

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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Table of Contents

About EntryKeyID.....	2
Benefits of Using EntryKeyID	3
The EntryKeyID Experience.....	4
For Individuals on the Centene (CNC) Portal with One Account Prior to 9/24/2021.....	4
For Individuals on Centene (CNC) Portals with More Than One Health Plan Account Prior to 9/24/2021	4
For New Users on the Centene (CNC) Portal after 9/23/2021	4
For Individuals Sharing Login Information (Brokers, Providers).....	5
General Password and System FAQs	6
EntryKeyID and Health Plan Accounts Differences	8
EntryKeyID Account Setup and Health Plan Registration Quick Start Guide	8
First-Time Login Experience for Registered Centene Portal Users	9
EntryKeyID Account Management for Users with More Than One Account.....	10
One-Time Consolidation of Multiple Health Plans (For Centene Portals Only)	10
EntryKeyID Account Recovery (Self-Service) FAQs	11
Update EntryKeyID Account Information (Members)	15
Update Your Username (Email Address)	15
Update Your Password	15
Update EntryKeyID Account Information (Providers).....	16
Update Your Password	16
Update Your Username (Email Address)	17
Troubleshooting FAQs	18
Using Assume Identity Support Portal Tool to Disable or Enable a Member's Account.....	19
Disabled Account Error Message.....	19
To Disable a Member's Account.....	19
To Enable a Member's Account.....	19
Using Assume Identity Support Portal Tool to Disable or Enable a Provider's Account	20
Disabled Account Error Message.....	20
To Disable a Provider's Account	20
To Enable a Provider's Account	21
Using Assume Identity Support Portal Tool to Disable or Enable a Client's Account	21
Disabled Account Error Message.....	21
To Disable a Client's Account	22
To Enable a Client's Account	22
Using Assume Identity Support Portal Tool to Assist Members with Account Management.....	23
Helping Users Reset Their Password	23
Helping Users Change Their Username (Email Addresses)	23

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

About EntryKeyID

What is EntryKeyID?

EntryKeyID is an access and identity management account. Use your account to log in and manage one or more health plans. One password gives you access to any portal using EntryKeyID. No need to log into each one.

See also: [List of Centene portals launching EntryKeyID on September 24, 2021](#)

What does EntryKeyID do? EntryKeyID uses two steps to verify your access to a secure portal. It uses your:

1. Username (email address) to identify who you are.
2. Password to verify that the username belongs to you.

How does EntryKeyID work with Centene Portals? EntryKeyID is your login account. You can use it to access any secure portal that uses EntryKeyID. Once logged into a secure portal, you can:

- Register Medicare, Medicaid or Marketplace health plans.
- Access registered plans with a single EntryKeyID login.

Registering a health plan gives you permission to manage that plan on the secure portal.

How do I access EntryKeyID to create a login account? You can only access EntryKeyID from:

- A health plan's login link on a public page, or
- An email sent to you by support.

See also: [How does my EntryKeyID account work with my health plan accounts?](#)

Can I access the secure areas of the portal using my EntryKeyID account? Yes. However, you can only access the secure areas of a portal if you have successfully registered a health plan using your EntryKeyID account. EntryKeyID helps you manage your username and password used to access your authorized plans.

Can I create an EntryKeyID account without registering a health plan? Yes. But, you will not be able to see the secure areas of a health plan portal.

Can I Register a health plan later if I skipped that step? Yes. EntryKeyID will prompt you to register your health plan membership the next time you log in if you do not already have a registered plan.

Can I register more than one health plan to manage with my EntryKeyID account? Yes.

1. Log into the portal with your EntryKeyID account.
2. Locate the login link for the new plan that you want to register.
3. On the Log In screen, click Create New Account.
4. Complete the registration process.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

Benefits of Using EntryKeyID

EntryKeyID uses your email address to:

- Identify who is logging into a portal.
- Verify access with the correct password
- Know the status of the account.
- Show the right self-service screens.
- Reset passwords.
- Unlock accounts.

EntryKeyID improves account management and security.

- Replaces security questions and codes with email verification.
- Keeps the same strong password requirements.

EntryKeyID provides a single login experience for accessing health plans

When you register one or more health plans under your EntryKeyID login account, you

- Authorize your right to view and manage those health plans on the portal.
- Log in once. Enjoy access to all your registered health plans on any portal using EntryKeyID.

One username (email) + One password = One Login Experience

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

The EntryKeyID Experience

What portals will the Identity and Access Management (IAM) Phase 1 launch impact on September 24, 2021? The following portals will use EntryKeyID:

- Broker
- Client
- Member
- Provider
- Support

The following portals and plans are not included in the IAM Phase 1 launch:

- Fidelis
- Wellcare
- Meridian
- Health Net Legacy

For Individuals on the Centene (CNC) Portal with One Account Prior to 9/24/2021

What can I expect when I log in for the first time after September 24, 2021? You will need to reset your password. After you complete the initial password reset, you can use the secure portal as usual.

Can I use the same password that I had on the portal before the EntryKeyID launch? Yes. You can use the same password you had before, provided it meets the current password security policy, but you will still need to reset your password the first time you log in after the September 16 launch of EntryKeyID. **Note:** Username must be your email address.

See also: [What are the requirements for passwords?](#)

For Individuals on Centene (CNC) Portals with More Than One Health Plan Account Prior to 9/24/2021

What can I expect when I log in for the first time after September 24, 2021? You will need to reset your password for each account that has a different username (email address). **See also:** [Combined Accounts](#)

Can I use the same password that I had on the portal before the EntryKeyID launch? Yes. You can use the same password you had before, provided it meets the current password security policy, but you will still need to reset your password after the September 16 launch of EntryKeyID.

For New Users on the Centene (CNC) Portal after 9/23/2021

Who is a new user on one of the [impacted Centene Portals](#)? You are a new user on a Centene secure portal if you:

- Move to the Centene Portal from any other portal
- Use the EntryKeyID login experience for the first time to register for a new health plan

What can I expect when creating a new EntryKeyID account or registering a new health plan account? You will need to go through the EntryKeyID account creation and health plan registration processes.

See also: [How does my EntryKeyID account work with my health plan accounts?](#)

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

For Individuals Sharing Login Information (Brokers, Providers)

What should I be aware of if I share an EntryKeyID account in my practice?

- Create individual login accounts as a best practice.
- Notify other users of account changes to prevent accidental account locks.
- Attempting to log in five times in a row with the wrong email address locks the account.

See also:

- [How do I Reset my Password or Unlock my Account?](#)
- [First Login Experience](#)
- [Combined Accounts](#)
- [EntryKeyID Account Setup and Health Plan Registration Quick Start Guide](#)

Why am I being asked to update my password?

Portal users have an improved login experience coming soon (Target date September 24, 2021). Following the launch of EntryKeyID, you will be asked to reset your password the first time you login. As part of this new experience, your password reset link is emailed to the email address on your account

Affected Centene Portals included in the September Go Live:

- Provider
- Client
- Broker
- Member
- Support

Affected Lines of Business: All lines of business on the above Centene portals

If I have multiple accounts, will I have to log in and reset the password for each one? Yes, you will need to reset the password for each of your accounts on the affected portals. See the [FAQ above for a list of affected portals](#).

