



Log in Using One-Time Passcodes

Detailed Instructions on How to Use
One-Time Passcodes

Multi-Factor Authentication (MFA)

Some health plans and OneHealthPort applications require MFA. When you access a site that requires MFA, you will be prompted to complete one of the following:

- One-Time Passcode
- Google Authenticator

- To learn more about this type of MFA please visit the [MFA page on our website](#).

What is One-Time Passcode (OTP)?

- OTP is a 6-digit code that is sent to you via an email (associated with your OneHealthPort Single Sign-On account).

Logging in using One-Time Passcodes

Log in Using Username and Password



Subscriber ID:

User Name

Password:

Password

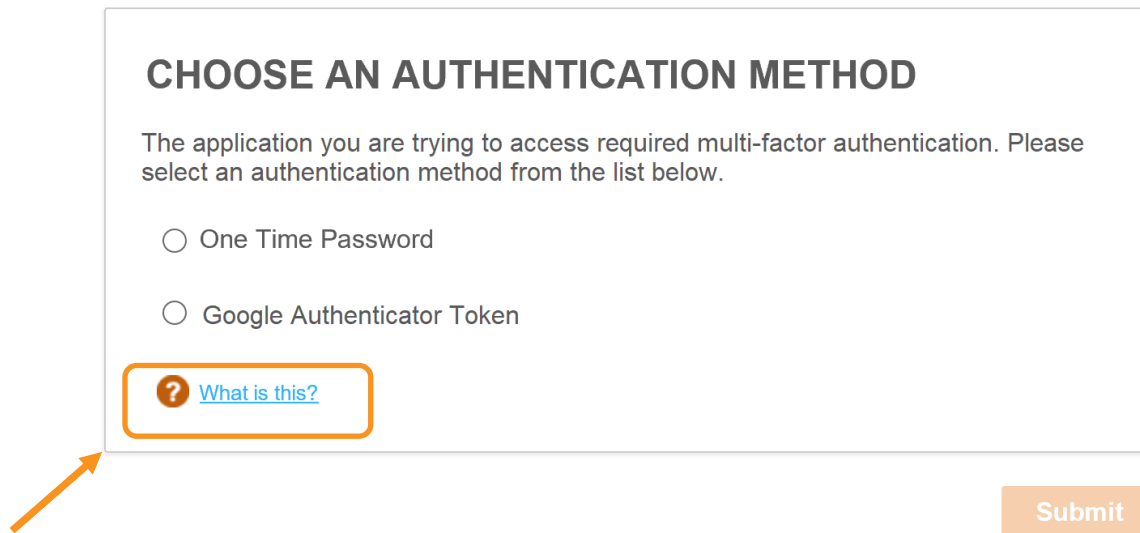
Login

This login page requires that you have registered as a OneHealthPort Subscriber.

[I'm not a OneHealthPort Subscriber but would like information on subscribing](#)
[Forgot My Password](#)
[Forgot My Subscriber ID](#)

First, you will be prompted to log in with your OneHealthPort Single Sign-On (SSO) Subscriber ID and password.

Multi-Factor Authentication


A screenshot of a web form titled "CHOOSE AN AUTHENTICATION METHOD". The form contains a paragraph of text, two radio button options, a link with a question mark icon, and a "Submit" button. An orange arrow points to the "What is this?" link.

CHOOSE AN AUTHENTICATION METHOD

The application you are trying to access required multi-factor authentication. Please select an authentication method from the list below.

☐ One Time Password

☐ Google Authenticator Token

 [What is this?](#)

Submit

When accessing a OneHealthPort application or a health plan site that requires MFA, a prompt screen will appear.

Note: If you would like more information about MFA, click on “What is this?”.

Select “One-Time Password”



CHOOSE AN AUTHENTICATION METHOD

The application you are trying to access required multi-factor authentication. Please select an authentication method from the list below.

- ☒ One Time Password
- ☐ Google Authenticator Token

 [What is this?](#)

Submit


To get started, select “One-Time Password” and click “Submit.”

One-Time Passcode (OTP) Workflow



Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via ["Update Personal Information"](#) menu option on the OneHealthPort Subscriber Administration web page.

☒ Email (j**r@onehealthport.com) 

[? What is this?](#)

Send

Enter Verification Code

To verify your identity, enter the verification code you received via email.

Enter Verification Code

Verify

The email address will be pre-populated with your OneHealthPort Single Sign-On (SSO) account information.

Next, click on the email associated with your Single Sign-On account and click “Send.”

OTP Delivery Confirmation

One-time password successfully sent

Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via "[Update Personal Information](#)" menu option on the OneHealthPort Subscriber Administration web page.

☒ Email (j**r@onehealthport.com)

? [What is this?](#)

Send

Enter Verification Code

To verify your identity, enter the verification code you received via email.

