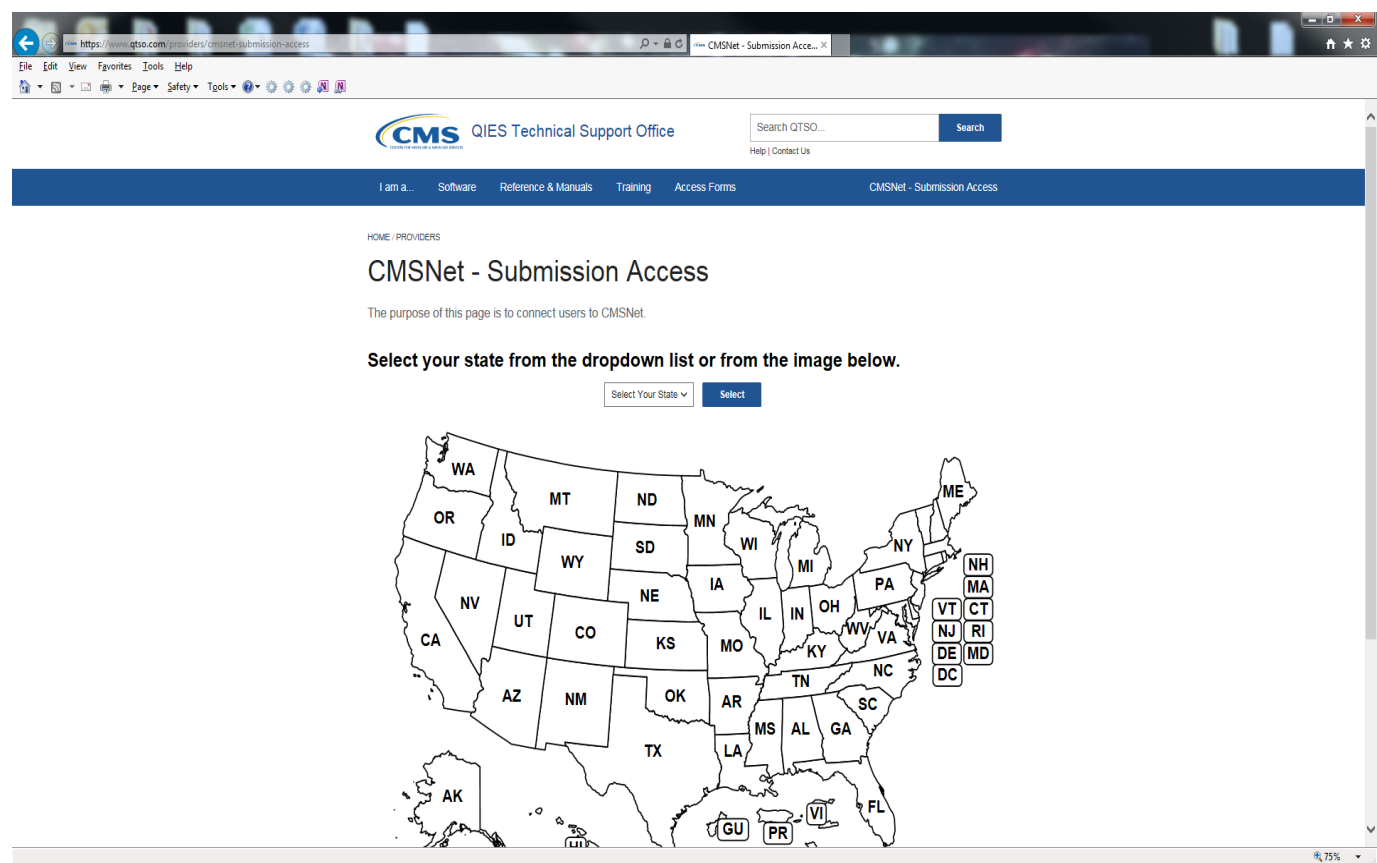
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January 11th,  
2019