If I create a new account after the launch of EntryKeyID, will I have to reset the password to log in?

No. If you create a new account after the launch of EntryKeyID, you can log in to your new account right away. A password reset would only be required if your password expired or you forget it.

Where will my password reset link be sent?

The password reset link is sent to the email address on your account. Be sure the email address on your account is accurate and that you have access to the email account.

See also:

[How do I update the email address on my account \(Member\)?](#)

[How do I update the email address on my account \(Provider\)?](#)

How much time do I have to log in after receiving the password reset verification email? 1 hour. If you do not use the provided link in the email to log into your account, you will have to restart the login process using the **Trouble logging in?** link.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

What do I do if I do not receive the password reset email (Member)?

If your email address is correct, check your junk mail folder. Also, look in your spam, social, or other folders.

See also:

[How do I update the email address on my account \(Member\)?](#)

[How does EntryKeyID Self-Service work?](#)

What if I do not receive a password reset confirmation email?

If your email address is correct, check your Spam folder. Or, try to log in again.

Note: If you share a mailbox, check your team's shared mailbox or use the contact us link to call your support team.

See also: [How do I update the email address on my account \(Provider\)?](#)

General Password and System FAQs

What are the requirements for passwords?

Passwords must be at least 8 characters and include three of the four items below:

- One uppercase letter
- One lowercase letter
- One number
- One special character (For example: &, \$, !, *)

Can I reuse a previous password? Yes. If you are moving from a previous version of a portal to the EntryKeyID enhanced portal, you can reset your password to the one you were already using.

How often does my password expire? Passwords expire after 365 days for members and after 90 days for all other users.

When am I required to change my password?

You are required to change your password:

- Before it expires within 365 days for members and 90 days for all other users.
- When reset by an administrator. **Note:** You will have 1 hour to change your password after receiving assistance with the reset.

Will I receive a reminder to change my password before it expires? We currently do not send password expiration warnings.

What happens once my password expires? Your account is locked when your password passes the expiration period of 365 days for members and 90 days for all other users. You can unlock your account using the **Trouble Logging In?** link.

Why is my account locked and preventing me from logging in?

Accounts are locked:

- After 5 failed attempts to log in.
- When the password expires after 365 days for members and 90 days for all other users.
- If users have not logged in to an account in 365 days for members and 90 days for all other users.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

Can I change my own password? Yes, you will need your current password to log in and change your password, or use the **Trouble logging in?** link if you do not know your current password.

Why was I logged out? The login session automatically logs you out of the system if idle for 60 minutes.

Where did my security questions go? Security questions are not part of the new login security process. We now use your email address to verify your identity.

Where did my Sign-in Seal go? Sign-in Seals are not part of the new login security process. We now use your email address to verify your identity.

How does the Remember me checkbox work? When you select **Remember me**, the system saves your username (email address). So, you can skip the first login step for the next 30 days. This shortcut does not keep you logged in if you are not active for 60 minutes. **Note:** If you clear your cookies or cache, you will need to reset your Remember me preference.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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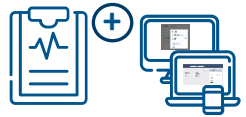
EntryKeyID and Health Plan Accounts Differences

How does my EntryKeyID account work with my health plan accounts?

- Your EntryKeyID account identifies and verifies who you are to give you access to our portals.
- Your health plan accounts verify your eligibility to access, view and interact with health plan information (medical billing, Benefits/coverage, claims) on our portals.

EntryKeyID Account Setup and Health Plan Registration Quick Start Guide

The first time you register for a health plan, the initial steps create your EntryKeyID. You will need to log into your new EntryKeyID account to finish registering.

Create Your EntryKeyID Account	+	Register to Manage Health Plans
 <ul style="list-style-type: none">• Verify Identity,• Access Portals, and• Manage Account		 <ul style="list-style-type: none">• Verify Health Plan Eligibility,• Access Health Plans, and• Manage Health Plans
Create one EntryKeyID login account to access all secure portals.		Register one or more health plan accounts.
EntryKeyID Account Setup Quick Start: <p>You don't have to have a health plan to create an EntryKeyID. However, if you don't have a plan, you will not be able to view any health plan information on the secure portals.</p> <ol style="list-style-type: none">1. From the health plan's website, click Log In. Type your email address and click Next on the EntryKeyID login screen.2. Setup your EntryKeyID login preferences (first and last name, language, and password).3. Click Create Account, and receive an email to verify who you are.4. Click Activate Your New Account in the EntryKeyID account activation email to establish your identity to use our portals.5. On the confirmation screen, click Log In To Register.6. Enter your password and log into the portal. Note: If you are returned to your plan's public site, click the login for the plan you are registering to open the EntryKeyID login page for that plan. You can now: <ul style="list-style-type: none">• Finish registering your health plan. -or-• Use EntryKeyID account recovery (self-service) to reset your password or unlock your account.		Health Plan Registration Quick Start: <p>Before you can register a health plan, you must first activate your EntryKeyID account and log into the portal.</p> <p>See also: Steps 1 through 6 of the EntryKeyID Account Setup Quick Start</p> <ol style="list-style-type: none">7. Enter your personal information on the registration screen and click Submit. Follow the instructions on the confirmation screen.8. Log in when you receive the registration confirmation screen or email to access your health plan on the portal. You can now: <ul style="list-style-type: none">• View your authorized health plan information.• Change your username (email address) and password (uses EntryKeyID account management)• View information available to you. For example, you can view your historic records if you have logged into the plan within the past two years, even if you no longer use the plan. Need to register another health plan? <ol style="list-style-type: none">1. Go to the health plan's website, and click Log in.2. Enter your EntryKeyID user name and click Next.3. Repeat Steps 7 and 8 above.

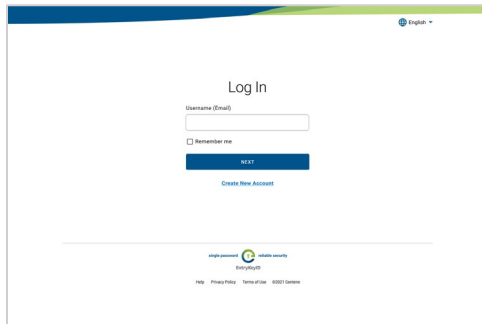
EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

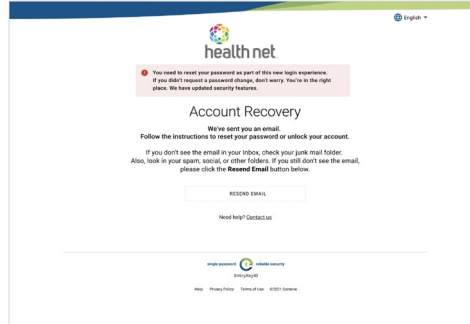
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First-Time Login Experience for Registered Centene Portal Users

1. Type your Username (email address) on the first EntryKeyID login screen, and then click **Next**. The Account Recovery screen prompts you to check your email for instructions to reset your password.

