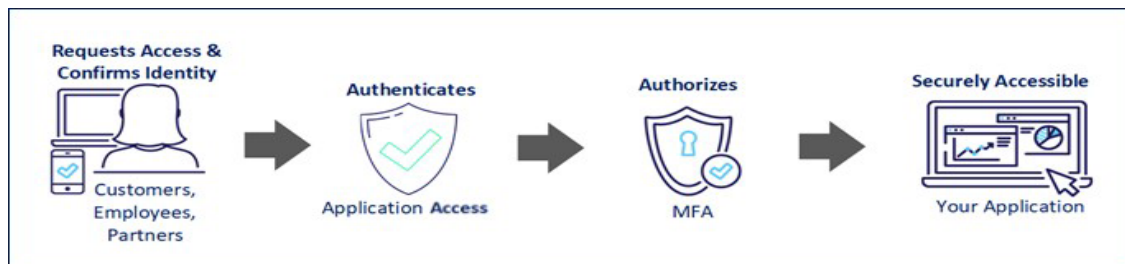


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To better secure our applications, we have implemented a strong Multifactor Authentication (MFA) solution for accessing ConnectCenter. MFA adds a layer of protection to your Patient Health Information by requiring two-step verification when initially logging in. Your identity is confirmed using both your password and a one-time passcode that will be provided to you via one of the five methods described in this guide.

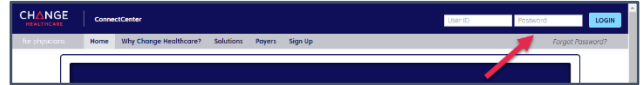
The primary delivery method uses the email address on record in your ConnectCenter account. Alternatively, your registered phone number can be used to receive the one-time code as either a text message or an audio call.

The first step for logging into ConnectCenter has not changed: enter your User ID and password in the ConnectCenter login screen and then click login. The next step depends on whether you have enabled any MFA delivery options other than email or phone. The remainder of this document will review:

- **Standard MFA process** – what you will see unless (or until) you have elected advanced options. Default MFA options utilize email and phone delivery of the one-time security code.
- **Advanced MFA options** – Advanced MFA options provide faster, more integrated options for delivery of the one-time passcode through VIP Access Mobile and VIP Access Desktop. This section will also explain how to update phone numbers or email addresses. Support for international phone numbers will also be covered here.
- **Frequently Asked Questions** – Common problems and resolutions can be found in this section.

Standard Multifactor Authentication

The first step for logging into ConnectCenter has not changed. Access ConnectCenter via any of its Internet addresses (below), enter your user ID and password and then click login.

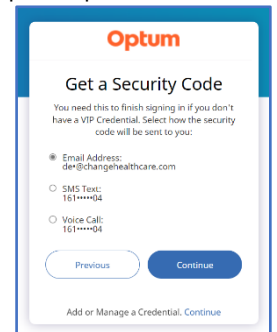


- <https://connectcenter.changehealthcare.com/#/site/home>
- <https://physician.connectcenter.changehealthcare.com/#/site/home>

Presuming that you've successfully entered the correct password and that your account is in good standing, the **Get a Security Code** screen will prompt you to choose a method for receiving the one-time use security code.

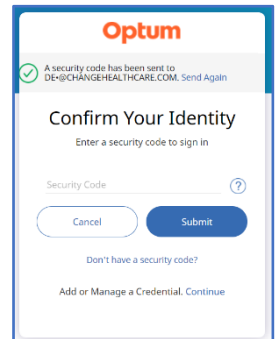
Email

To receive the code by email, verify that the partially obscured email address displayed in the dialog box matches an email account you can access. If this account is available to you, click Continue.



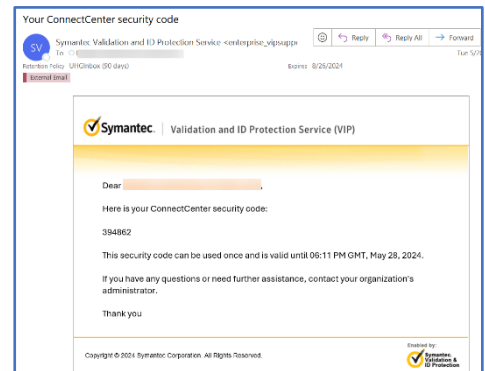
The pop-up window will redisplay to provide a place in which you can type the security code. Typically, an email containing the code is delivered within 5 minutes. If not, please check your junk or spam folder for messages from enterprise_vipsupport@symantec.com

The email containing the code will have the subject "Your ConnectCenter Security Code." Because the message contains graphics, some email systems may have difficulty displaying the message in a readable fashion. [See our FAQ for tips if you have this problem.](#)



Enter the six-digit code from the email in the Security Code field, within the **Confirm Your Identity** window, and click Submit. This will complete the login process, causing ConnectCenter to display its Home Page.

