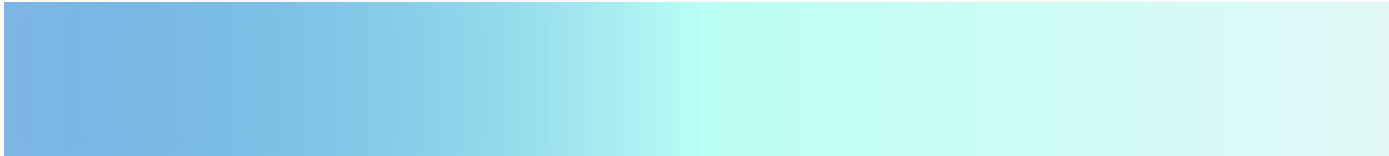


Chronic Conditions Warehouse

Your source for national CMS Medicare and Medicaid research data



Chronic Conditions Warehouse Virtual Research Data Center Okta Factor Enrollment and Management Guide

JANUARY 2024 | VERSION 1.6

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Revision Log

Date	Changed by	Revisions	Version
January 2024	K. Pandullo	<ul style="list-style-type: none"> Updated new password policy with the change to ARS 5.10 	1.6
August 2023	A. Hummers M. Richardson K. Pandullo	<ul style="list-style-type: none"> Transferred to the new template Updated screenshots and instructions to reflect Version 1.5 upgrades. Added Self-Serve section Added updated VMware Horizon Client login screenshot in the Login Using the Virtual Desktop Infrastructure (VDI) section. Updated the name “Self Service” to “CCW Self-Service Account Management (SSAM)” 	1.5
March 2020	K. Pandullo	Updated screenshots in section 4.2	1.4
October 2019	K. Pandullo	Updated screenshots for to include updated User Agreement	1.3
July 2019	K. Pandullo	Updated screenshots for VDI upgrade	1.2
June 2019	K. Pandullo	Updated screenshot on page 22	1.1
May 2019	K. Pandullo	Removed personal information from screenshots	1.0
April 2019	K. Pandullo	Added Change Password screens	.05
April 2019	K. Pandullo	Added note on “Forgotten Password Questions” section	.04
March 2019	K. Pandullo	Updated screenshot at top of page 4	.03
March 2019	K. Pandullo	Changes made after initial review	.02
March 2019	K. Pandullo	Created initial document	.01

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1.0 Things to Know Before Starting

Multi-factor authentication (MFA) applications within the Chronic Conditions Warehouse (CCW) website enable users to securely access the CCW and Virtual Research Data Center (VRDC). Three types of Okta® MFA applications, or factors, are available for enrollment. It is best practice to enroll in at least two factors in the event a factor malfunctions. Users need to complete an initial enrollment in an authentication factor application before accessing the secure pages of the CCW Website. All three factors are compatible with Apple iOS and Android devices.

The three authentication factors are:

1. **Okta Verify Application** — this factor sends authentication alerts through the Okta Verify application on a mobile device, such as a smart phone, with a password and a “Push” feature that sends an alert to the mobile device to accept the login request. The Okta Verify application is available on Apple iOS and Android devices.
2. **SMS Text Messaging Authentication** — this factor sends authentication codes in a Short Message Service (SMS) text message to a mobile device.
3. **Voice Call Authentication** — this factor sends authentication in a voice mail via a valid phone number that the Okta software can call for verification.

2.0 Enroll in a Factor for a New CCW Account

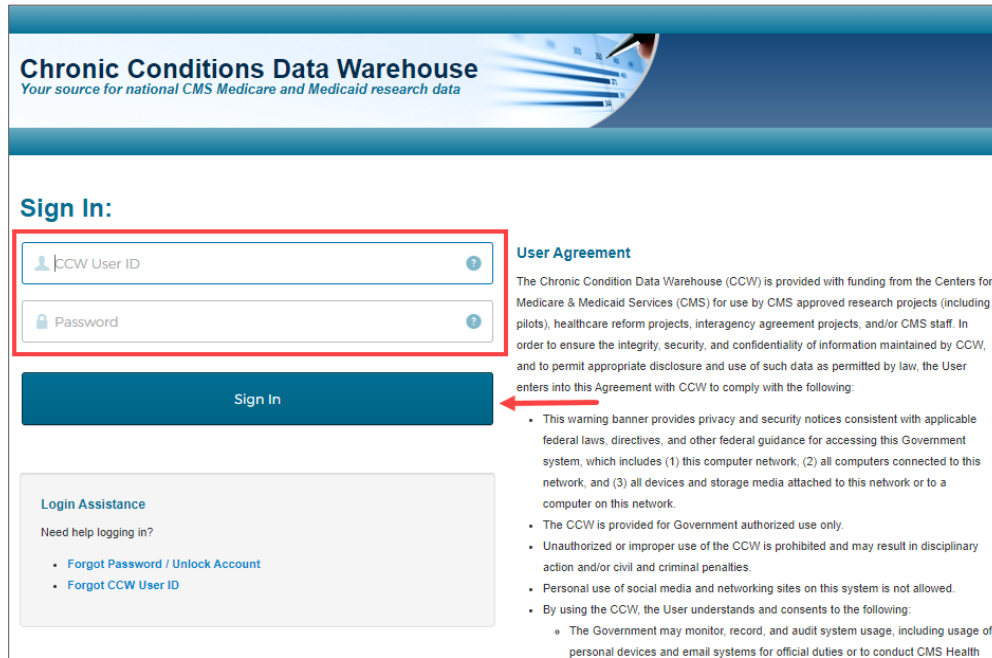
This section outlines the process of an initial enrollment in a factor.

NOTE: For information about managing additional factors, refer to [section 4.0](#).

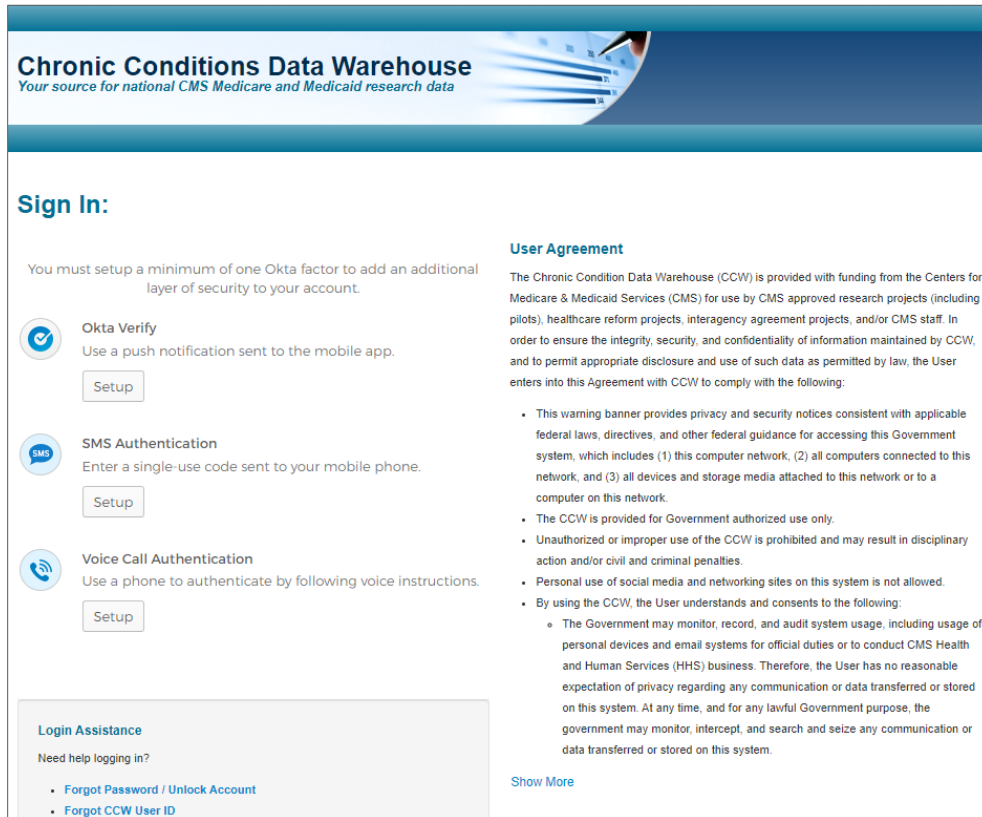
1. Navigate to <https://www.ccwdata.org> and select **My CCW Login (Authorized Users Only)**.

The screenshot shows the Chronic Conditions Data Warehouse website. At the top right, there is a navigation bar with links for 'My CCW Login (Authorized Users Only)', 'FAQ', and 'Help'. The 'My CCW Login' link is highlighted with a red box. Below the navigation bar is a search bar and a main navigation menu with items like 'Home', 'Medicare Data', 'Medicaid Data', 'Data Dictionaries', 'Condition Categories', 'Analytic Guidance', and 'Pricing'. The main content area features a large image of a stethoscope over medical charts and a 'Welcome to the Chronic Conditions Data Warehouse' section. This section includes a brief description of the CCW and its purpose. Below the welcome message is a 'Quick Links' section with several links: 'About CCW', 'Data Availability', 'The Beneficiary Link', 'Requesting VRDC Access', 'How to Request Data', 'News & Events', and 'Provide Feedback'. At the bottom of the page, there is a small text box stating: 'CMS receives numerous requests for data which are used to develop aggregated statistics, charts and graphs. The CCW's Medicare Web Tables have been updated and are now available with data for years 2011-2020.'

2. Enter your CCW User ID and password in the corresponding fields and select the **Sign In** button.



3. The Sign In: screen displays. Select an Okta authentication factor(s) for the initial setup.



2.1 Enroll in Okta Verify Factor

Follow the steps to set up, or enroll in, the Okta Verify application with a mobile device.

1. Select the **Setup** button under “Okta Verify.”

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Sign In:

You must setup a minimum of one Okta factor to add an additional layer of security to your account.

- Okta Verify**
Use a push notification sent to the mobile app.
 ←
- SMS Authentication**
Enter a single-use code sent to your mobile phone.
- Voice Call Authentication**
Use a phone to authenticate by following voice instructions.

Login Assistance
Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

User Agreement

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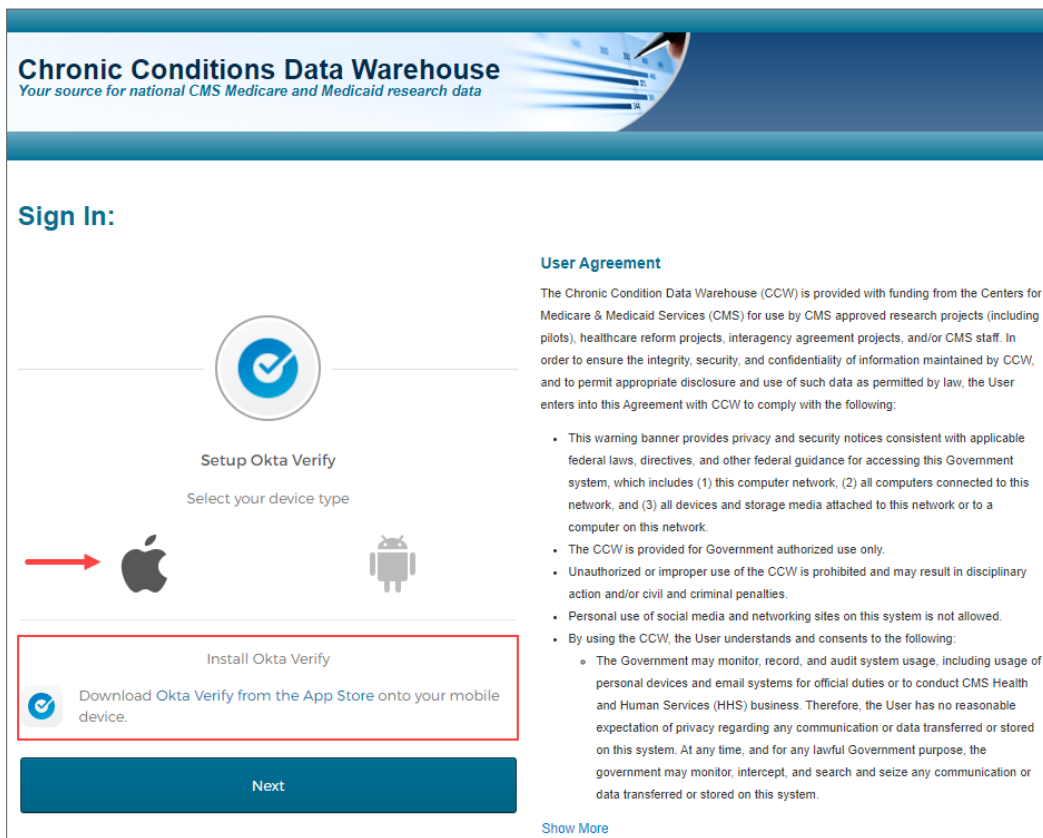
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- Personal use of social media and networking sites on this system is not allowed.
- By using the CCW, the User understands and consents to the following:
 - The Government may monitor, record, and audit system usage, including usage of personal devices and email systems for official duties or to conduct CMS Health and Human Services (HHS) business. Therefore, the User has no reasonable expectation of privacy regarding any communication or data transferred or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transferred or stored on this system.

