



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



Subscriber ID:

Password:

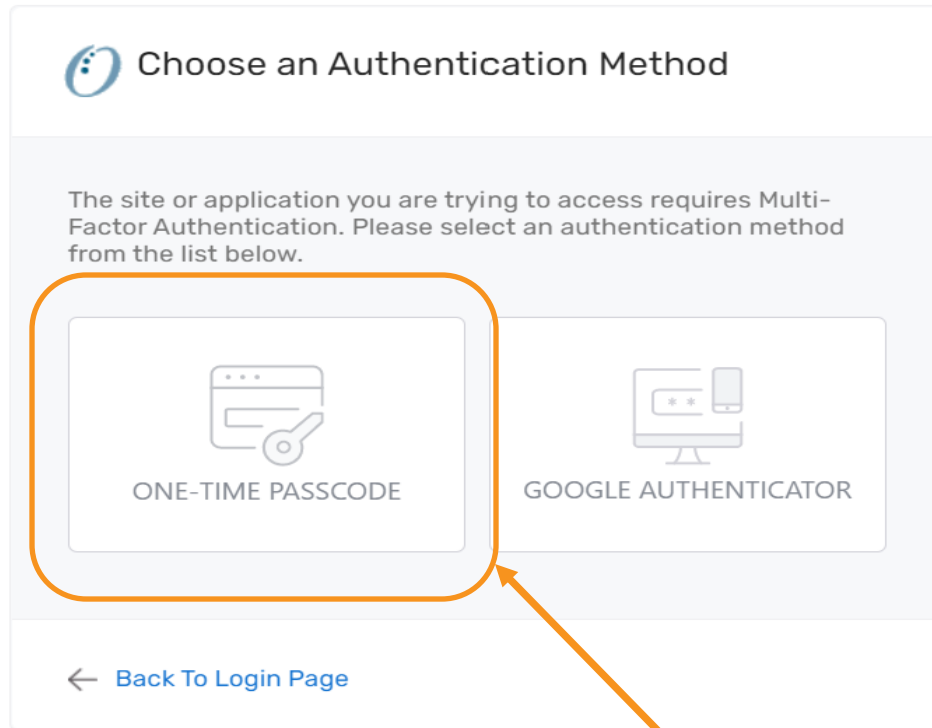
[Login](#)

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



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

Passcode Delivery Method

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to update the email address, please do that via the [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.



Email

([redacted]@onehealthport.com)

 What is this?


Send

[← Back To Login Page](#)


Next, click on 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


 Passcode Delivery Method

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to update the email address, please do that via the [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.



Email

(; @onehealthport.com)

 [What is this?](#)

[← Back To Login Page](#)

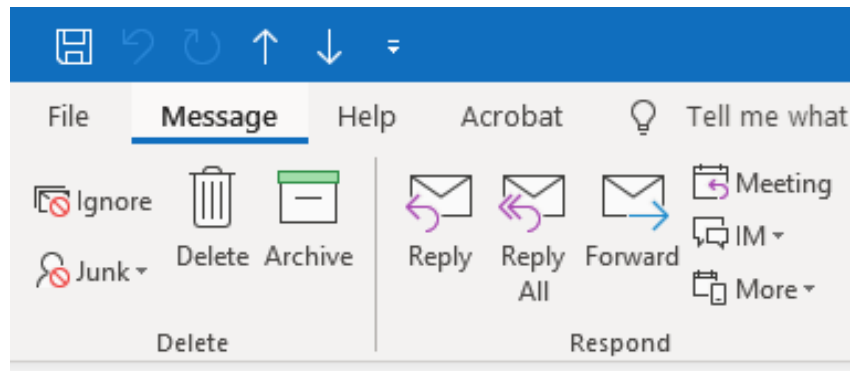
• One-time passcode successfully sent



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 (OTP) Workflow

 Passcode Delivery Method

The site or application you are trying to access requires Multi-Factor Authentication. Your passcode will be sent to the email address in your OneHealthPort SSO account. If you want to update the email address, please do that via the [Update Personal Information](#) menu option on the OneHealthPort Subscriber Administration web page.




Email

(@onehealthport.com)

[? What is this?](#)

[← Back To Login Page](#)

Scroll down to enter the passcode that was sent to your OneHealthPort SSO email.