Note: if you are unable to find or decipher the email, you may click the words "Don't have a security code." This will cause the **Get a Security Code** screen to re-display, allowing you to switch to a phone-based delivery option.



Text and Phone

To receive the code by either text message or voice call, verify that the partially obscured phone numbers displayed in the **Get a Security Code** window match a phone number you can access.

If the number appears correct and can receive text messages, click the radio button next to SMS Text and then choose Continue.

- Tip: The security code is the number included **in** the text message and not the number **from** which the text is sent. As the two numbers are the same length, it is common to pick the wrong one.

If you cannot (or prefer not to) receive text messages to your phone number, click the radio button next to Voice Call and then choose Continue.

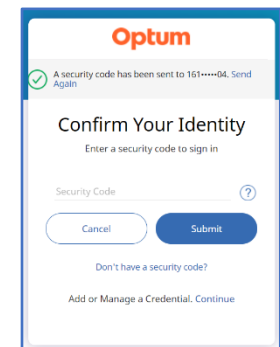
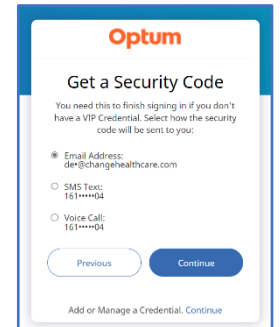
After clicking Continue from either option, the pop-up window will redisplay to provide a place in which you can type the security code. The one-time code should be delivered to your phone within seconds. Enter the six-digit code in the Security Code field, within the **Confirm Your Identity** window, and click Submit. This will complete the login process, causing ConnectCenter to display its Home Page.

Note: that if you do not receive the code, you may click the words "Send Again" to cause the system to try again. Alternatively, click "Don't have a security code" to return to the **Get a Security Code** screen, where you can choose a different delivery option.

Help! I Can't Get A Code

If you are unable to receive the security code by either email or phone, review the [Frequently Asked Questions](#) list at the end of this document for common problems and resolutions. The hyperlinks below will take you directly to information related to common problems:

- [Both my email address and phone number are incorrect](#)
- [I updated my email address and/or phone number in ConnectCenter but the out-of-date information is still listed](#)
- [My phone number is not in the United States of America](#)
- [After submitting my user ID and password on the Login page, nothing happens \(other than my user ID and password being cleared from the screen\)](#)
- [After entering my user ID and password on the Login page I get an error message that says "Invalid User ID or Password"](#)



- [An error message that says “You could not be signed in at this time. Contact your administrator for assistance” is displaying.](#)

Advanced Multifactor Authentication

The multifactor authentication system provides an option for additional customization of security code delivery that is helpful in several situations:

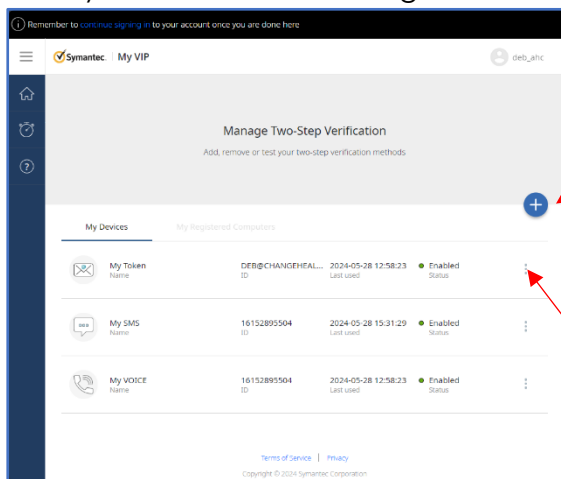
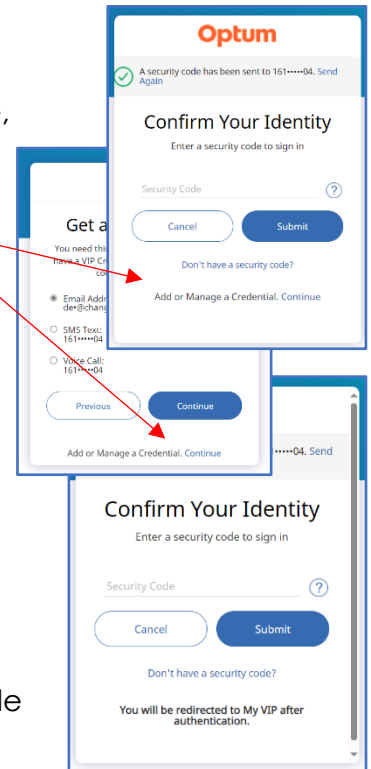
- Setup a faster, more integrated security code delivery option using your smart phone ([VIP Access Mobile](#)) or computer ([VIP Access Desktop](#)).
- Alternative delivery options when phone and email are not viable.
- Configuring an [international phone number](#)
- [Removing out-of-date](#), invalid or extra delivery options