[Show More](#)

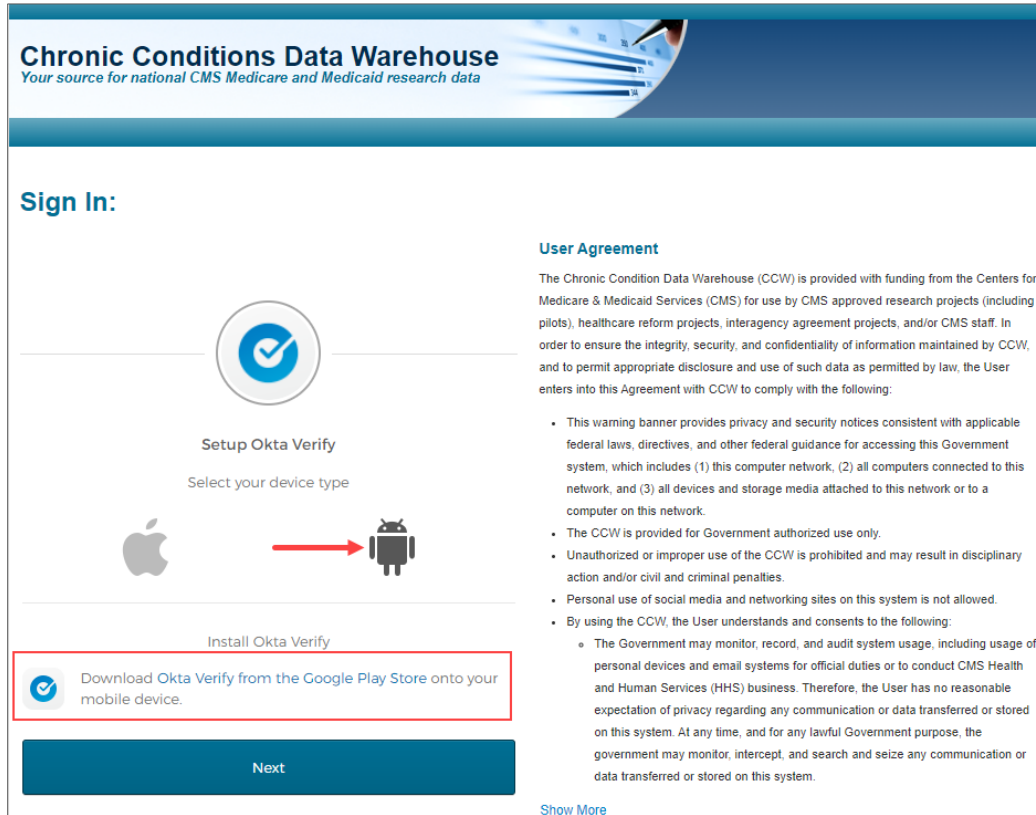
2. Select the type of mobile phone device you wish to setup.



a. When selecting the Apple device type, instructions display to download the Okta Verify application from the App Store on your mobile device.

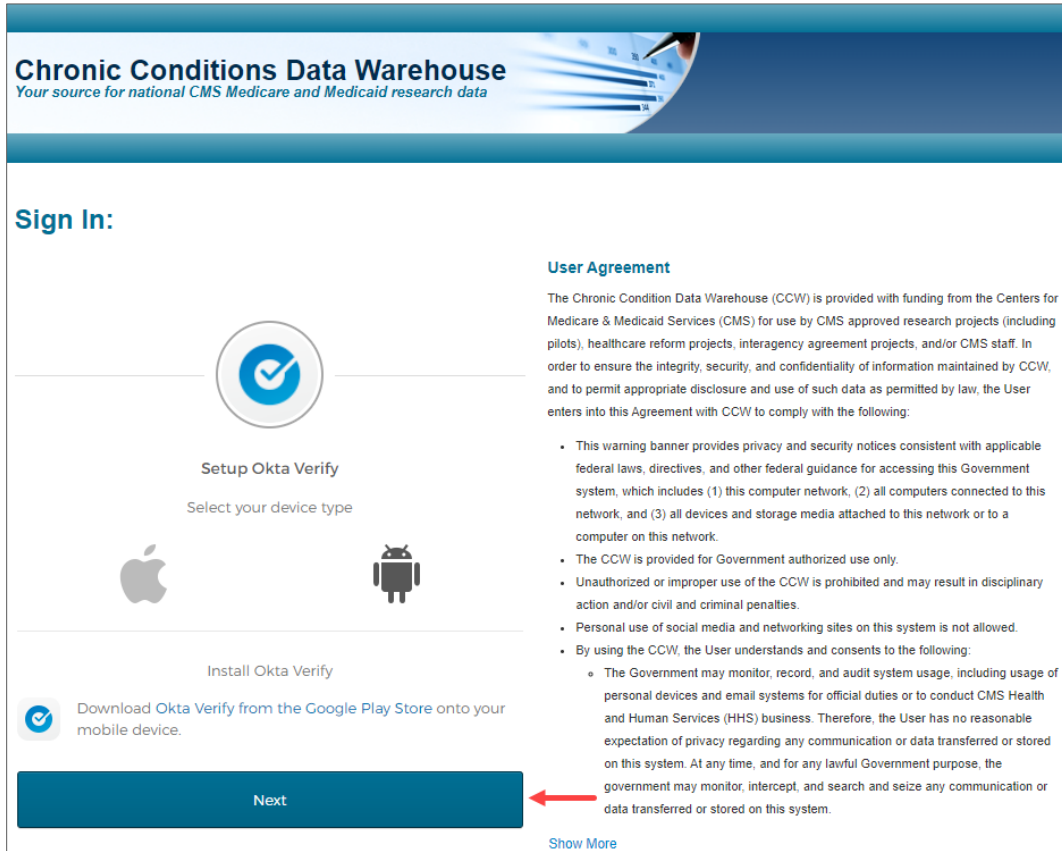


- b. When selecting the Android device type, instructions display to download the Okta Verify application from the Google Play Store on your mobile device.

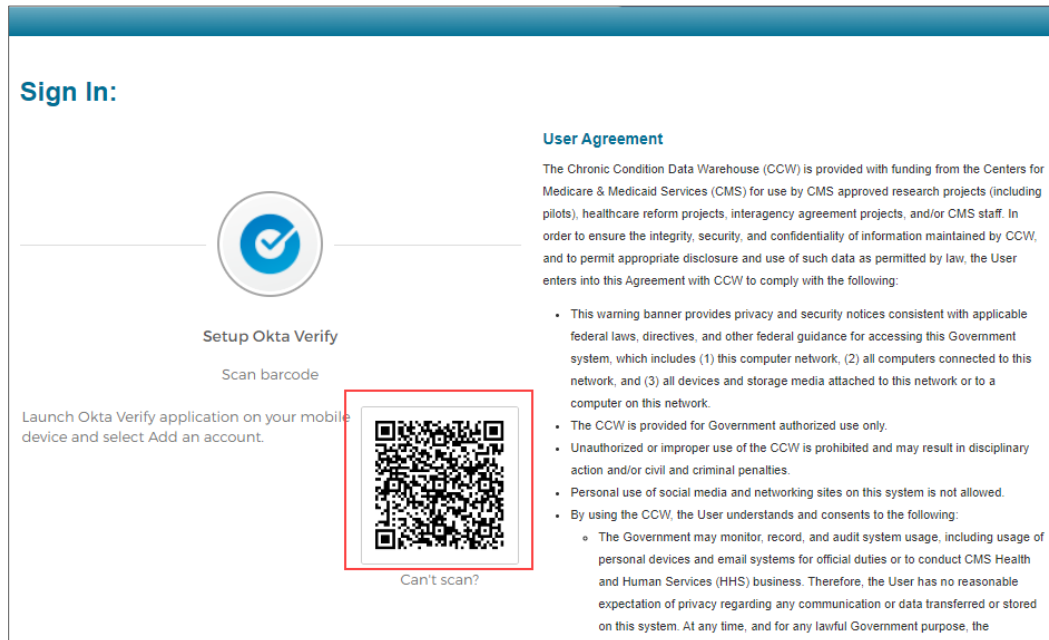


- 3. After downloading the Okta Verify application on your mobile device, open the application and follow instructions to add an account.

- Enrollment in Okta Verify requires a Quick Response (QR) code scan from a source. In the Sign In: screen, select the **Next** button.



- A QR code displays in the Sign In: screen.



6. Allow the Okta Verify Application to access the camera on your mobile device.
7. Scan the QR code on the Sign In: screen with your mobile device's camera.
8. The system enrolls the user in the Okta Verify factor. The system indicates a successful enrollment with a check mark next to the **Okta Verify** factor in the Sign In: screen.

If you are configuring the additional option, SMS Authentication, refer to [section 2.2](#) or for Voice Call Authentication refer to [section 2.3](#).

Sign In:

You can configure any additional optional factor or click finish

Enrolled factors

- Okta Verify

Additional optional factors

- SMS Authentication
Enter a single-use code sent to your mobile phone.
- Voice Call Authentication
Use a phone to authenticate by following voice instructions.

[Show More](#)

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- Personal use of social media and networking sites on this system is not allowed.
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9. Select the **Finish** button to complete enrollment.

The system will prompt new CCW users to change their password. Enter the temporary password provided by CCW Help in the **Old Password** field. Create a new password using the guidelines detailed on the screen and select **Change Password**.

Sign In:

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username; does not include your first name, does not include your last name. Your password cannot be any of your last 8 passwords.

Change Password

Forgot Your Password?

If you have forgotten your password or have difficulty logging in, please contact the CCW Help Desk at ccwhelp@ccwdata.org or 1-866-766-1915.

