Installation Guide for CMSNet Remote Users

September 25, 2013

1. Go to the CMSNet Information page on the QTSO website at: https://www.qtso.com/cmsnet.html.

2. Select the link "CMSNet - Submission Access"

CMSNet Information

Home
ASPEN
CLIA
QIS
QIES Suggestions
CMS Links
Education
HAVEN
Hospice
IRF-PAI
jIRVEN / IRVEN
LASER
LTCH
MDS 3.0
MDS 2.0
OASIS
jRAVEN / RAVEN

CMSNet - Submission Access (Select this link to begin the submission process)

Access Request Forms / Installation Guide & FAQ's

CMSNet Access Request Form (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 114 KB]

CMSNet Access Request Form (IRF, LTCH & Swing Bed Users) [PDF 114 KB]

Installation Guide For CMSNet Remote Users (CMSNet-Juniper Client) [PDF 1.12 MB]

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 MDCN.mco@palmettogba.com. The QTSO Help Desk is not able to assist you with CMSNet connectivity.

CMSNet FAQ [PDF 35 KB]

### Action Required: CMSNet Juniper Client Mandatory Upgrade (posted 07/19/2013)

A Mandatory upgrade to the CMSNet Juniper Client will occur for eastern states on August 17, 2013 and for western states on August 31, 2013. QIES users who connect to CMS Systems using CMSNet must follow the instructions in the this document.
CMSNet Juniper Client Upgrade [PDF 11 KB]

3. Select your State from the drop down list or by selecting your state from the image.
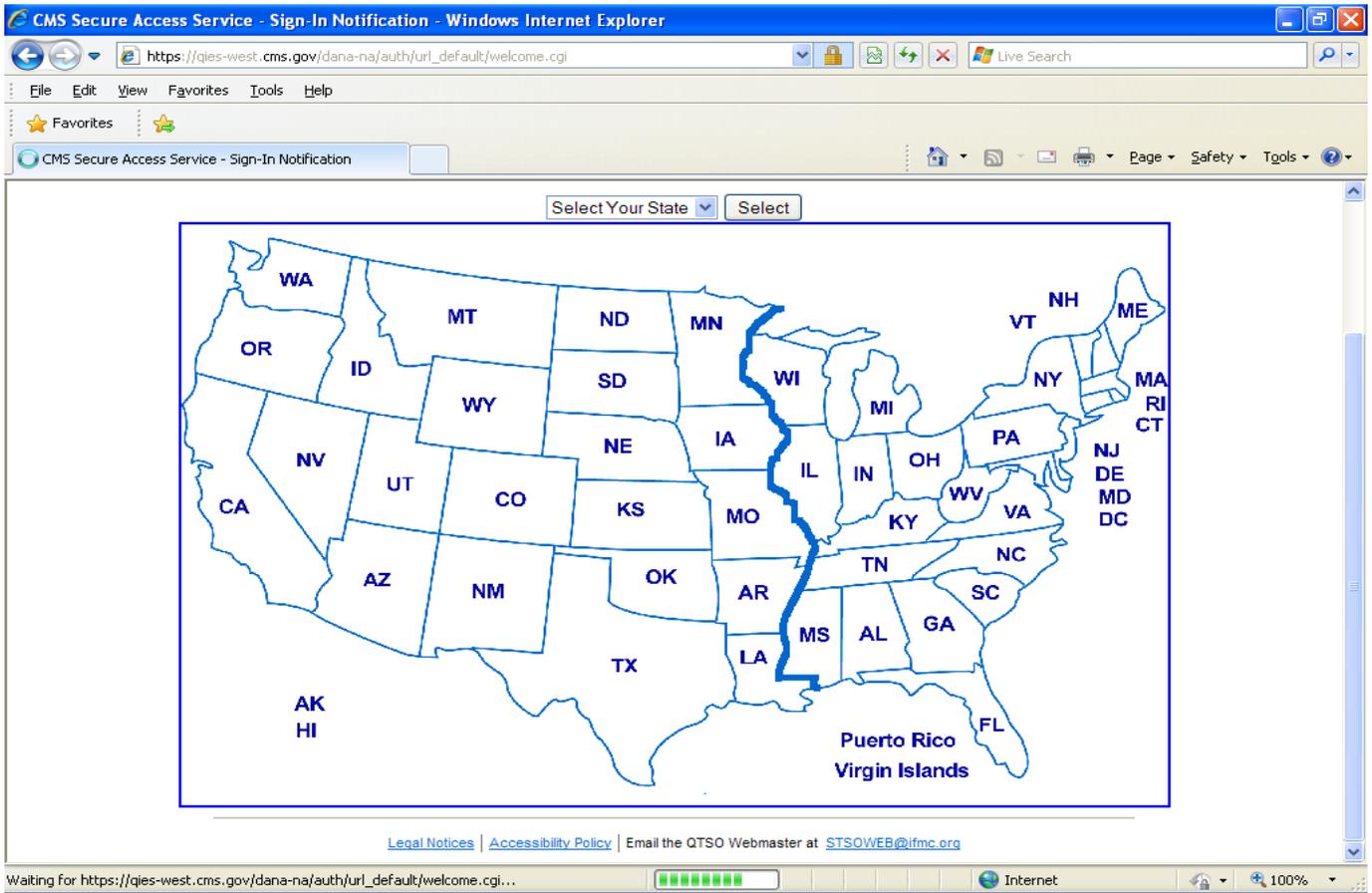
4. On the Warning Page, you must select "OK" to proceed.
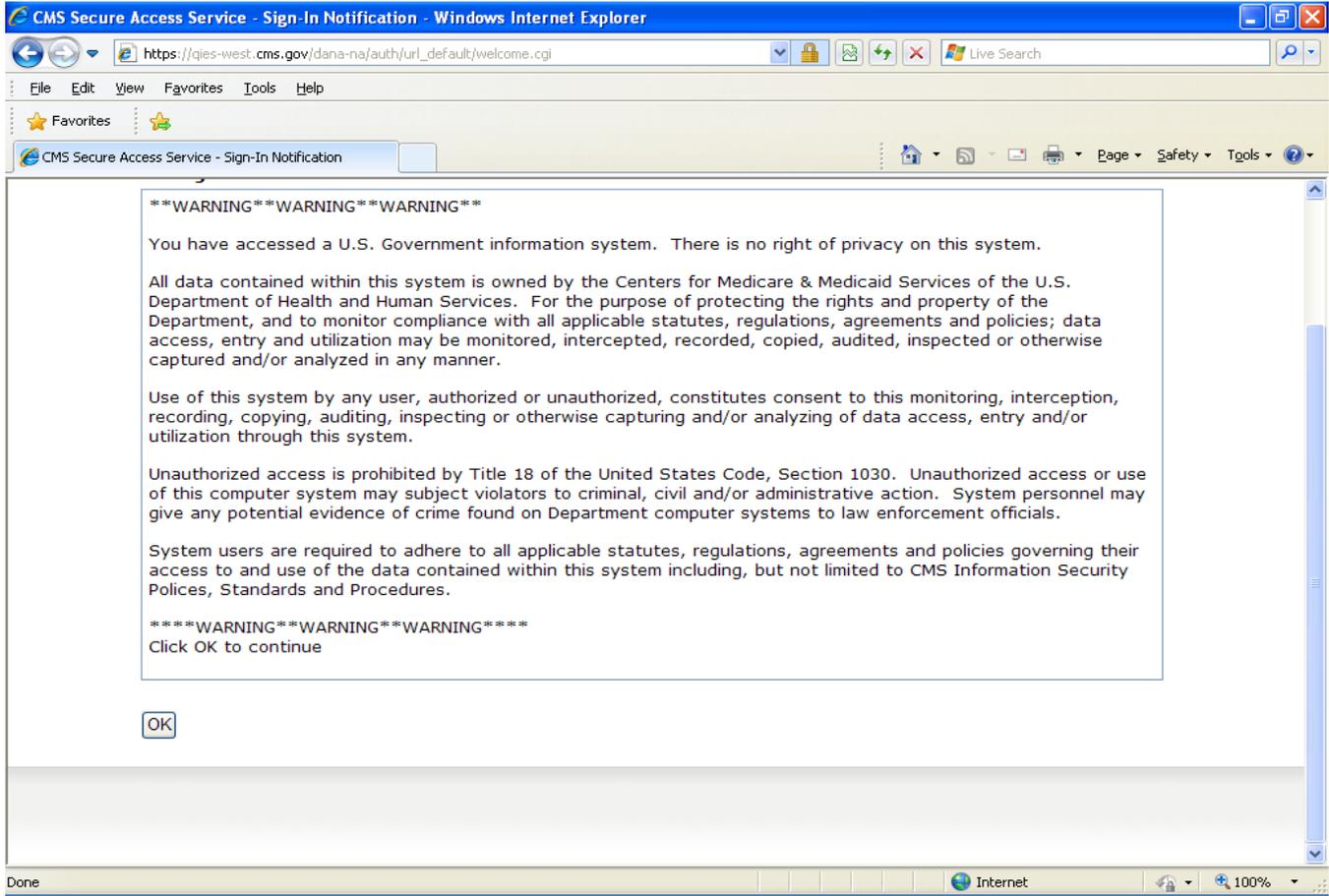
STOP