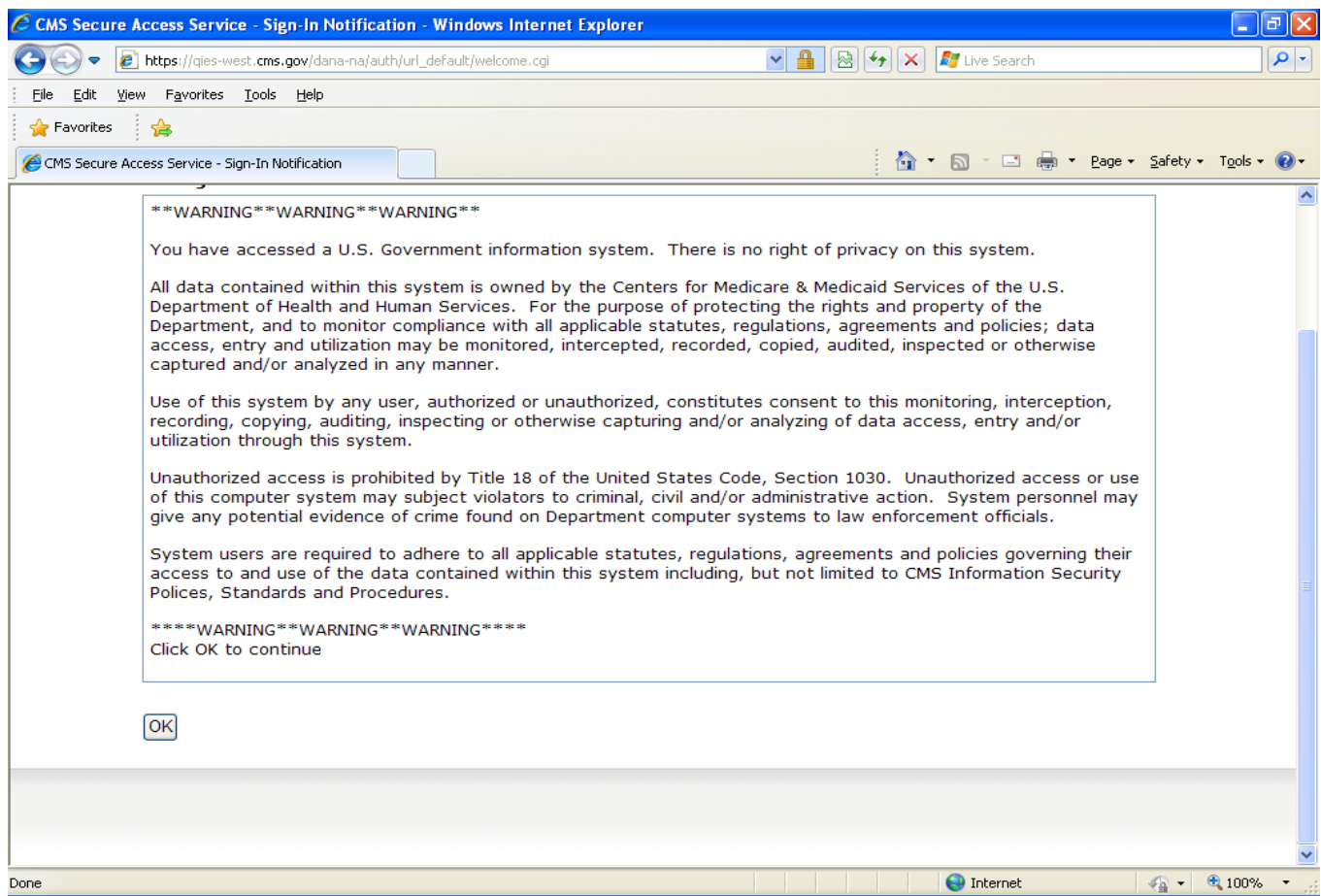
1. Go to the CMSNet Information page on the QTSO website at: <https://www.qtso.com/providers/cmsnet-submission-access>.



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



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>.

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## **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](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.

The screenshot shows a Windows Internet Explorer browser window titled "CMS Secure Access Service - Windows Internet Explorer". The address bar displays the URL "https://qies-west.cms.gov/dana-na/auth/url\_default/welcome.cgi". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The "Favorites" bar shows a single entry for "CMS Secure Access Service". The main content area features the CMS logo (stylized "CMS" in blue with a yellow slash) and the text "CENTERS for MEDICARE & MEDICAID SERVICES". Below the logo, the heading "Welcome to the CMS Secure Access Service" is displayed. The login section contains two input fields: "Username" and "Password", followed by a "Sign In" button. A note to the right of the password field 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>". The status bar at the bottom shows "Done" and "Internet" with a zoom level of 100%.

CMS Secure Access Service - Windows Internet Explorer

https://qies-west.cms.gov/dana-na/auth/url\_default/welcome.cgi

File Edit View Favorites Tools Help

Favorites

CMS Secure Access Service

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

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>

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.

CMS Secure Access Service - ChangePassword - Windows Internet Explorer

https://qies-west.cms.gov/dana-na/auth/url\_default/welcome.cgi?p=passwordChange&stateId=stz

File Edit View Favorites Tools Help

★ Favorites

CMS Secure Access Service - ChangePassword

**CMS**  
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**Change Primary Password**  
Your password must be changed. You must create a new password to continue.

Old Password:

New Password:

Confirm Password:

Done Internet 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 browser window titled "CMS Secure Access Service - Windows Internet Explorer". The address bar displays the URL: [https://qies-west.cms.gov/dana-na/auth/url\\_default/welcome.cgi?p=changed-password](https://qies-west.cms.gov/dana-na/auth/url_default/welcome.cgi?p=changed-password). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows a single entry for "CMS Secure Access Service". The page content features the CMS logo (Centers for Medicare & Medicaid Services) at the top. Below the logo, the heading "Welcome to the CMS Secure Access Service" is displayed. A yellow message box states: "Successfully changed password. Please enter your username and new password." Below this message, there are two input fields: "Username" and "Password". To the right of these fields, a note reads: "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 located below the password field. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

**CMS**  
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**Welcome to the  
CMS Secure Access Service**

Successfully changed password. Please enter your username and new password.