User Agreement

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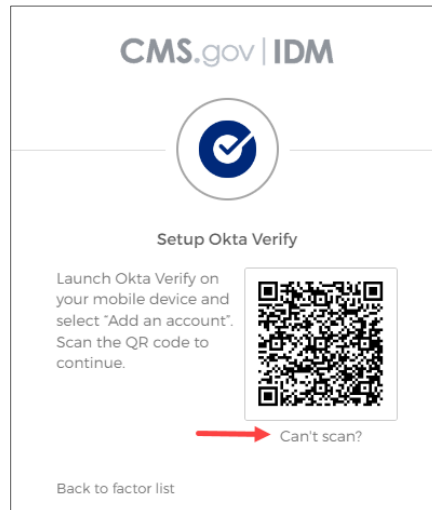
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[Show More](#)

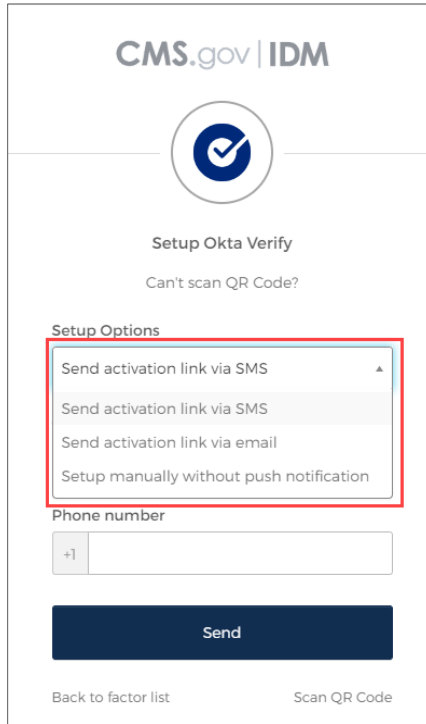
2.1.1 Address QR Scanning Issues

If issues arise while scanning the QR code of Okta Verify with a mobile device, use the following troubleshooting steps:

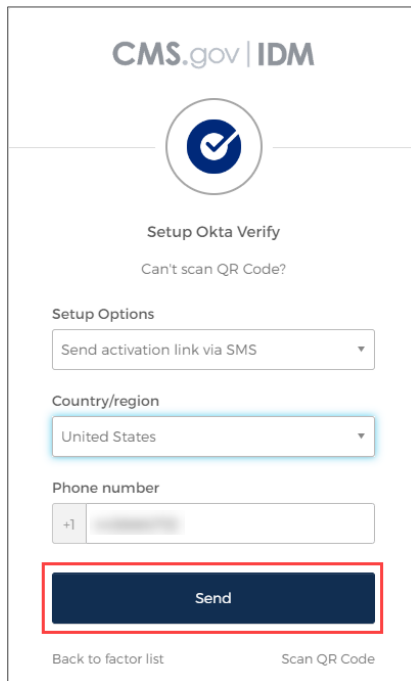
1. Select the **Can't scan?** link in the Setup Okta QR screen.



2. The Setup Okta Verify/Can't scan QR Code? screen displays. Choose another option for setting up Okta Verify in the **Setup Options** dropdown menu.



3. Enter the required information in the selected option and select the **Send** button. Follow additional provided instructions depending on the selected option.

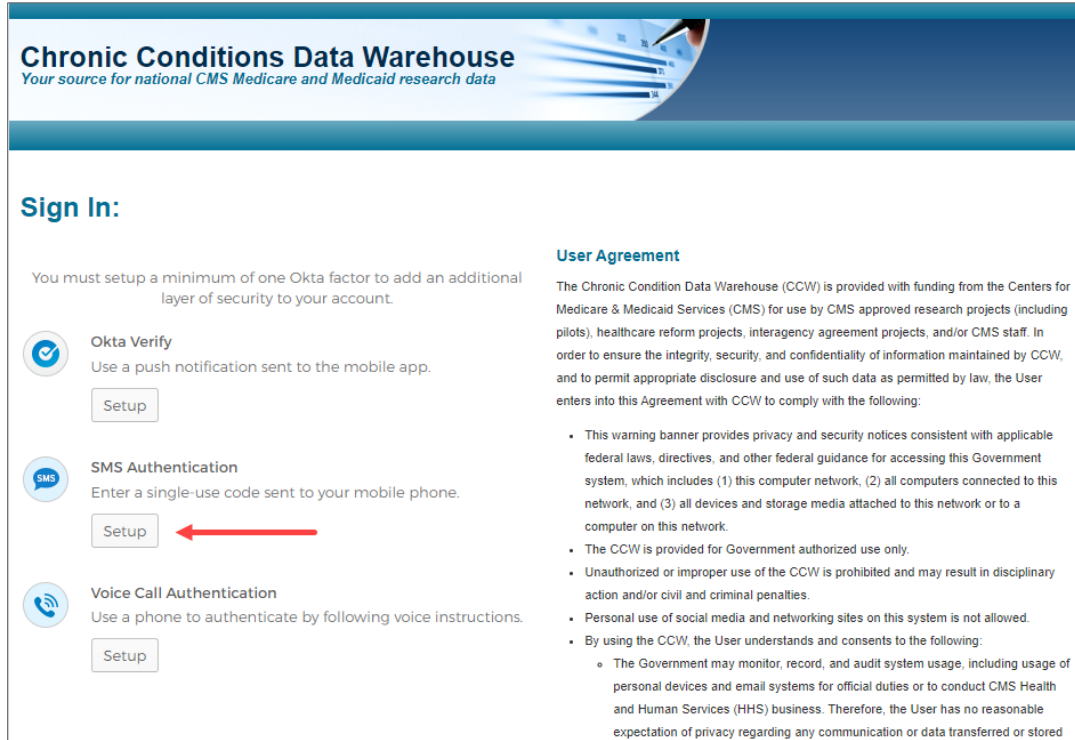


4. The system approves the Okta Verify authentication factor enrollment.

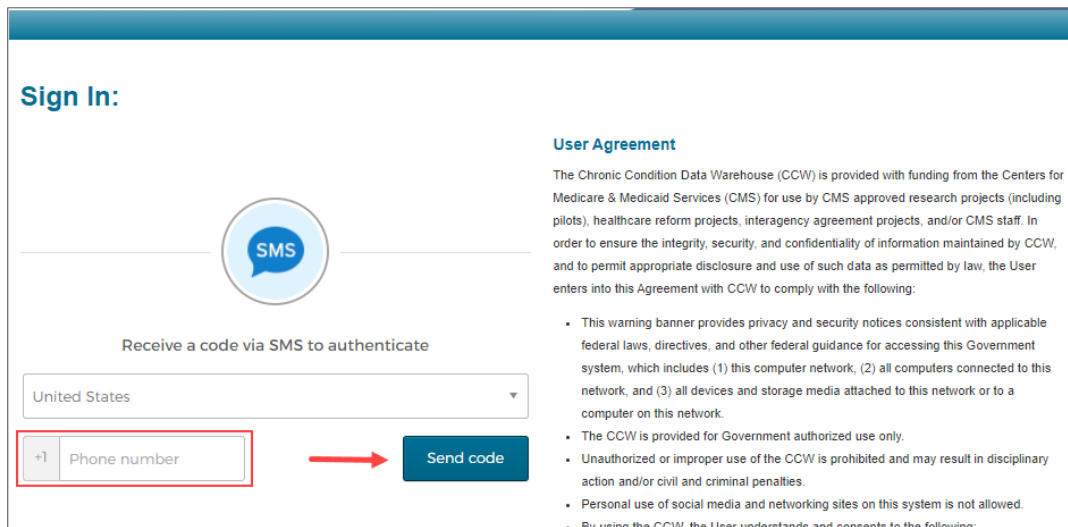
2.2 Enroll in SMS Authentication Factor

Follow the steps to set up, or enroll in, the SMS Authentication Factor.

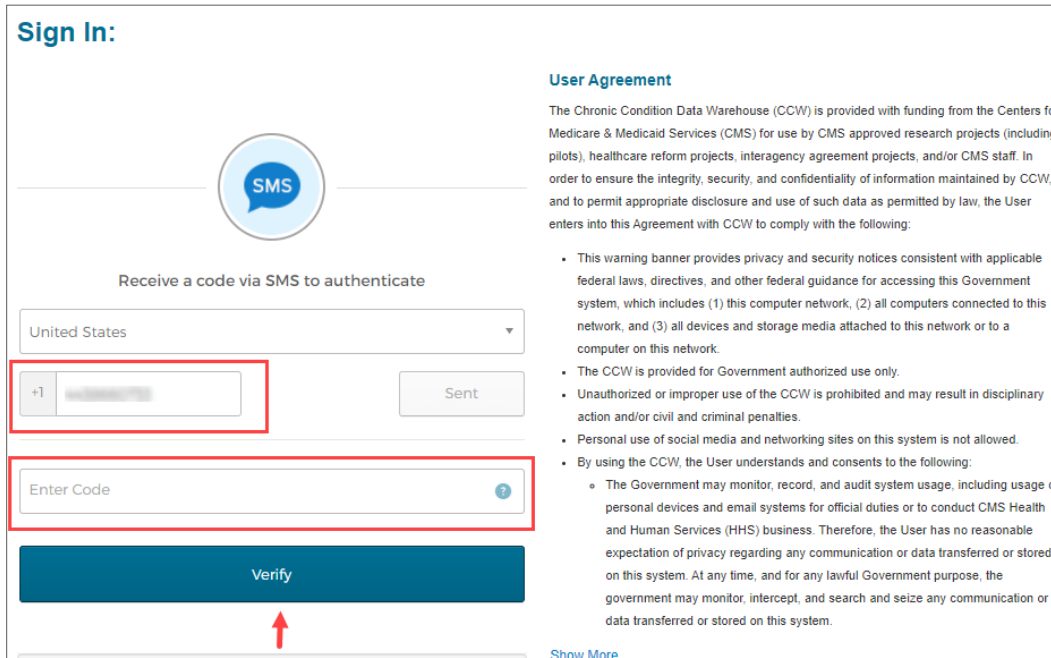
1. Select the **Setup** button under “SMS Authentication.”



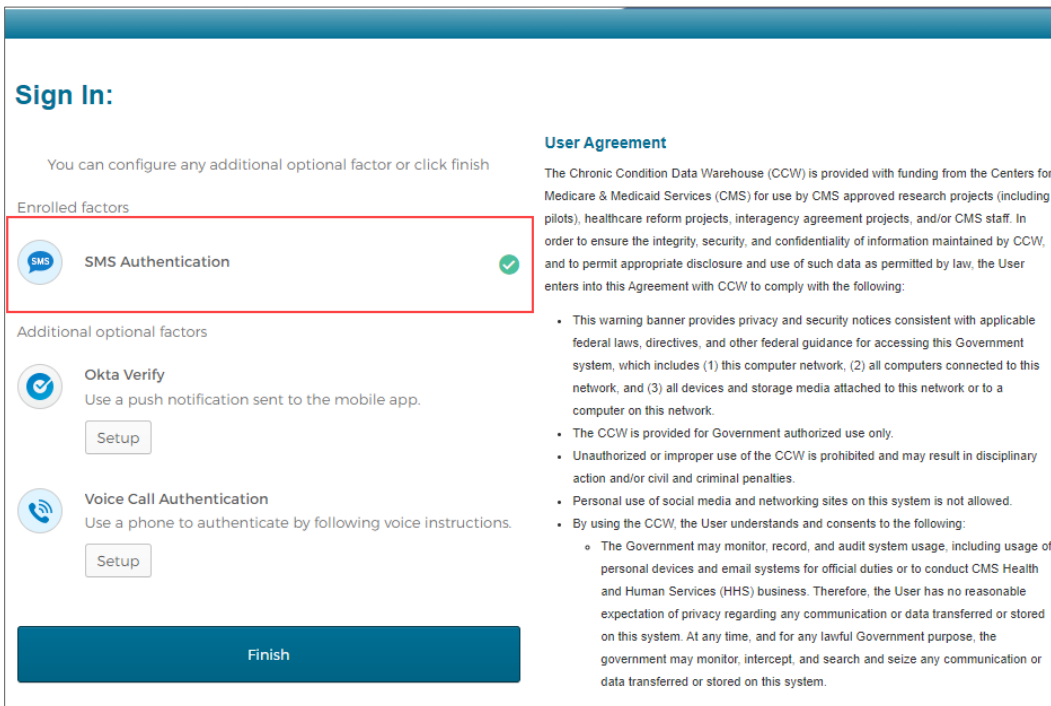
2. Enter the mobile number (including the three-digit area code) to receive the SMS text message with a verification code. Select the **Send Code** button.



