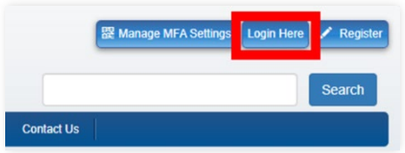
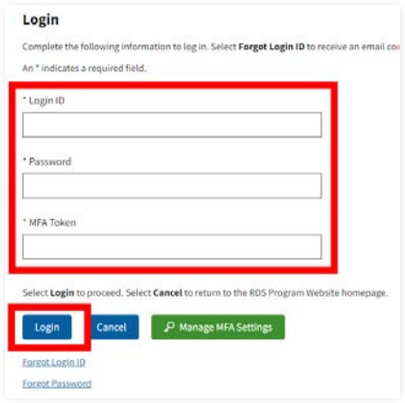
# RDS SWS Login
## Quick Start Guide

## 1 Log into the RDS Secure Website (SWS)

1. On your desktop, go to the Retiree Drug Subsidy Public Website (PWS) and select **Login Here** in the upper right corner of the page: www.rds.cms.hhs.gov



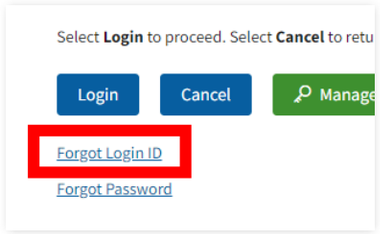

2. Enter your Login ID, Password, and current MFA Token from your device.



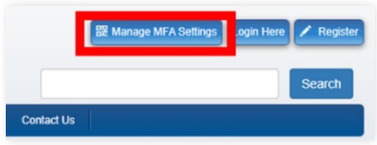

3. Select **Login.**

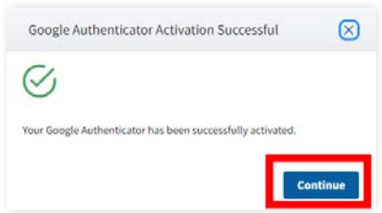
## 2 If your *first* login fails…

1. Request your Login ID to confirm you are entering the right ID.




2. Reset MFA – Complete ***all*** 8 steps of the process.



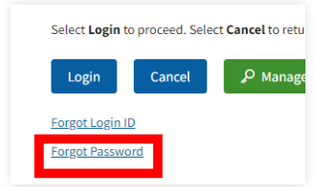

**Display of the *Google Authenticator Activation Successful* pop-up indicates a successful MFA reset.**

3. Run Google Authenticator Time Sync to ensure your device's clock is in-sync with Google's clock.

## 3 Try again! If your *second* login fails…

Reset your password using the Forgot Password link.

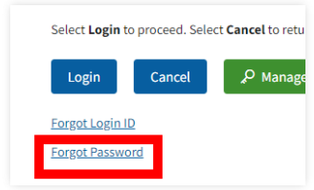
- ✓ Passwords can only be changed ***once*** in a 24-hr period.
- ✓ Password resets ***must*** be performed manually by the user. CMS' RDS Center ***cannot*** unlock a user's account. The RDS SWS ***cannot*** unlock a user's account automatically.




## 4 Email us & try again!

Contact CMS' RDS Center for support before you get locked out.

If your *third* login fails and your account is locked, you must reset your password to unlock your account.




If 24 hours have not passed since your last reset, you ***must*** wait until that time has elapsed before changing your password again. Passwords ***cannot*** be changed twice in a 24-hr period.

## Maintaining an Active Account

In order to log in to the RDS Secure Website (SWS), a user must first complete account registration.

A registered user ***must*** successfully enter:

- ✓ Login ID
- ✓ Password
- ✓ MFA Token

… to access the SWS. A registered user ***must*** log in to the SWS every 180 days to keep their account active.

Passwords expire every 180 days and ***must*** be changed to access the SWS when they expire.

When a user account becomes locked after three failed login attempts, the password ***must*** be changed to regain access to the Secure Website.

CMS' RDS Center is ***prohibited*** by Federal Security Regulations to identify which login requirements were entered incorrectly.

## Troubleshooting Login Issues

***Before*** attempting to log in, if your account…

- Was previously locked, you ***must*** change your password to unlock your account.
- Has been disabled, the *RDS Secure Website User Account Disabled* email contains the information needed to enable your account.

**Remember**: You can request a One-Time Token for login at any time BEFORE your account is locked.

If a deadline is near, contact the RDS Center ***as soon as possible*** to avoid locking your account.

**IMPORTANT: It is a violation of Federal law to share or transfer user accounts or login information. Do not share the QR code, Secret Key, Google Authenticator token, or any other account information with anyone.** Activate your MFA configuration with your own personal device, not the device of another individual.

## Requesting Support

The RDS Center does ***not*** maintain a Call Center for telephonic support. CMS' RDS Center's official means of communication is through email at RDS@cms.hhs.gov.

Contact the RDS Center as soon as an issue is identified, ***particularly*** if a deadline is near. A response to your inquiry will be provided within 24 hours, excluding weekends and holidays. Please note, support is ***not*** guaranteed the same business day.

In your email, include any relevant screenshots, any Applications which may be impacted, and as much information as possible regarding the issue you are experiencing.

Due to the sensitive nature of this data, and to best assist users with access issues, CMS' RDS Center must work ***directly*** with that individual. Involving a third party to contact CMS' RDS Center on behalf of another individual can delay resolving the issue.

Do not include any PHI, PII (Login ID, Password, MBI, SSN, DOB, etc.), or any attachments larger than 25mb.