


# **Installation Guide for CMSNet Remote Users**

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December 15,  
2014

1. Go to the CMSNet Information page on the QTSO website at: <https://www.qtso.com/cmsnet.html>.
2. Select the hyperlink "CMSNet - Submission Access"



## CMSNet Information

[Skip Navigation](#)

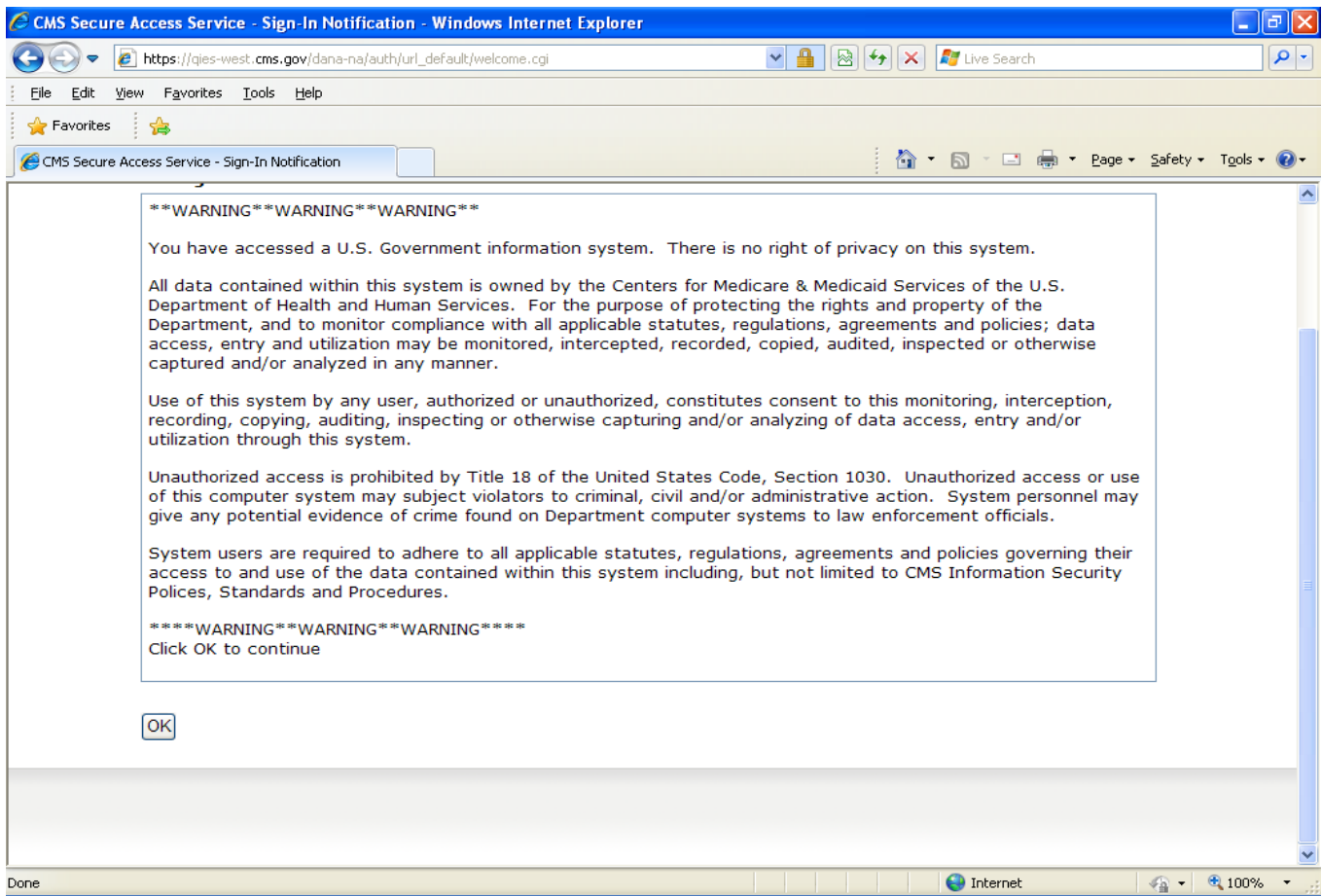
<ul style="list-style-type: none"> <li><a href="#">Home</a></li> <li><a href="#">ASPEN</a></li> <li><a href="#">CLIA</a></li> <li><a href="#">QIS</a></li> <li><a href="#">QIES Suggestions</a></li> <li><a href="#">CMS Links</a></li> <li><a href="#">Education</a></li> <li><a href="#">HART</a></li> <li><a href="#">iHAVEN / HAVEN</a></li> <li><a href="#">Hospice</a></li> <li><a href="#">IRF-PAI</a></li> <li><a href="#">iIRVEN / IRVEN</a></li> <li><a href="#">LASER</a></li> <li><a href="#">LTCH</a></li> <li><a href="#">MDS 3.0</a></li> <li><a href="#">MDS 2.0</a></li> <li><a href="#">OASIS</a></li> <li><a href="#">iRAVEN</a></li> <li><a href="#">RAVEN Swing Bed</a></li> <li><a href="#">Swing Bed</a></li> <li><a href="#">STRIVE Time Study</a></li> </ul>	<p><a href="#">CMSNet - Submission Access</a> (Select this link to begin the submission process)</p> <hr/> <p><b>CMSNet Online Registration</b></p> <p><a href="#">CMSNet Online Registration Instructions</a> [PDF 444 KB]</p> <p><a href="#">CMSNet Online Registration</a></p> <p><b>CMSNet Installation Guide &amp; FAQ's</b></p> <p><a href="#">Installation Guide for CMSNet Remote Users</a> (CMSNet-Juniper Client) [PDF 9.19 KB]</p> <p>For issues with the Secure Access Service login or Juniper Client Installation please contact CMSNet User Support at 888-238-2122 or by email at <a href="mailto:MDCN.mco@palmettoqba.com">MDCN.mco@palmettoqba.com</a>. The QTSO Help Desk is not able to assist you with CMSNet connectivity.</p> <p><a href="#">CMSNet FAQ</a> [PDF 35 KB]</p> <hr/> <p><b>QIES Access Request Information</b></p> <p>Access to CMS systems requires a CMSNet User ID and a QIES User ID. Select your access type to obtain detailed access information.</p> <p><a href="#">ePOC Access Information</a> (Nursing Home Facilities)</p> <p><a href="#">MDS Access Information</a> (Nursing Home Facilities)</p> <p><a href="#">OASIS Access Information</a> (Home Health Agencies)</p> <p><a href="#">Hospice / IRF / Swing Bed / LTCH Access Information</a> (Hospice Providers, Inpatient Rehabilitation Facilities, Swing Beds, Long-Term Care Hospitals)</p>
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3. Select your State from the drop down list or by selecting your state from the image.