3. Enter the code received in a text message in the **Enter Code** field. Select the **Verify** button.



4. The system enrolls the user in the SMS Authentication factor. A successful verification displays a checkmark next to **SMS Authentication** factor in the Sign In: screen.

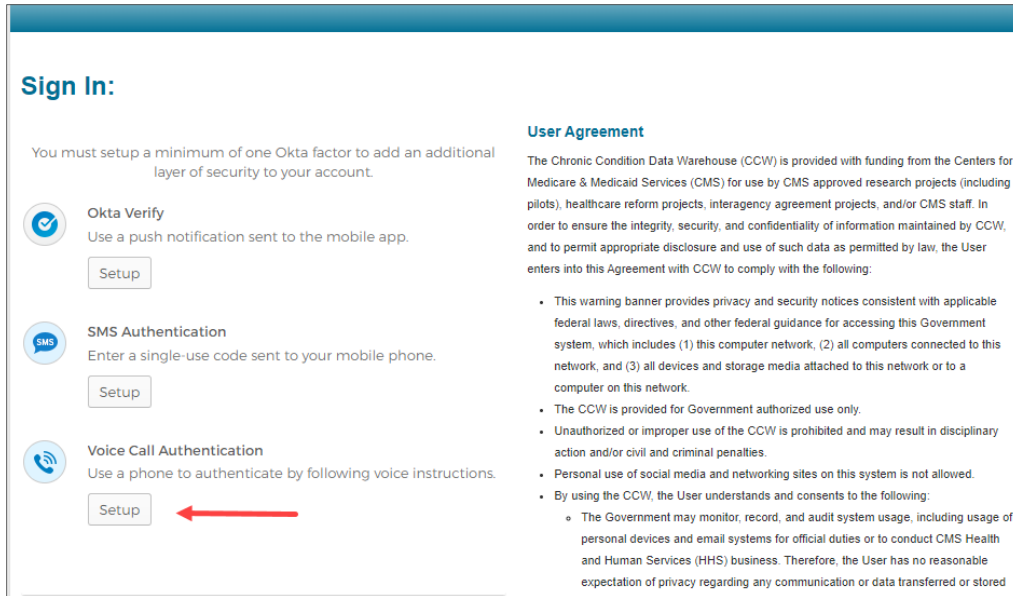


5. Refer to [Step 9](#) in section 2.1 for instructions for finishing authentication enrollment.

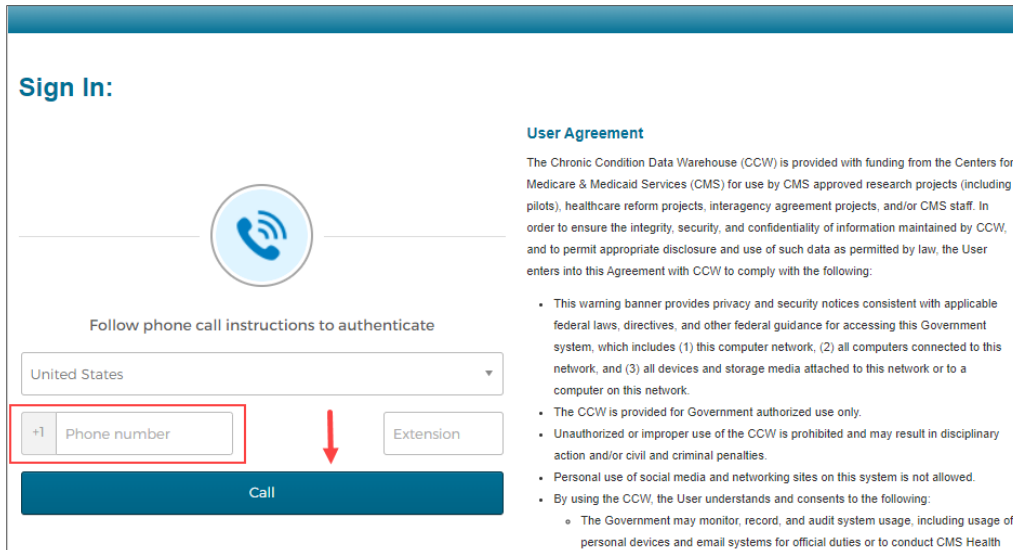
2.3 Enroll in Voice Call Authentication Factor

Follow the steps to setup the Okta Voice Call Authentication service to call a mobile or landline phone and provide a verification code via an audible recording.

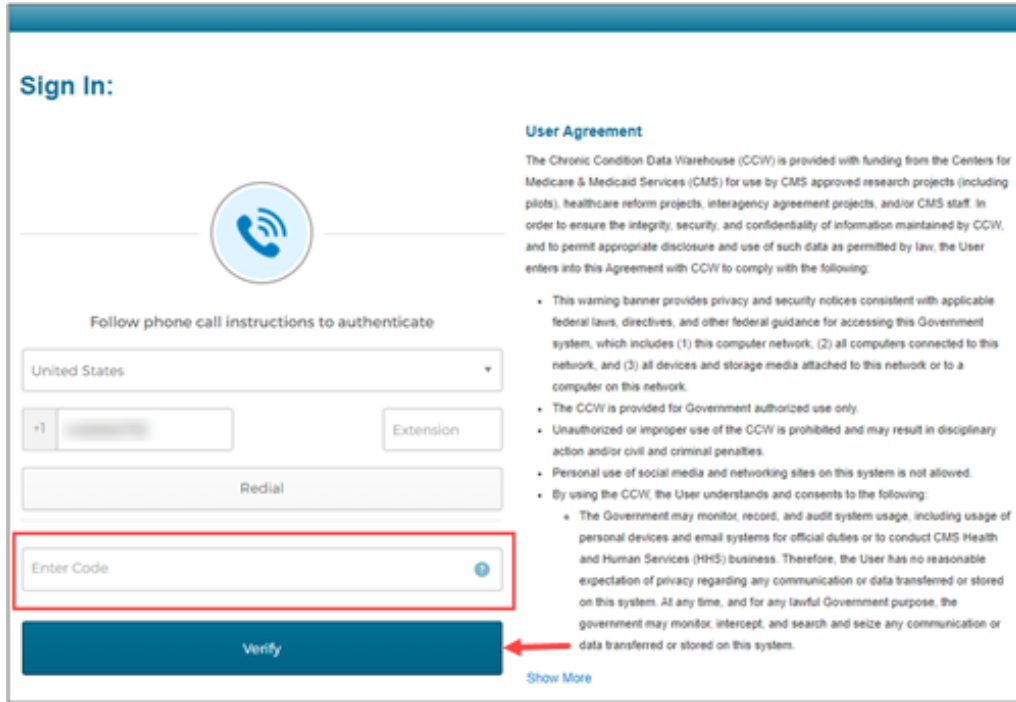
1. Select the **Setup** button under Voice Call Authentication.



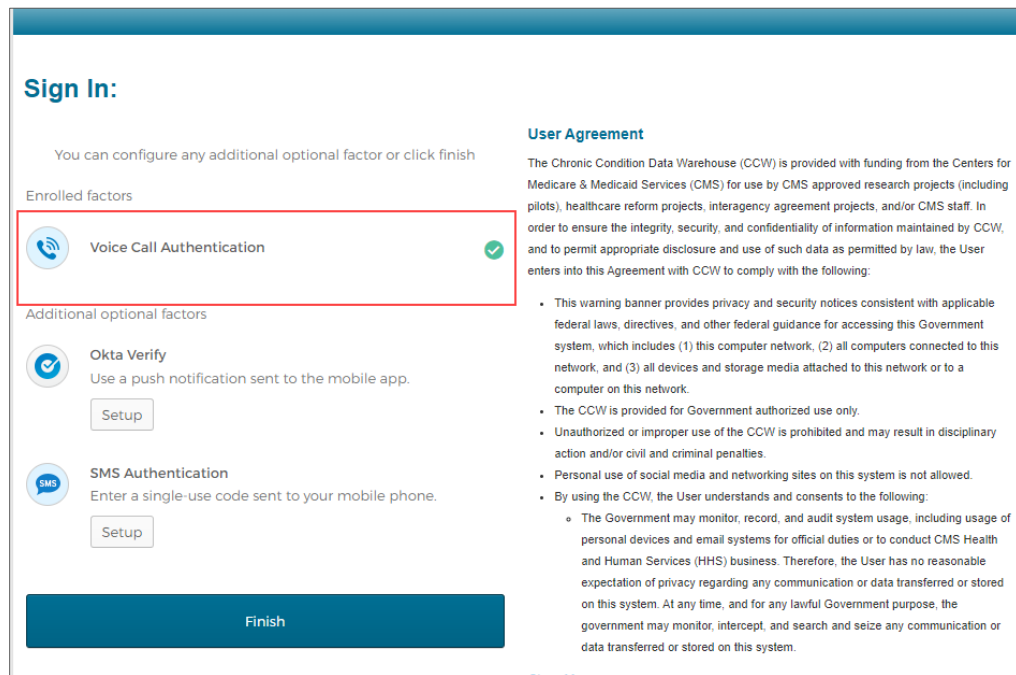
2. Enter the phone number (including the three-digit area code) to receive a phone call with the verification code. Select the **Call** button.



- The user receives a voice message with the code on the phone. Enter the received five-digit code in the **Enter Code** field and select the **Verify** button.



- The system enrolls the user in the Voice Call Authentication factor. A successful verification displays a checkmark next to **Voice Call Authentication** factor in the Sign In: screen.



- Refer to [Step 9](#) in section 2.1 for instructions for finishing authentication enrollment.

3.0 Login Procedures

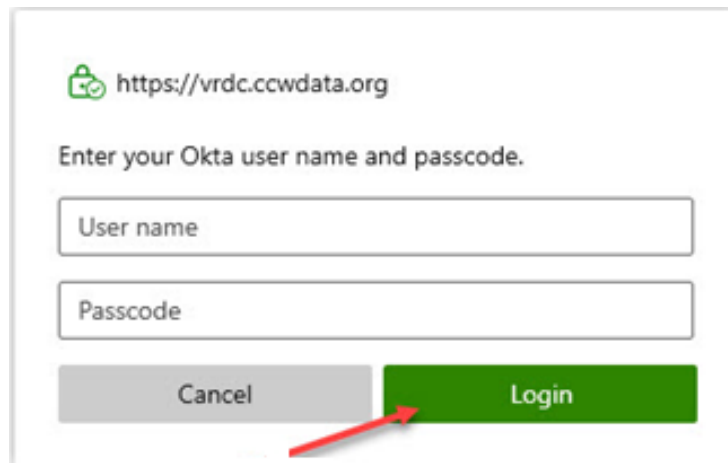
This section outlines the different options for logging into the CCW environment with the new Okta software.

3.1 Login Using the Virtual Desktop Infrastructure (VDI)

Access a VDI desktop via the Okta Verify factor(s) with these steps. Once connected and logged into the virtual desktop session, the new single sign-on feature does not require the user to enter any credentials to access the CCW web applications.

NOTE: The CCW username is the same as the CCW User ID.

1. From the VMware Horizon Client, enter your CCW username in the **User name** field.
2. Enter your CCW password in the **Passcode** field.



https://vrdc.ccwdata.org

Enter your Okta user name and passcode.

