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”
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.

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.

   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.
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".

![Installation of Juniper setup ActiveX control requires your attention.](image-url)
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.

In order to continue the operation you need to install a setup client. Please click here to install setup package. You must enable either ActiveX or Java to run the downloaded setup client.

Once the setup client is installed, please click here to continue.

If you do not want to proceed, please click here to go back.
11. Select Run to start the download.

12. The Juniper client will start downloading.
13. Select “Run” to install.

![Internet Explorer - Security Warning]

Do you want to run this software?

- Name: JuniperSetupClientInstaller.exe
- Publisher: Juniper Networks, Inc.

More options Run Don't Run

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. [What's the risk?]

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

![JuniperSetupClientInstaller Setup: Completed]

Completed

Show details

Cancel Nullsoft Install System (Unicode) < Back 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.

![Setup Control - Warning dialog box]

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

![Setup: Network Connect 7.1.0 dialog box]

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

![Please Wait dialog box]
20. Please wait this may take a minute to launch the Network Connect depending on your computer and network.

![Network Connect starting](image1.png)

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

![Network Connect details](image2.png)
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).