



CENTENE
Workbench

wellcare

TM

PingOne Single Sign-On (SSO) Portal

User Guide

Ping
Identity®

Purpose of this Document

With this guide, all users will be able to:

- Use the PingOne Single Sign-On (SSO) Portal to access **Centene Workbench** and the **Custom Point Materials Portal** via a personalized single sign-on access link

Icon Use:


Icon	Function
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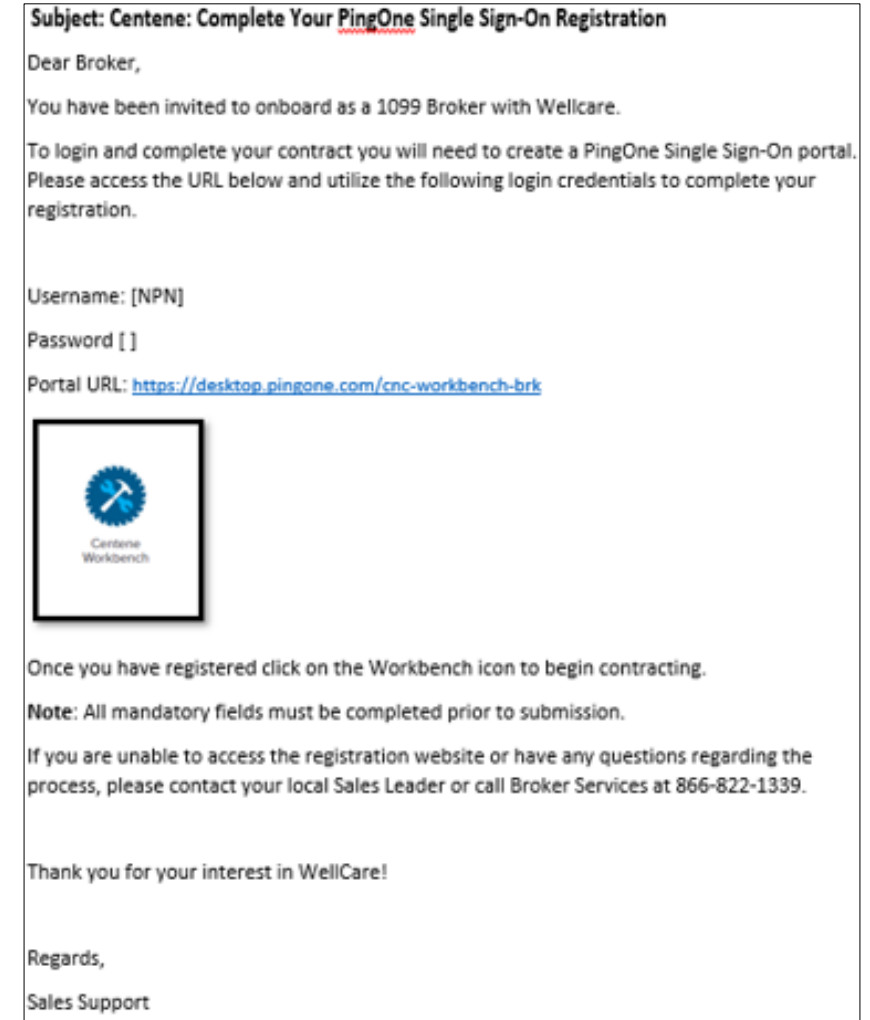
[Forgotten Password / Password Reset](#)

Receiving Email Invitation to Complete Single Sign-On Registration



Receiving Email Invitation to Complete Single Sign-On Registration

- You will receive an email invitation similar to the image below, with the Subject **Centene: Complete Your PingOne Single Sign-On Registration**.
- The email will include your SSO portal username (which is your **NPN**), a **temporary password**, and a **URL link**.
- By selecting the URL link provided, you can begin the process of setting your permanent credentials.



