

## Adding or Deleting ePOC Accounts – For SNF/NF Individual Providers

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- Step 1.** Ensure that new ePOC users have viewed the CMS ePOC Webinar.

Step	Action
1	Providers must submit an email to: <a href="mailto:CDPH-ASPEN-HELP@cdph.ca.gov">CDPH-ASPEN-HELP@cdph.ca.gov</a> .
2	Type “ePOC - CMS Training” in the subject line and provide the facility name, facility ID, and CCN in the body of the email. CDPH will respond with the webinar passcode. All persons viewing the webinar can use the same passcode.
3	Access the training webinar by selecting <a href="#">Online Training link</a> .
4	Select <a href="#">ePOC</a> .
5	Enter the registrant’s name and email address to initiate the training.
6	Select ePOC Provider Webinar and enter the webinar passcode provided by CDPH-ASPEN HELP desk.  <i>NOTE: It may take several minutes to download the WebEx webinar.</i>

- Step 2.** Select the [CMSNet Access Request for MDS/ePOC \(NH\), OASIS \(HHA\) and ASPEN Web Users](#) form and complete as instructed.

- Step 3.** The maximum number of ePOC users allowed by CMS is limited to four. Facilities that have the maximum number of users registered to ePOC must indicate which user account to delete.

- Step 4.** Forward the completed ePOC User Account request to the QIES Help Desk for processing as indicated on the request form.

*NOTE: If a CMSNet account(s) is not needed, make a note on the fax coversheet or within the body of the email submitted to the QIES Help Desk.*

- Step 5.** The QIES Help Desk will notify CMSNet of the provider’s need for a corporate CMSNet ePOC account.

- Step 6.** The QIES Help Desk will generate an email in response to the ePOC User Account Request, including a ticket number for tracking purposes.

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- **Step 7.** Login to the CMS Secure Access Service using updated CMSNet account username and password.

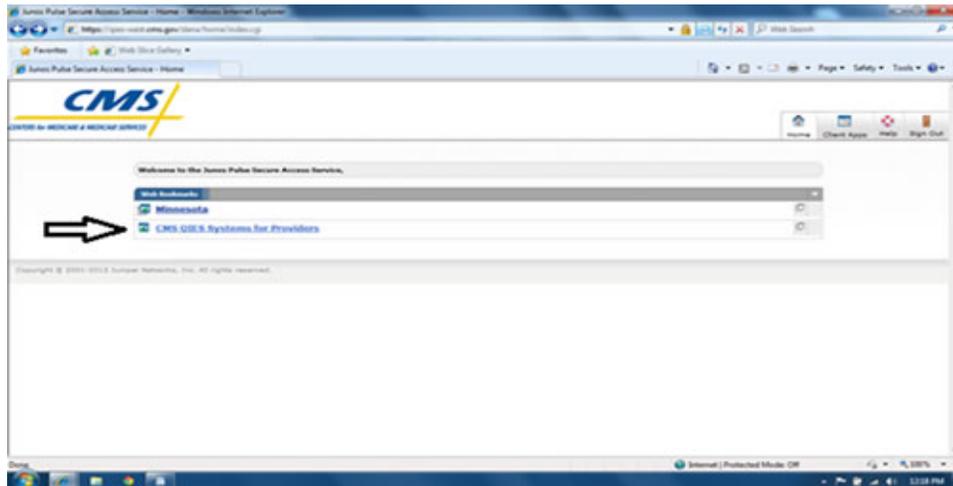


**Welcome to the  
CMS Secure Access Service**

username   
password

Important Information: De-support Notice - Internet Explorer 8 / Windows XP Effective October 1, 2014, the CMSNet portal and QIES systems will no longer support Internet Explorer (IE) 8 or below. After this date anyone using an unsupported browser will be blocked from accessing CMSNet portal and any QIES applications. More information regarding this change is available at the link [https://web.qiesnet.org/EREN/Important\\_IE8\\_Information.pdf](https://web.qiesnet.org/EREN/Important_IE8_Information.pdf) Posted 7/11/2014  
NOTE: If this is your first time connecting, you will need to have admin rights to enable the necessary components for remote access to the QIES application. If you do not have admin rights, please contact your local support. <https://www.qtso.com/cmsnet.html>

- **Step 8.** Click on the “CMS QIES Systems for Providers” link.





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- Step 11.** Click on the “Access Type” drop down box, click and highlight ePOC.

Step	Action
1	Enter the CMS Certification Number (CCN) also known as the OSCAR Provider Number, Medicare Identification Number or Provider Number <b>OR</b> enter the Provider Transaction Access Number (PTAN).
2	Complete all required information fields marked with an asterisk.
3	Follow the Password Rules for establishing a password. This will be the password to access the ePOC account.
4	Answer the security questions accordingly.
5	Click submit.

- Step 12.** A confirmation page will appear and provide the ePOC User ID (MDSxxxxxxx). Write down this ID or print this page.
- Step 13.** The system will also generate an “Activation Key” email to the email address entered in the registration form, which will include a 32-character activation key.