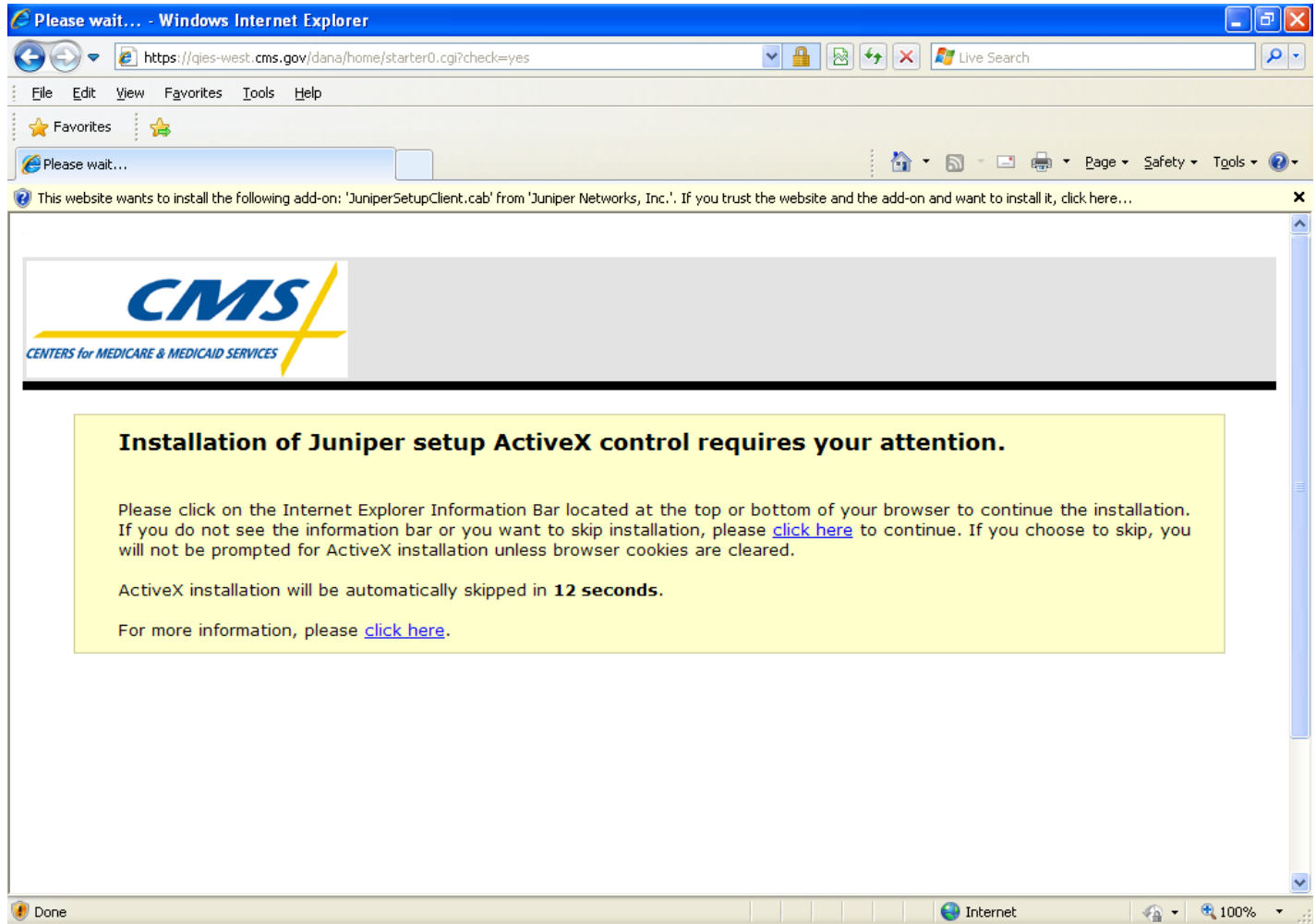
Username

Password

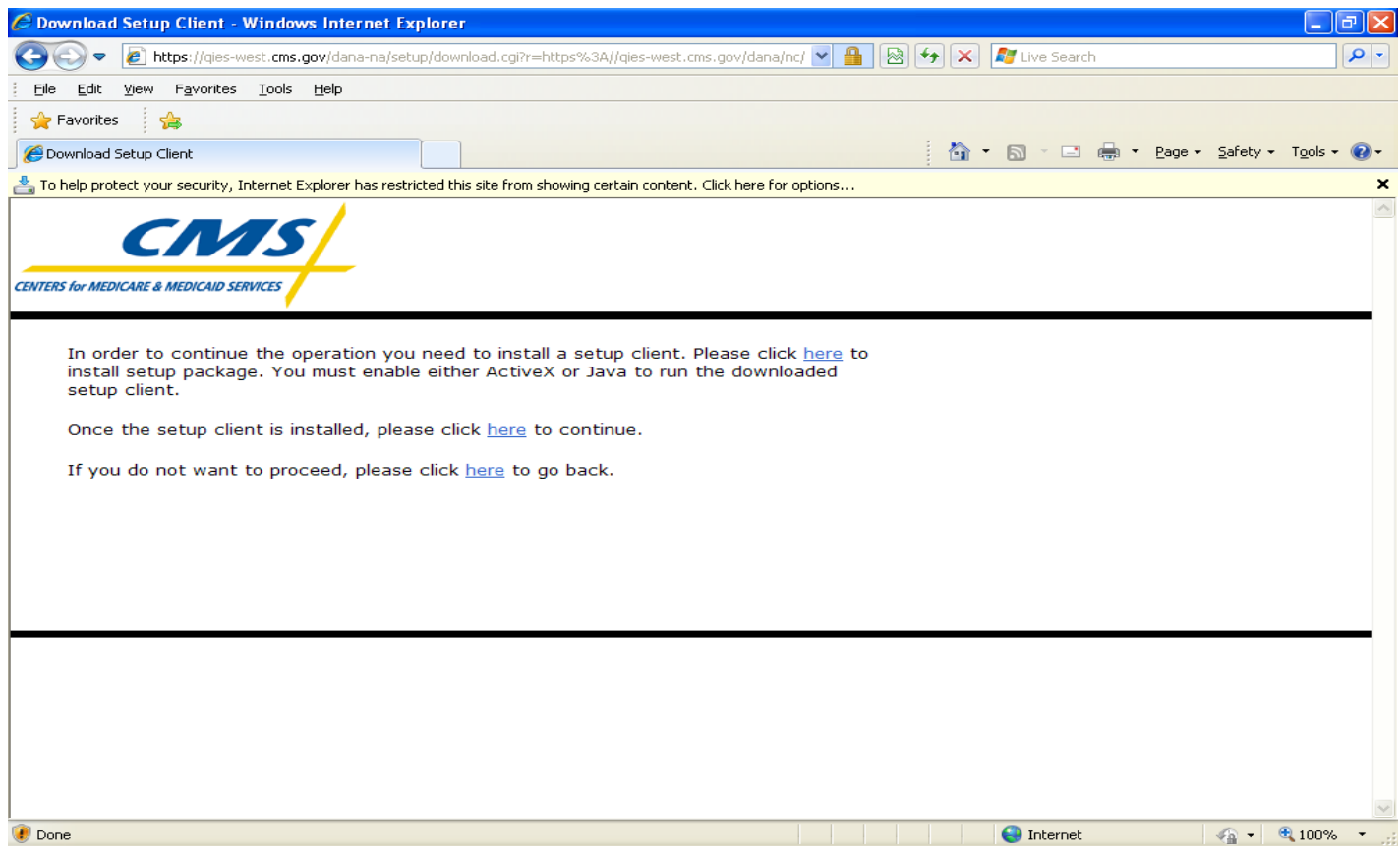
**NOTE:** If this is your first time connecting, you will need to have admin rights to enable the necessary components for remote access to the QIES application. If you do not have admin rights, please contact your local support. <https://www.qtso.com/cmsnet.html>