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. For instructions on checking your Administrative Rights – please check the FAQ (Frequently Asked Questions) at https://www.qtso.com/cmsnet.html for instructions.
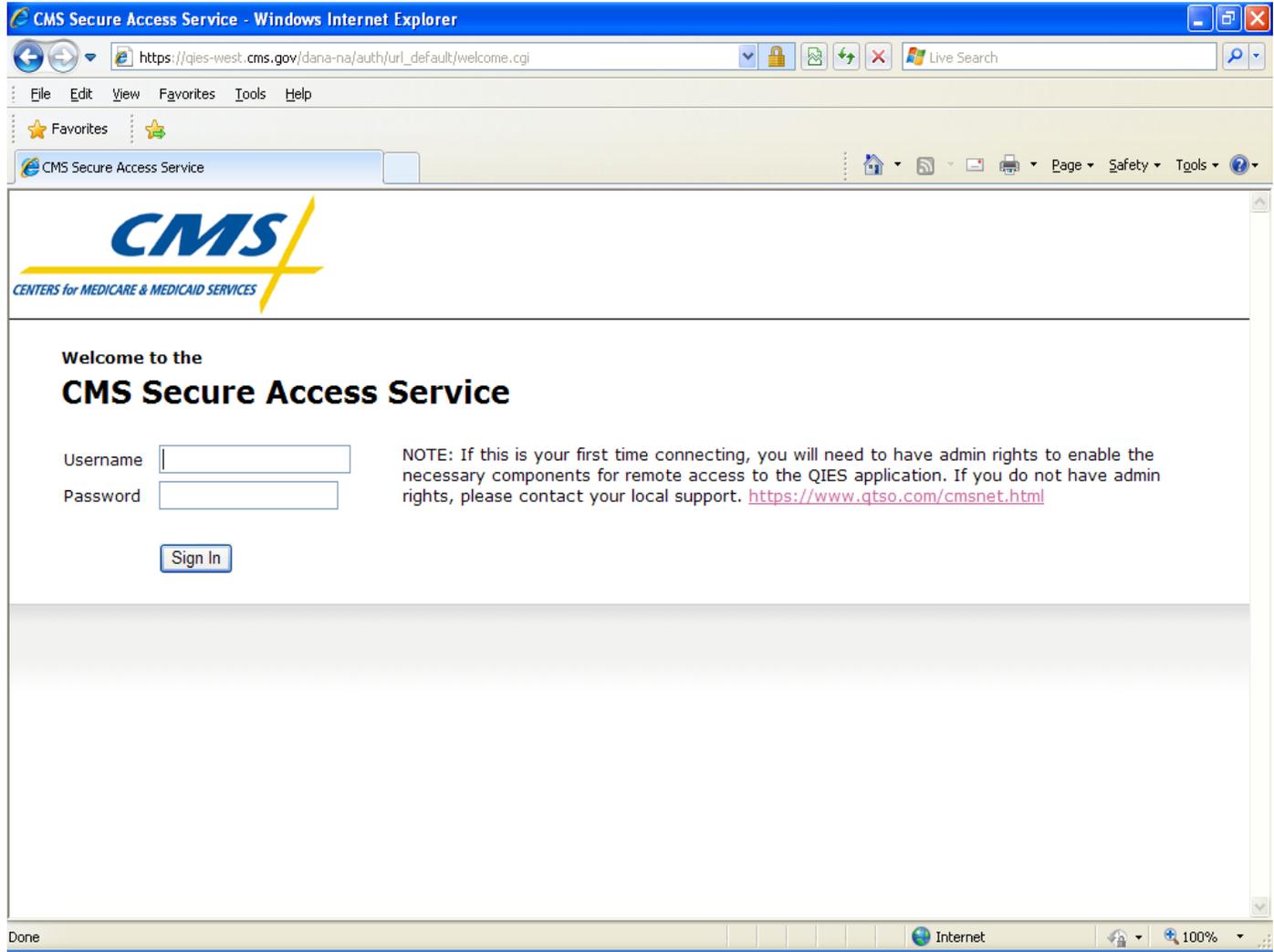
STOP