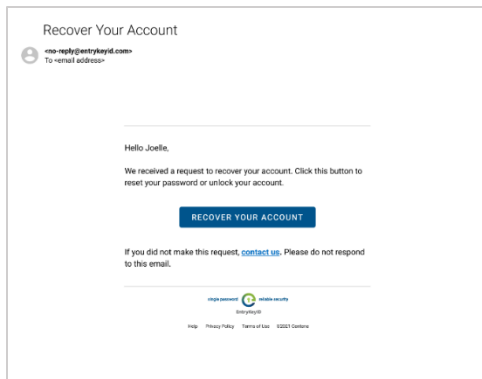


The 'Log In' screen features a text input field for 'Username (Email)', a 'Remember me' checkbox, and a blue 'NEXT' button. Below the button is a link for 'Create New Account'. At the bottom, there is a 'health net' logo, a 'single password' icon, and a 'whole security' icon. Footer links include 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.



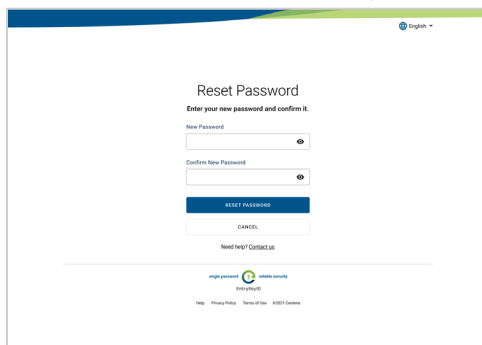
The 'Account Recovery' screen displays a 'health net' logo and a red warning box about password changes. It includes instructions to check email and a 'RESEND EMAIL' button. A 'Need help? Contact Us' link is at the bottom. The footer is identical to the login screen.

2. In the account recovery email, click **Recover Your Account**.



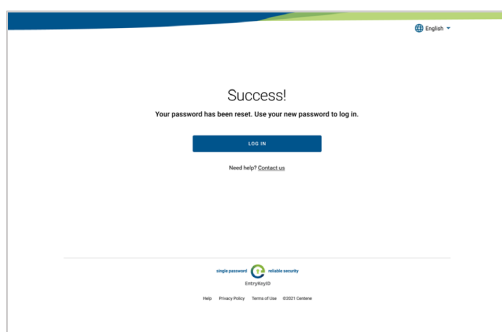
The email, from 'no-reply@entrykeyid.com', is addressed to 'Joelle'. It contains a message about a password reset request and a blue 'RECOVER YOUR ACCOUNT' button. A disclaimer at the bottom asks users to contact support if they did not make the request. The footer includes the 'health net' logo and standard links.

3. On the **Reset Password** screen, set and confirm your new password.

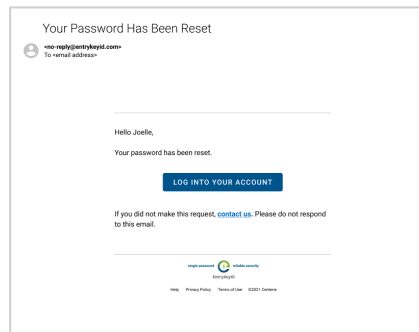


The 'Reset Password' screen has two text input fields: 'New Password' and 'Confirm New Password'. It features 'RESET PASSWORD', 'CANCEL', and 'Need help? Contact Us' buttons. The footer is consistent with other screens.

4. Click **Log In** in the confirmation message, or click **Log Into Your Account** in the confirmation email.



The 'Success!' screen confirms the password reset and includes a blue 'LOG IN' button and a 'Need help? Contact Us' link. The footer is identical to the other screens.



The email, from 'no-reply@entrykeyid.com', is addressed to 'Joelle'. It confirms the password reset and includes a blue 'LOG INTO YOUR ACCOUNT' button. A disclaimer at the bottom asks users to contact support if they did not make the request. The footer includes the 'health net' logo and standard links.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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EntryKeyID Account Management for Users with More Than One Account

One-Time Consolidation of Multiple Health Plans (For Centene Portals Only)

In preparation for the EntryKeyID launch, a one-time consolidation of access to health plan accounts occurred for a small population of individuals who had multiple accounts registered across health plans.

Considerations Used to Combine a Person's Accounts:

When it was clear that multiple health plan accounts were registered to the same person, we consolidated the access to those accounts under a single EntryKeyID account.

Login Experience for a User with Consolidated Accounts:

You can access the registered health plans and portal sites using your EntryKeyID account.

- Once logged into one of the health plan accounts or portal sites, the login step is skipped when accessing any of the other consolidated plans.
- We recommend that you do not share your EntryKeyID with anyone. But, if you do share your account with other users in your practice (Brokers or Providers), notify them of the updated password. This awareness prevents accidental account locks if they attempt to log in using the old password five times in a row.

What can I do to consolidate other accounts? We've already consolidate all existing accounts that met the defined considerations. However, you can change the email address for any health plan account you've registered. Simply access the portal for the health plan and update your email address.

What can I expect when I try to log in if I use multiple portals and have more than one account? The purpose of using an EntryKeyID account is to create a single-password login experience to access all your registered accounts.

If you used...	Then...	When...	Results:
A different email addresses as your username for each health plan or portal You have two different plans within the last two years (e.g., One Medicaid plan and one Medicare plan) with different usernames (email addresses) You now have two EntryKeyID accounts.	Reset your password for each EntryKeyID account	You log into to either of the plans for the first time	You must log into each account separately. Tip: To take advantage of the EntryKeyID single-password login experience, change the username of one of the EntryKeyID accounts to match the other.
The same email address as your username for all health plans and portals	Reset the password for you EntryKeyID account	You log in for the first time to any health plan or portal site	Once you log into one plan or portal, you are logged into the other plans or portal sites that use that same username (email address). Simply, navigate to the other plan or portal site for seamless access. Tip: If you share accounts, notify other users of the updated password. This awareness prevents accidental account locks if others attempt to log in with the old password five times.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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EntryKeyID Account Recovery (Self-Service) FAQs

What is identity first? EntryKeyID checks the username you enter on the first login screen to:

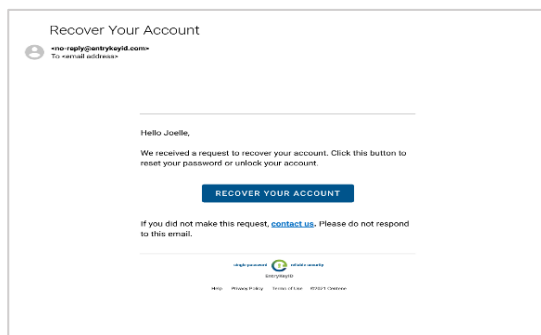
- Verify who you are
- Check the status of your account
- Provide guidance and next steps when the account is locked or disabled

What is EntryKeyID Account Recovery (Self-Service) and how does it work? You can reset your own password or unlock your account. Clicking the **Trouble logging in?** link starts the process.

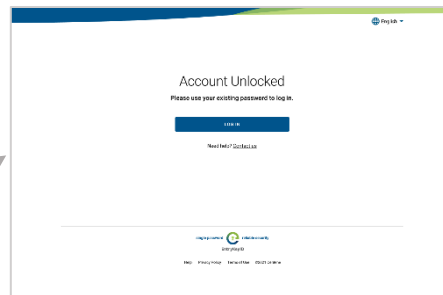
How does EntryKeyID Account Recovery (Self-Service) work?