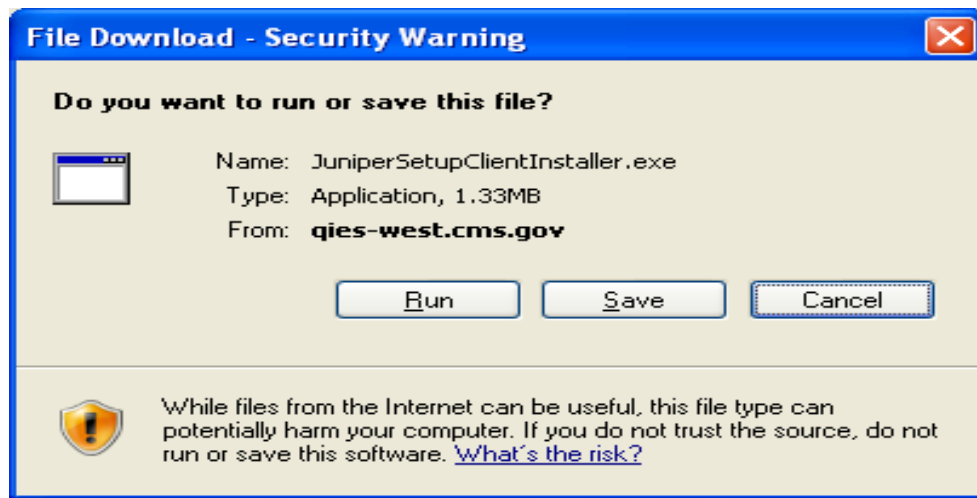
9. On this screen, you will be prompted to install the Juniper client.  
If the small yellow message line above the CMS logo appears - select it to install the “JuniperSetupClient”.



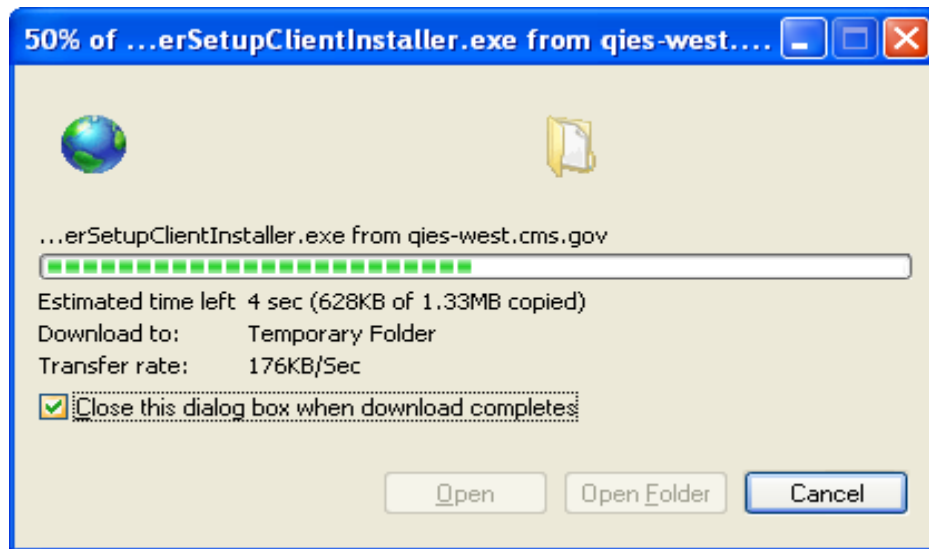
10. To begin the download and install of the Juniper client, select the first link titled “here”. It will bring up a file download box.