Setting Up Your Single Sign-On Portal

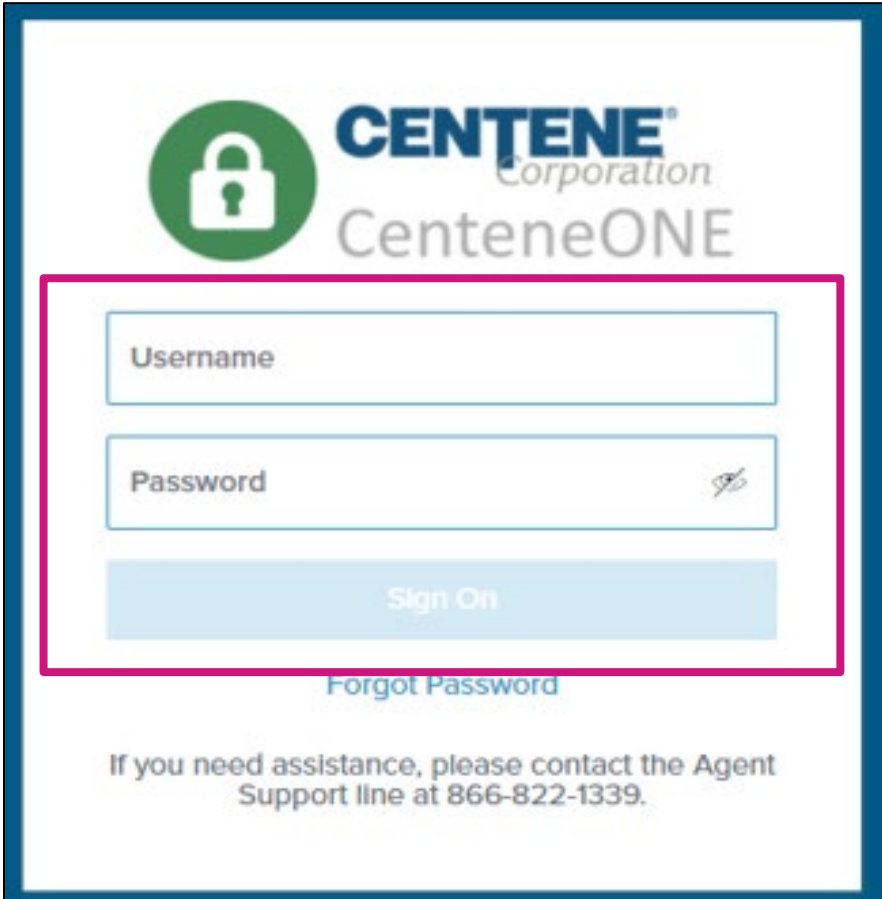


Setting Up Your Single Sign-On Portal

1. The portal URL link in the email will redirect to the Single Sign-On page.
2. Type your **NPN** in the **Username field** and the **temporary password** (provided in the invite email) in the **Password** field, and select **Sign On**.

Note: If you did not receive the introductory email with log-in credentials, select the following link (or copy / paste it to your internet browser), and use the instructions in the **FORGOTTEN PASSWORD / PASSWORD RESET** section of this presentation to complete portal set up:

<https://desktop.pingone.com/cnc-workbench-brk>



CENTENE
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CenteneONE

Username

Password

Sign On

[Forgot Password](#)

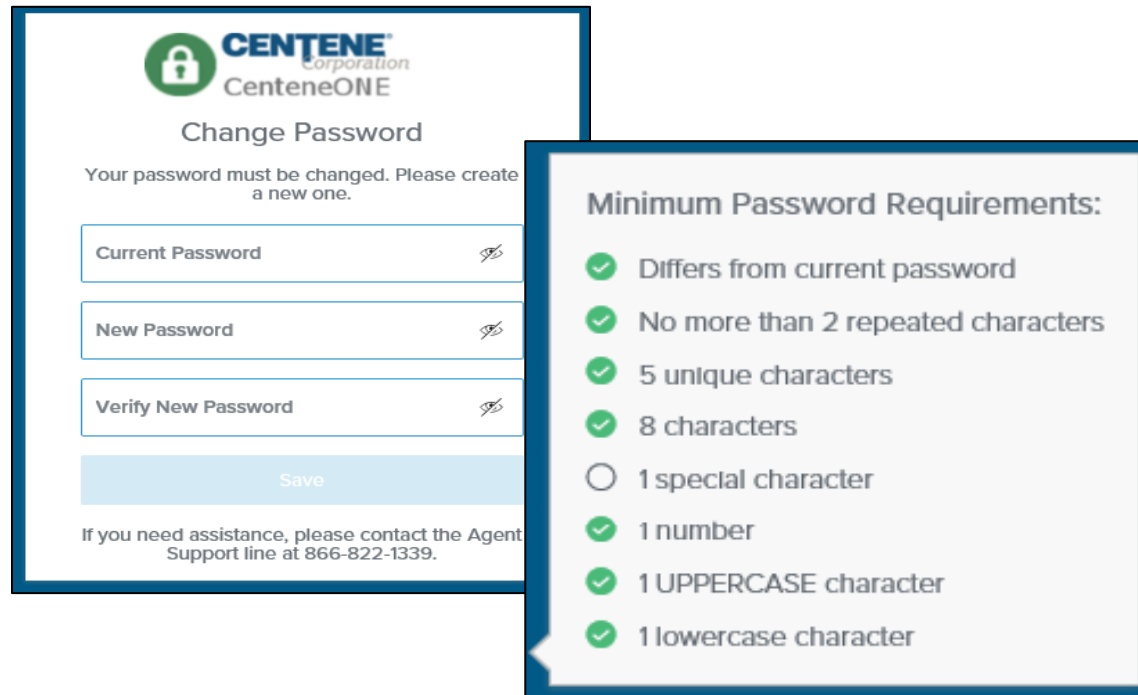
If you need assistance, please contact the Agent Support line at 866-822-1339.



Setting Up Your Single Sign-On Portal

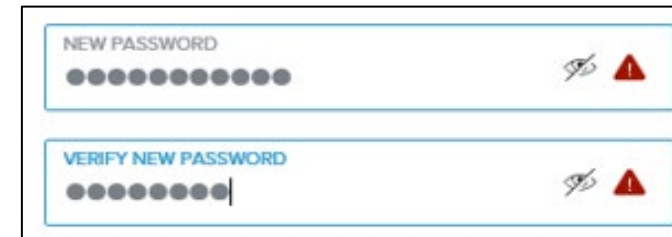
3. The **Change Password** screen will appear. Change your password by entering the temporary one in the **Current Password** field and a new password that meets the minimum password requirements in the **New Password** and **Verify New Password** field. (Take a moment to note your password in a secure location.)