The screenshot displays a web browser window with the following elements:

- Browser Title:** CMS Secure Access Service - Sign-In Notification - Windows Internet Explorer
- Address Bar:** https://qies-west.cms.gov/dana-na/auth/url\_default/welcome.cgi
- Page Content:**
  - A dropdown menu labeled "Select Your State" and a "Select" button.
  - A map of the United States with state abbreviations: WA, OR, CA, NV, UT, AZ, NM, TX, MT, WY, CO, OK, ND, SD, NE, KS, MN, IA, MO, AR, LA, WI, MI, IN, OH, KY, TN, MS, AL, GA, FL, VT, NH, ME, NY, PA, NJ, DE, MD, DC, MA, RI, CT.
  - Text below the map: "Puerto Rico" and "Virgin Islands".
- Footer:** Legal Notices | Accessibility Policy | Email the QTSO Webmaster at STSOWEB@ifmc.org
- Status Bar:** Waiting for https://qies-west.cms.gov/dana-na/auth/url\_default/welcome.cgi... Internet

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>.

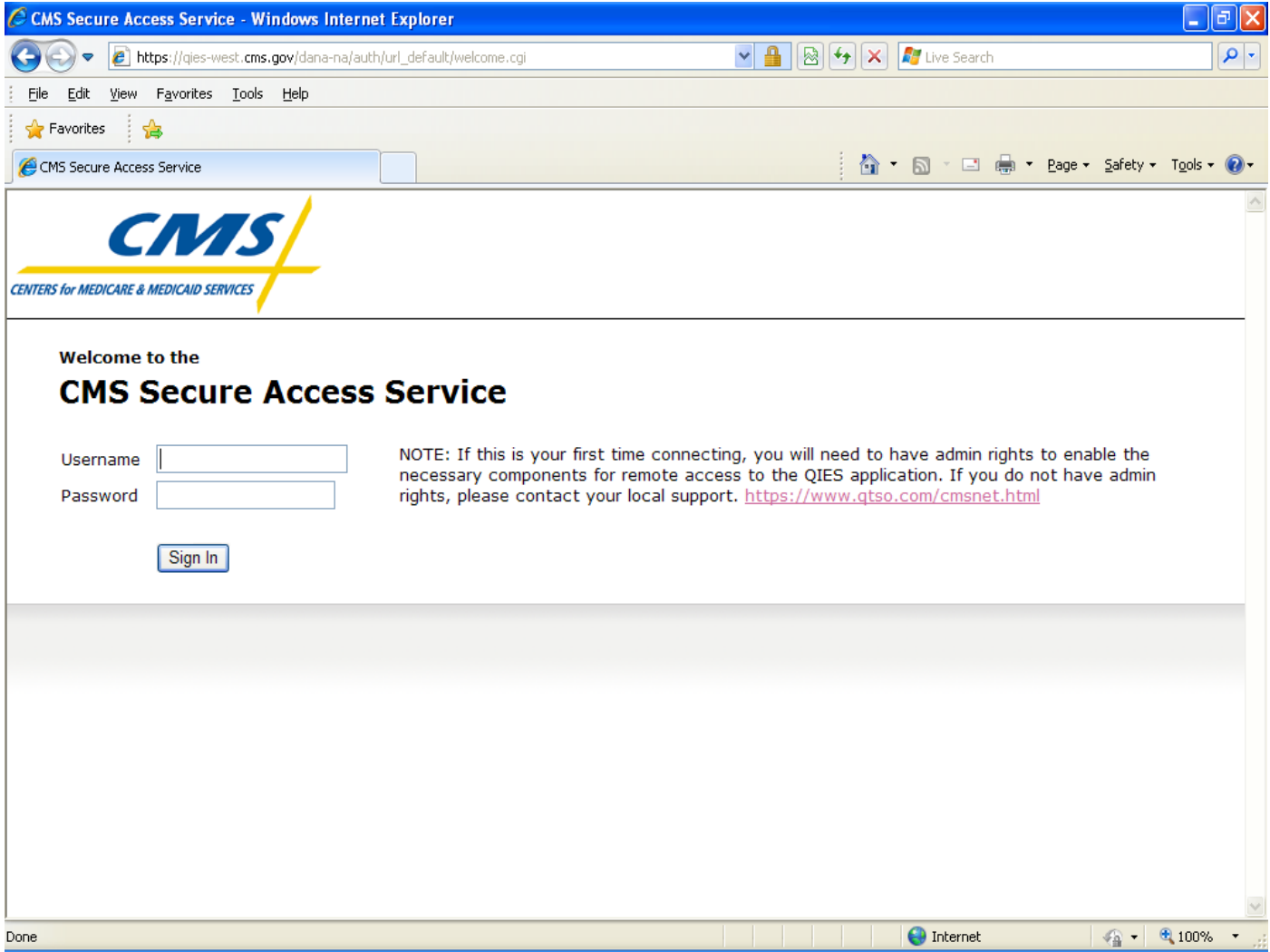
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## **STOP: CMSNet User ID**

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://www.qtso.com/cmsnet.html>.