11. Select Run to start the download.



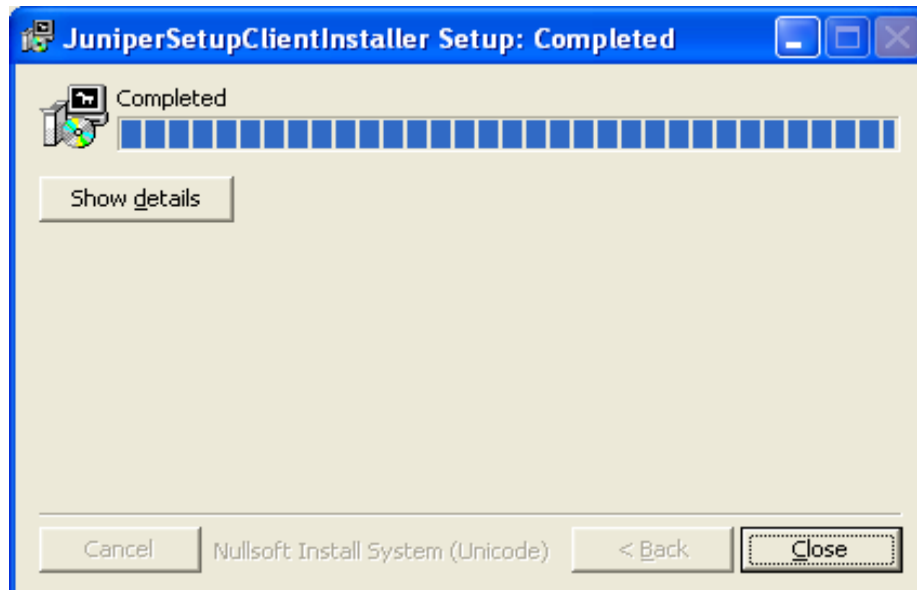
12. The Juniper client will start downloading.