- When you log into a plan, you are required to enter your username (email) on the first login screen. EntryKeyID checks to see if your account is locked.
- When you click the "**Trouble logging in?**" link on the second login screen, EntryKeyID displays message with instructions on how to recover your account and sends you an account recovery email.
- When you click Recover Your Account in the email:
 - If your account was locked, you immediately receive confirmation that it is unlocked. You can now log in with your current password.
 - If your account was not locked, the Reset Password screen displays.

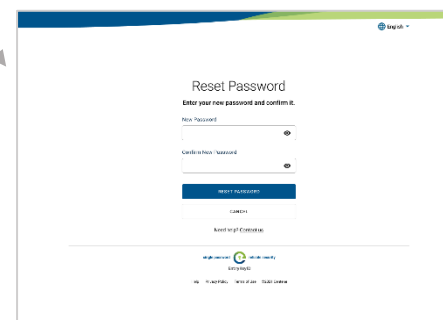
See also: [How do I Reset my Password or Unlock my Account?](#)



Recover Your Account Email



Account Unlocked
Success Screen



Reset Password
Screen

Whom do I contact if I cannot access my account? Call the phone number provided by your health plan if you are still having trouble accessing your account after using "**Trouble logging in?**" to reset your password or unlock your account. **Tip:** A **Contact Us** link is located on the second login screen.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

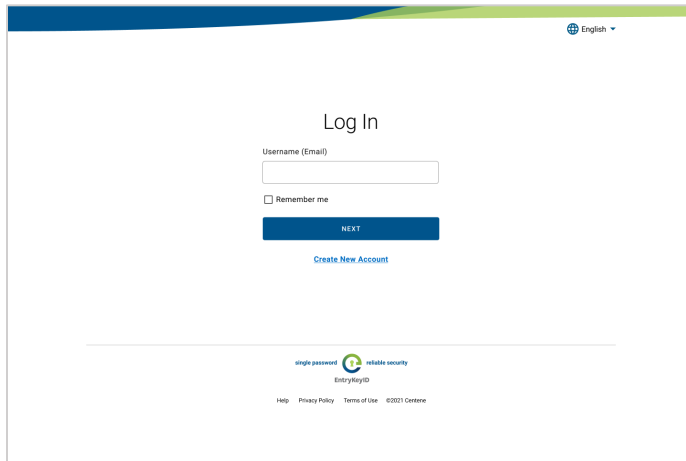
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How do I Reset my Password or Unlock my Account?

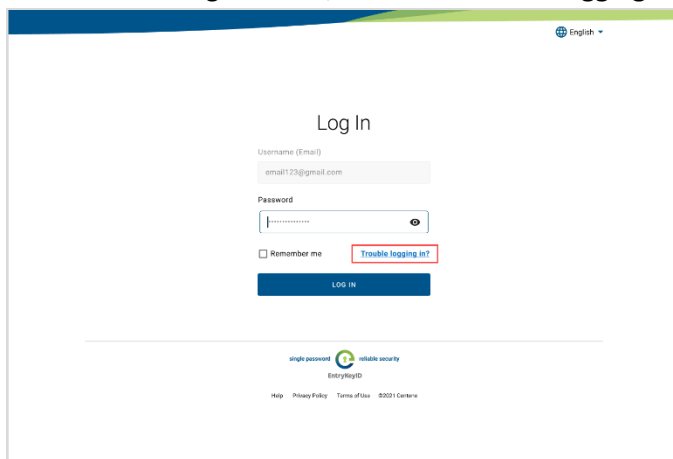
Use the **Trouble logging in?** link to reset your password or unlock your account.

1. From your health plan, click **Log In**.

Type your Username (email address) on the first EntryKeyID login screen, and click **Next**.

The screenshot shows the first login screen of the EntryKeyID system. At the top right, there is a language selector set to "English". The main heading is "Log In". Below it is a text input field labeled "Username (Email)". Underneath the field is a checkbox labeled "Remember me". A blue button labeled "NEXT" is positioned below the checkbox. At the bottom of the form area, there is a link that says "Create New Account". The footer of the page includes the EntryKeyID logo, which consists of a green circle with a white 'e' and the text "single password reliable security" above "EntryKeyID". Below the logo are links for "Help", "Privacy Policy", and "Terms of Use", followed by the copyright notice "©2021 Centene".

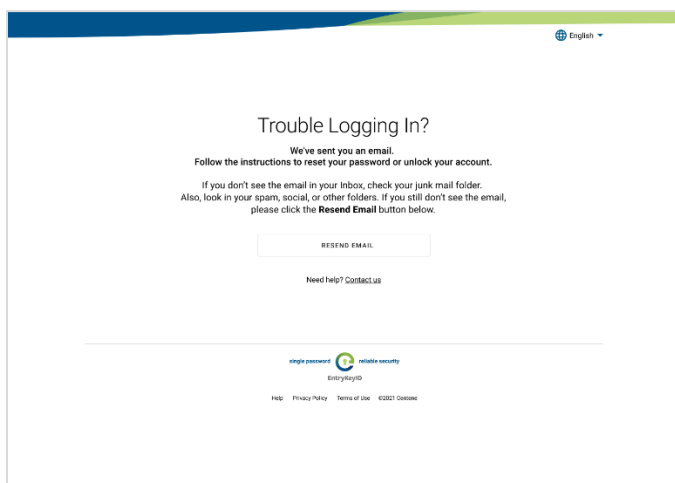
2. On the second login screen, click the **"Trouble logging in?"** link.

The screenshot shows the second login screen of the EntryKeyID system. It has the same layout as the first screen, but with additional fields and a highlighted link. The "Username (Email)" field now contains the text "email123@gmail.com". Below it is a password field with a masked password "1234567890" and an eye icon to toggle visibility. Below the password field is a checkbox labeled "Remember me". To the right of the checkbox is a link labeled "Trouble logging in?", which is highlighted with a red rectangular box. A blue button labeled "LOG IN" is positioned below the checkbox. The footer is identical to the first screen, featuring the EntryKeyID logo and links for "Help", "Privacy Policy", "Terms of Use", and the copyright notice "©2021 Centene".