Getting to the My VIP Configuration Screens

After authenticating your user ID and password on the login page, each of the windows displayed as part of sending and accepting entry of the one-time security code will include the words “Add or Manage Credentials: Continue.”

Click the Continue link on either of these screens, but prior to choosing Submit on the Confirm Your Identity window. The “Add or Manage” prompt will be replaced with the notification that “You will be redirected to My VIP after authentication.”

Once you have successfully entered the one-time security code, the My VIP credential management screen will display.



The two most important things you can do from this screen are:

- Click the blue circle with the plus symbol to begin the process of adding a new delivery option.
- Click the three stacked dots on the right edge of any row representing an unwanted delivery option to pop-up a Remove command.

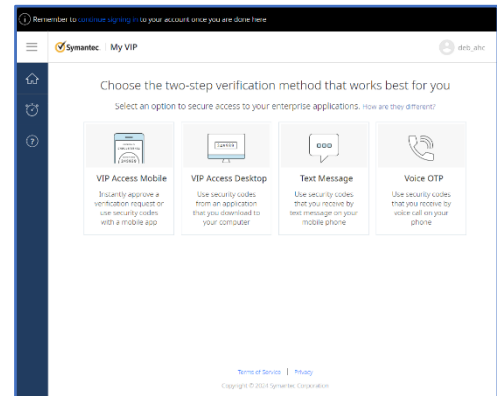
VIP Access Mobile

VIP Access Mobile is a smartphone application that can be used to reduce the MFA process to little more than touching a check mark displayed on your phone.

The VIP Access Mobile app is available in both Apple's App Store and Google's Play Store. To setup this option, you must install the VIP Access app on a mobile device.

Installing VIP Access Mobile

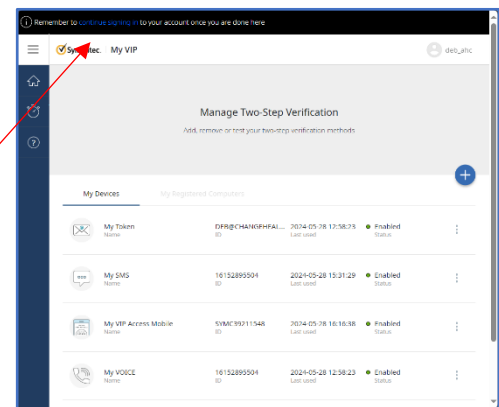
Start from the My VIP Credential Management screen described in the [previous](#) section. After clicking the blue circle with the plus image, the screen for choosing a new verification method will display. Click VIP Access Mobile. On screen instructions will guide you through the process of installing the VIP Mobile app on your phone and then registering the app to your ConnectCenter account.



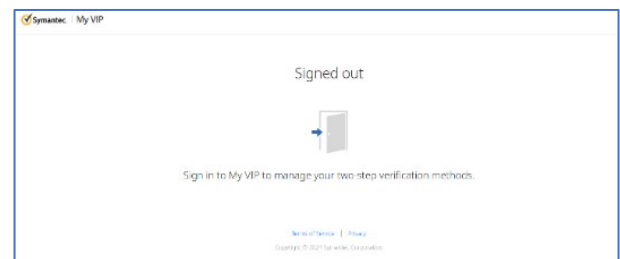
- Note: You may use the same VIP Access Mobile credential with multiple different user accounts, where necessary.

Once installed and registered to your account, you will see the VIP Access Mobile “device” listed on My VIP’s **Manage Two-Step Verification** screen.

To resume logging into ConnectCenter, click “continue signing in” from the top of the page. You will be guided through the process of completing MFA using the new VIP Access mobile app, as described in the next section.