13. Select “Run” to install.

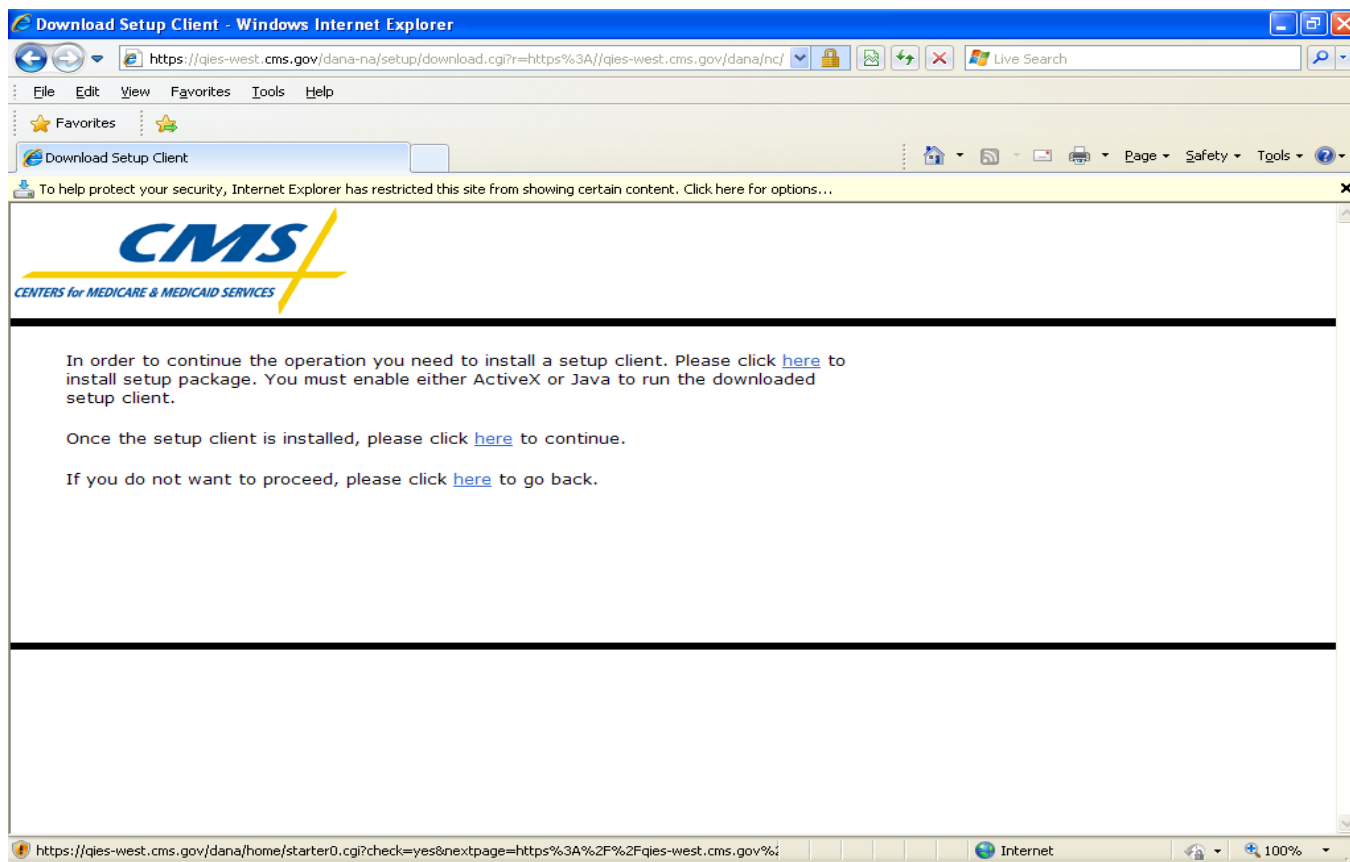


14. When the installation is complete select “Close”.

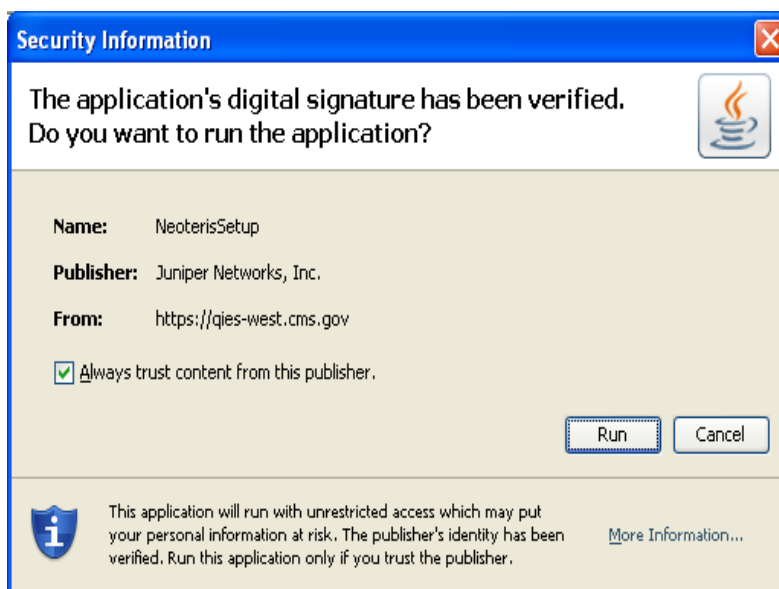


The client is now installed.

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



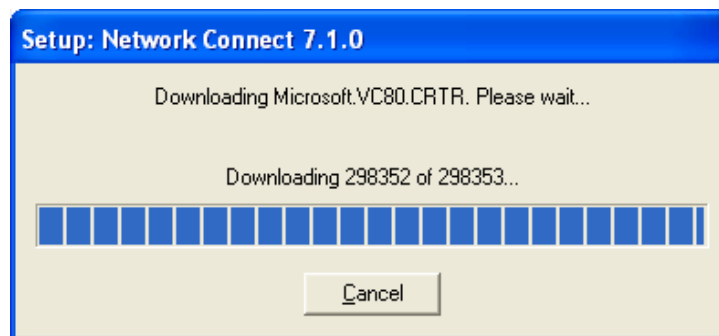
16. At this warning screen, make sure the checkbox “Always trust content from this publisher” is checked and select “Run” to continue.



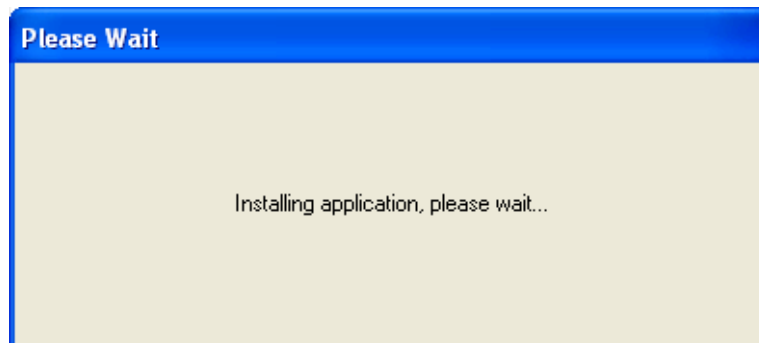
17. At the network connect screen, select “Always” to continue.



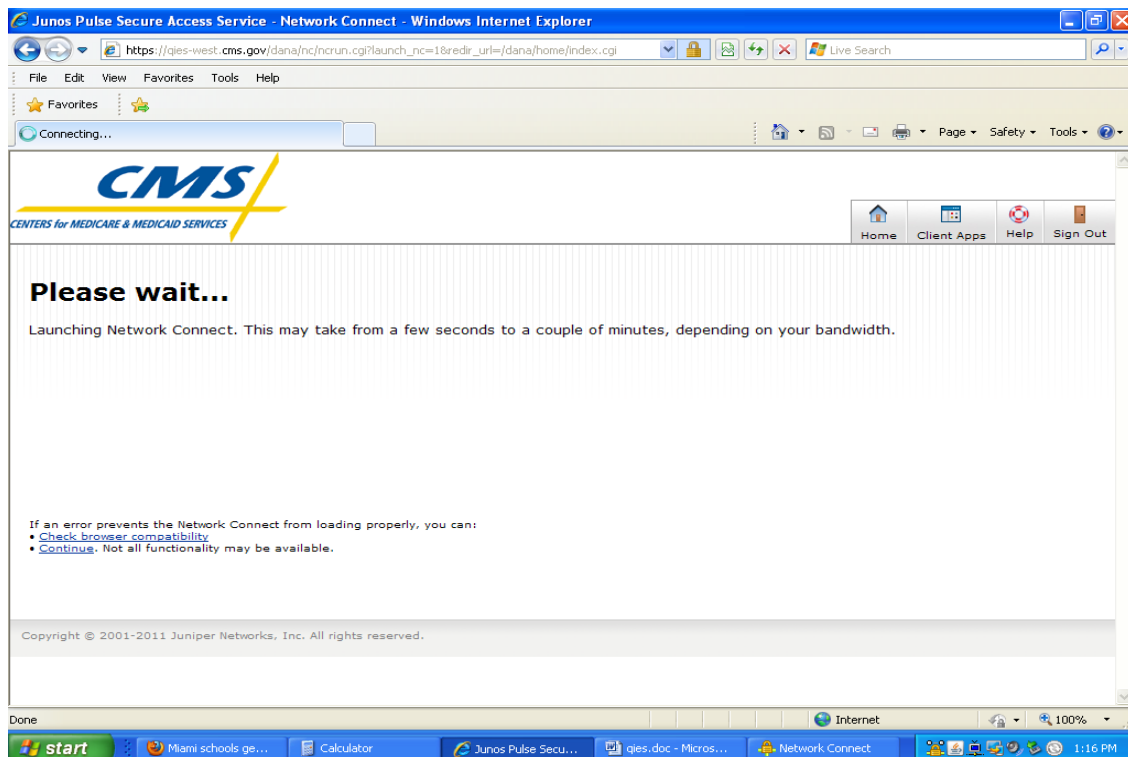
18. The Network connect will start downloading files.  
Note: There may be up to four different downloading screens that must complete.