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



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:

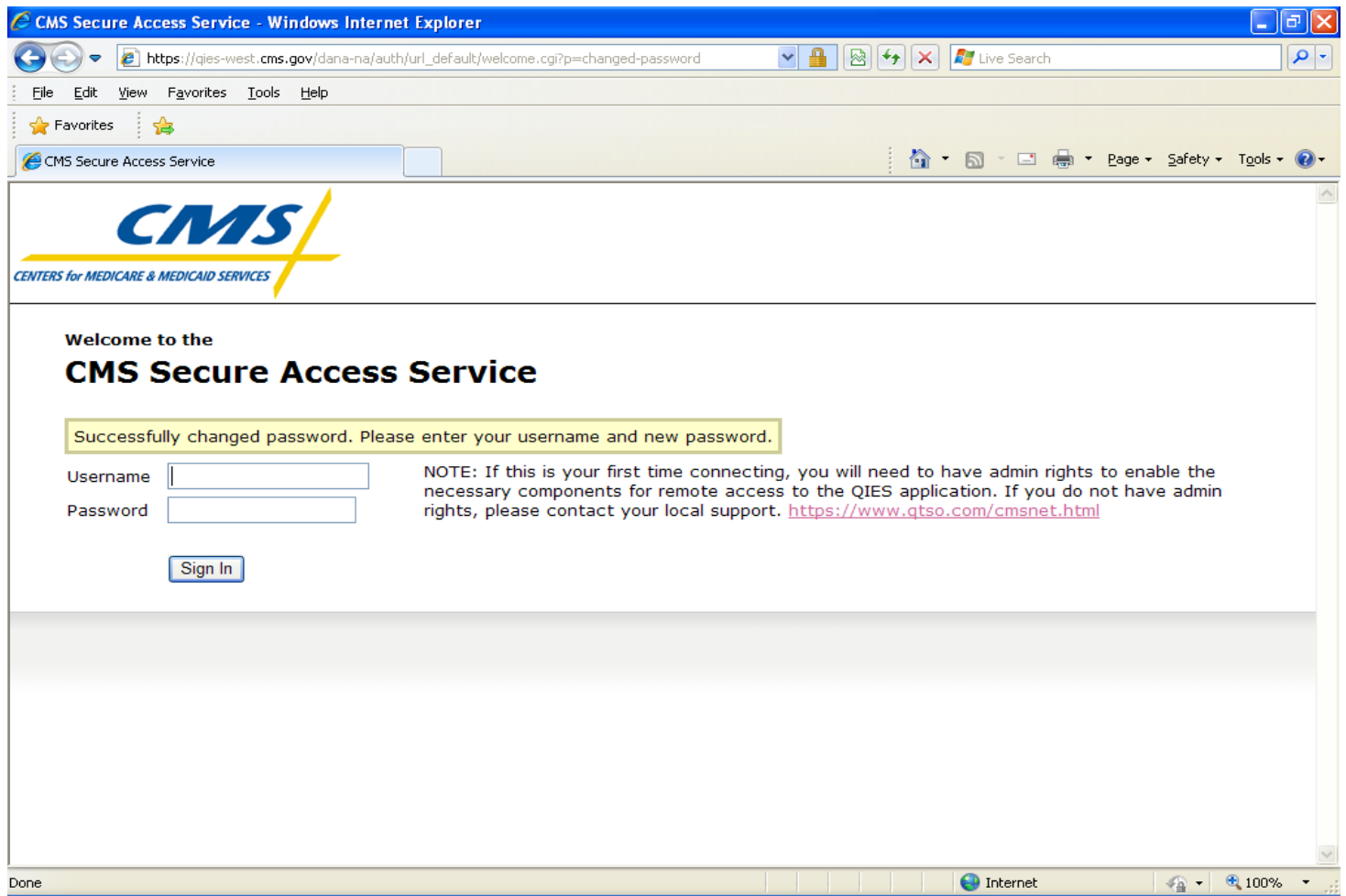
- A minimum of 9 characters, a maximum of 32 characters,
- It must include either a lower or upper case letter,
- It must include a number,
- It must include a special character (for example:!, \$, #, %).