EntryKeyID Frequently Asked Questions

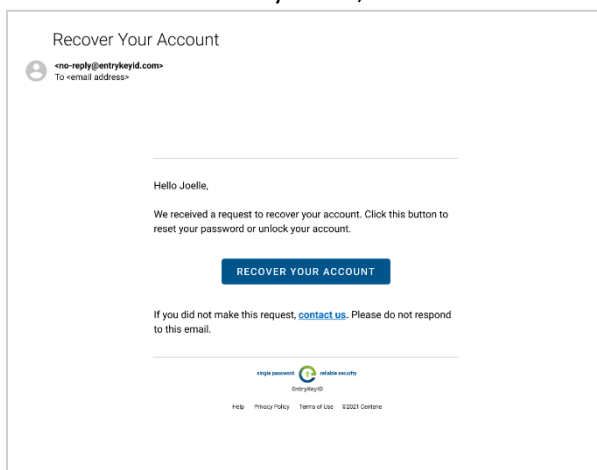
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- A confirmation message displays letting you know to check your email for further instructions.
- The email expires in 1 hour. You can resend the email as needed to put the email at the top of your Inbox.
- If you don't receive the email within an hour or after resending it more than 3 times, please contact your support team. The Contact Center Representative will create support ticket

3. In the account recovery email, click **Recover Your Account**.

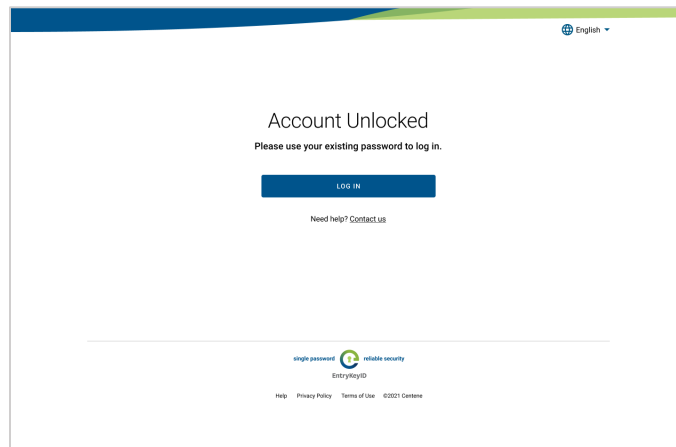


EntryKeyID Frequently Asked Questions

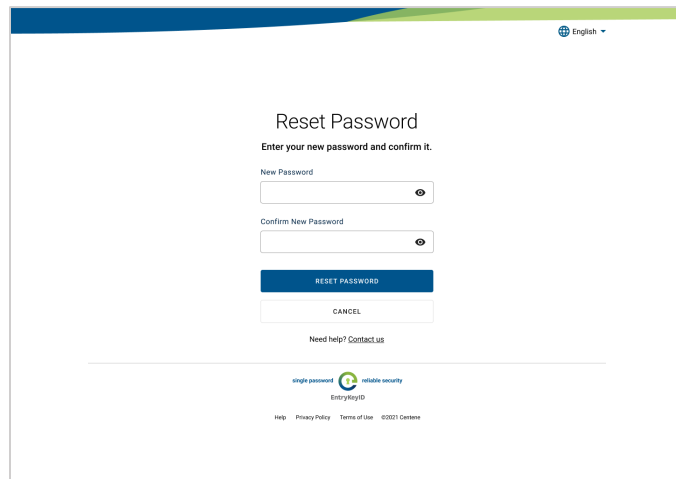
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- If your account was locked, a confirmation displays that your account is now unlocked. Click **Log In**.



- If your account was not locked or disabled, the Reset Password screen displays. Create a new password and use it the next time you log in.



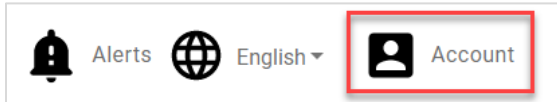
EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

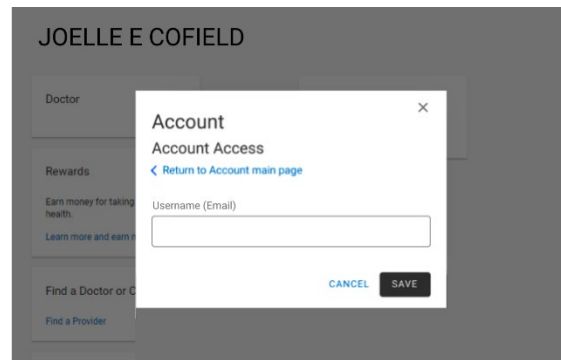
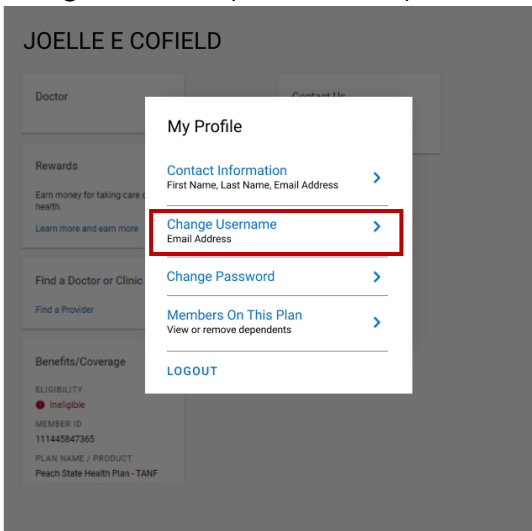
Update EntryKeyID Account Information (Members)

1. Once logged in, click **Account** or **Edit Account** at the top of the screen. (Note: Location or wording for your account management option may vary by health plan).



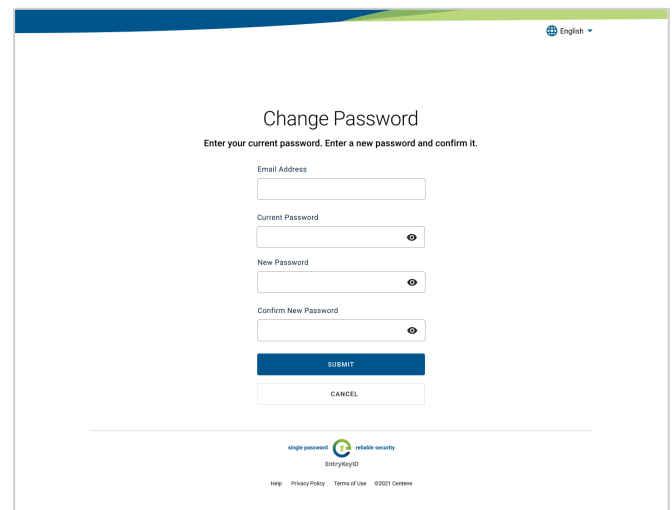
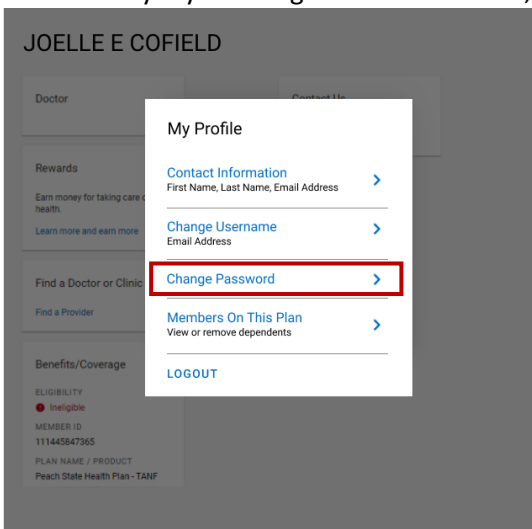
Update Your Username (Email Address)

2. Change Username (Email Address). Enter the new email address on the Account Access screen.



Update Your Password

3. On the EntryKeyID Change Password screen, follow the steps to update your password.



Note: The password will also be updated for all other accounts that share this email address.