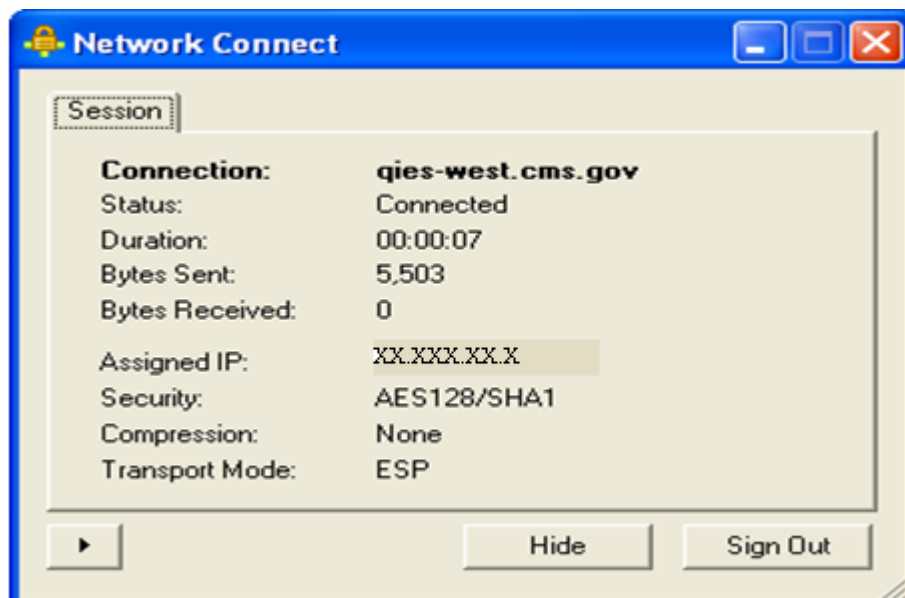
19. After downloading the files, it will continue to install them without interaction.



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



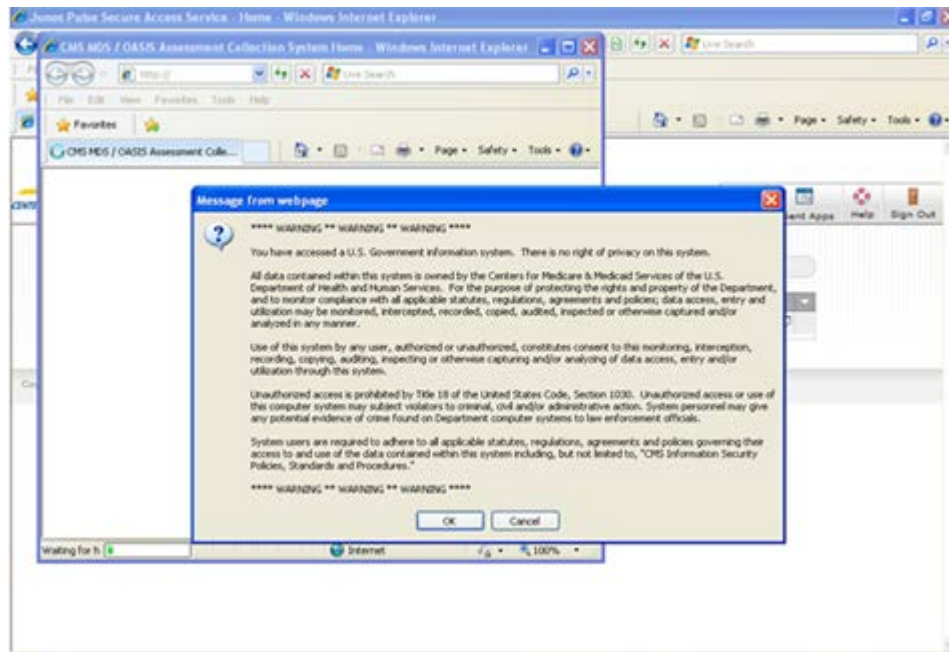
If you experience connection problems after following these instructions and reviewing the FAQ's document, please contact the Remote Users Support center at (888) 238-2122 and select option 2.