You will need a CMSNet user ID and password.

For instructions on checking your CMSNet user ID – please check the FAQ (Frequently Asked Questions) at https://www.qtso.com/cmsnet.html for instructions.

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.
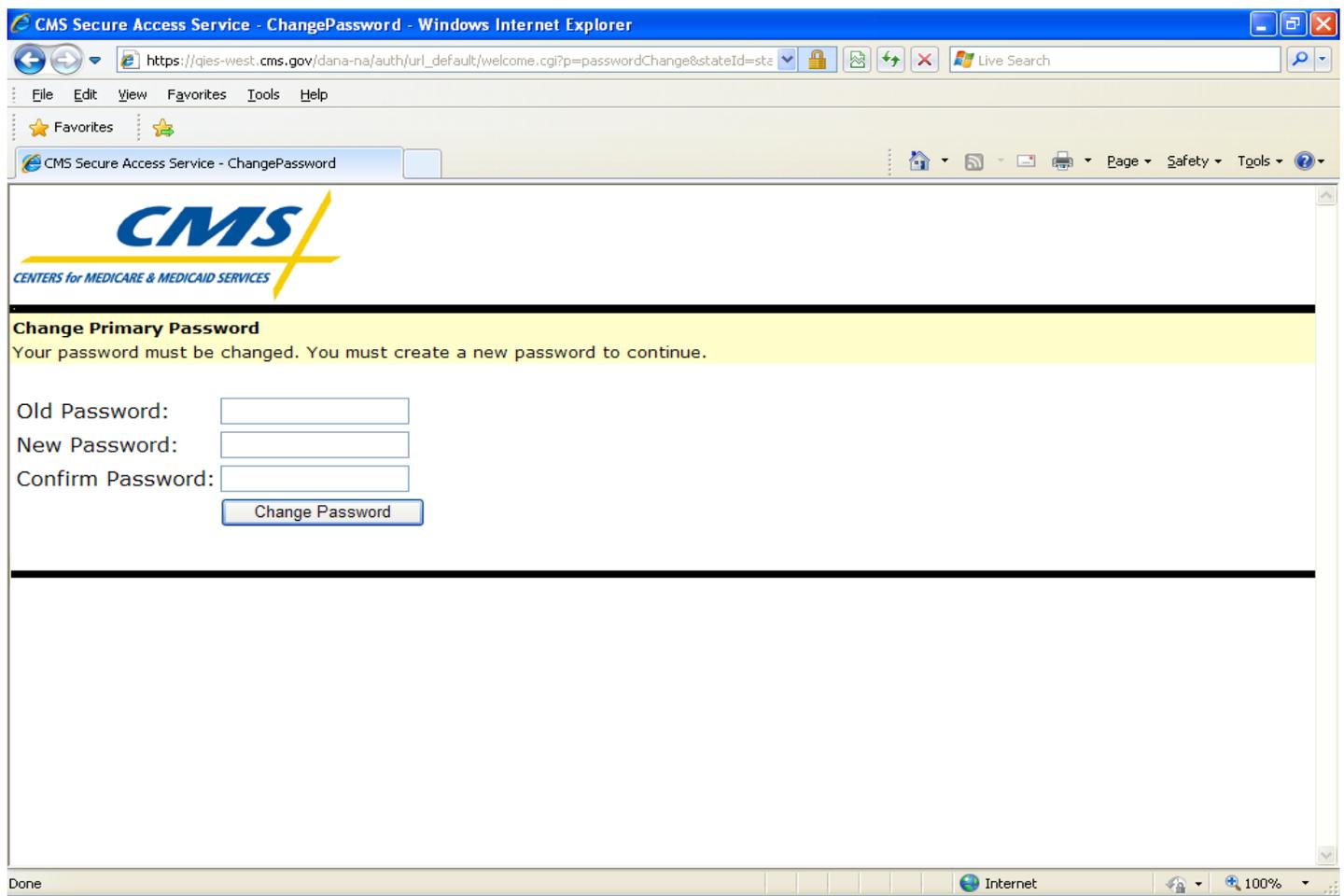   Important: The password is case sensitive.