EntryKeyID Frequently Asked Questions

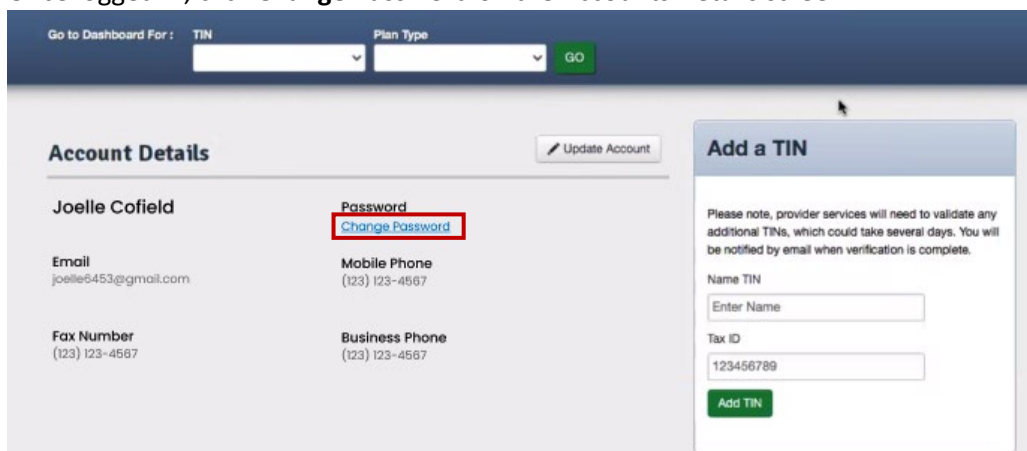
Last Updated: September 7, 2021

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Update EntryKeyID Account Information (Providers)

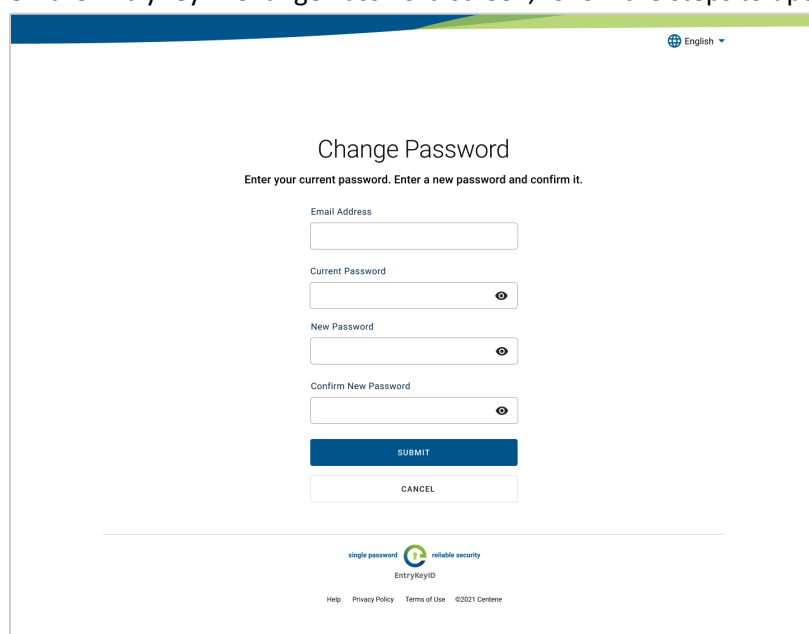
Update Your Password

1. Once logged in, click **Change Password** on the Accounts Details screen.



The screenshot shows the 'Account Details' page for a user named Joelle Cofield. The page includes fields for Email, Mobile Phone, Fax Number, and Business Phone. A 'Change Password' link is highlighted with a red box. To the right, there is an 'Add a TIN' section with a form for Name TIN and Tax ID.

2. On the EntryKeyID Change Password screen, follow the steps to update your password.



The screenshot shows the 'Change Password' screen. It includes a title 'Change Password' and a subtitle 'Enter your current password. Enter a new password and confirm it.' Below this are four input fields: 'Email Address', 'Current Password', 'New Password', and 'Confirm New Password'. Each password field has an eye icon for toggling visibility. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. The footer includes the EntryKeyID logo and links for Help, Privacy Policy, and Terms of Use.

Note: The password will also be updated for all other accounts that share this email address.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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Update Your Username (Email Address)

3. Click Update Account?

The screenshot shows the 'Update Your Information' form within the HealthChoice Illinois portal. The form is titled 'Update Your Information' and includes a 'Cancel' button in the top right corner. Below the title, there is a section labeled 'Your Information' containing several input fields: 'Email' (with the value 'augustus@caesar.com'), 'Telephone Number' (with the value '(111) 222-3333'), 'Fax Number' (with the value '(111) 222-3333'), 'First Name' (with the value 'Augustus'), and 'Last Name' (with the value 'Caesar'). At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The form is set against a background of a web application interface with a top navigation bar and a footer.

HealthChoice Illinois

Eligibility Patients Authorizations Claims Messaging Augustus Caesar

Viewing For: TIN Plan Type GO

Update Your Information Cancel

Your Information

Email:

Telephone Number:

Fax Number:

First Name:

Last Name:

Submit Cancel

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EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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Troubleshooting FAQs

Note: Screenshots used in this section illustrate how the portals work for all plans.

When do users receive the account recovery email? Starting September 24, 2021, an account recovery link is emailed when users click **Trouble logging in?** from the second login screen. Users will also receive the email:

- The first time logging in to a health plan, if it was on the Centene Portal prior to the EntryKeyID launch.
- When resetting or changing their password.

Will the Assume Identity Support Portal tool be working as expected after the EntryKeyID launch? The Support portal will work the same as before. However, we updated the log in to match the standard login experience. You are logged into the Support Portal when you log into the network if you are an authorized user.

Do the Forgot Username and Invalid Username processes remain the same for the EntryKeyID launch? If users forget their username (email address), they will not be able to access the system. Users will have to re-register

Why can't I recover my username (email address)?

- You must be logged into your health plan or portal site to change your username.
- EntryKeyID does not have username recovery.
- If you cannot remember your username, register a new.

Will users be required to re-authenticate in EntryKeyID when they use a new computer? Yes. Users must log in again if they use a new browser, computer or device.

Can the Contact Center unlock or reset passwords on behalf of users? Yes. Contact Center Representatives will use the current assume identity process and Assume Identity Support Portal tool to send users an account recovery email that is generated by the EntryKeyID platform. Users will be able to click **Recover Your Account** in the email to unlock an account or reset a password.

How can Contact Center agents support users who did not get the original password reset email, because they do not have access to the email address on their account? Contact Center Representatives can update the email address on a user's account and resend the account recovery link to that updated email address.

Steps:

1. Use the Assume Identity Support Portal tool to update the email address on behalf of a user.
2. Once you have updated the e-mail address, click the button to resend the account recovery email.