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

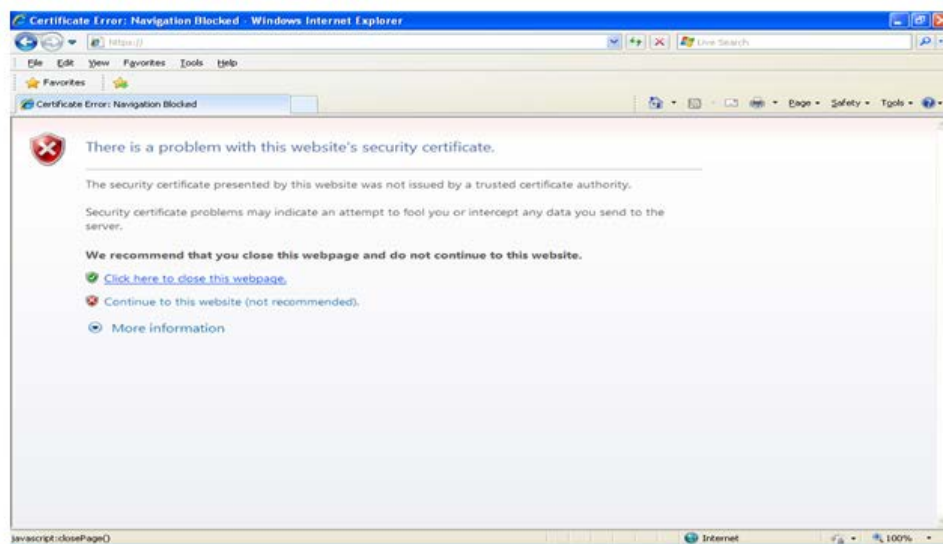
- (1) Your CMSNet ID
- (2) Your Medicare CCN (CMS Certification Number)
- (3) Access to the problem computer



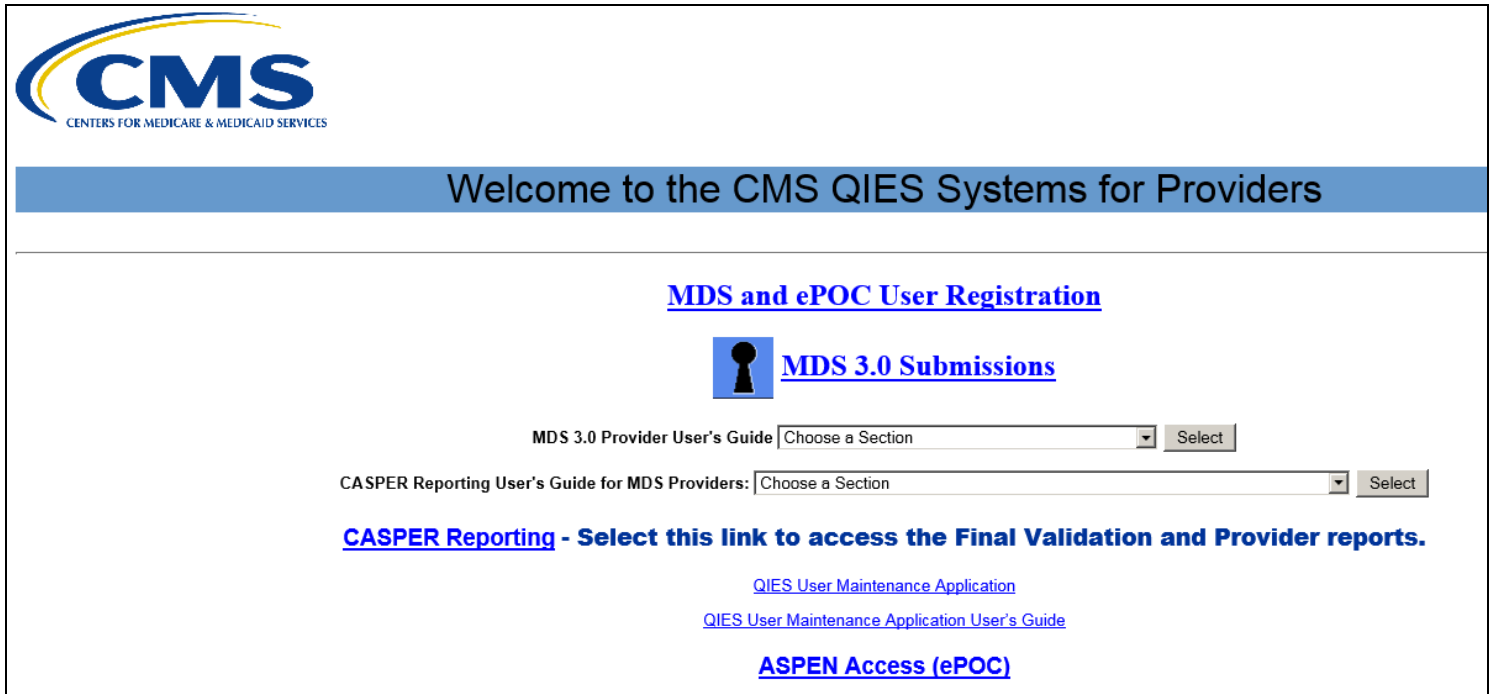
23. A CMS warning message will display. Select Ok to proceed.




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.



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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.

- Do not close the Juniper web page until you have signed out.
- To sign out select the "Sign Out" tab on the Juniper page.
- 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).