    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,
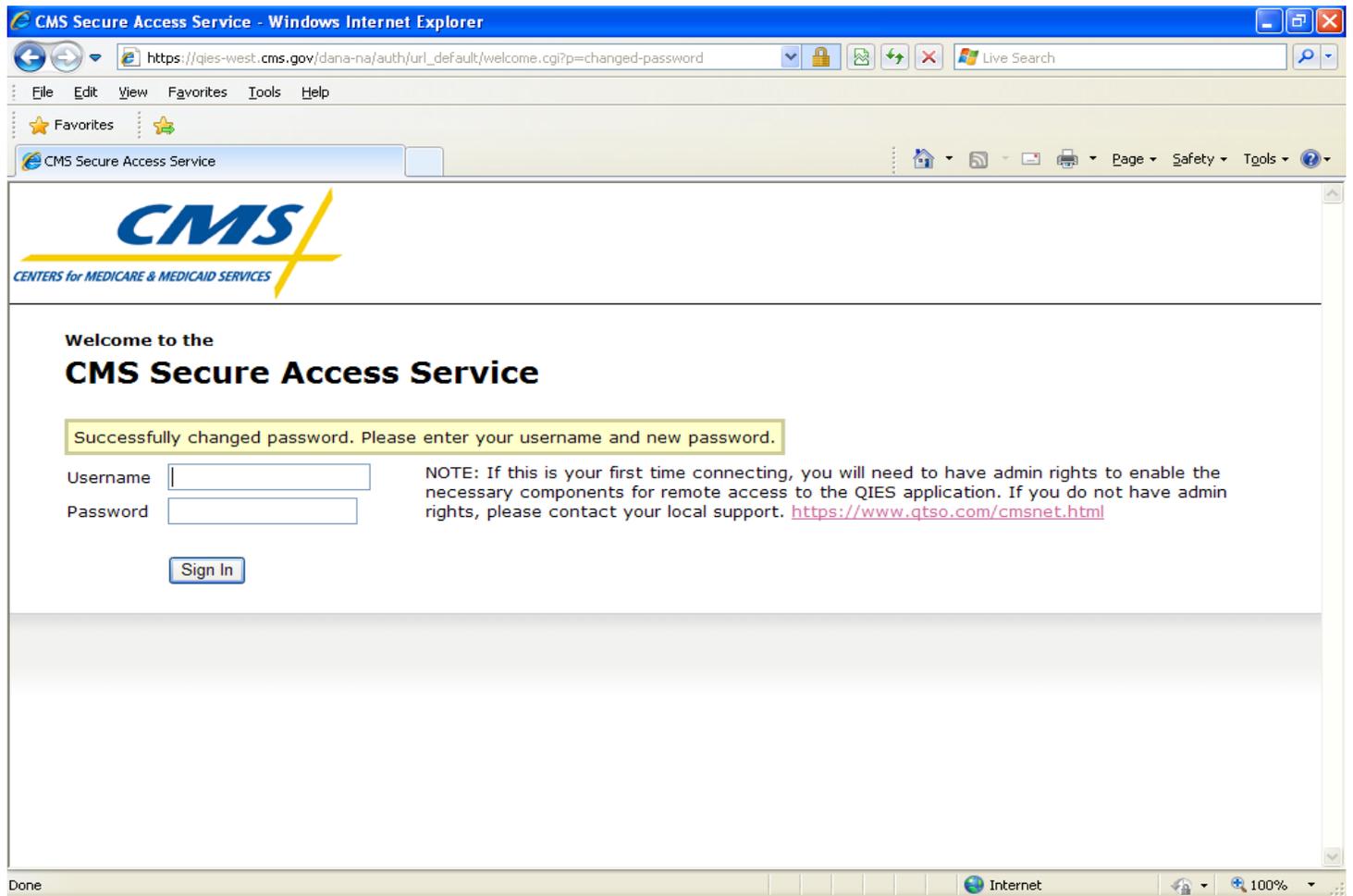   - It must include a special character (for example:!, $, #, %).