Note: If the new passwords entered do not match, a red triangle will appear on the right side of the **New Password** and **Verify New Password** fields. Correct the entries so that the fields match.



The screenshot shows the CenteneONE 'Change Password' interface. It includes a logo for Centene Corporation and CenteneONE, a title 'Change Password', and a message: 'Your password must be changed. Please create a new one.' There are three input fields: 'Current Password', 'New Password', and 'Verify New Password', each with a toggle icon. A 'Save' button is at the bottom. A callout box titled 'Minimum Password Requirements:' lists the following criteria:

- ✓ Differs from current password
- ✓ No more than 2 repeated characters
- ✓ 5 unique characters
- ✓ 8 characters
- 1 special character
- ✓ 1 number
- ✓ 1 UPPERCASE character
- ✓ 1 lowercase character



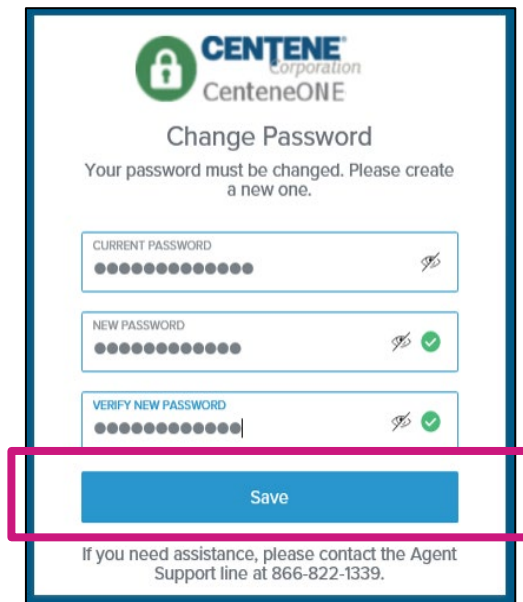
This close-up shows the 'NEW PASSWORD' and 'VERIFY NEW PASSWORD' fields. Both fields contain masked characters (dots) and have a red triangle warning icon on the right side, indicating a mismatch between the two fields.



Setting Up Your Single Sign-On Portal

- When matching and compliant passwords have been entered in the **New Password** and **Verify New Password** fields, a green circle with a checkmark will appear in the **New Password** and **Verify New Password** fields. The **Save** button will become active.

Select the **Save** button.



The screenshot shows the 'Change Password' screen for CenteneONE. It includes fields for 'CURRENT PASSWORD', 'NEW PASSWORD', and 'VERIFY NEW PASSWORD'. The 'NEW PASSWORD' and 'VERIFY NEW PASSWORD' fields have green checkmarks. A red box highlights the 'Save' button at the bottom.

- If you only have an email on file, a code will be sent to your email and you will advance to an authentication code entry screen. If you have both an email and a cell phone number on file, an authentication option screen will appear.

Select the **Email** option or the **Text Message** option, based on your preference. (Selecting **Text Message** will text an authentication code to the cell phone number on file. Selecting **Email** will email the code to the email address on file.)

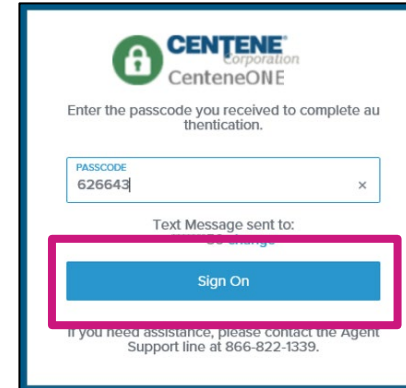


Setting Up Your Single Sign-On Portal

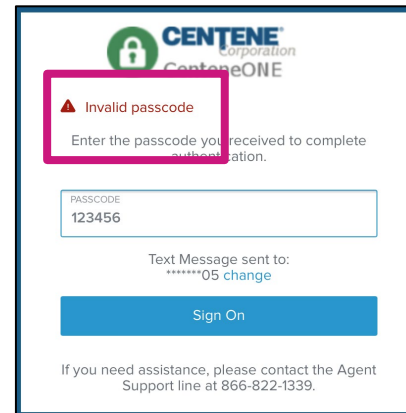
- When the authentication code entry screen appears, type the code you received via email or text in the **Passcode** field. (Notice that the screen will tell you where the passcode was sent to, in case you cannot locate it.)



- After populating the authentication code in the **Passcode** field, the **Sign On** button will become active. Select the **Sign On** button.



Note: If you entered the wrong code, the **Invalid passcode** error will appear. Correct the code and select the **Sign On** button.



