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”
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.
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.

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.
   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”.

Installation of Juniper setup ActiveX control requires your attention.

Please click on the Internet Explorer Information Bar located at the top or bottom of your browser to continue the installation. If you do not see the information bar or you want to skip installation, please click here to continue. If you choose to skip, you will not be prompted for ActiveX installation unless browser cookies are cleared.

ActiveX installation will be automatically skipped in 12 seconds.

For more information, please click here.
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.

File Download - Security Warning

Do you want to run or save this file?

Name: JuniperSetupClientInstaller.exe
Type: Application, 1.33MB
From: qies-west.cms.gov

Run  Save  Cancel

While files from the internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

12. The Juniper client will start downloading.

50% of ...erSetupClientInstaller.exe from qies-west...
13. Select “Run” to install.

![Internet Explorer - Security Warning]

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

![JuniperSetupClientInstaller Setup: Completed]

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.

![Network Connect Launching Screen]

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 Session Information]
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.

Welcome to the CMS QIES Systems for Providers

Reminder. The LTCH CARE System may be down for maintenance the third Sunday of each month. If you experience any problems submitting or retrieving reports, please try again on Monday.

Reminder. When an existing LTCH receives a new Medicare provider number, the LTCH must discontinue submitting data under the old provider number.

**LTCH User Registration**

**LTCH CARE Submissions**

<table>
<thead>
<tr>
<th>LTCH CARE Submission User’s Guide</th>
<th>Choose a Section</th>
<th>Select</th>
</tr>
</thead>
</table>

**CASPER Reporting** - Select this link to access the Final Validation and Provider reports.

<table>
<thead>
<tr>
<th>CASPER Reporting User’s Manual</th>
<th>Choose a Section</th>
<th>Select</th>
</tr>
</thead>
</table>

**QIES User Maintenance Application**

QIES User Maintenance Application User’s Guide

**LTCH Forms**

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).