See also: Instructions for

[How do I update the email address on my account \(Member\)](#)

[How do I update the email address on my account \(Provider\)](#)

[Using Assume Identity Support Portal tool to Assist Members with Password Reset](#)

EntryKeyID Frequently Asked Questions

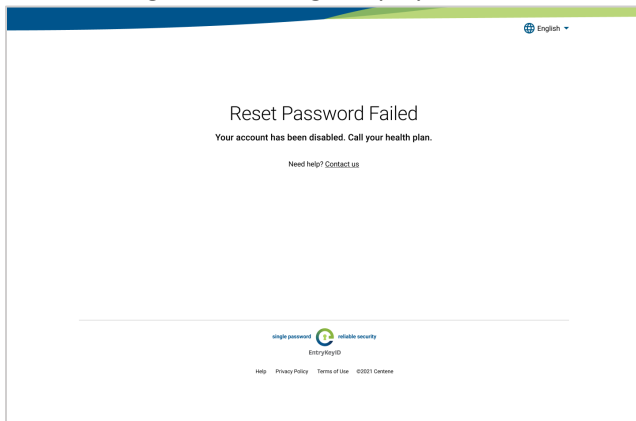
Last Updated: September 7, 2021

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Using Assume Identity Support Portal Tool to Disable or Enable a Member's Account

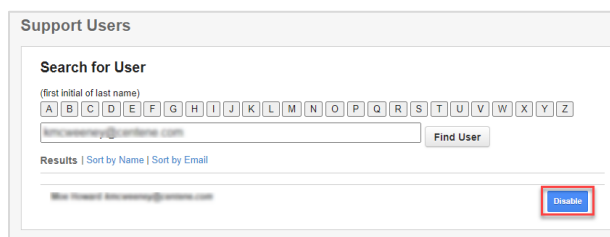
Disabled Account Error Message

Administrators can disable a user account if they notice suspicious activity. When the user logs into the account, the following error message displays.



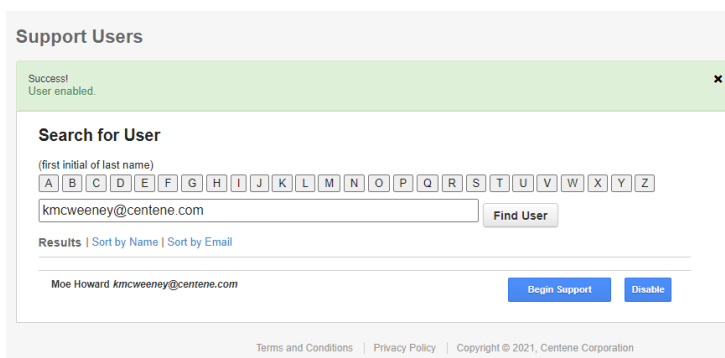
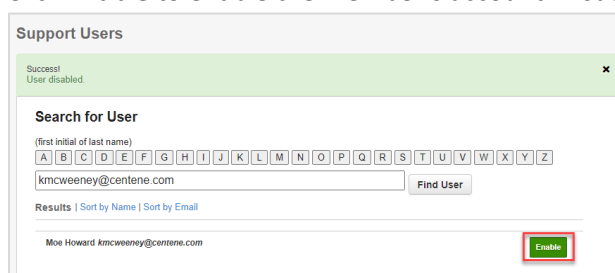
To Disable a Member's Account

1. Log into the support portal and search by the member's email address. Click **Disable** to disable the member's account. A success confirmation displays.



To Enable a Member's Account

2. Click **Enable** to enable the member's account. A success confirmation displays.



Note: The Begin Support button displays when the account is enabled.

EntryKeyID Frequently Asked Questions

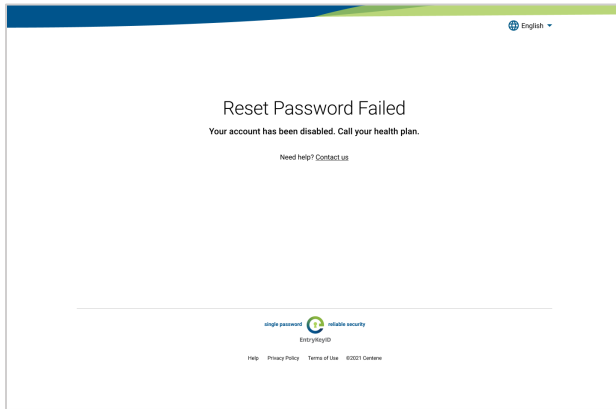
Last Updated: September 7, 2021

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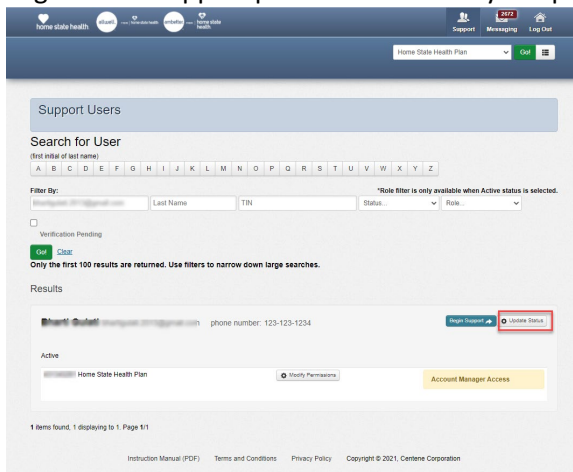
Using Assume Identity Support Portal Tool to Disable or Enable a Provider's Account

Disabled Account Error Message

Administrators can disable a user account if they notice suspicious activity. When the user logs into the account, the following error message displays.

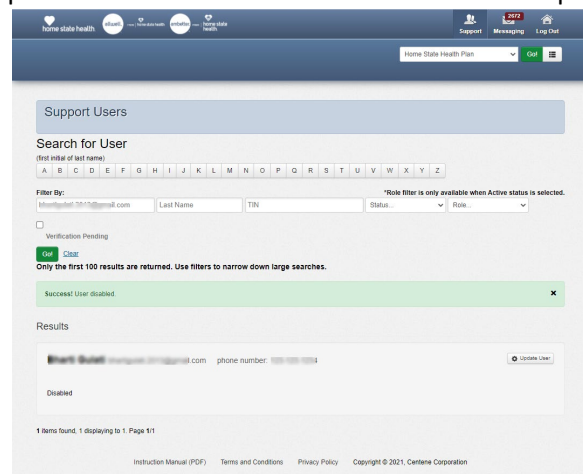
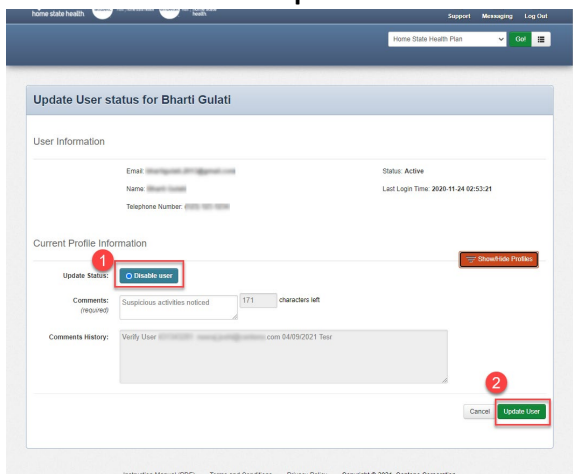


