

# RNA User password reset required for ALL users after December 28, 2019

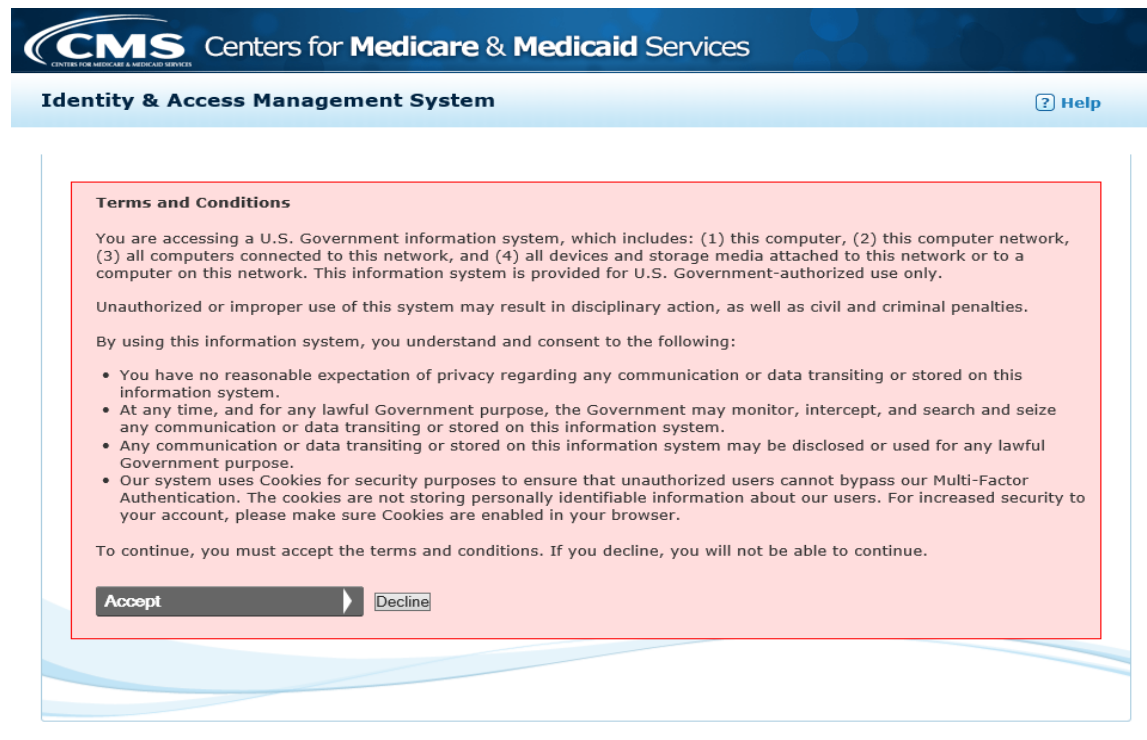
CMS is implementing Multi-Factor Authentication (MFA) in the Identity & Access Management System (I&A) to better protect your information. For more information about MFA implementation, check the presentation at <https://www.cms.gov/Outreach-and-Education/Outreach/NPC/Downloads/2019-07-30-MFA-Presentation.pdf>

The first phase of this implementation for the CMS HITECH Registration System (RNA) will be completed on December 28, 2019. **Following this update ALL users will have to reset their passwords as they log into the Registration System (RNA) for the first time after December 28, 2019.** Note – this applies to **EVERY** user of the RNA, even if you last reset your RNA password less than 60 days ago. Also, be aware resetting your password on or before the date will not eliminate the mandatory password reset required after December 28, 2019.

After entering your current password to sign into the RNA, you will receive the error message *“The account’s password has expired. Please go to I&A to [change the password](#) now”*.

Clicking the [change the password](#) link (alternatively, entering the following URL in your browser - <https://nppes.cms.hhs.gov/IAWeb/warning.do>) will open up the Identity & Access Management System interface as shown below.