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

7. Select the “Change Password” button.

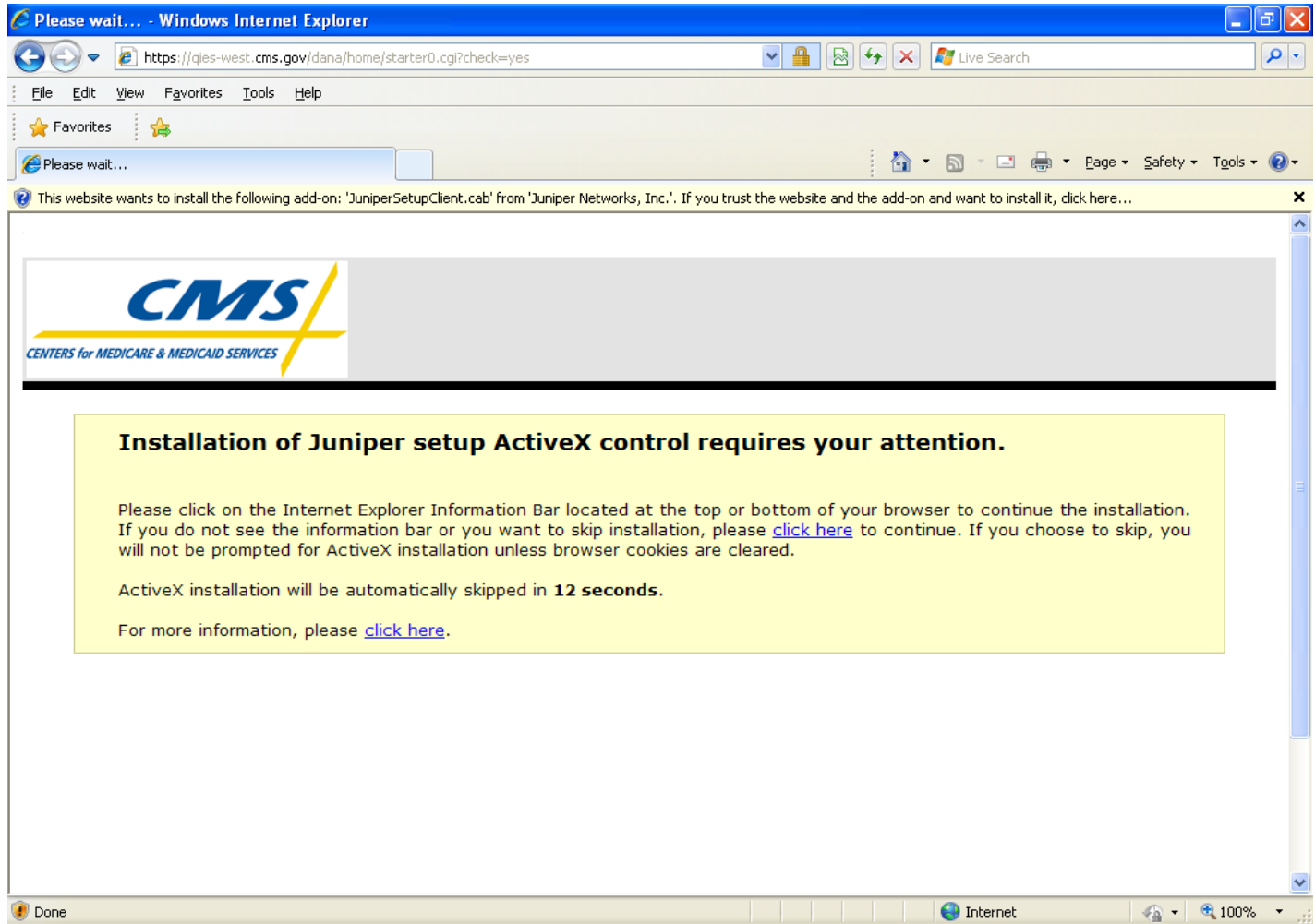
The screenshot shows a web browser window titled "CMS Secure Access Service - ChangePassword - Windows Internet Explorer". The address bar shows the URL: [https://qies-west.cms.gov/dana-na/auth/url\\_default/welcome.cgi?p=passwordChange&stateId=stz](https://qies-west.cms.gov/dana-na/auth/url_default/welcome.cgi?p=passwordChange&stateId=stz). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features the CMS logo (CENTERS for MEDICARE & MEDICAID SERVICES) and a yellow banner with the text: "Change Primary Password Your password must be changed. You must create a new password to continue." Below the banner are three text input fields: "Old Password:", "New Password:", and "Confirm Password:". A "Change Password" button is located below the "Confirm Password" field. The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

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.

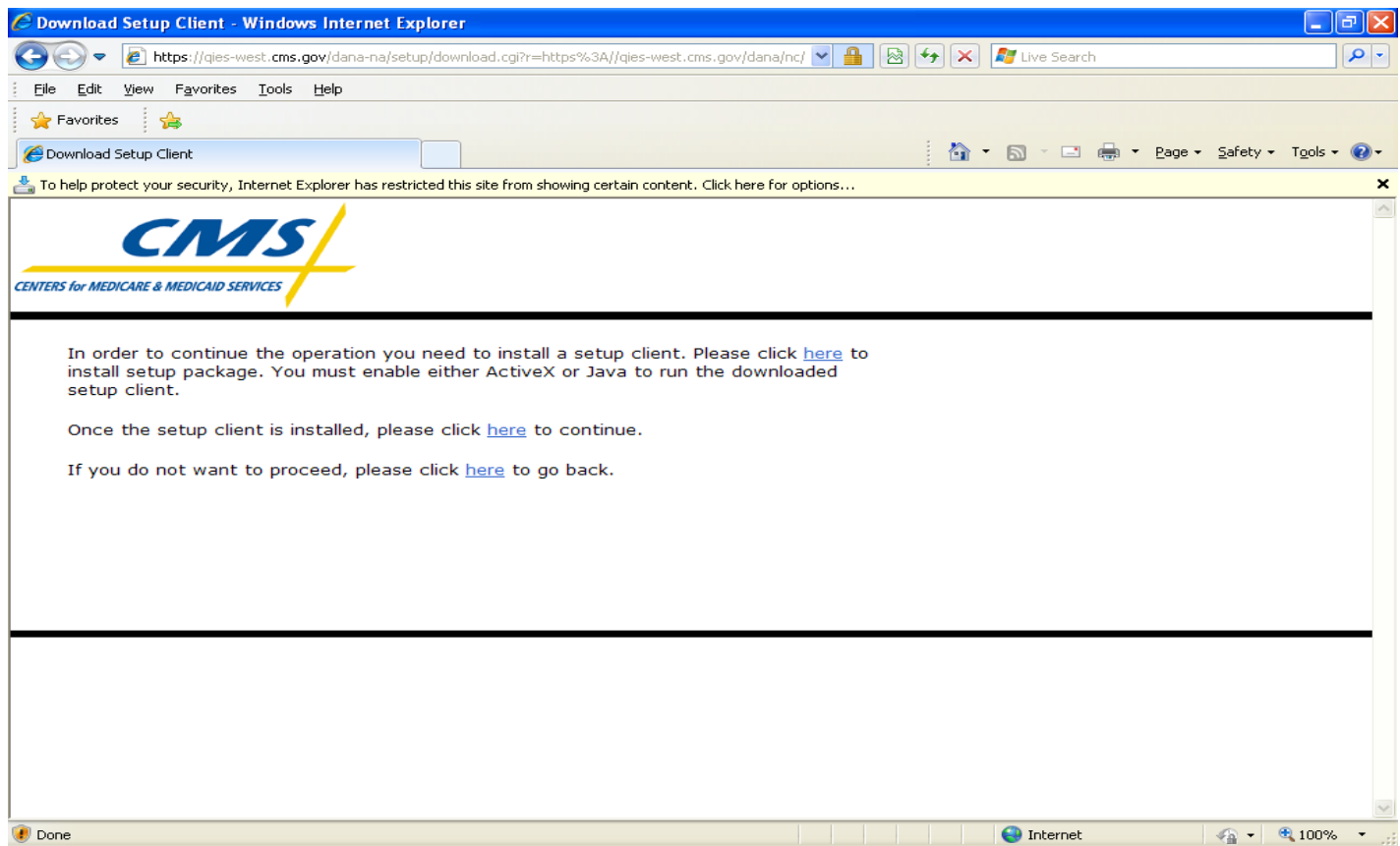




9. On this screen, you will be prompted to install the Juniper client.  
If the small yellow message line above the CMS logo appears - select it to install the “JuniperSetupClient”.