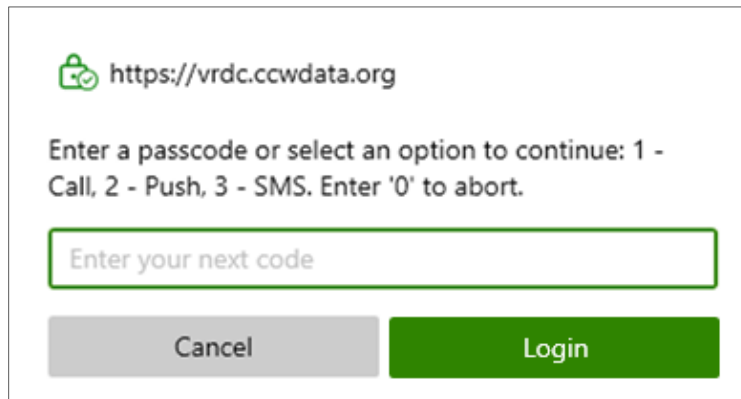
User name

Passcode

Cancel Login

3. Select the **Login** button.

4. In the multi-factor authentication window that displays, do one of the following to enter a code/option number in the **Enter your next code** field:
 - a. Open the Okta Verify app on a mobile device and enter the current code from the Okta Verify screen in the **Enter your next code** field.
 - b. Enter one of the available options that display in the window in the **Enter your next code** field. In this example, enter option “1” to receive a voice call, option “2” to receive a push notification on a mobile device, option “3” to receive a short message service (SMS) message on the mobile device, or option “0” to abort. The displayed option numbers vary depending on the factors selected during enrollment. Be sure to read the screen prior to entering an option number.

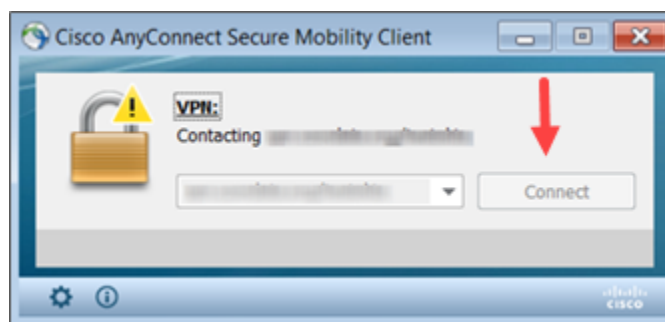


5. Select the **Login** button again. The user has access to the CCW environment.

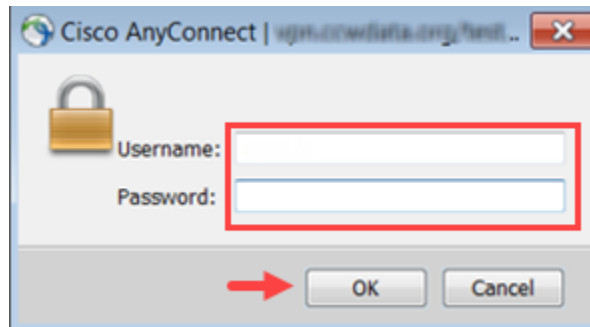
3.2 Login Using the CCW VPN

Connect to the CCW VPN with these Okta Verify factor(s) steps.

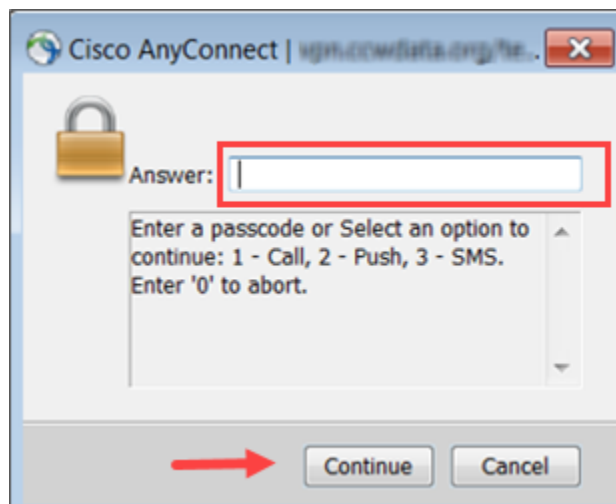
1. Open Cisco AnyConnect and select the **Connect** button.



2. Enter your CCW User ID and password in the corresponding **Username** and **Password** fields. Select the **OK** button.



3. Enter which Okta factor you would like to use in the **Answer** field. This example's options are to enter an Okta Verify passcode, enter "1" to receive a voice call, "2" to receive a push notification to your mobile device, "3" to receive SMS text or "0" to abort. The option number selection will vary depending on the factors in which you have enrolled. Please be sure to read the screen prior to entering an option number. Select the **Continue** button.



4. Once verification is complete, select the **Accept** button to complete the VPN login process.



3.3 Login Via the CCW Website

Use the Okta factor(s) when accessing the CCW website or web-based applications.

3.3.1 Login with Okta Verify Factor

1. Enter your CCW User ID and password in the corresponding fields. Select the **Sign In** button.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

Sign In:

CCW User ID

Password

Sign In

User Agreement

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- By using the CCW, the User understands and consents to the following:

Login Assistance


Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

2. Do one of the following:
 - a. Select the **Send Push** button to confirm access on the mobile device
 - b. Enter the passcode from the Okta Verify application on the mobile device in the **Or enter code** field.

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Your source for national CMS Medicare and Medicaid research data

Sign In:



Okta Verify (SM-A505U1)

Send Push

Or enter code

Do not challenge me on this device for the next 30 minutes

Login Assistance

Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

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- An alert displays in the mobile device to verify that the user has requested access to the CCW Website. Confirm the request. The CCW Website Home page displays.

My CCW Login (Authorized Users Only) [FAQ](#) [Help](#)

Chronic Conditions Data Warehouse

Your source for national CMS Medicare and Medicaid research data

Search...

Home Medicare Data Medicaid Data Data Dictionaries Condition Categories Analytic Guidance Pricing

Chronic Conditions Data Warehouse » Home

Welcome to the Chronic Conditions Data Warehouse

The CMS Chronic Conditions Data Warehouse (CCW) provides researchers with Medicare and Medicaid beneficiary, claims, and assessment data linked by beneficiary across the continuum of care. In the past, researchers analyzing data files were required to perform extensive analysis related to beneficiary matching, deduplication, and merging of the files in preparation for their study analysis. With the CCW data, this preliminary linkage work is already accomplished and delivered as part of the data files sent to researchers.

The Chronic Conditions Data Warehouse (CCW) is a research database designed to make Medicare, Medicaid, Assessments, and Part D Prescription Drug Event data more readily available to support research designed to improve the quality of care and reduce costs and utilization.

Quick Links

- About CCW
- Data Availability
- The Beneficiary Link
- Requesting VRDC Access
- How to Request Data
- News & Events
- Provide Feedback

CMS is pleased to [announce](#) the availability of Next Generation Accountable Care Organization (NGACO) Model Research Identifiable Files (RIFs) for Performance Year 4.

3.3.2 Login with SMS Text Factor

- Enter your CCW User ID and password in the corresponding fields. Select the **Sign In** button.

Chronic Conditions Data Warehouse

Your source for national CMS Medicare and Medicaid research data

Sign In:

CCW User ID

Password

Sign In

Login Assistance

Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

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- The Sign In: screen displays, including the last four digits of the phone number enrolled with your CCW User ID. Select the **Send Code** button.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

Sign In:

SMS Authentication
(+1 XXX-XXX-0733)

Send code

Enter Code

Do not challenge me on this device for the next 30 minutes

Verify

User Agreement

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- Unauthorized or improper use of the CCW is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is not allowed.
- By using the CCW, the User understands and consents to the following:
 - The Government may monitor, record, and audit system usage, including usage of personal devices and email systems for official duties or to conduct CMS Health and Human Services (HHS) business. Therefore, the User has no reasonable expectation of privacy regarding any communication or data transferred or stored

- The system sends a six-digit code via text to the mobile device. Enter the code received in the **Enter Code** field. Select the **Verify** button. The CCW Website Home page displays.

3.3.3 Login with Voice Call Factor

- Enter your CCW User ID and password in the corresponding fields. Select the **Sign In** button.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

Sign In:

CCW User ID

Password

Sign In

Login Assistance
Need help logging in?

- Forgot Password / Unlock Account
- Forgot CCW User ID

User Agreement

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- Personal use of social media and networking sites on this system is not allowed.
- By using the CCW, the User understands and consents to the following:

- The Sign In: screen displays, including the last four digits of the phone number enrolled with the CCW user ID. Select the **Call** button.

Sign In:

Voice Call Authentication
(+1 XXX-XXX-0733)

Call

Enter Code

Do not challenge me on this device for the next 30 minutes

Verify

User Agreement

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- A voice message delivers a five-digit code on the mobile device or land-line telephone. Enter the code in the **Enter Code** field and select the **Verify** button. The CCW Website Home page displays.

4.0 Manage Factor Enrollments

The Manage Multi-Factor Authentication screen allows users to 1) set up more than one Okta factor and 2) remove an enrollment to a factor. CMS CCW recommends registration with at least two Okta factors in the event a factor malfunctions.

NOTE: Users must log into the CCW website with an Okta factor from the internet or a CMS Net connection to add or remove a factor enrollment.

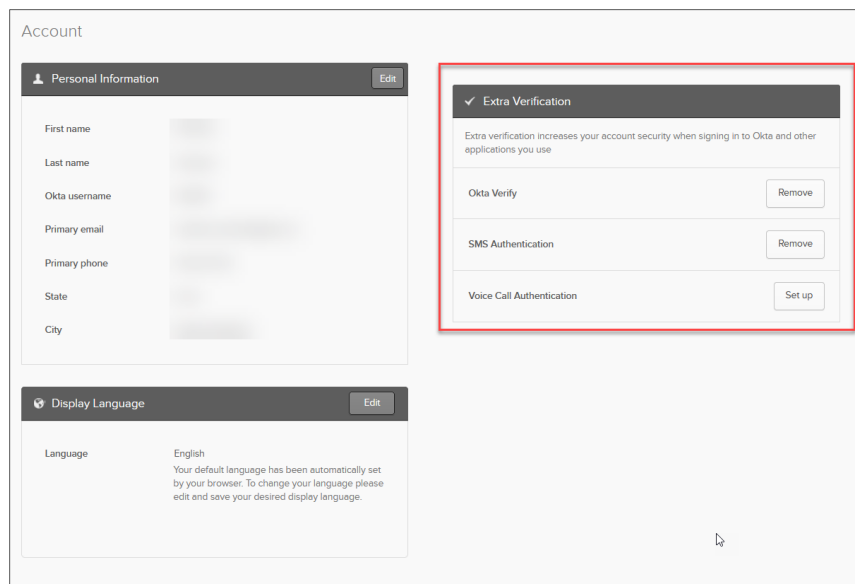
- Login to the CCW website following the log in procedures in [section 3.0](#).

- Select the **Manage Multi-Factor Authentication** link in the top-right corner of the CCW website home page.



- The Account screen displays. Users can enroll in multiple MFAs or remove MFA enrollment in the Extra Verification section.

NOTE: A **Remove** button will display next to the current active factor since the user must enroll in at least one factor to access the CCW webpage and the account screen.



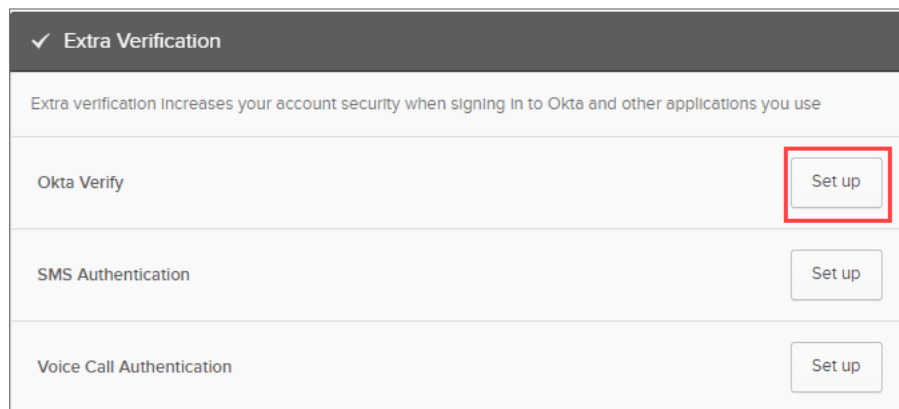
4.1 Enroll in Multiple Factors

Enroll in, or set up, multiple authentication factors by selecting the **Set up** button opposite the factor name. A factor name associated to a “Remove” button indicates that the user has enrolled in the factor. Reference [section 4.2](#) to remove enrollment to the factor.