Read the Terms and Conditions and click ‘Accept’



The screenshot displays the Identity & Access Management System interface. At the top, the CMS logo and the text "Centers for Medicare & Medicaid Services" are visible. Below this, the page title "Identity & Access Management System" and a "Help" icon are shown. The main content area features a red-bordered dialog box titled "Terms and Conditions". The text inside the dialog box reads: "You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following:" followed by a bulleted list of terms. At the bottom of the dialog box, there are two buttons: "Accept" and "Decline".

**Terms and Conditions**

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
- At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Our system uses Cookies for security purposes to ensure that unauthorized users cannot bypass our Multi-Factor Authentication. The cookies are not storing personally identifiable information about our users. For increased security to your account, please make sure Cookies are enabled in your browser.

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

Enter your User ID and current password, and click 'Sign In'

**CMS** Centers for Medicare & Medicaid Services  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**Identity & Access Management System** [? Help](#)

Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first [register](#).

**Sign In**

\* indicates required field(s)

\* **User ID:**

\* **Password:**

**Sign In** ▶

[? Forgot Password](#)  
[? Retrieve Forgotten User ID](#)  
[? Enter your PIN](#)

**One account to access multiple systems**

Create one account with the Identity & Access Management System to manage access to NPPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now** ▶

**PECOS** Use this system to register for Medicare or update your current enrollment information.

**EHR** INCENTIVE PROGRAM Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.

**NPPES** Use this system to apply for and manage National Provider Identifiers (NPIs).  
National Plan & Provider Enumeration System

You will then be presented the 'User Information Integrity Check' message as shown below.

Click 'Continue To Start'

The screenshot displays the CMS (Centers for Medicare & Medicaid Services) Identity & Access Management System interface. At the top, the CMS logo and name are on the left, and the user is logged in as 'ehdcca5045' with a 'Sign Out' link and a timestamp 'Last Logged on 01/14/2016 01:39PM' on the right. Below the header, the page title 'Identity & Access Management System' is shown on the left and a 'Help' link on the right. The main content area features a blue header for the 'User Information Integrity Check - Notice'. A light blue box contains a message with an information icon: 'Welcome to the Identity & Access Management System. We have detected one or more issues with your account that will need to be addressed before you can continue. The following pages will step you through the needed changes. The changes you make will not be permanently saved until you complete the process. Thank you for your patience as we bring your account up to date.' Below this message is a text input field with a bullet point and the label 'Password'. At the bottom of the input area is a dark grey button with the text 'Continue To Start' and a right-pointing arrow. The page has a light blue decorative wave graphic at the bottom.

And then you will be prompted to create a new password

The screenshot shows the CMS Identity & Access Management System interface. At the top, the CMS logo and "Centers for Medicare & Medicaid Services" are displayed. The user is logged in as "ehdcca5045" and the last login was on 01/14/2016 at 01:39PM. The page title is "Identity & Access Management System" with a "Help" link. The main heading is "User Information Integrity Check - Password". A progress bar shows "Step 1 Password" as the current step and "Final Complete" as the next step. A message box states: "Your password does not meet the current CMS standards. Please reset your password." Below this, a legend indicates that an asterisk (\*) denotes a required field. The form contains two input fields: "Password:" and "Confirm New Password:". To the right of the form, a "Password Compliance" list includes: Must be different from your previous 6 passwords; Must be 8-12 alphanumeric characters; Must contain at least one letter; Must contain at least one number; Must contain at least one valid special character; Must not contain any invalid special characters; Must not start with numeric characters; Must not contain three repeating characters; Must not contain your first name or last name; Must not be the same as your User ID; and New Password must match Confirm New Password. At the bottom, there are "Continue" and "Cancel" buttons.

Only one password change is permitted in a 24-hour period.

In case assistance is required, contact the NLR Production Support Desk

By e-mail - [NLRProdSupport@cms.hhs.gov](mailto:NLRProdSupport@cms.hhs.gov) ,

OR, by phone - 1-833-238-0203 (Toll free. Hours of operation – Monday to Friday, 8am to 5pm EST. Voicemail is available outside regular operating hours).