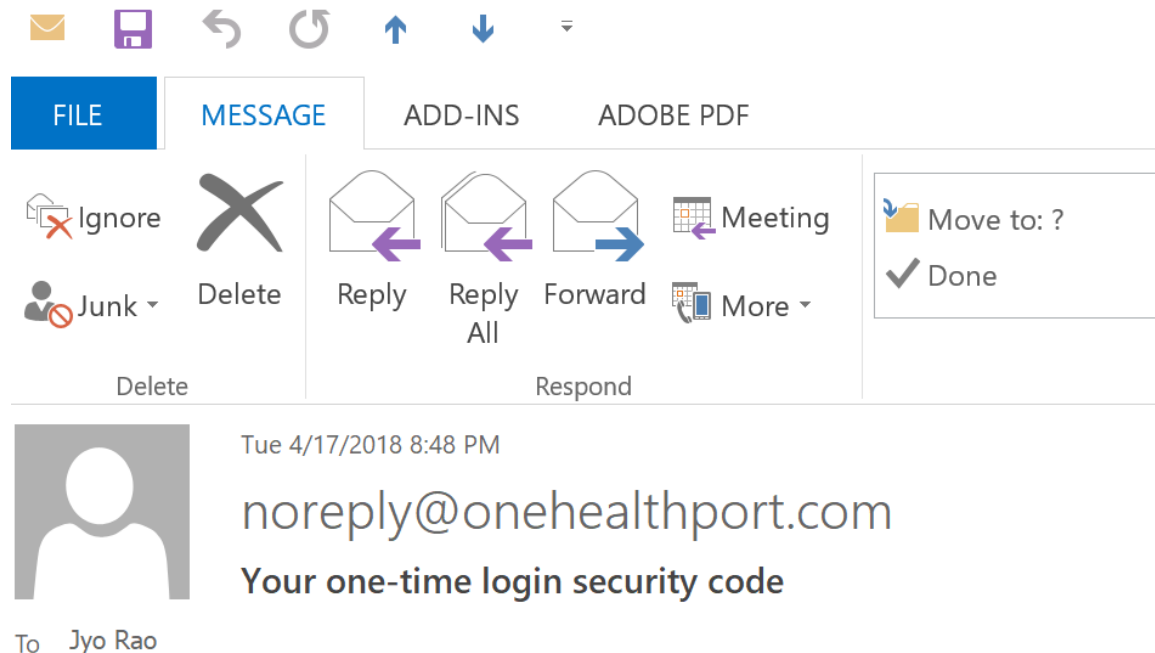
Enter Verification Code

Verify

Note: It could take up to two minutes to receive the email with the "One-Time Passcode". Do not keep clicking on "Send" as it will result in generation of multiple One-Time Passcodes. If you have not received the email after 2 minutes, check your spam folder. Unblock emails from noreply@onehealthport.com and click send again.

Email With One-Time Passcode

Below is a copy of the email you will receive with the One-Time Passcode:



Please enter this security code when prompted: 329648

One-Time Passcode Verification



Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via ["Update Personal Information"](#) menu option on the OneHealthPort Subscriber Administration web page.

☒ Email (j**r@onehealthport.com)

? [What is this?](#)

Send

Enter Verification Code

To verify your identity, enter the verification code you received via email.

Enter Verification Code

329648

Verify

Enter the One-Time Passcode from the email into the field "Enter Verification Code" and click on "Verify".

Successful Login to the Application

You are all set! If your login was successful, you will be directed to the OneHealthPort application or health plan website*.

The screenshot displays the OneHealthPort application interface. At the top left is the OneHealthPort logo. To its right is a search bar with a plus icon, the text "Find Patients", and a magnifying glass icon. In the top right corner, there is a user profile icon labeled "jason@..." and a "Logout" button. Below the header, the interface is divided into two main sections. The left section is titled "Notifications" and features a dropdown menu set to "10 days". Below this is a table with columns "Name", "Subject", and "Received", each with a sort icon. The table currently displays the message "There is no data available". The right section is titled "Recent Patients" and shows a list of patient entries, each with a star icon and a trash can icon for actions.

* Note: The above screenshot is an example of one of OneHealthPort's applications.

Changing Default Email Address

OneHealthPort

If you want to update the email associated with your OneHealthPort Single Sign-On (SSO) account, you can do so by clicking on “Update Personal Information” in your “Subscriber Administration” menu.

The screenshot displays the OneHealthPort Subscriber Administration interface. At the top, a section titled "Verification Code Delivery Method" explains that the application requires multi-factor authentication and that the verification code will be sent to the email address in the user's SSO account. It instructs users to click on the "Update Personal Information" menu option to change their email address. Below this text, there is a radio button for "Email" with the address "(j**r@onehealthport.com)" and a "Send" button. A blue arrow points from the "Update Personal Information" menu item in the "Subscriber Administration" menu to the "Update Personal Information" link in the "Verification Code Delivery Method" section. Below the "Verification Code Delivery Method" section, there is a section titled "Enter Verification Code" with a text input field and a "Verify" button. At the bottom of the page, there is a link to download the "OneHealthPort Subscriber Step-By-Step Guide".

Verification Code Delivery Method

The application you are trying to access requires multi-factor authentication. Your verification code will be sent to the email address in your OneHealthPort SSO account. If you want to change the email address, please do that via "Update Personal Information" menu option on the OneHealthPort Subscriber Administration web page.

☐ Email (j**r@onehealthport.com)

[What is this?](#)

[Send](#)

Enter Verification Code

To verify your identity, enter the verification code you received via email.

Enter Verification Code

[Verify](#)

OneHealthPort

[Log Out](#)

SUBSCRIBER ADMINISTRATION

Subscriber Administration

Welcome jrao001.

Menu

- [Update Personal Information](#)
- The following are some of the items that can be updated:
 - E-Mail Address
 - Job Title
 - Address
 - Gender
 - Phone Number
- [My Administrators](#)
- [My Registered Devices](#)
- [Change Password](#)
- [Change Secret Questions](#)
- [View Role/Affiliations](#)
- [View Login History](#)
- [View My Events](#)
- [Remove Roles](#)

[Click here to download the OneHealthPort Subscriber Step-By-Step Guide.](#)

Note: Once you complete the email address change, you will need to go back to the application or website you would like to access and start the verification process over.

Resources

- Visit the Multi-Factor Authentication page on the OneHealthPort website for information about MFA or to learn about Google Authenticator.
- Visit our [FAQ](#) page for frequently asked questions.
- For additional questions or concerns please contact [OneHealthPort Support Desk](#).