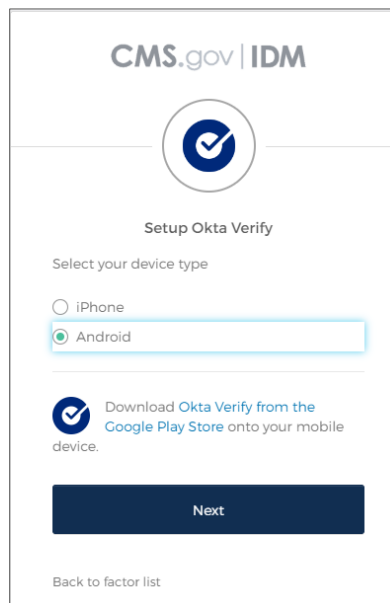
NOTE: The Set up interface in this process is slightly different from the process in the Sign In: screen in the CCW Website, but required steps are the same.

4.1.1 Enroll in Okta Verify

1. In the Extra Verification section, select the **Set up** button to the right of “Okta Verify.”

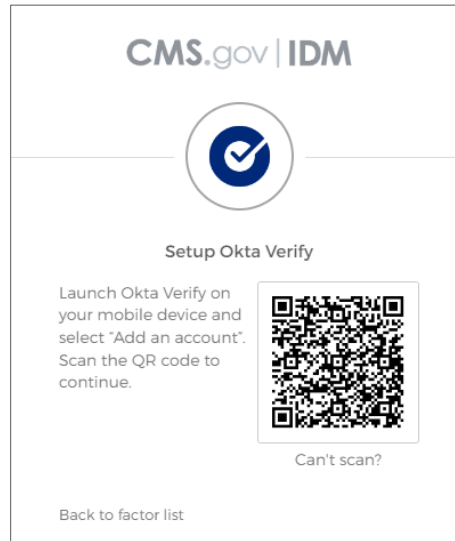


2. In the CMS.gov | IDM screen that displays, choose the type of device you will be using to install the Okta Verify Mobile App as described in [section 2.1](#).

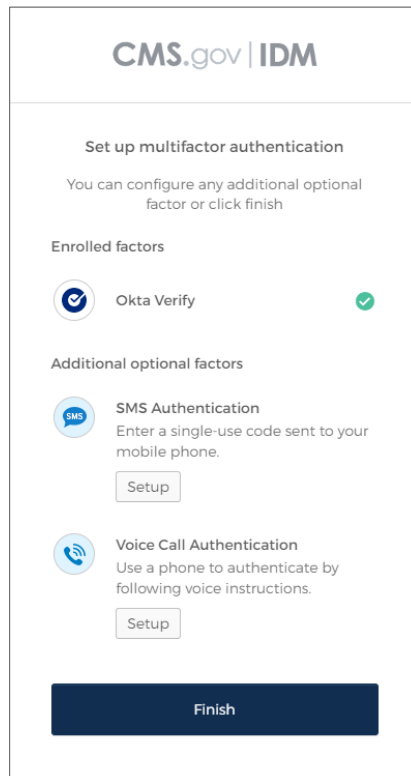


3. Open the downloaded application on your mobile device and follow instructions to add an account.
4. Allow the Okta Verify application to access the camera on the mobile device.

- Scan the QR code on the screen.

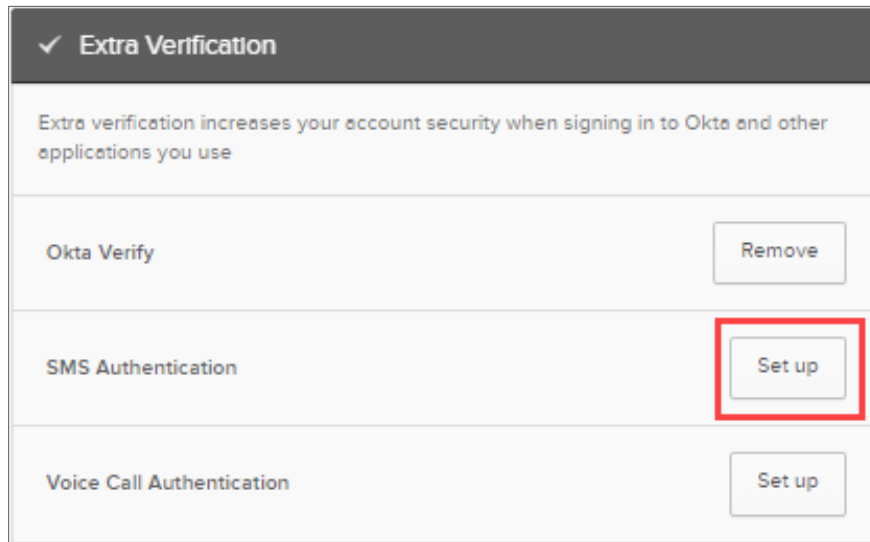


- A successful QR code scan enrolls the user's new account to the Okta Verify MFA. A notification displays that the set up was successful. In the Extra Verification section, a **Remove** button displays next to "Okta Verify".

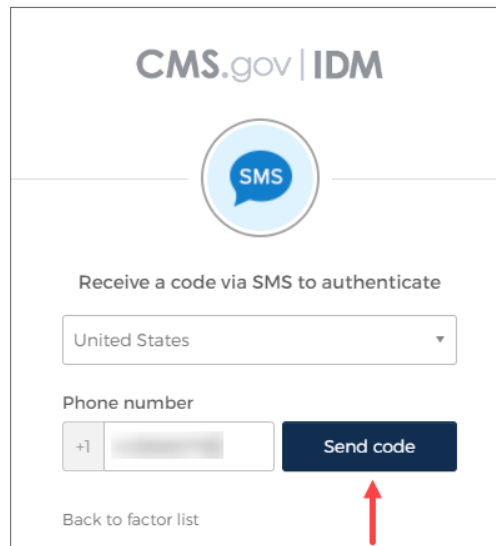


4.1.2 Enroll in SMS Authentication

1. In the Extra Verification section, select the **Set up** button to the right of “SMS Authentication.”



2. In the CMS.gov | IDM screen that displays, enter the mobile number to receive the SMS text message with a verification code. Select the **Send Code** button.



3. The system sends a text message containing a six-digit code. Enter the code received in the **Enter Code** field and select the **Verify** button.

CMS.gov | IDM

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 [redacted] Re-send code

Enter Code

548088

Verify

Back to factor list

4. A notification displays confirming the setup was successful. In the Extra Verification screen, a **Remove** button displays next to “SMS Authentication.”

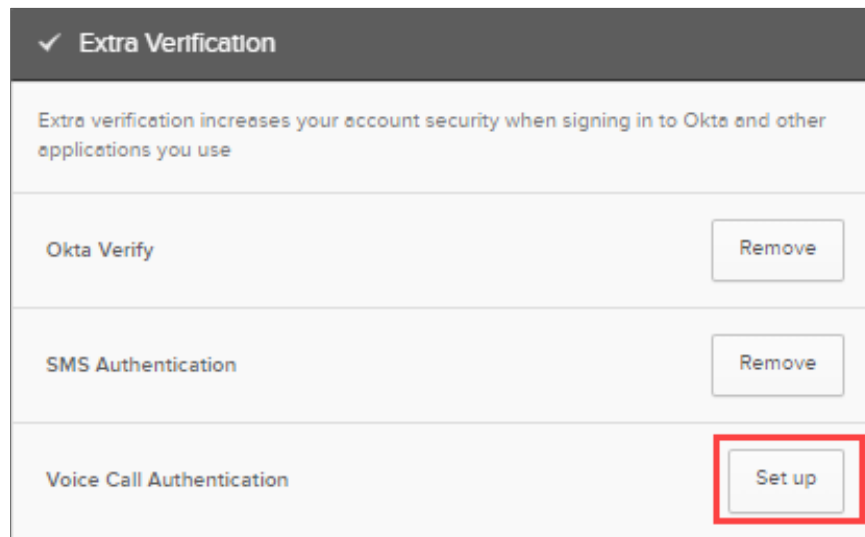
✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

Okta Verify	Remove
SMS Authentication	Remove
Voice Call Authentication	Set up

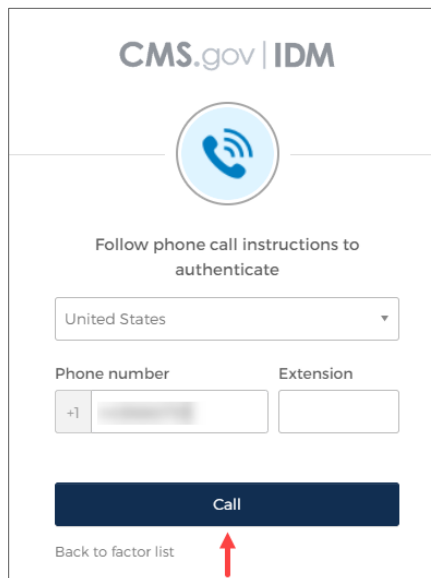
4.1.3 Enroll in Voice Call Authentication

1. In the Extra Verification section, select the **Set up** button below “Voice Call Authentication.”



✓ Extra Verification	
Extra verification increases your account security when signing in to Okta and other applications you use	
Okta Verify	Remove
SMS Authentication	Remove
Voice Call Authentication	Set up

2. Enter the phone number (including three-digit area code) to receive a phone call with the verification code. Select the **Call** button.



CMS.gov | IDM

Follow phone call instructions to authenticate

United States

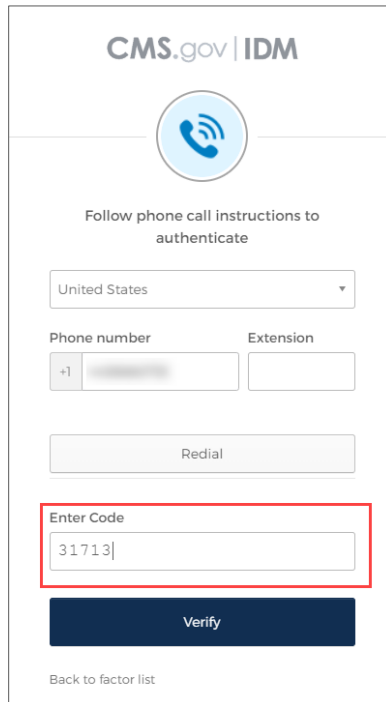
Phone number Extension

+1 [input field] [input field]

Call

Back to factor list ↑

- An audible recording delivers a five-digit code on the mobile device or land-line telephone. Enter the code in the **Enter Code** field. Select the **Verify** button.