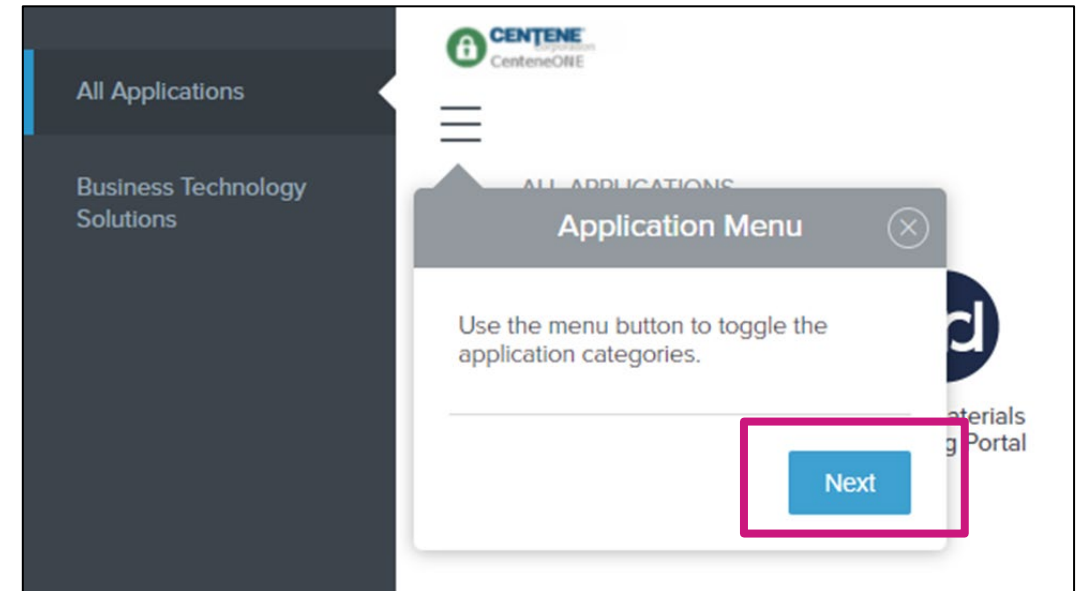
Navigating In Your Single Sign-On Portal



Navigating In Your Single Sign-On Portal

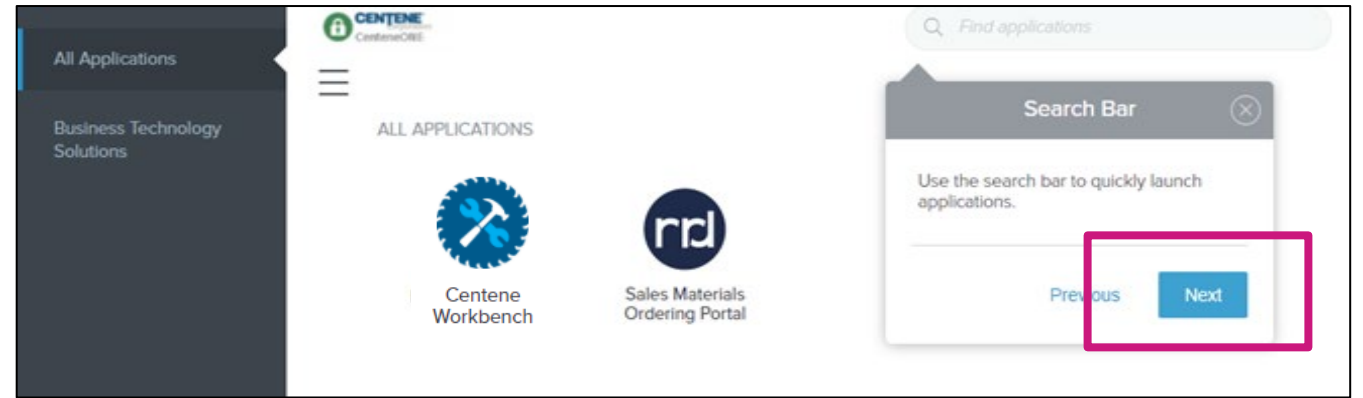
1. Upon selecting the **Sign On** button, you will be routed to the **PingOne Single Sign-On Portal**. Select the **Get Started** button.
2. Notice the **Application Menu** button. It will allow you to toggle the application categories.
Select the **Next** button.

You will be provided with some navigational tips regarding the portal. (If you select the **Dismiss** link, you will bypass the additional information.)