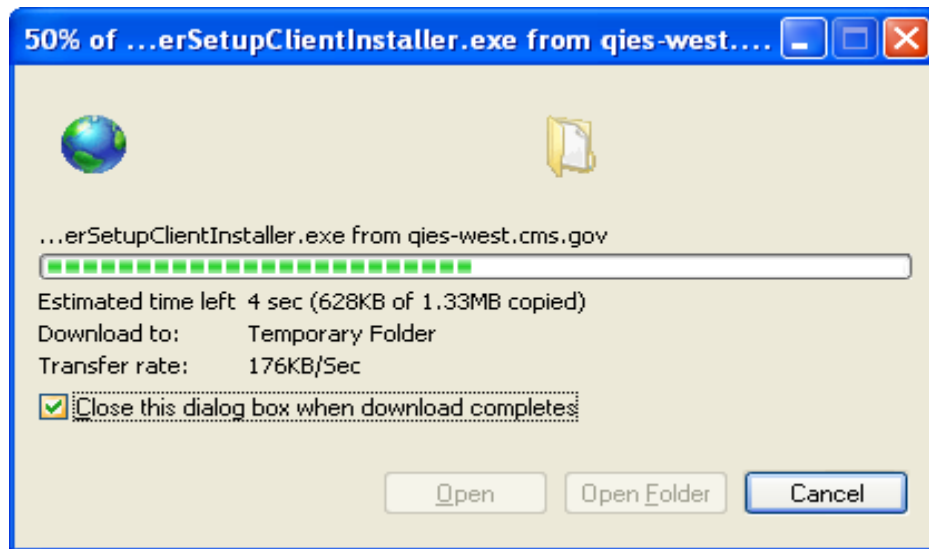
10. To begin the download and install of the Juniper client, select the first link titled “here”. It will bring up a file download box.



11. Select Run to start the download.



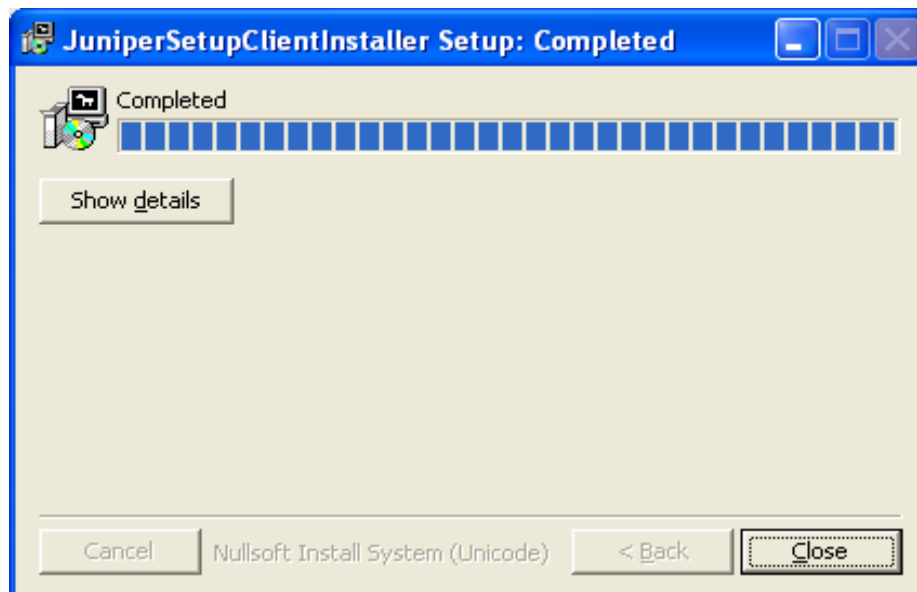
12. The Juniper client will start downloading.