    b. Enter your created password in the New Password box and in the "Confirm Password" box.
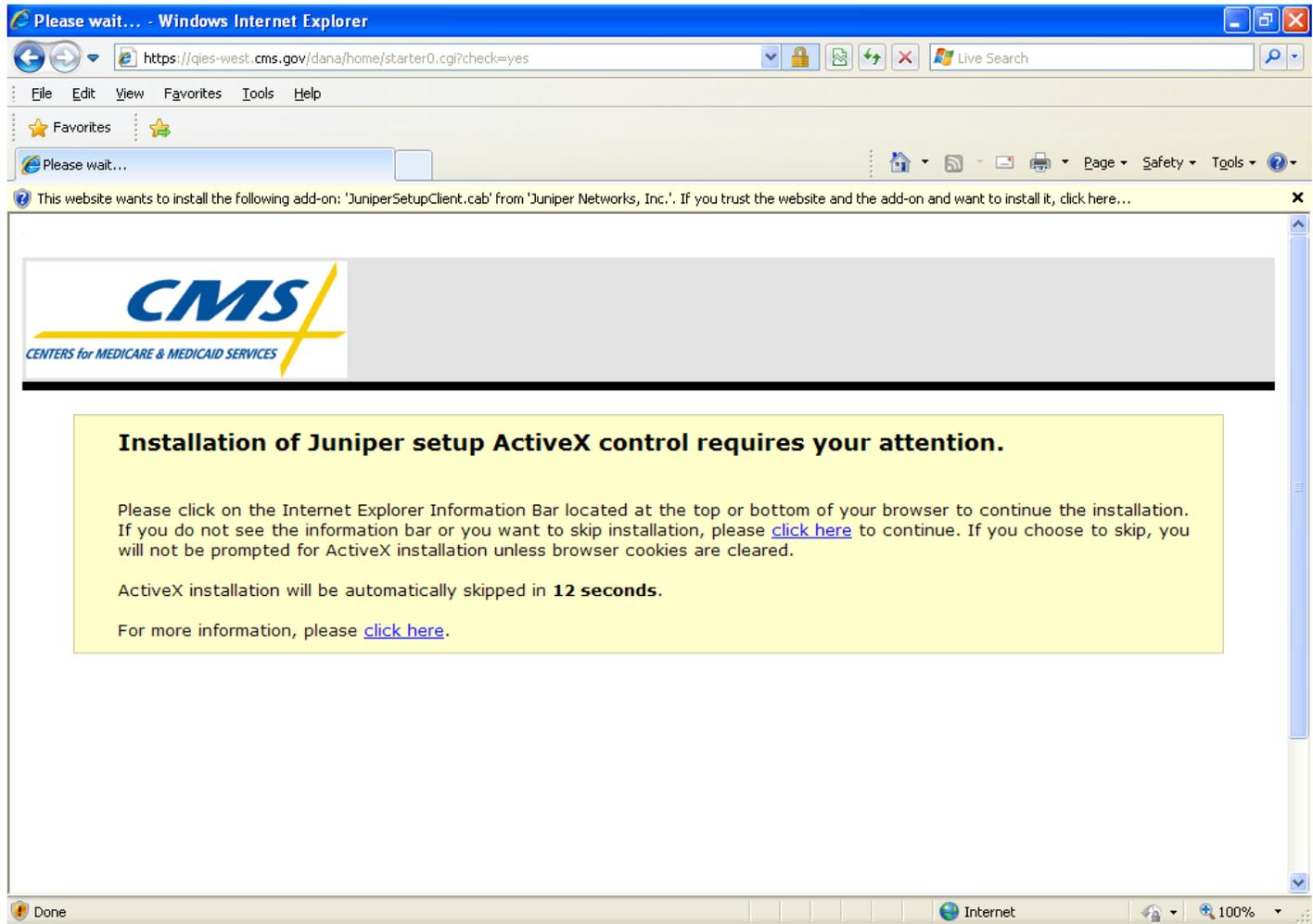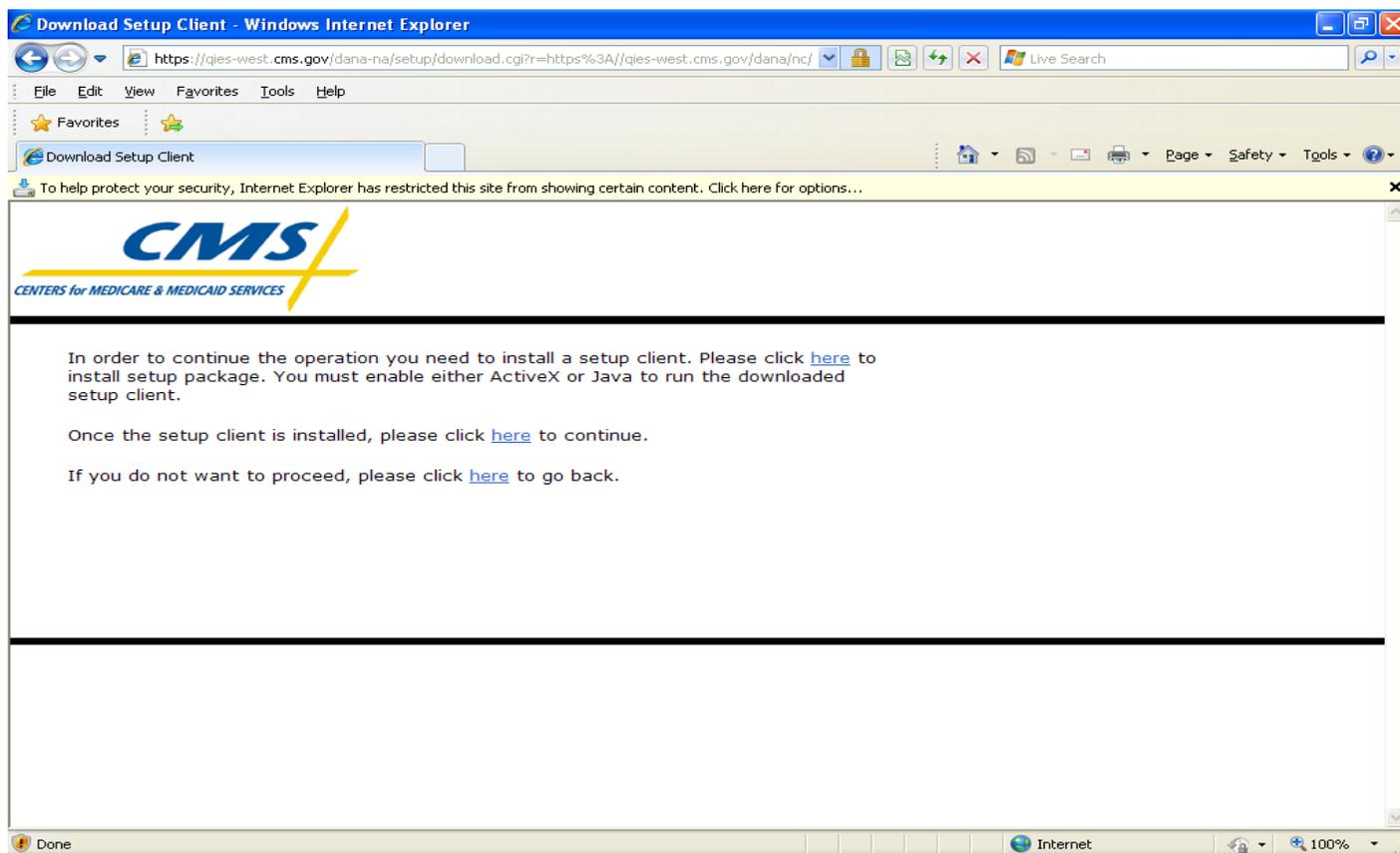
7. Select the "Change Password" button.