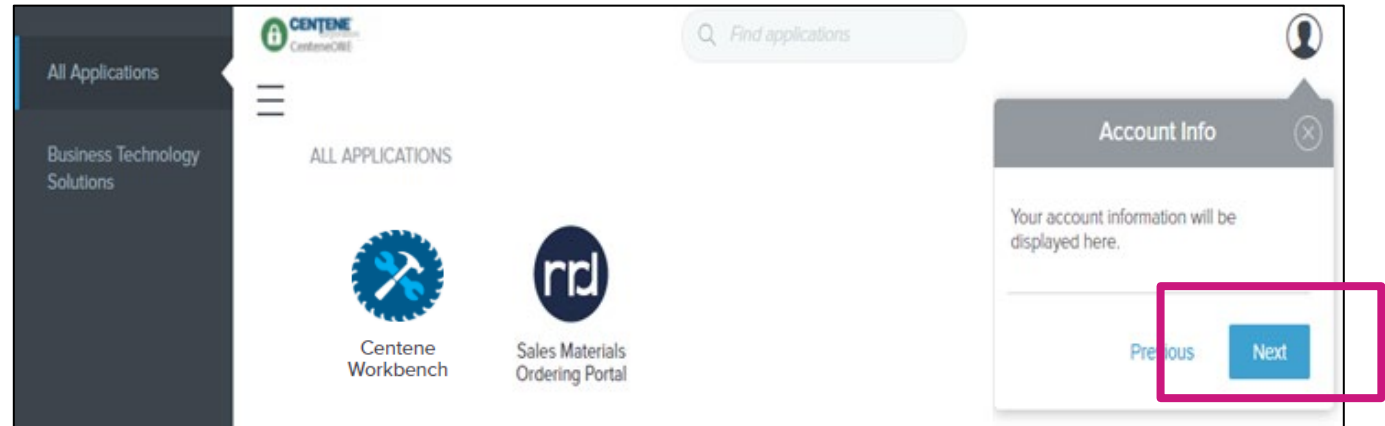


Navigating In Your Single Sign-On Portal

3. Notice the **Search Bar**. Use it to search for and quickly launch applications.
Select the **Next** button.

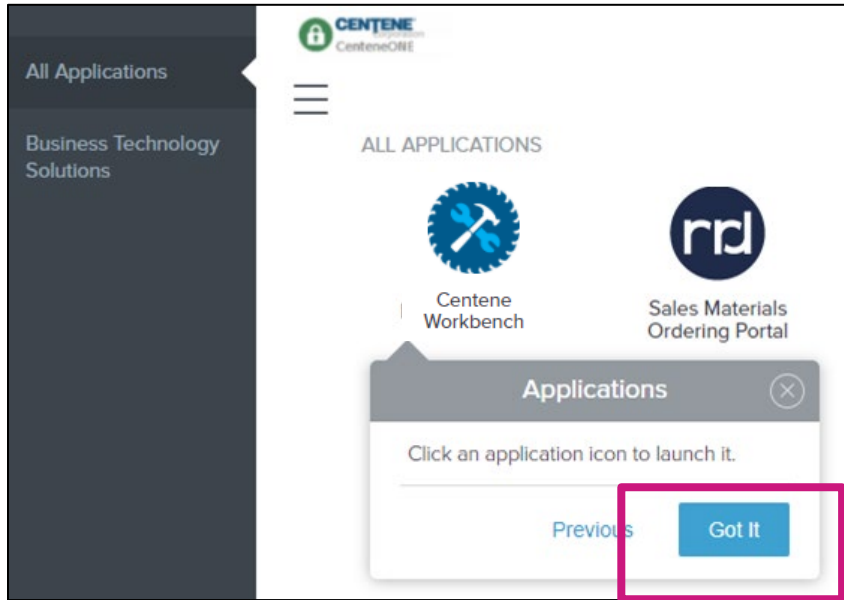


3. Notice the **Account Info** section. Account information is accessed here.
Select the **Next** button.

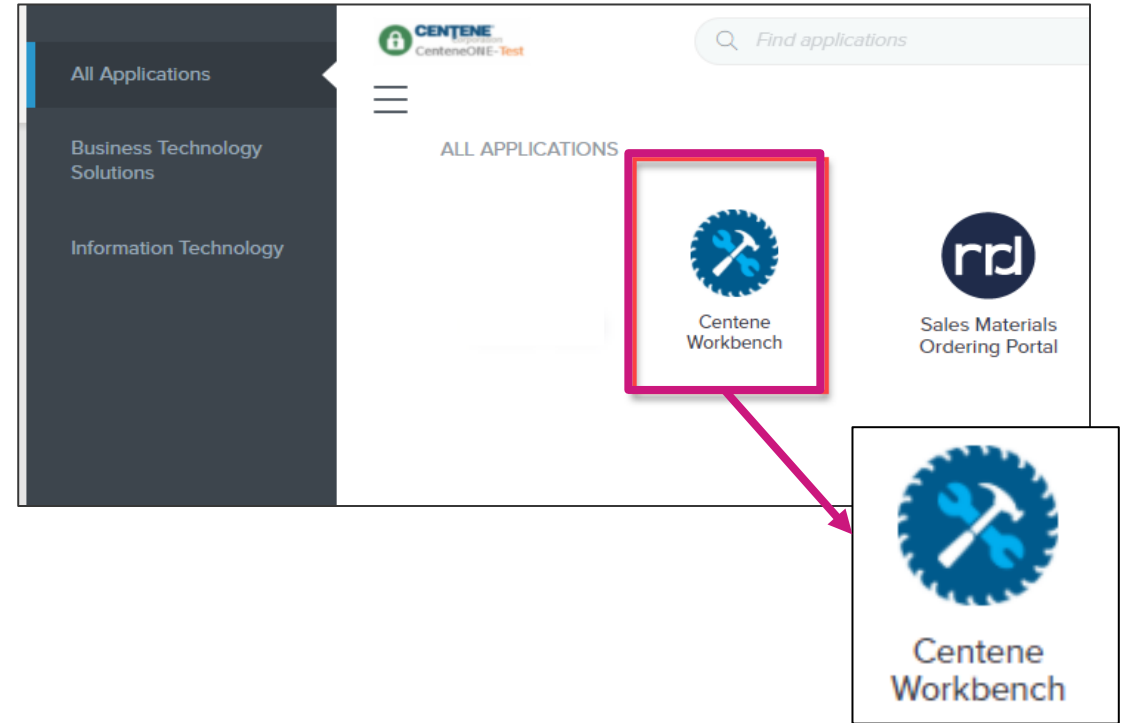


Navigating In Your Single Sign-On Portal

5. Notice the **Applications** section. Applications can be launched by selecting their icons. Select the **Got It** button to proceed.