13. Select "Run" to install.

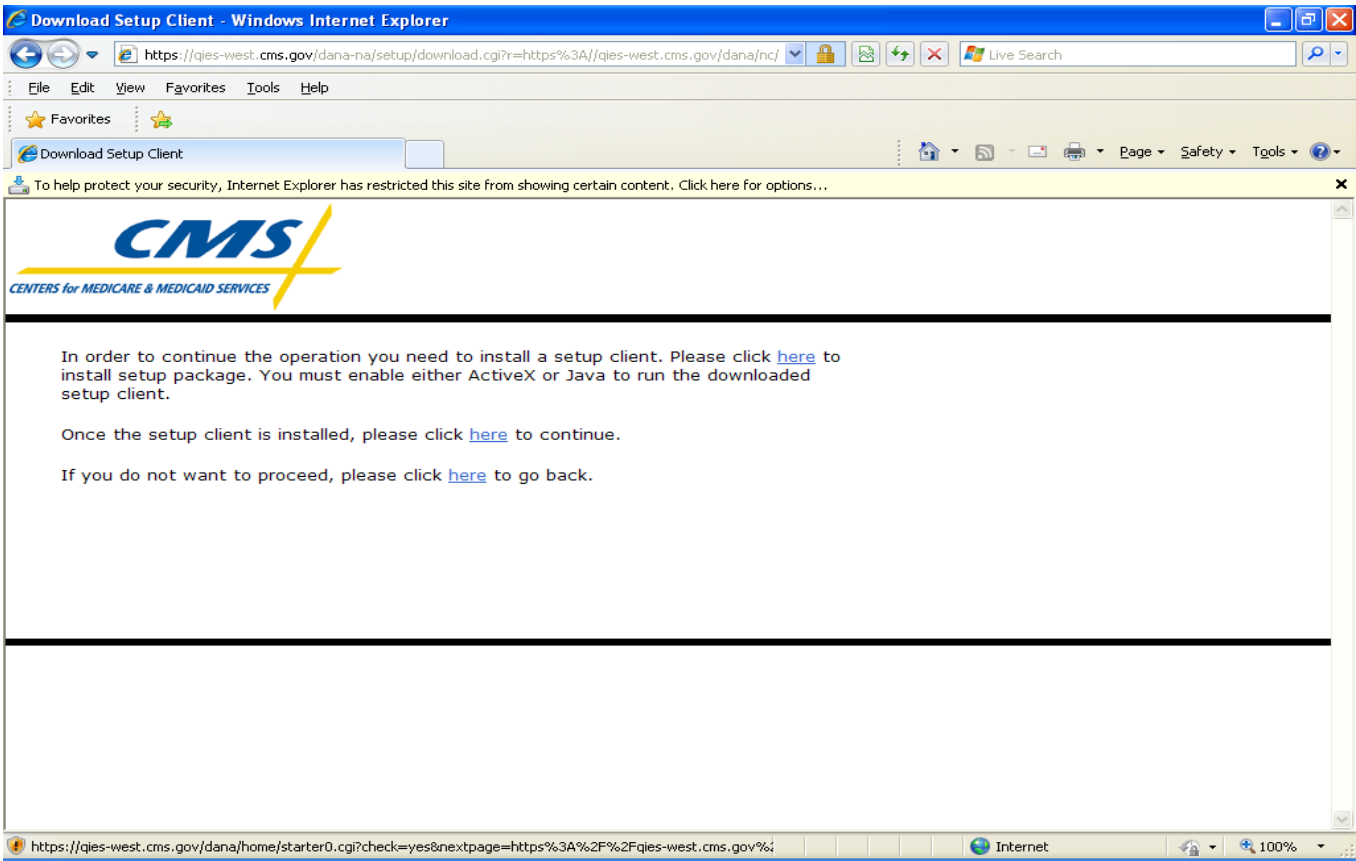


14. When the installation is complete select "Close".

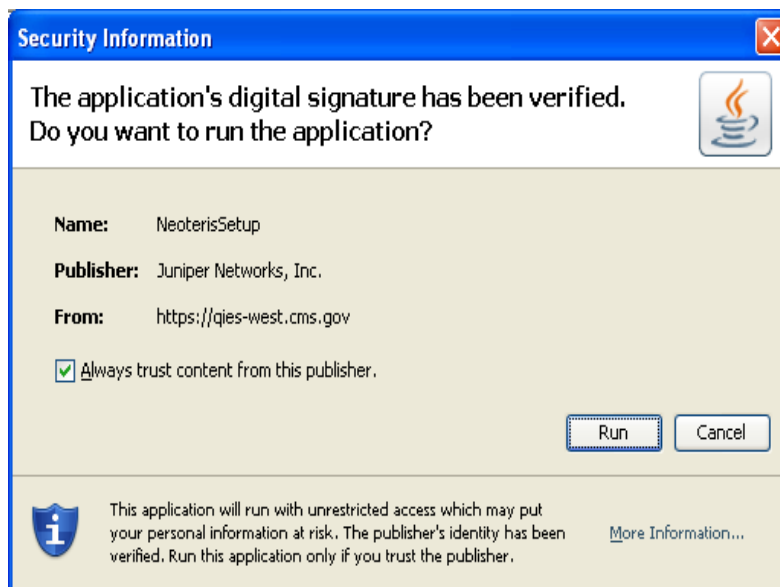


The client is now installed.

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



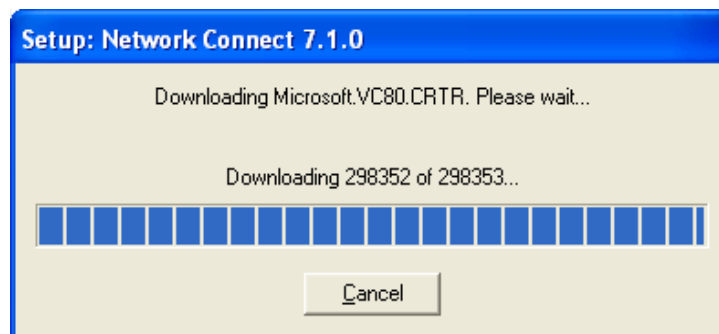
16. At this warning screen, make sure the checkbox “Always trust content from this publisher” is checked and select “Run” to continue.



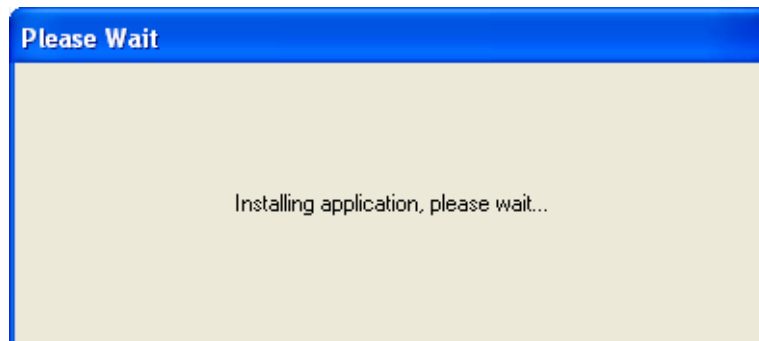
17. At the network connect screen, select “Always” to continue.