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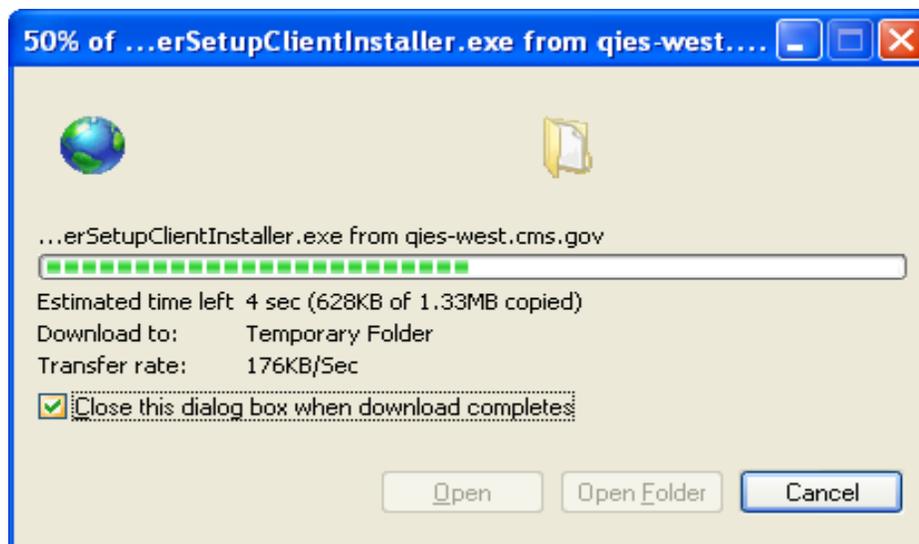
10. To begin the download and install of the Juniper client, select the first link titled "here". It will bring up a file download box.

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.
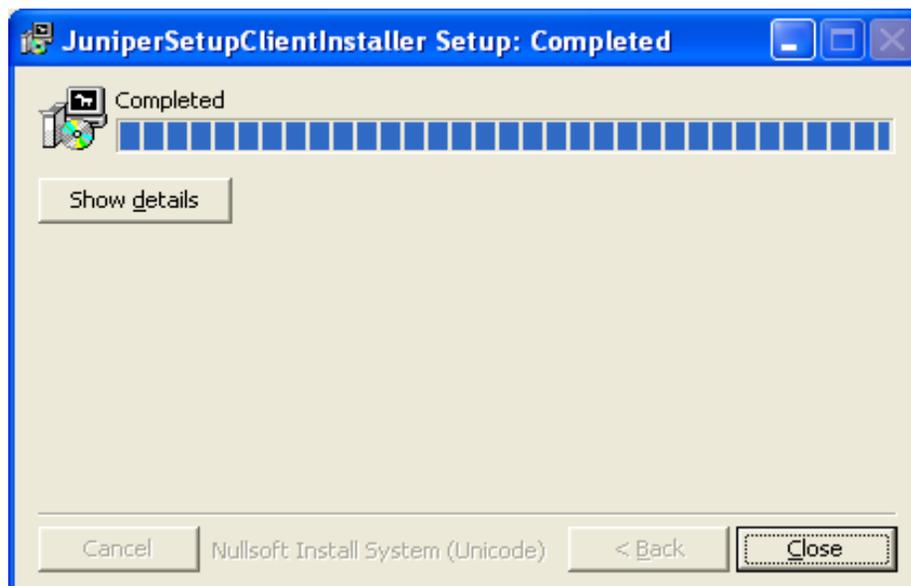
11. Select Run to start the download.

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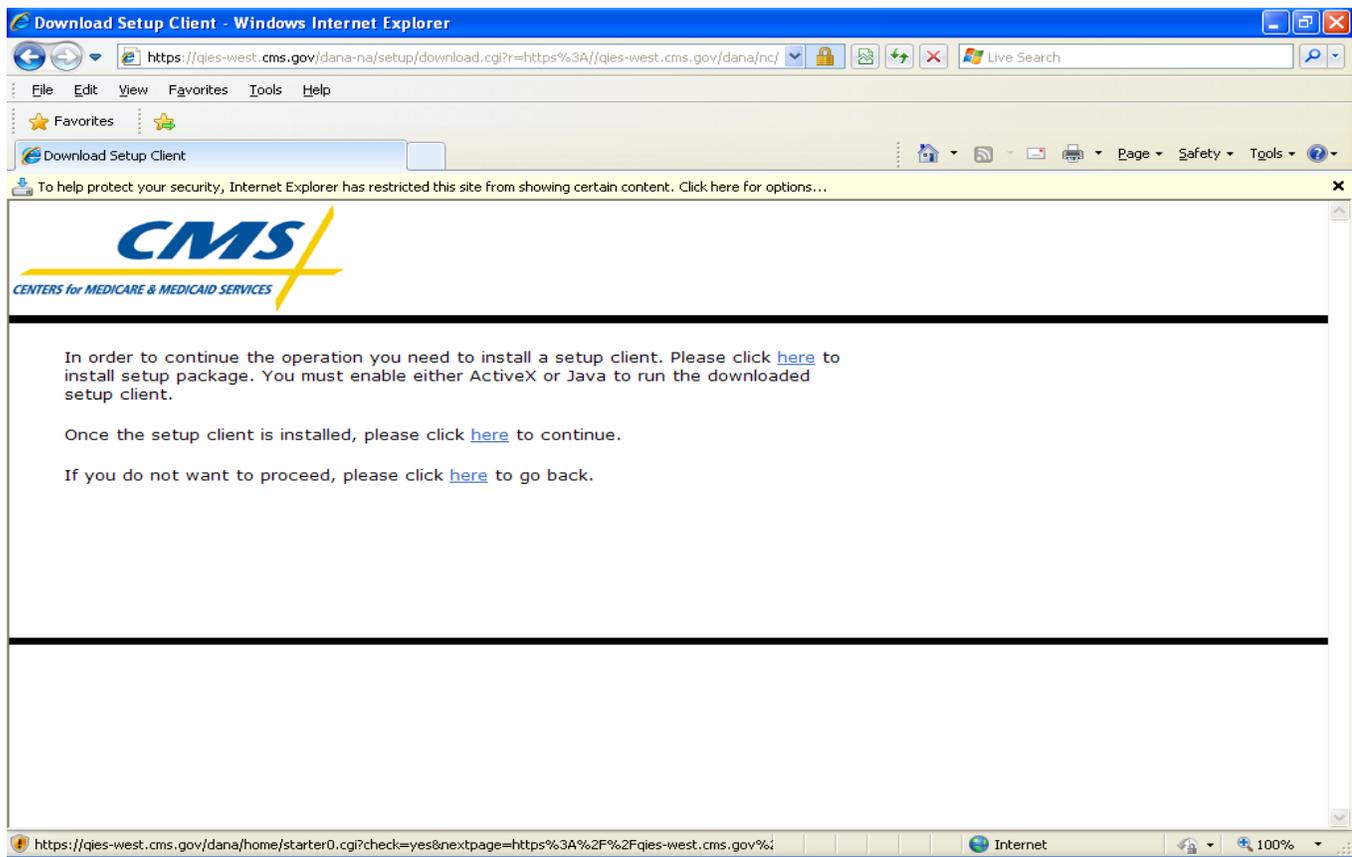
13. Select "Run" to install.

