

# DDR New User Instructions for requesting a new CMS User ID and Access to DDR

**Prior to starting this process, please add the following email addresses to your email address book and/or “safe senders list” to ensure delivery – [EUA@cms.hhs.gov](mailto:EUA@cms.hhs.gov), [ESS@cms.hhs.gov](mailto:ESS@cms.hhs.gov), and [DDR@cms.hhs.gov](mailto:DDR@cms.hhs.gov)**

1. Enter the **EUA Front-End Interface (EFI) URL** <https://eua.cms.gov/efi> making sure you are not in compatibility mode and are using IE 9+ or Firefox 35+. Please **do not** use Google Chrome at this time.
2. Click the “Register” button.
3. Enter your personal details in the respective boxes. Create your own “username” and “password”. **Note** – Both the user name and password are case sensitive. The password must be eight to twenty-four characters long, at least one uppercase letter, contain at least one special character (i.e.!, @, % etc.), and contain at least one number. **The email address you use in EFI must be the same email address you will use in DDR under your User ID profile.**
4. Click on the “Sign Up” tab and log out.
5. Check your email for an automated email from EUA to activate your account.
6. Click the “Activate EFI Account” link in the email you receive from [eua@cms.hhs.gov](mailto:eua@cms.hhs.gov).
7. Enter the “username” and “password” that you created when you registered and then click on the “Login” tab.
8. At the “Warning” screen click on the “Agree” Tab to continue.
9. Click on word “Access” and it will take you to the screen to enter User Details.
10. Under “User Category” select “Business Partner”.
11. Under “type”
  - If you are a **Drug Manufacturer**, Select “Medicaid Drug Manufacturer”
  - If you are a **State User**, Select “State Govt – XX - DDR”, substituting your applicable 2 character state code for the “XX”. **Note – If you select the incorrect State Govt option, your request will not be sent to the correct Federal Approver and will delay your request.**
12. In the “Request Justification” box type in the following statement: “To request CMS User ID and request access to the Drug Data Reporting for Medicaid (DDR) System”.
13. Select “Personal Details” and enter the required information in the boxes. Note – enter your Social Security number with the dashes included (xxx-xx-xxxx).
14. Select “Contact Details” and enter the required information in the boxes.
15. Select “Additional Details” and enter the following information. For “CMS Region/Facility” select the CMS Region/Facility where your office/state is located. Do **not** select any “Central Office” location.

- 16. For Drug Manufacturers ONLY (State Users, please go to #17)** - In the labeler code(s) box, type in the labeler code(s) for which you are requesting DDR Access. Note – For multiple labeler codes, do not include spaces between the labeler code and commas (ex. – 00000,11111,22222).
- 17.** Select “Access Details” and select “No” for ALL questions.
- 18.** The “745a Details” section is Optional. You do not have to complete this section.
- 19.** Select “Save” or “Submit”. If you choose to “save” your request, you can log back into EFI and modify the request details at a later time. Once you select “Submit”, you will receive notice on the screen that the submission was successful and an automated confirmation email from the system. *If you are not the current Labeler Code Technical Contact or State DDR Contact on file with CMS, please make sure that the Labeler’s Technical Contact or State DDR Contact has entered you in DDR under a temporary profile and has granted you access rights to their labeler/state PRIOR to submitting your EFI Request. Your EFI request will be rejected if you are not listed as a Designee in the DDR system.*

**You will receive several system generated emails throughout the approval and connection process. Please note that you are not connected to DDR until you receive an email confirmation from [DDR@cms.hhs.gov](mailto:DDR@cms.hhs.gov) that your request has been completed.**

***If you have questions or would like more detailed instructions please send an email to [DDR@cms.hhs.gov](mailto:DDR@cms.hhs.gov).***