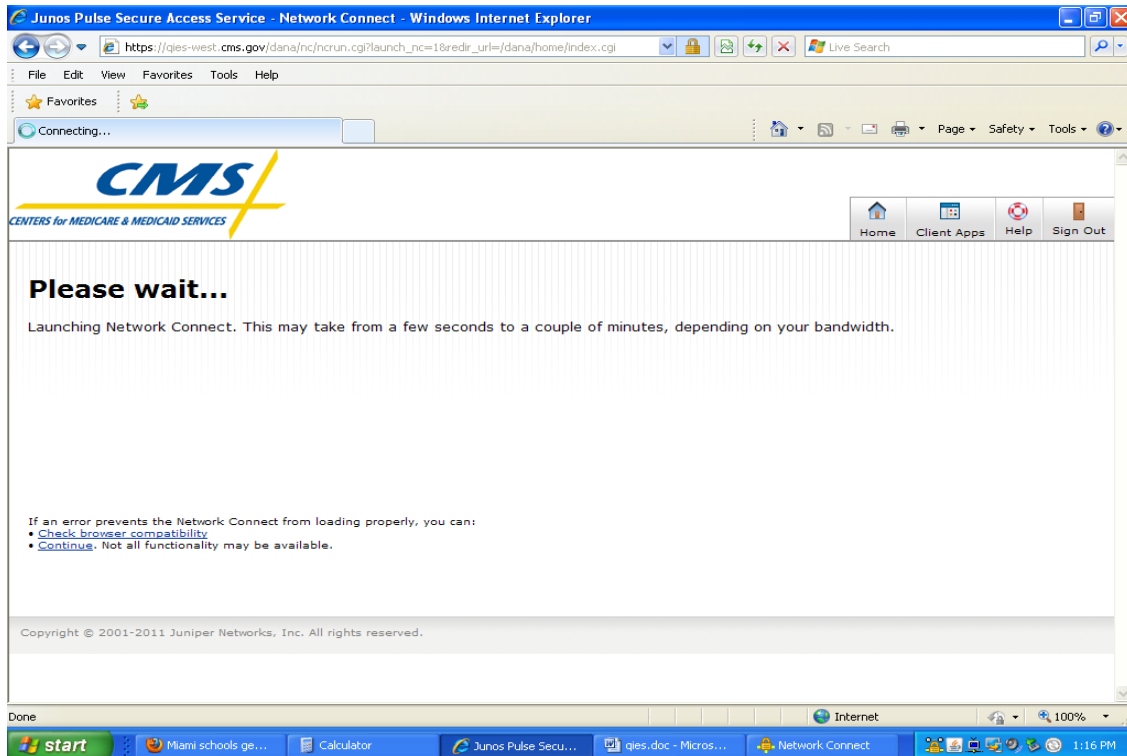
18. The Network connect will start downloading files.  
Note: There may be up to four different downloading screens that must complete.



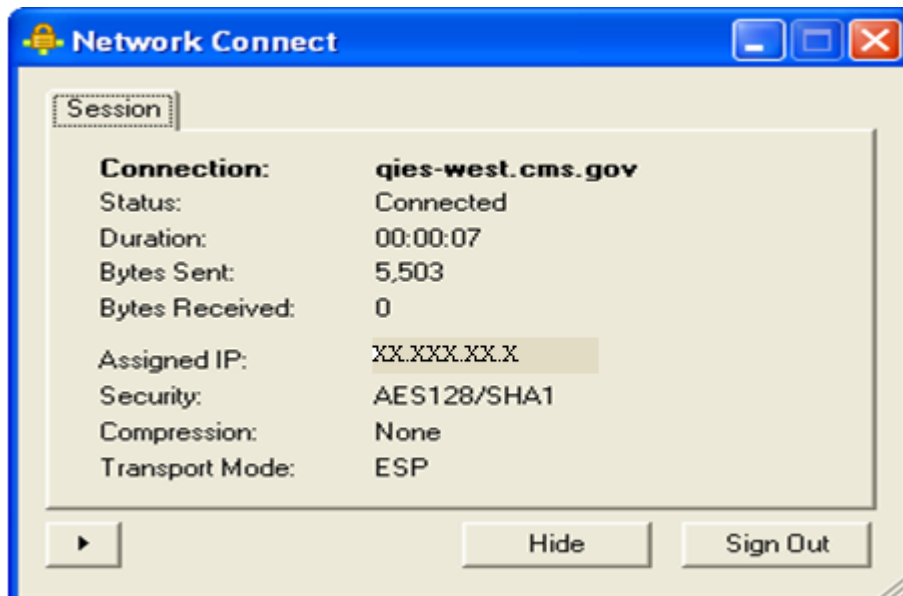
19. After downloading the files, it will continue to install them without interaction.



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



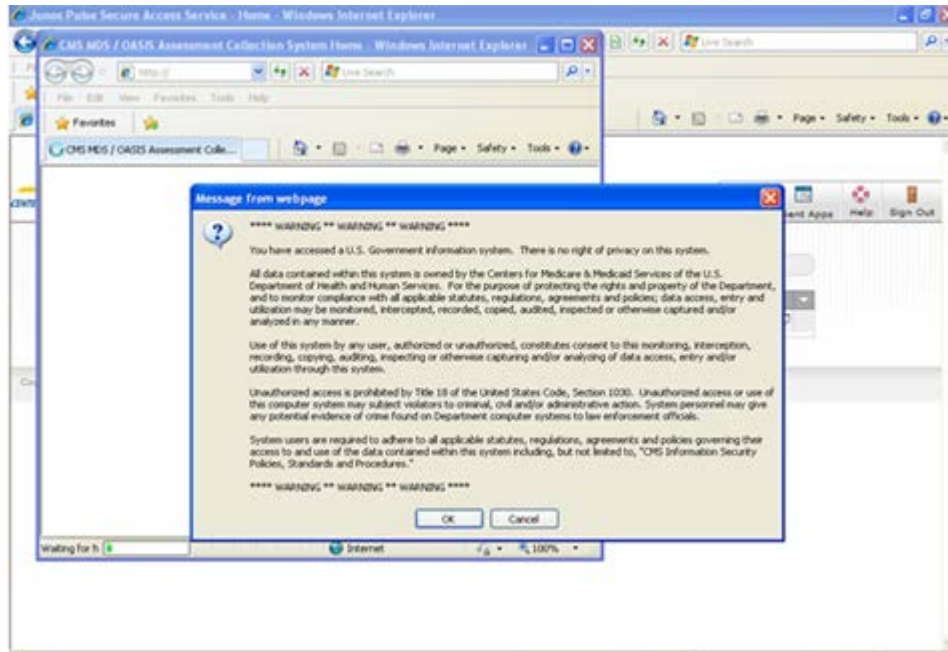
If you experience connection problems after following these instructions and reviewing the FAQ's document, please contact the Remote Users Support center at (888) 238-2122 and select option 2.