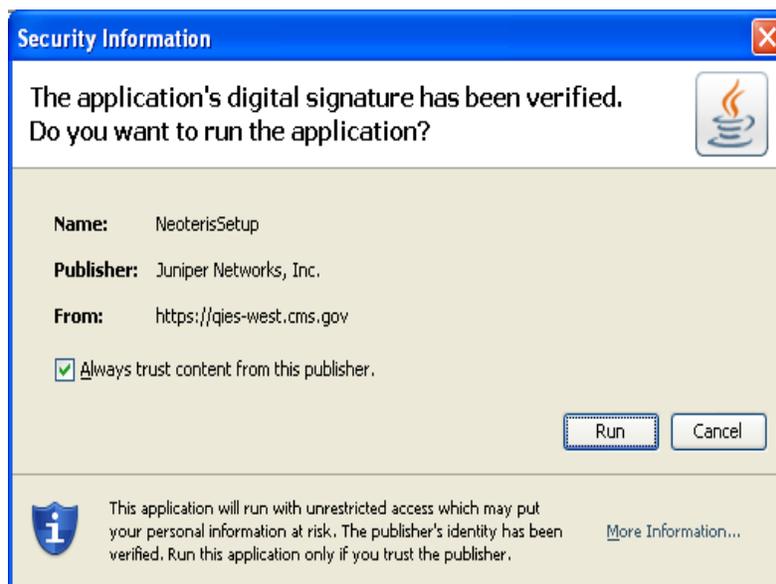14. When the installation is complete select "Close".

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.

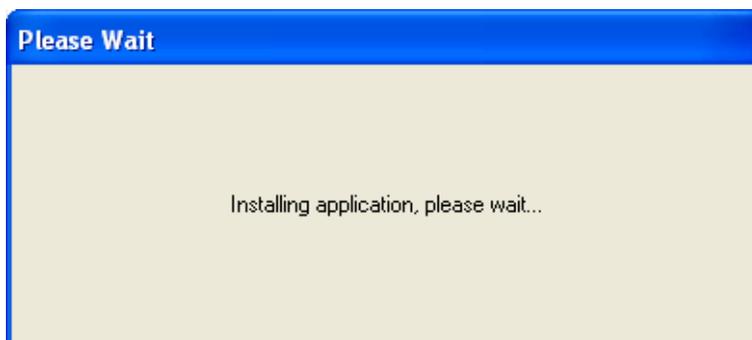17. At the network connect screen, select "Always" to continue.

Setup Control - Warning

Do you want to download, install, and/or execute software from the following server?

Product Name: **Network Connect 7.1.0**

Software Name: **neoNCSetup.exe**

Server Name: **qies-west.cms.gov**

[Always] [Yes] [No]

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

Downloading Microsoft.VC80.CRTR. Please wait...

Downloading 298352 of 298353...

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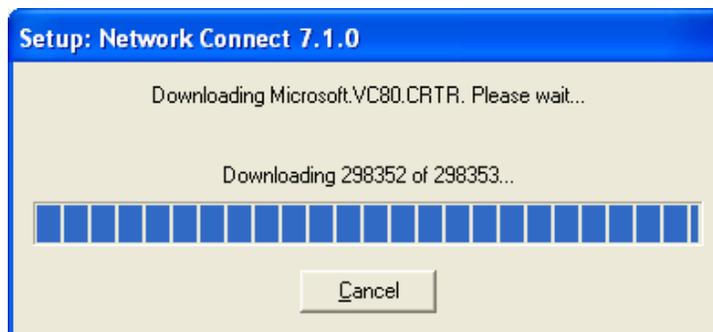
19. After downloading the files, it will continue to install them without interaction.

Please Wait

Installing application, please wait...

