Log in Using One-Time Passcodes

Detailed Instructions on How to Use One-Time Passcodes

Multi-Factor Authentication (MFA)

Some sites 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

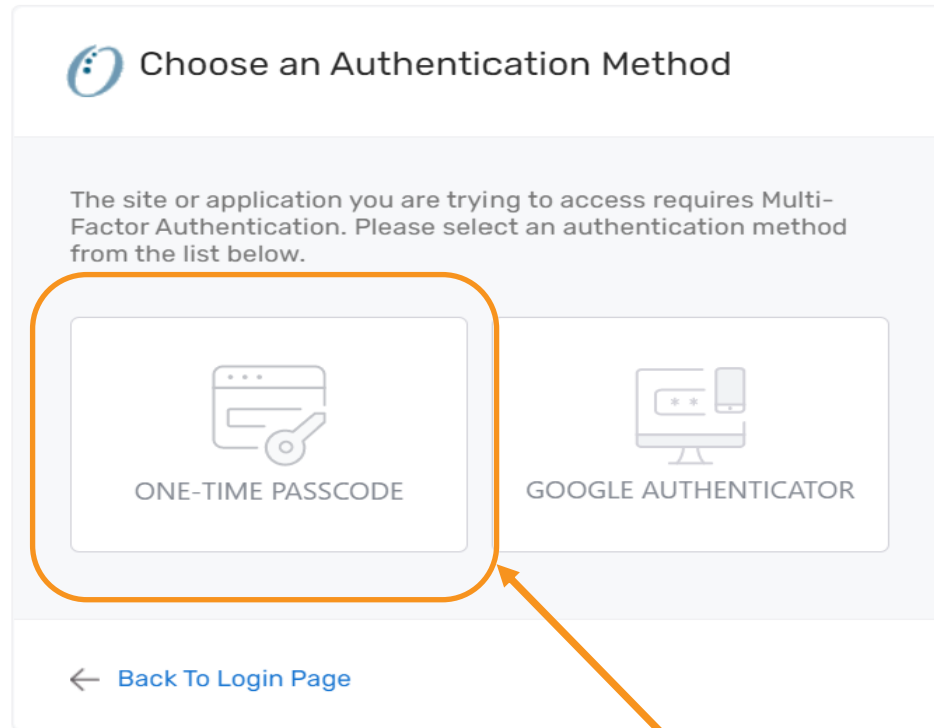First, you will be prompted to log in with your OneHealthPort Single Sign-On (SSO) Subscriber ID and password.

Multi-Factor Authentication

When accessing a OneHealthPort application or a health plan site that requires MFA, a prompt screen will appear. To get started select One-Time Passcode.

One-Time Passcode (OTP) Workflow

Next, click on the button above the email associated with your Single Sign-On account and click "Send".

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

OTP Delivery Confirmation

Note: It could take up to two minutes to receive the email with the "One-Time Passcode". Do not keep clicking on "Send" multiple times 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:
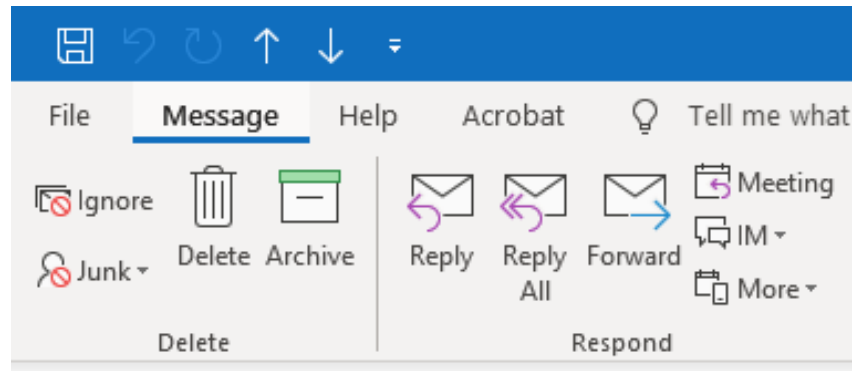
Your one-time MFA passcode

noreply@onehealthport.com
To Susie Smith

Please enter this passcode when prompted 329648

One-Time Passcode Verification

Enter the Passcode from the email into the field and click "Verify".

Device Registration

Enter Passcode

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

Enter Passcode

329648

Verify

☑ Remember my device for up to 60 days on this browser

Select this box to register your device. If you use the same computer and browser (without clearing your cache), you won't be prompted for your MFA passcode every time you log in.

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*.

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

Changing Default Email Address

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.

Note: Once you complete the email address change, you'll 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 the OneHealthPort Help Desk.