CMS.gov | IDM

Follow phone call instructions to authenticate

United States

Phone number Extension

+1 [redacted] [redacted]

Redial

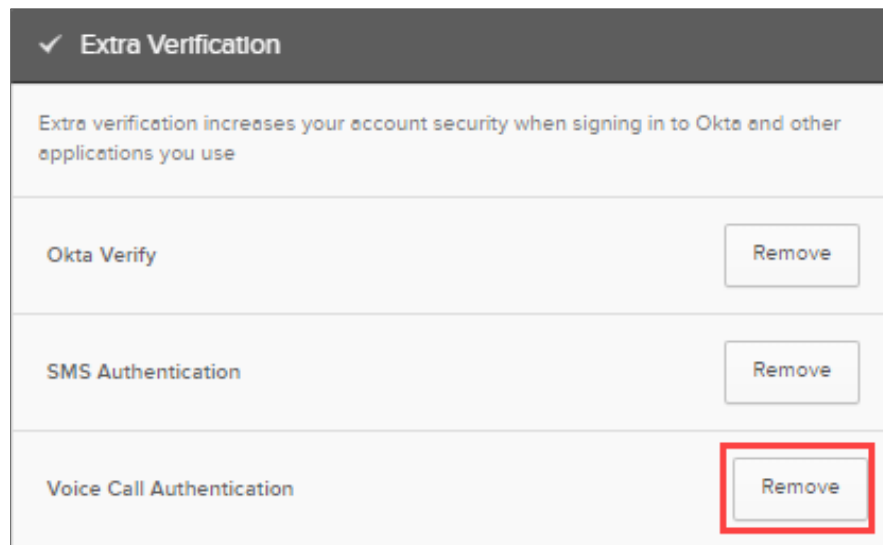
Enter Code

31713

Verify

Back to factor list

- A notification displays that confirms the setup was successful. In the Extra Verification screen, a **Remove** button displays next to “Voice Call Authentication” for when the user wants to remove enrollment from this authentication process.



✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use

Okta Verify	Remove
SMS Authentication	Remove
Voice Call Authentication	Remove

4.1.4 Choose from Multiple-Enrolled Factors

If the user has enrolled in more than one factor, he or she can select a preferred factor to use.

1. On the Sign In: screen, enter your CCW User ID and password in the corresponding fields and select the **Sign In** button.

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Sign In:

CCW User ID

Password

Sign In

User Agreement

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Login Assistance
Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

2. The Sign In: screen displays an MFA interface. Select the dropdown next to the factor icon. The multiple Okta factors in which the user has enrolled display.

Sign In:

Select an authentication factor

- Okta Verify
- SMS Authentication
- Voice Call Authentication

Do not remember this device

User Agreement

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[Show More](#)

Login Assistance
Need help logging in?

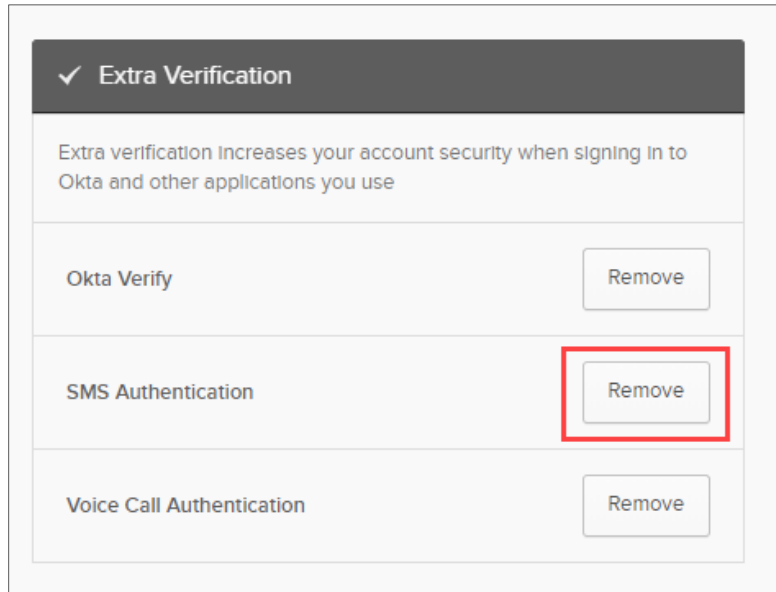
- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

3. Select a different MFA method to access the CCW website.

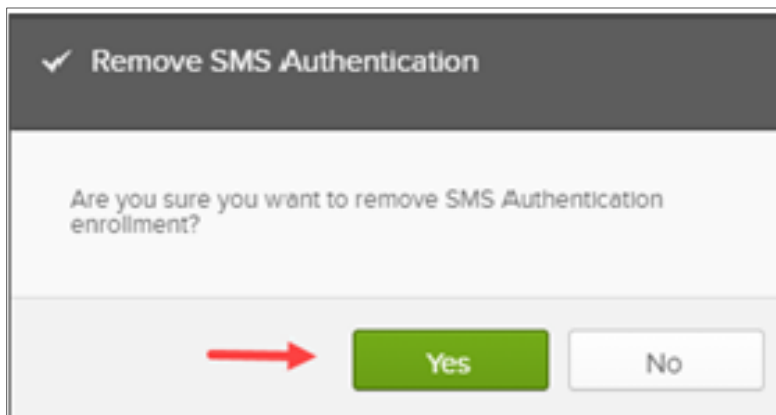
4.2 Remove Enrollment in a Factor

Use the Remove function to unenroll in a factor.

1. In the Extra Verification screen, select the **Remove** button to the right of factor to remove enrollment.



2. Select the **Yes** button in the confirmation pop-up window.



3. The system removes the user's factor enrollment.

5.0 CCW Self-Service Account Management (SSAM)

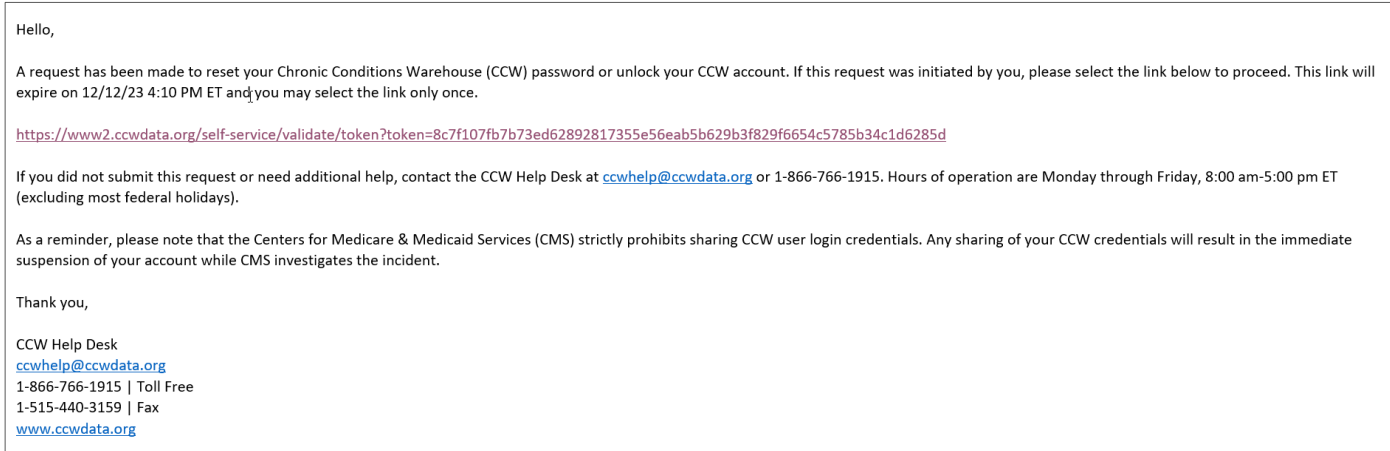
Users can also reset their passwords and user IDs, as well as unlock their accounts, without having to call the CCW Help Desk for assistance with the CCW Self-Service Account Management (SSAM) tool.

- Select the **My CCW Login (Authorized Users Only)** link in the upper-right portion of the CCW website home page, the **Sign In:** screen displays. The **Login Assistance** section displays in the lower-left portion.

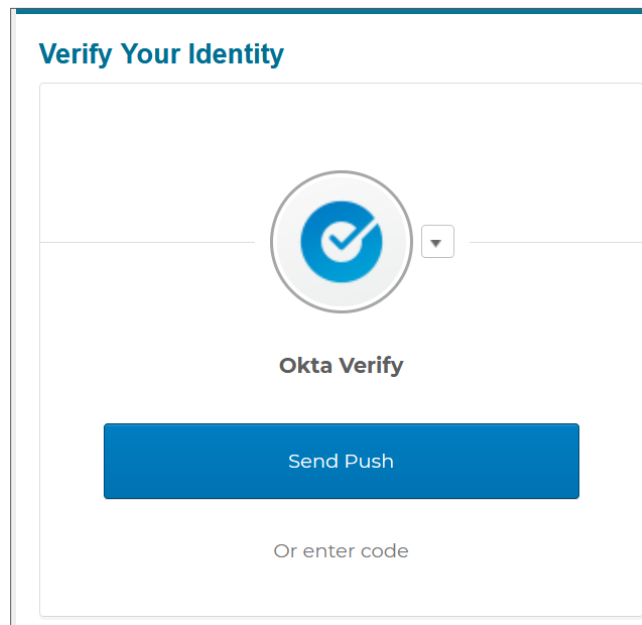
5.1 Forgot Password

1. In the Sign In: screen, under Login Assistance, select the **Forgot Password/Unlock Account** link to create a new password. The Verify Account Information screen displays.

2. Type in the CCW User ID and email address to confirm your account information. Select the **Submit** button. The system sends an email with a link to reset your password.
3. Select the link within the email received. The link will expire within 24 hours, and users can only use it once.



4. Once the user selects the link, the **Verify Your Identity** screen will display. Select the **Send Push** button or select the **Or enter code** field.



5. The Self Service Options screen displays.

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[Back to CCWData.org](#)

Self Service Options
What would you like to do?

[Unlock Account](#) [Change Password](#)

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

This website was developed under contract with the Centers for Medicare & Medicaid Services (CMS).

6. Select the **Change Password** button to create a new password. The Change Password screen displays.

7. Type in a new password that meets the password policy in the **New Password** and **Confirm New Password** fields. Select the **Submit** button.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

[Back to CCWData.org](#)

Change Password

New Password

Confirm New Password

[Submit](#)

Password Policy (Updated effective 12/17/2023):

- Password must not be a dictionary word.
- Password must not contain the following character(s): "&-'-'".
- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 28 character(s).
- Password must contain at least 2 alphabetic character(s).
- Password must be at least 15 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must not be one of 6 previous passwords.
- Password must not match or contain user ID.

- The password changes successfully.



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[Back to CCWData.org](#)

Self Service Options

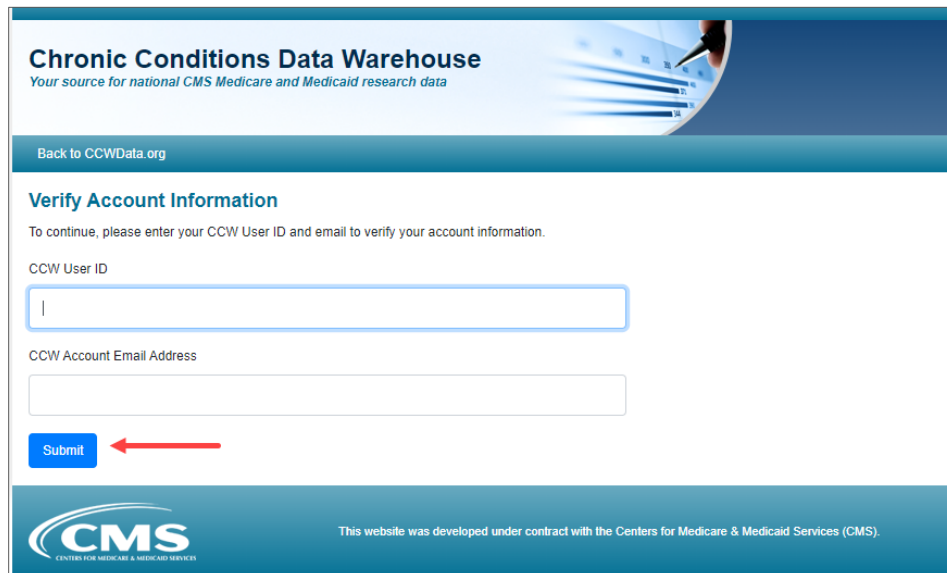
What would you like to do?