20. Please wait this may take a minute to launch the Network Connect depending on your computer and network.
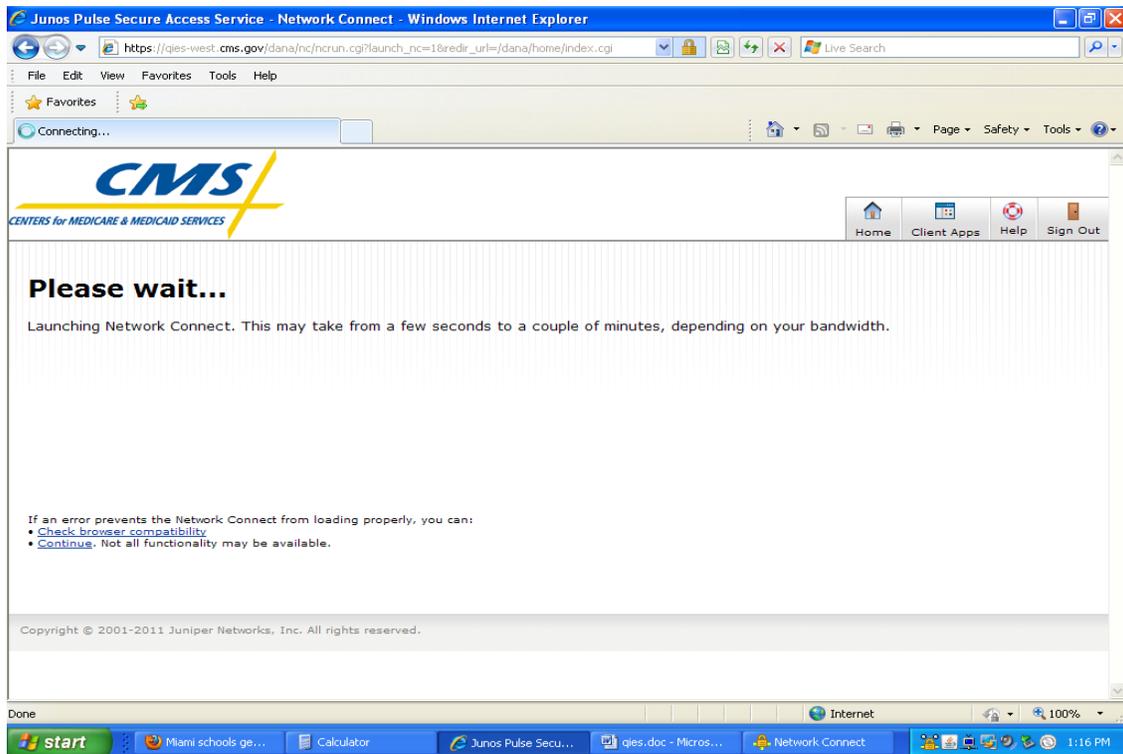
21. Select "Hide" on the Network Connect box. If you select "Sign Out", you will be disconnected. Do not sign out at this time.

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 ePOC users**

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

- **Web Bookmarks page for MDS and OASIS users**

- **Web Bookmarks page for Swing Bed users**

- **Web Bookmarks page for IRF users**

- **Web Bookmarks page for LTCH users**

If you experience connection problems after following these instruction and reviewing the FAQ's document, please contact the Remote Users Support center at (888) 238-2122 and select option 2.
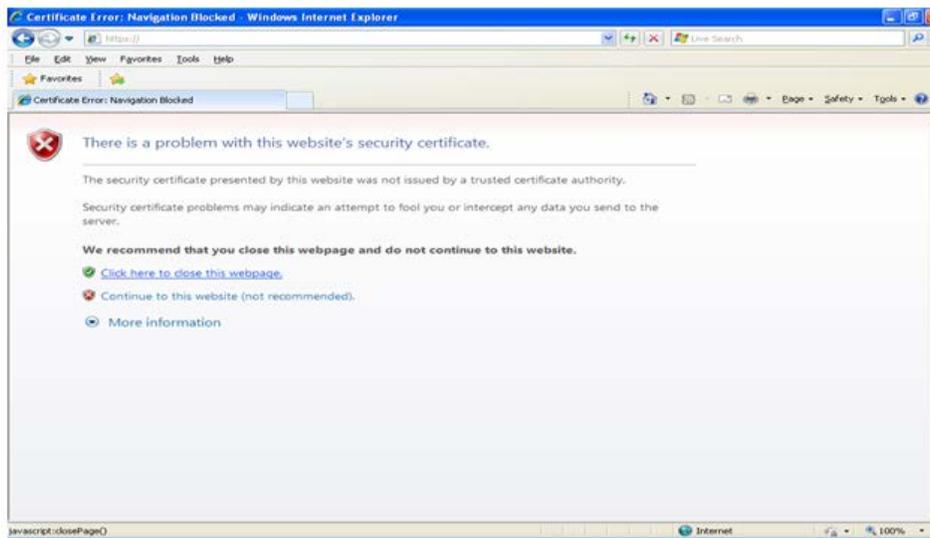
Before calling the Remote Users Support center, you must have:
(1) Your CMSNet ID
(2) Your Medicare CCN (CMS Certification Number)
(3) Access to the problem computer

23. A CMS Warning message will display. Select Ok to proceed.
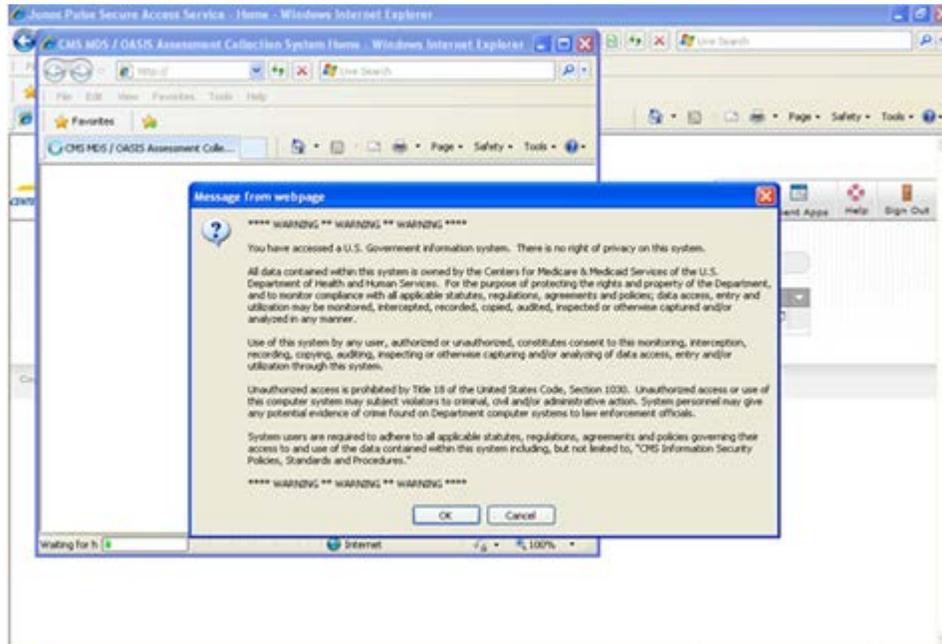
24. If you receive the website certificate error, select the "Continue to this website"

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 LTCH user.

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 services. This will release after 20 minutes or a reboot of your PC. Remember always sign out and close the browser (Internet Explorer).