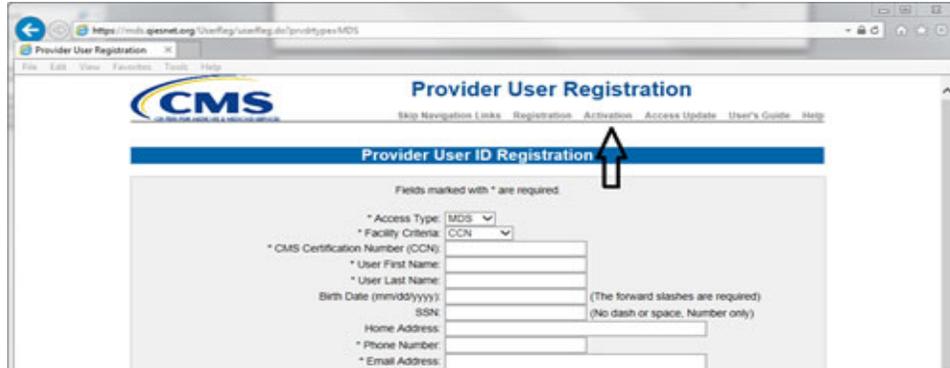
Step	Action
1	Access the registrant’s email. The system requires the registrant to sign out to access email. It can sometimes take several minutes for this email to appear.
2	Copy this activation key and paste it somewhere easily accessible such as a notepad or Word document.

- Step 14.** Log back into the [CMS QIES System](#) using the CMSNet username and password, and click the Providers page link.

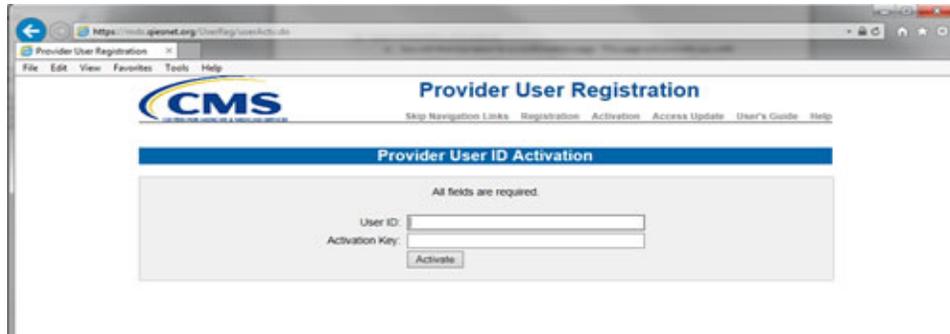
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- **Step 15.** The “Provider User Registration” page will appear, and at the top, a number of links will be present. Click on “Activation.”



- **Step 16.** Type in the ePOC User ID (MDSxxxxxxx) received in the ePOC registration confirmation email.



Step	Action
1	Copy the 32-character activation key from the second ePOC registration confirmation email received from CMS. (Refer to <a href="#">Step 12</a> for clarity)
2	Click “Activate.” The user will receive a confirmation email that the account is activated.

- **Step 17.** Once the activation is accepted, the ePOC system will be accessible by the registered user.

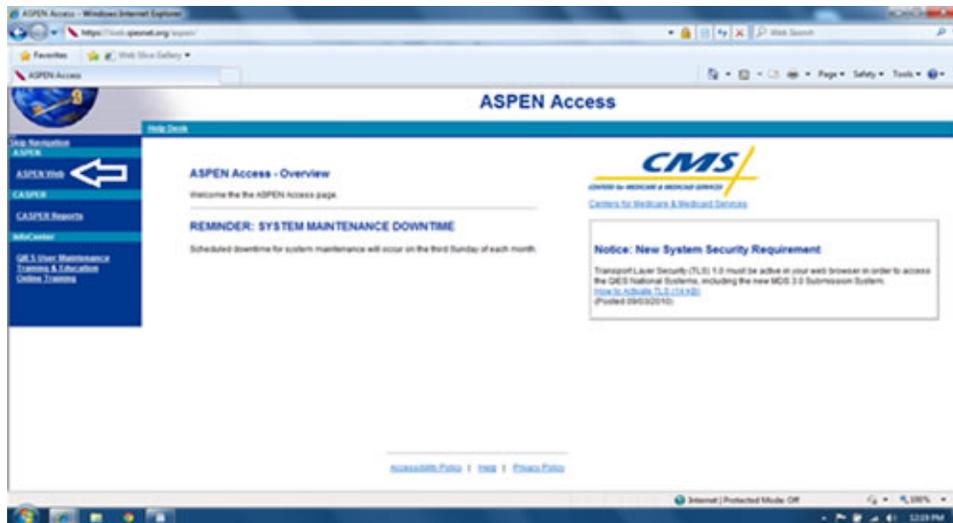
Step	Action
1	To get to the ePOC system, log back into the <a href="#">CMS QIES System</a> using the CMSNet username and password.
2	Click the Providers page link.

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- **Step 18.** Click the “ASPEN Access (ePOC)” link.