1. Log into the support portal and search by the provider's email address. Click **Update Status**.



To Disable a Provider's Account

2. Click **Disable user** and **Update User** to disable the provider's account. A success confirmation displays.



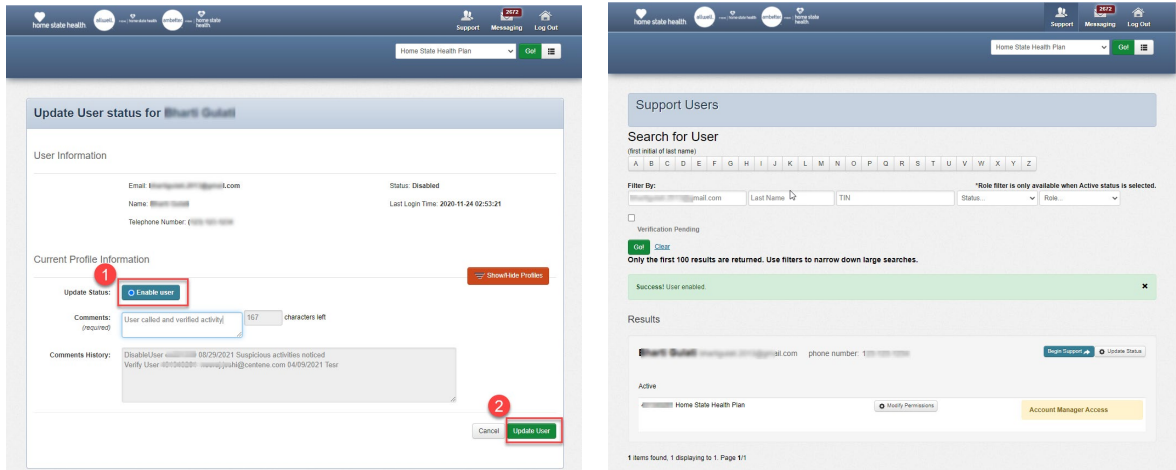
EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

To Enable a Provider's Account

3. Click **Enable** and **Update User** to enable the provider's account. A success confirmation displays.

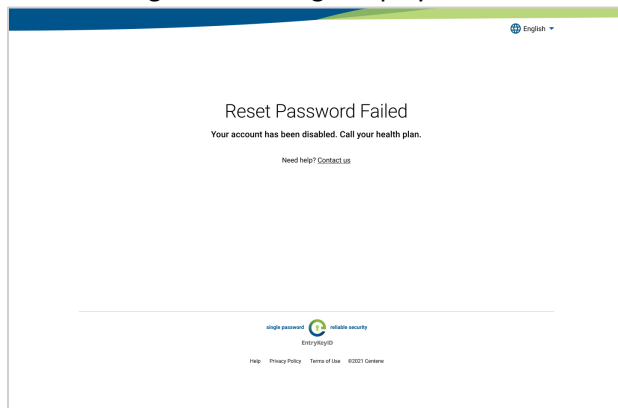


Note: The Begin Support button displays when the account is enabled.

Using Assume Identity Support Portal Tool to Disable or Enable a Client's Account

Disabled Account Error Message

Administrators can disable a user account if they notice suspicious activity. When the user logs into the account, the following error message displays.



1. Log into the support portal and search by the client's email address. Click **Update Status**.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

Confidential & Proprietary Information

To Disable a Client's Account

2. Click **Disable user** and **Update User** to disable the provider's account. A success confirmation displays.

Ascension Complete

Update User status and permissions for [redacted]

User Information

Email: [redacted] Status: Active
Name: [redacted] Last Login Time: 2021-08-23 15:11:06
Telephone Number: [redacted]

Can Access: Admin/Assessments, Authorizations, Core Plans, Claims data, including billing amounts, Contribution of Benefits, Documents, Eligibility, Health Records, Manage Accounts, Notes, General Access, Referrals, Special Needs, Task Manager

Profile Information

Association ID: [redacted] Verified: Yes

Update Status: **Disable user**

Comments: [redacted] 200 characters left

Comments History: [redacted]

Cancel Update User

Ascension Complete

Update User status and permissions for [redacted]

User Information

Email: [redacted] Status: Disabled
Name: [redacted] Last Login Time: 2021-08-23 15:11:06
Telephone Number: [redacted]

Can Access: Admin/Assessments, Authorizations, Core Plans, Claims data, including billing amounts, Contribution of Benefits, Documents, Eligibility, Health Records, Manage Accounts, Notes, General Access, Referrals, Special Needs, Task Manager

Profile Information

Association ID: [redacted] Verified: Yes

Update Status: **Disable user**

Comments: [redacted] 200 characters left

Comments History: [redacted]

Cancel Update User

To Enable a Client's Account

3. Click **Enable** and **Update User** to enable the provider's account. A success confirmation displays.

Ascension Complete

Update User status and permissions for [redacted]

User Information

Email: [redacted] Status: Disabled
Name: [redacted] Last Login Time: 2021-08-23 15:11:06
Telephone Number: [redacted]

Can Access: Admin/Assessments, Authorizations, Core Plans, Claims data, including billing amounts, Contribution of Benefits, Documents, Eligibility, Health Records, Manage Accounts, Notes, General Access, Referrals, Special Needs, Task Manager

Profile Information

Association ID: [redacted] Verified: Yes

Update Status: **Enable user**

Comments: [redacted] 175 characters left

Comments History: [redacted]

Cancel Update User

Ascension Complete

Update User status and permissions for [redacted]

User Information

Email: [redacted] Status: Active
Name: [redacted] Last Login Time: 2021-08-23 15:11:06
Telephone Number: [redacted]

Can Access: Admin/Assessments, Authorizations, Core Plans, Claims data, including billing amounts, Contribution of Benefits, Documents, Eligibility, Health Records, Manage Accounts, Notes, General Access, Referrals, Special Needs, Task Manager

Profile Information

Association ID: [redacted] Verified: Yes

Update Status: **Disable user**

Comments: [redacted] 200 characters left

Comments History: [redacted]

Cancel Update User

Ascension Complete

Search for User

Invite User Search Invitations Filter

Email	Last Name	First Name	Association Id	Telephone Number	Requested Role Type	Status	Create Date	
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	ACCOUNT_MANAGER	Disabled	02/03/2021	Update User
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	ACCOUNT_MANAGER	Active	08/12/2021	Begin Support Update User

2 items found, displaying all items Page 1/1 1

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Note: The Begin Support button displays when the account is enabled.

EntryKeyID Frequently Asked Questions

Last Updated: September 7, 2021

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Using Assume Identity Support Portal Tool to Assist Members with Account Management

Helping Users Reset Their Password

How do I help users reset their password? Do I send them a Password Reset email? Some support portals have a button that sends a password reset e-mail. This button will continue to function the same way. The button triggers the EntryKeyID Account Recovery (self-service) feature.

Workaround: If the password reset button is not available, direct users to the EntryKeyID self-service feature.

- The **Trouble logging in?** link is located on the second login screen.
- Users can send themselves an email to reset their own password.

Note: They will need to know their username (email address) to get to the second login screen.

See also:

- [EntryKeyID Account Recovery \(Self-Service\) FAQs](#)
- [Helping Users Change Their Username \(Email Addresses\)](#)

Helping Users Change Their Username (Email Addresses)

How do I help users change their username (email address)? The CNC Portal does not support changing a user's email through the Support Portal. A Support Portal user cannot and should not be able to change a user's email.

Workaround: Users must log in to change their username (email address). If they are unable to log into their account with the email currently used, the representative should ask them to re-register.

See also: [EntryKeyID Account Setup and Health Plan Registration Quick Start Guide](#)