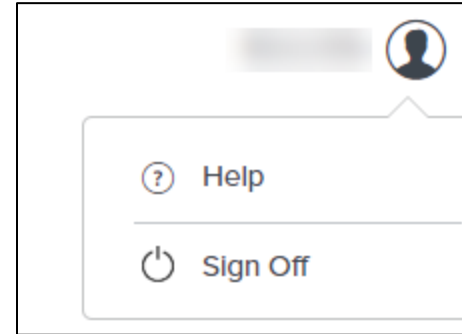


6. The Single Sign-On Portal is ready for use. Explore and access applications like **Centene Workbench** (Broker Portal) and **Custom Point** (Sales Materials Ordering Portal) to leverage the tools and support you need.



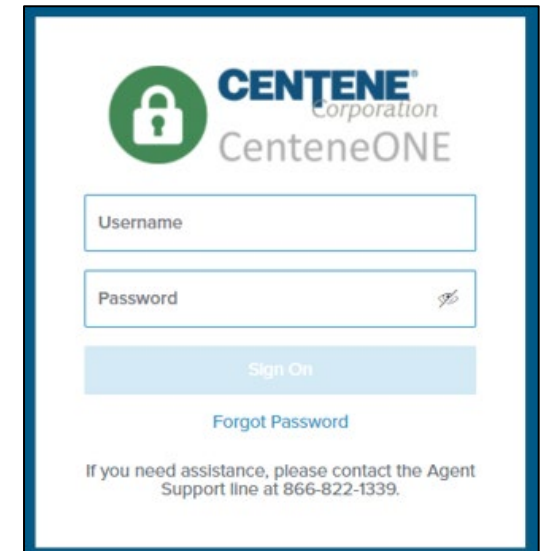
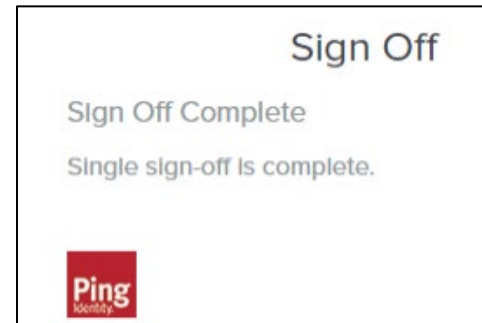
Navigating In Your Single Sign-On Portal

7. Notice also, in the **Account Info** section, the dropdown reveals both **Help** and **Sign Off** options.



8. When you select **Sign Off**, the following informational prompt will appear and then the **Log In** screen will appear again.

Note: You will need to authenticate every time you log in from this point forward.



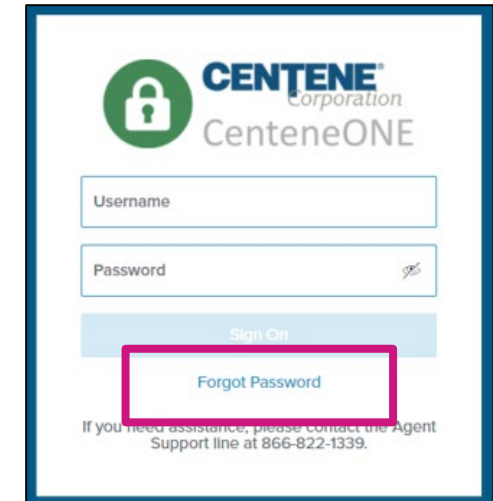
Forgotten Password/Password Reset



Forgotten Password/Password Reset

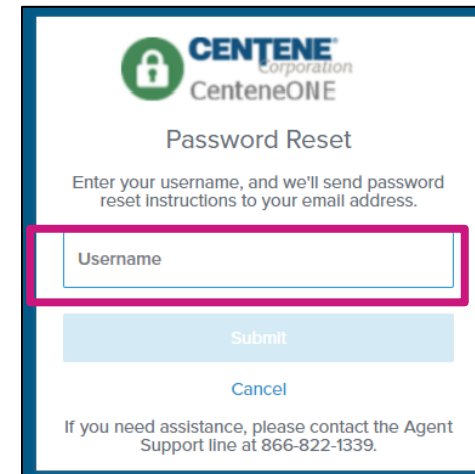
1. If you have:
 - forgotten your password
 - need to reset it, or
 - never received log-in credentials,

Select the **Forgot Password** link near the bottom of the **Log In** screen.