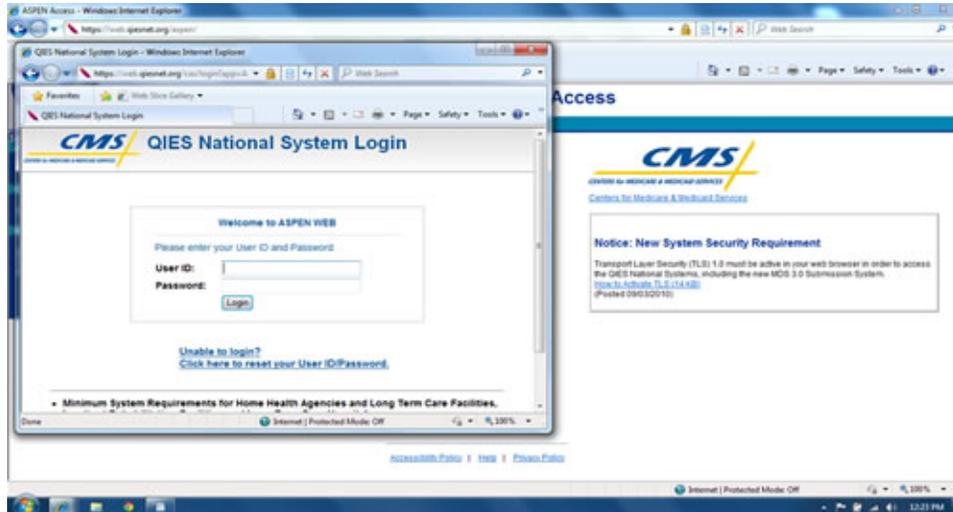
- **Step 19.** In the upper left hand corner click “ASPEN Web.”



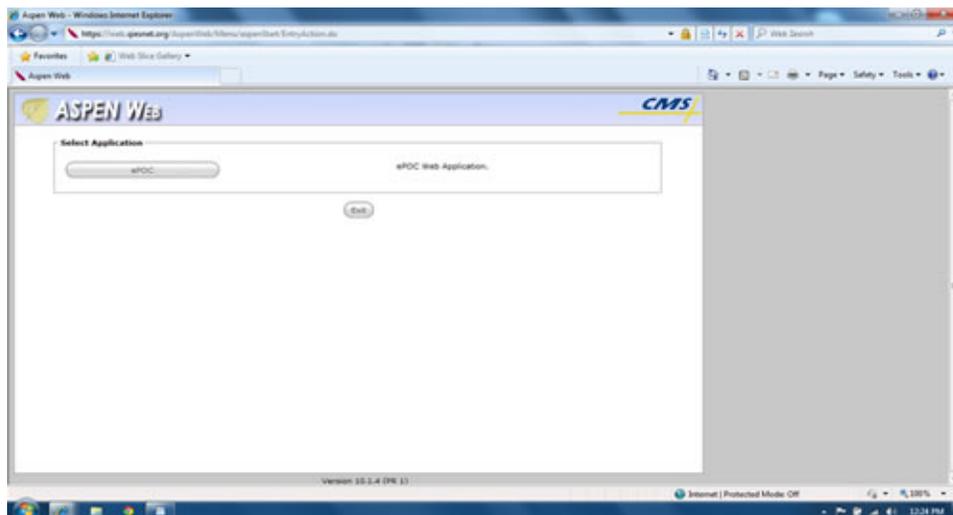
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- **Step 20.** Login using your ePOC User ID and password and click login.



- **Step 21.** A new screen will appear. Click the ePOC tab.



- **Step 22.** Providers will receive ePOC account activation email confirmation from CMS.
- **Step 23.** Upon receipt of the account confirmation from CMS, providers must email CDPH at [CDPH-ASPEN-HELP@cdph.ca.gov](mailto:CDPH-ASPEN-HELP@cdph.ca.gov) so that CDPH can enable the provider's ePOC access in the internal database system.
  - Include “ePOC Activation” in the subject line and provide the facility's name, facility ID, and CCN in the body of the email.

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- Step 24.** Upon activation of ePOC access, the CDPH-ASPEN HELP desk will generate and send an email confirmation to the email address entered in the registration form.
  - Congratulations and welcome to the online ePOC!
  
- Step 25.** Access to the ePOC system will now be available by going back to the [CMS QIES System](#) for Providers page.

For any questions regarding this information, call 916-552-8910 or send an email to the ASPEN OASIS Help Desk at [CDPH-ASPEN-HELP@cdph.ca.gov](mailto:CDPH-ASPEN-HELP@cdph.ca.gov). Include “ASPEN ePOC Provider Access Request” in the subject line and reference the facility name, facility ID and CCN number in the body of the message to ensure a timely response. Questions may also be mailed to:

California Department of Public Health  
ASPEN OASIS Help Desk  
1615 Capitol Avenue  
P.O. Box 997377, MS 3203  
Sacramento, CA 95899-7377  
Attention: ePOC Provider Access Request