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

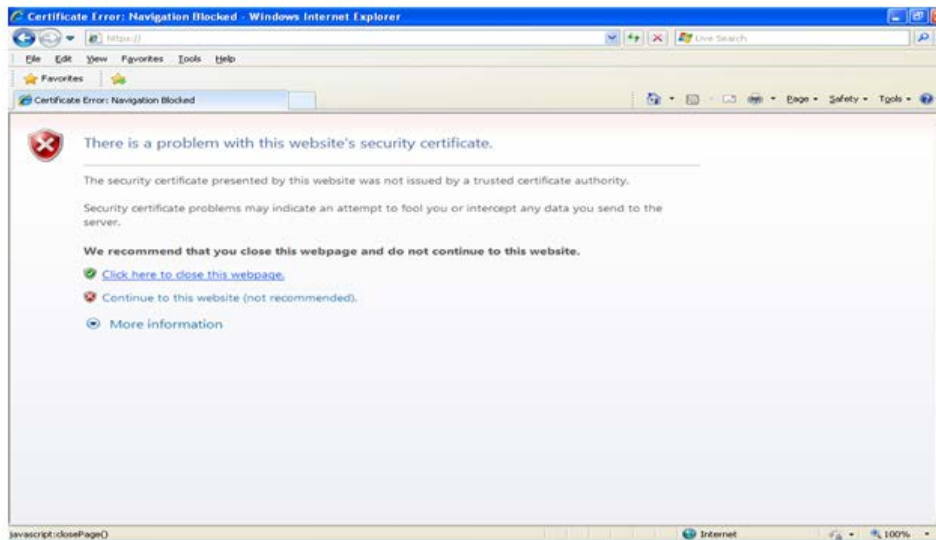
- (1) Your CMSNet ID
- (2) Your Medicare CCN (CMS Certification Number)
- (3) Access to the problem computer



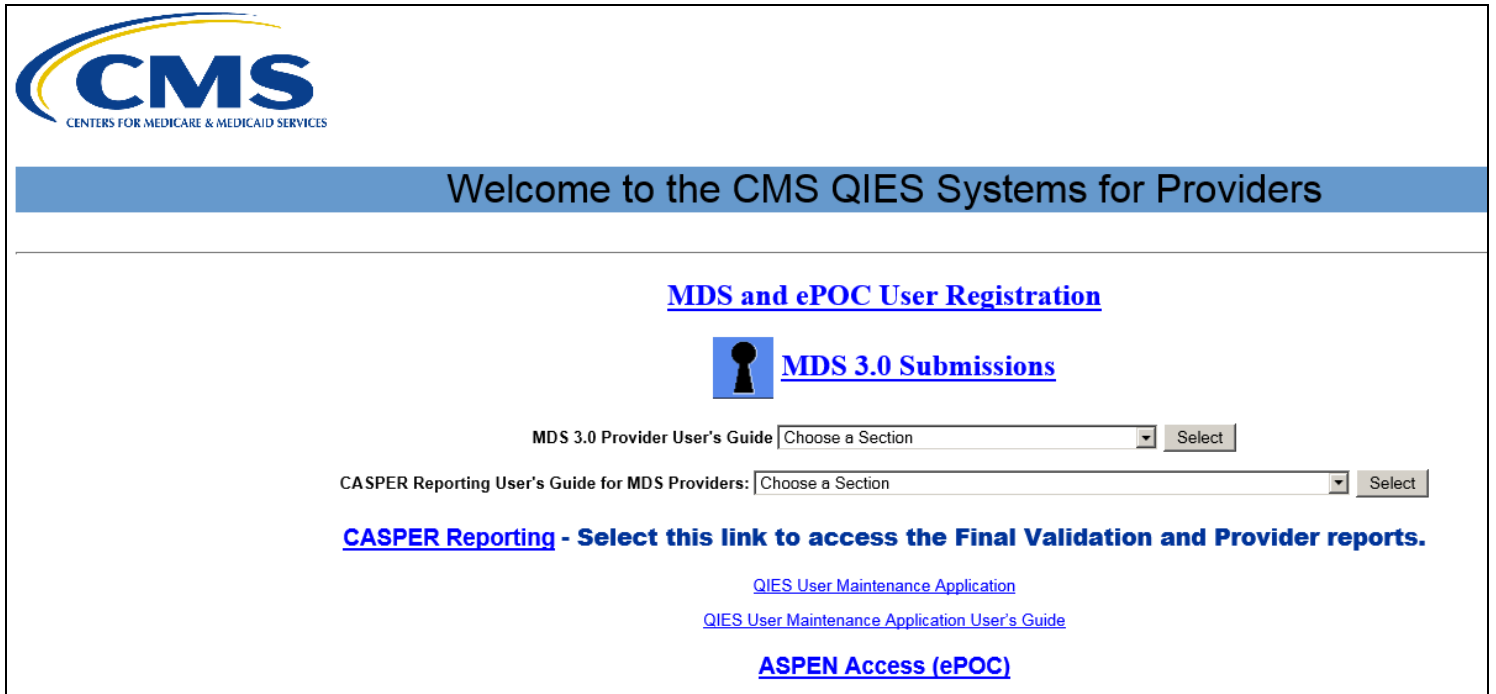
23. A CMS warning message will display. Select Ok to proceed.



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.



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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).