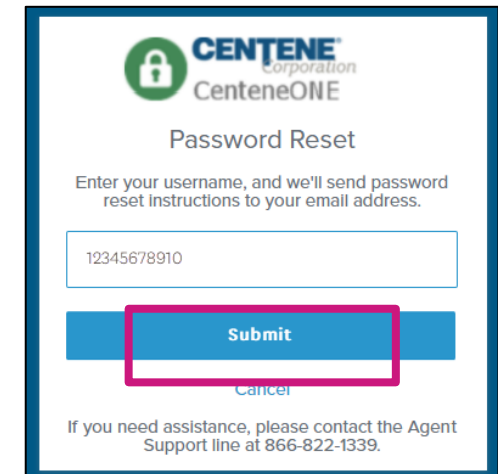


The screenshot shows the CenteneONE login interface. At the top is the Centene Corporation logo and 'CenteneONE'. Below are input fields for 'Username' and 'Password'. A 'Sign On' button is present, and below it, the 'Forgot Password' link is highlighted with a red rectangular box. At the bottom, there is a note: 'If you need assistance, please contact the Agent Support line at 866-822-1339.'

2. The **Password Reset** screen will appear. Type your username (NPN) in the **Username** field. The **Submit** button will become active. Select the **Submit** button.



The screenshot shows the 'Password Reset' screen. It features the Centene Corporation logo and 'CenteneONE'. The title is 'Password Reset'. Below the title is the instruction: 'Enter your username, and we'll send password reset instructions to your email address.' There is an input field for 'Username' which is highlighted with a red rectangular box. Below the field are 'Submit' and 'Cancel' buttons. At the bottom, there is a note: 'If you need assistance, please contact the Agent Support line at 866-822-1339.'



The screenshot shows the 'Password Reset' screen with the 'Username' field filled with '12345678910'. The 'Submit' button is now highlighted with a red rectangular box, indicating it is active. The 'Cancel' button is also visible below it. The rest of the screen content is identical to the previous screenshot.



Forgotten Password/Password Reset

3. The **Enter New Password** screen will appear.

You will receive a password reset email. Retrieve the reset code from the email.

If you didn't get an email, you can select the **Didn't receive an email? Resend** link and another email will generate.

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Enter New Password

If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password.

Recovery Code

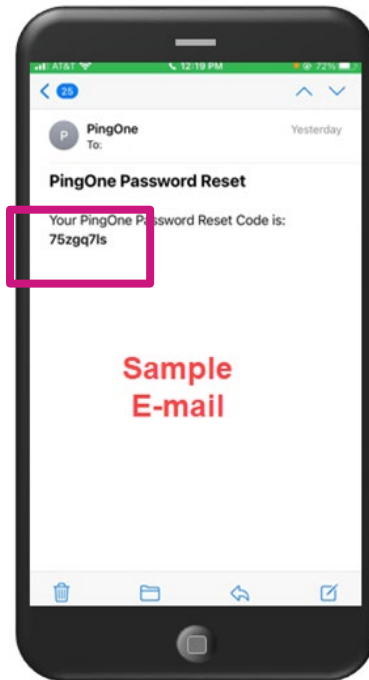
Enter New Password

Verify New Password

Save

[Didn't receive an email? Resend](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.



4. Enter the password reset code from the email in the **Recovery Code** field.

Create and enter a password that has never been used before (that meets the minimum password requirements) in the **Enter New Password** and **Verify New Password** fields.

If the password has been used or does not meet the minimum requirements, a **Password does not meet requirements error** will appear. Adjust your new password to meet the requirements.

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Enter New Password

If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password.

RECOVERY CODE

Enter New Password

Verify New Password

Save

[Didn't receive an email? Resend](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.

Minimum Password Requirements:

- No more than 2 repeated characters
- 5 unique characters
- 8 characters
- 1 special character
- 1 number
- 1 UPPERCASE character
- 1 lowercase character

▲ Password does not meet requirements.

Recovery Code

Enter New Password

Verify New Password

Save

[Didn't receive an email? Resend](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.



Forgotten Password/Password Reset

- When the new password has been entered successfully, select the activated **Save** button.
- The authentication process will occur. If you only have an email on file, a code will be sent to your email, and you will advance to an authentication code entry screen. If you have both an email and a cell phone number on file, an authentication option screen will appear.

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Enter New Password

If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password.