Password changed successfully. You can now use this password. [Continue to CCWData.org](#)

[Unlock Account](#) [Change Password](#)

5.2 Unlock Account

- In the Sign In: screen, under Login Assistance, select the **Forgot Password/Unlock Account** link to unlock an account. The Verify Account Information screen displays.



Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

[Back to CCWData.org](#)


Verify Account Information

To continue, please enter your CCW User ID and email to verify your account information.

CCW User ID

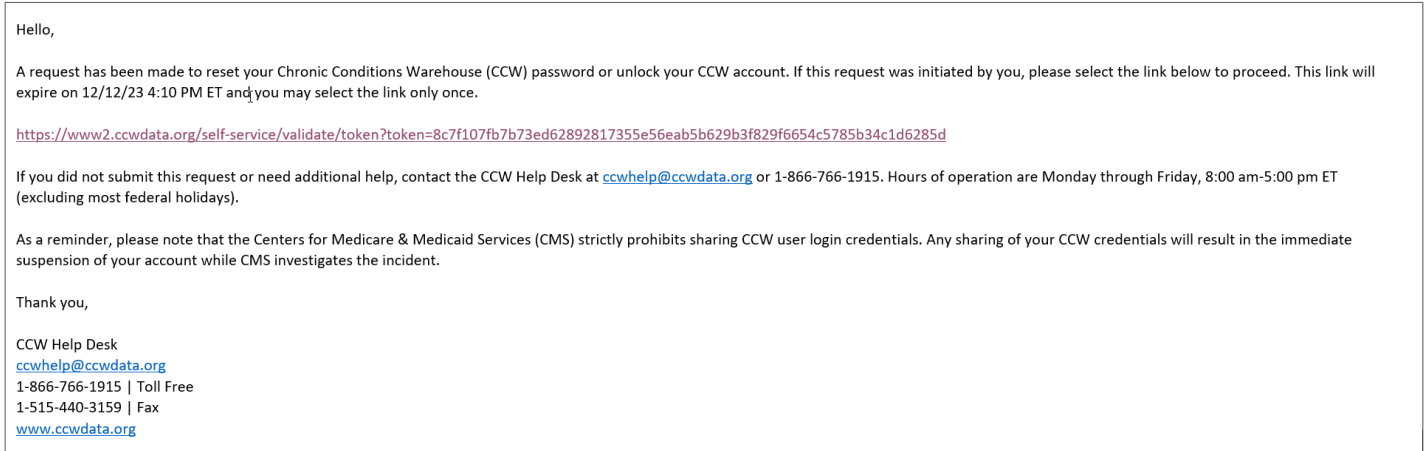
CCW Account Email Address

[Submit](#) ←

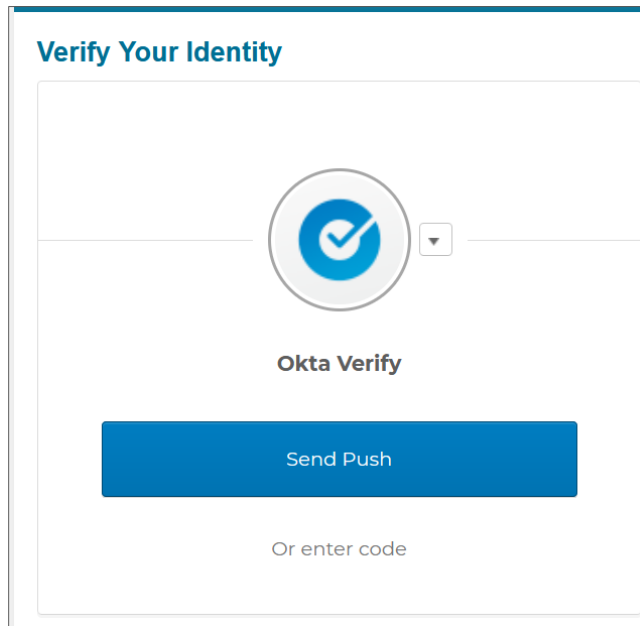
 CENTERS FOR MEDICARE & MEDICAID SERVICES

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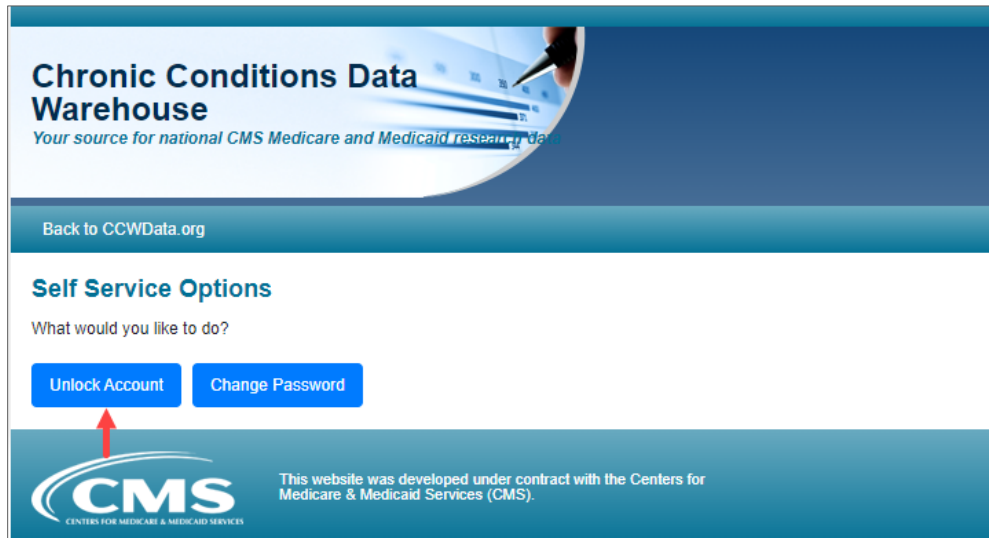
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3. Select the link within the email received. The link expires within 24 hours and users can only use it once.



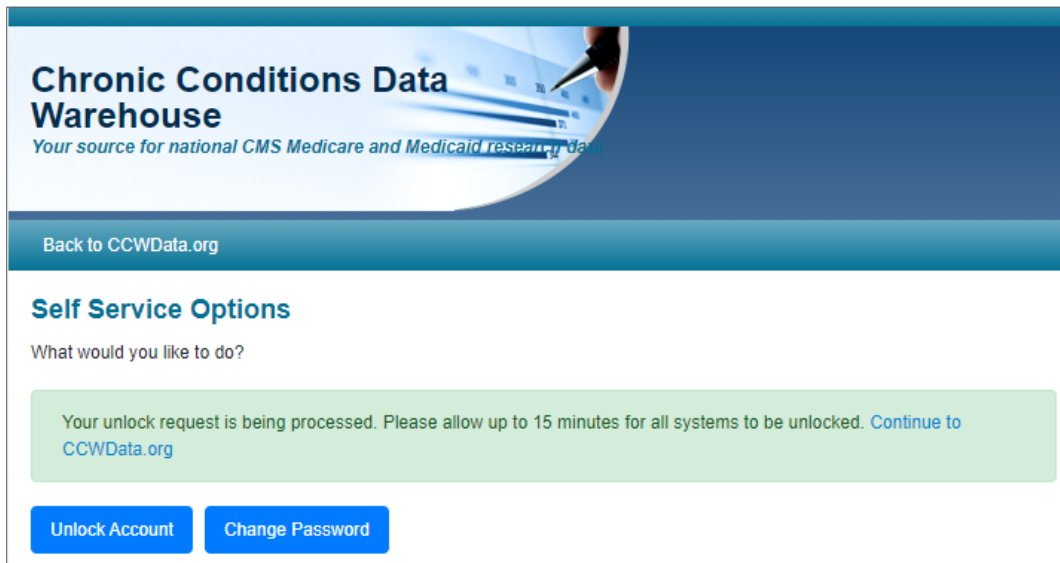
4. Once the user selects the link, the **Verify Your Identity** screen will display.



5. Select the **Send Push** button or select the **Or enter code** field. The Self Service Options screen displays. Select the **Unlock Account** button.



6. The Unlock Process begins and can take up to 15 minutes to complete.



5.3 Forgot CCW User ID

1. In the Sign In: screen, under Login Assistance, select the **Forgot CCW User ID** link. The Retrieve CCW User ID screen displays.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

Sign In:

CCW User ID

Password

Sign In

Login Assistance
Need help logging in?

- [Forgot Password / Unlock Account](#)
- [Forgot CCW User ID](#)

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2. Enter your CCW email address and select the **Submit** button.

Chronic Conditions Data Warehouse
Your source for national CMS Medicare and Medicaid research data

[Back to CCWData.org](#)

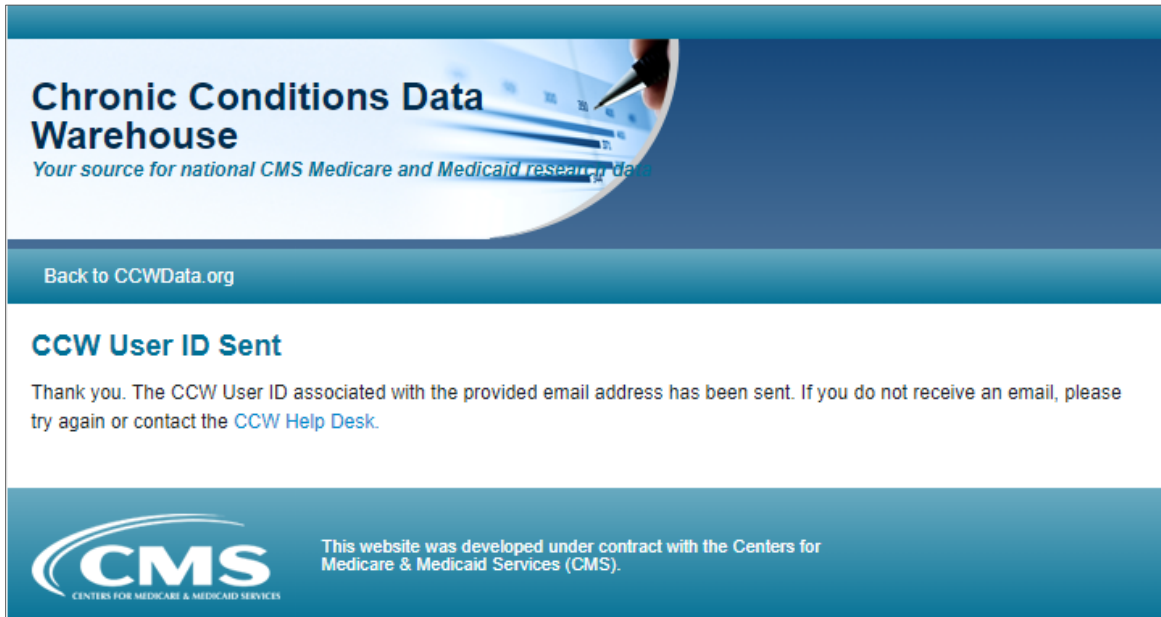
Retrieve CCW User ID

To retrieve your CCW User ID, please enter your email address below and select "Submit." Your CCW User ID will be sent to the email address if it is on file.

CCW Account Email Address

Submit

3. The system emails the CCW User ID to the user.



6.0 Where to Get Assistance

The CCW Help Desk staff provides assistance between 8:00 am to 5:00 pm ET, Monday through Friday (excluding most federal holidays). Contact the CCW Help Desk at ccwhelp@ccwdata.org or 1-866-766-1915.