

ONEHEALTHPORT SUBSCRIBERS SAFE COMPUTING TIPS

TECHNICAL SUPPORT

Your OneHealthPort Administrator can assist you with a password reset unless you have suspended your account.

Contact the OneHealthPort help desk.

Call:

1-800-973-4797 (toll free)

The OHP Support Desk is open 24 hours a day seven days a week to assist with password and registration problems.

Manage your account at:
http://www.onehealthport.com/use_ohp/accounts.php

Read more about Browser second Factor at:
http://www.onehealthport.com/use_ohp/b2f.php

1. Your online identity is important and should be protected by safeguarding your login, password and any second factors assigned to your account.
2. Select a password you can remember without writing it down. The single biggest threat to your online identity security is a password written down for others to find.
3. If you use a Browser Second Factor and have installed it on a computer you are no longer using, you can clear all cookies from the device and select the “Permanent and Exclusive” Browser Second Factor on your new computer to remove all previous Browser Second Factor records stored by OneHealthPort.
4. Keep your email address current in the system so password resets and system notices can reach you.
5. Set your secret questions which are used to reset passwords and to verify your identity when setting up second factor enhanced security.
6. Subscribers have 3 tries at a password before they receive a temporary account lock. If a subscriber has 10 successive password attempts that fail, the account is suspended and can only be reset by the OHP Support Desk based on Secret Questions. If no Secret Questions are on file, the user will need to be re-nominated by their administrator for a new credential. To avoid this process, encourage subscribers to seek help before they suspend their account and consider having Secret Questions on file for use when needed.
7. The quickest steps to take if a subscriber can’t remember their password:
 - a. Click on the “Forgot Password?” link to see if the subscriber has secret questions in the system so the subscriber can reset his/her own password.
 - b. Ask the OHP Administrator to assist the subscriber with a password reset by logging into their Manage my administrator account link from the OHP website.
 - c. Contact the OneHealthPort help desk by calling **1-800-973-4797** (toll free).
8. When should I change my password? If you suspect someone may know the password or is using your account, you should reset your password. There is no evidence that frequent password changes enhance security if you do not share or write down your password.
9. When should I delete my account? When you suspect a subscriber account has been compromised and the subscriber is unable to reset their password to deny further access by someone else. If the subscriber is able to reset their password, they can avoid having their account suspended or deleted.
10. When should I have my OHP Administrator revoke my account? When a user is leaving the system and will not be moving to another work site where they might use the OneHealthPort services or when a subscriber account has been clearly compromised you should revoke the account to disable it fully. Rev 03/10