 Enter Passcode

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

Enter Passcode

Remember my device for up to 60 days on this browser

[← Back To Login Page](#)



One-Time Passcode Verification

Enter Passcode

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

Enter Passcode

Enter the Passcode from the email into the field and click “Verify”.

Remember my device for up to 60 days on this browser

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*.

The screenshot shows the OneHealthPort OHP Administration application interface. At the top right is the OneHealthPort logo. Below it is an orange navigation bar with "OHP ADMINISTRATION" on the left and a "Log Out" button on the right. The main content area features a large, light blue stylized "O" logo on the left. To the right of the logo, the text reads "OHP Administration" and "Welcome". Below this is a paragraph: "This site allows you to manage the OneHealthPort accounts of all Subscribers and your Organization. You may add and delete Subscriber accounts and edit existing accounts. Additionally you may edit your Organization's profiles and nominate additional Administrators." Two menu sections are displayed: "Subscriber Administration Menu" and "Organization Menu".

OHP ADMINISTRATION Log Out

OHP Administration

Welcome

This site allows you to manage the OneHealthPort accounts of all Subscribers and your Organization. You may add and delete Subscriber accounts and edit existing accounts. Additionally you may edit your Organization's profiles and nominate additional Administrators.

Subscriber Administration Menu

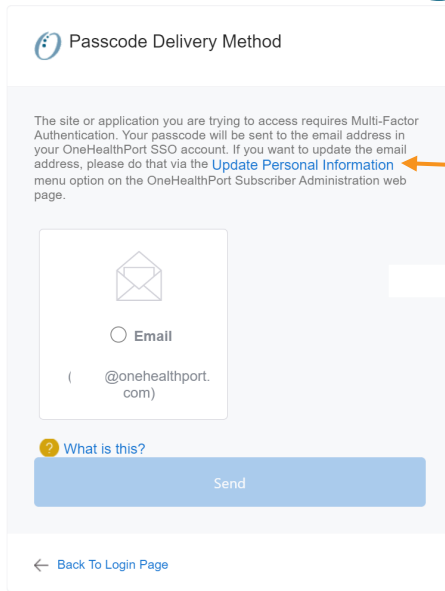
- [Nominate Subscriber](#)
Provide an OHP Credential (Subscriber ID) to another person.
- [Manage Subscriber](#)
 - [Reset Password](#)
 - [Modify Subscriber Profile](#)
 - [Affiliate Subscriber](#)
 - [Remove Subscriber Affiliation](#)
 - [Add Subscriber Roles](#)
 - [Remove Subscriber Roles](#)
 - [Resend Activation Code](#)

Organization Menu

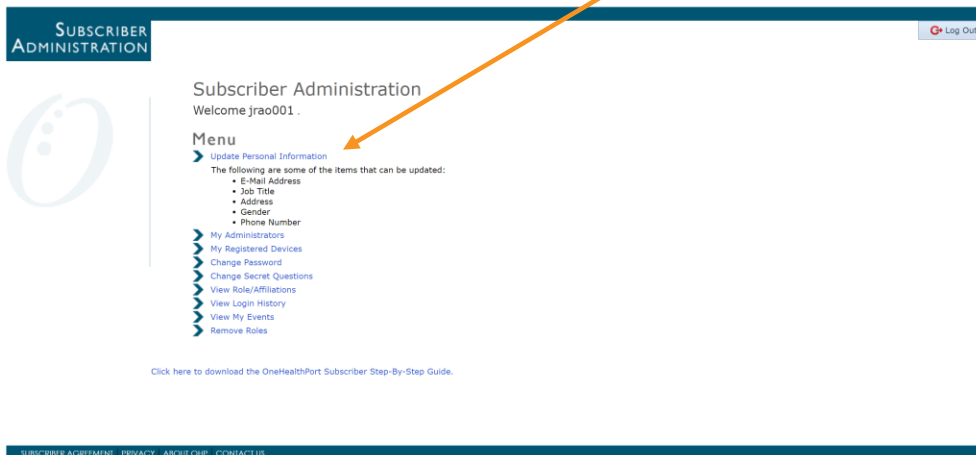
- [Add/Edit Tax ID](#)
- [Modify Profile](#)
- [Add Administrator](#)
- [Remove Administrator](#)
- [Create Sub-Organization](#)
- [List Users](#)

* 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](#).