RECOVERY CODE

NEW PASSWORD
●●●●●●●●

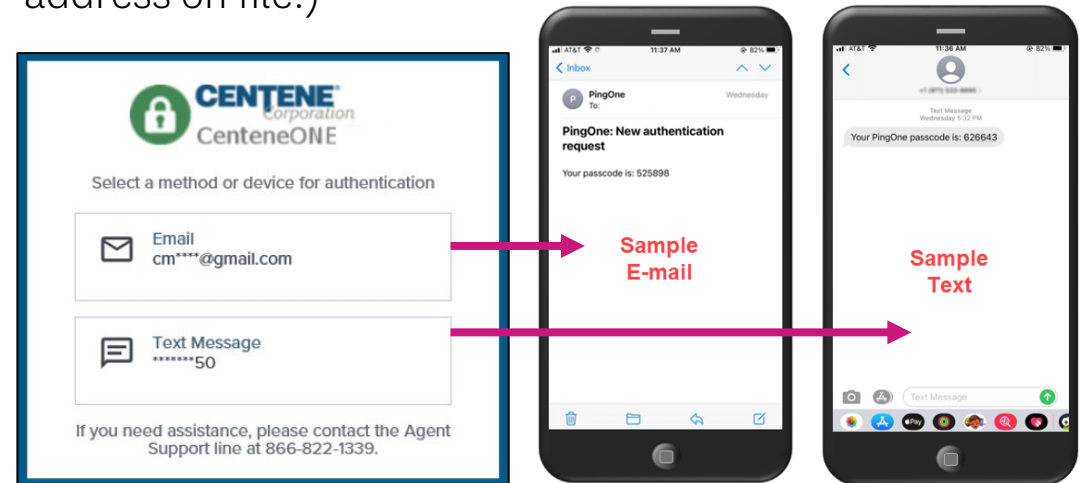
VERIFY NEW PASSWORD
●●●●●●●●

Save

[Didn't receive an email? Resend](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.

Select the **Email** option or the **Text Message** option, based on your preference. (Selecting **Text Message** will text an authentication code to the cell phone number on file. Selecting **Email** will email the code to the email address on file.)



Forgotten Password/Password Reset

- When the authentication code entry screen appears, type the code you received via email or text in the **Passcode** field. (Notice that the screen will tell you where the passcode was sent to, in case you cannot locate it.)

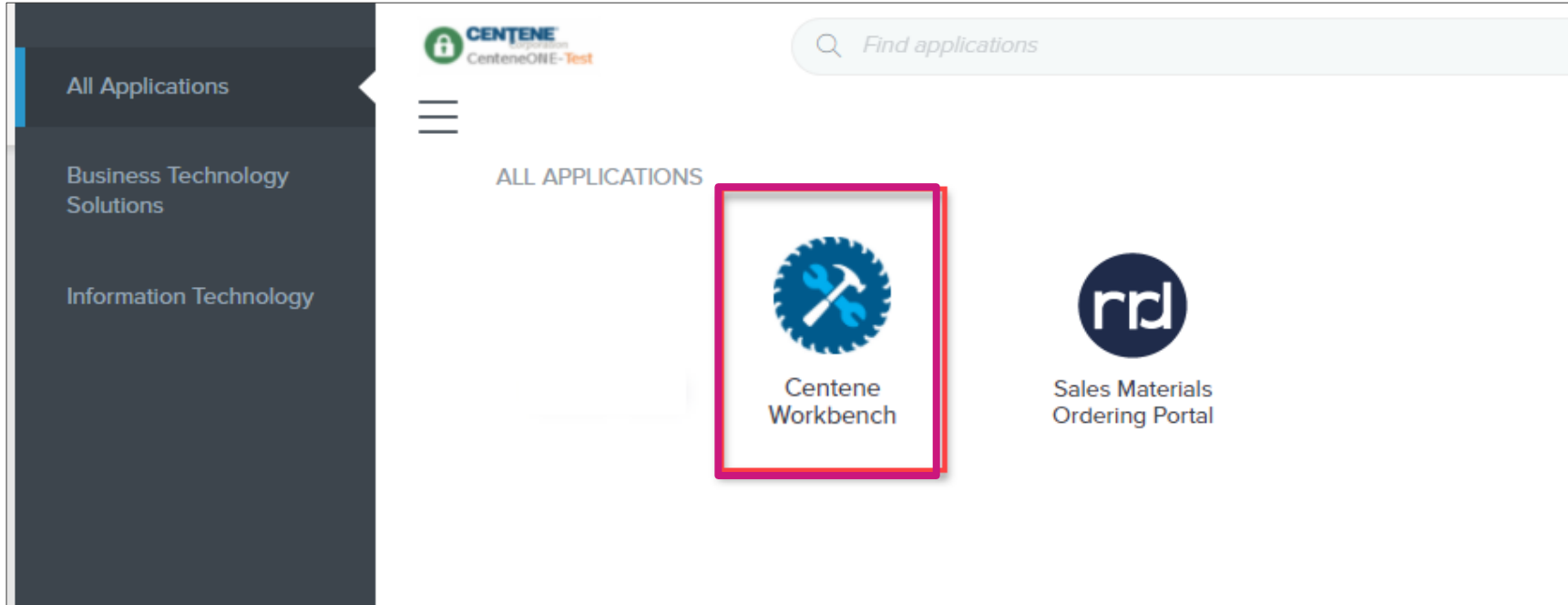
- When you have populated the authentication code in the **Passcode** field, the **Sign On** button will become active. Select the **Sign On** button.

Note: If you entered the wrong code, the Invalid passcode error will appear. Correct the code, and select the **Sign On** button.



Forgotten Password/Password Reset

Successful sign on will route you to the **Single Sign-On Portal**.





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Questions?

Please contact Broker Support by calling **(866)-822-1339**

Monday through Friday

8am to 8pm ET

- Or -

Create a **Sales Support ticket** in Centene Workbench