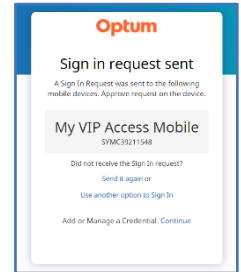


- Note: a message titled “Signed Out” may display briefly after you click “continue signing in.” If you see this screen we recommend simply waiting until the page depicted in the next section loads.

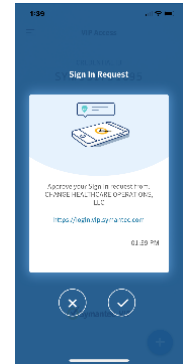


Using VIP Access Mobile

After authenticating your user ID and password on the ConnectCenter login page, VIP Access Mobile users will see a window titled **Sign in request sent**. Simultaneously, your cell phone should provide a notification that sign in approval is needed. Simply touch the check mark on your mobile device's VIP Access app to complete the MFA process. The ConnectCenter home page will then be displayed in your Internet browser.



Once you have configured VIP Access Mobile for your ConnectCenter account, it will become your default MFA option. However, if you need to access ConnectCenter when the app is not available to you, you can select a different delivery option by clicking "Use another option to Sign In" in the **Sign in request sent** window.



Similarly, other previously described features can also be accessed from the **Sign in request sent** window:

- To manage credentials, click the Continue link next to "Add or Manage a Credential."
- If your one-time security code expires before you can validate it on your phone, click "Send it again."

VIP Access Desktop

VIP Access Desktop can be installed on your computer to reduce the MFA process to little more than copy and paste.

Installing VIP Access Desktop

To install VIP Access Desktop, you must have administrative rights on your computer or obtain assistance from computer system support staff who have the rights to install the program.

Start from the My VIP Credential Management screen described [previously](#). After clicking the blue circle with the plus image, the screen for choosing a new verification method will display. Click VIP Access Desktop. On screen instructions will guide you through the process of installing the VIP Access app on your Windows PC or Mac.

- Note: You may use the same VIP Access Desktop credential with multiple different user accounts, where necessary.

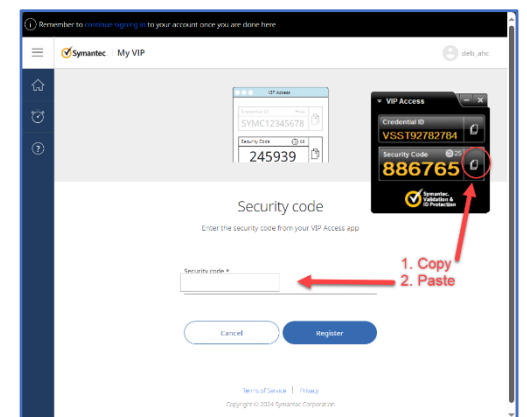
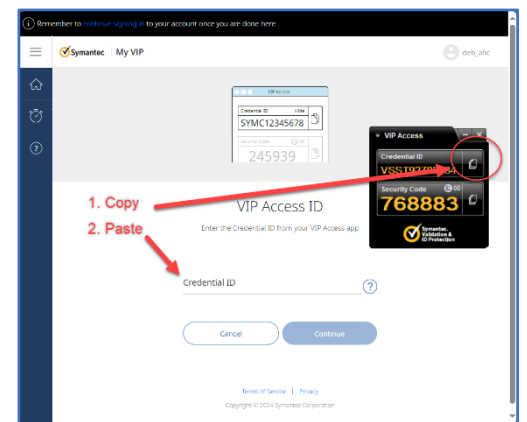
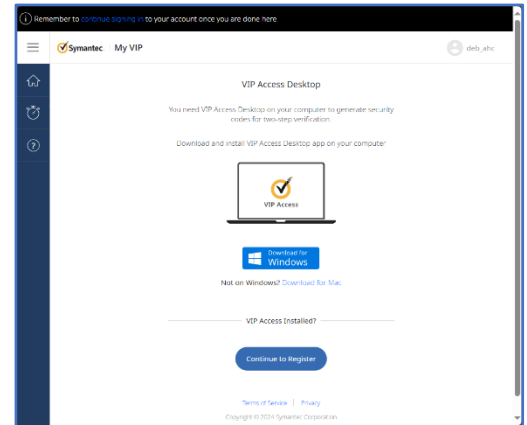
Once you have installed VIP Access Desktop, you will need to open and run it to complete the credential configuration.

When prompted to enter the VIP Access ID, as shown here, click the copy icon found next to the Credential ID in the VIP Access Desktop app. You can then paste that ID into Credential ID field.

On the next screen, complete similar steps to copy and paste the security code from the desktop app to the browser.

You will then be given a chance to name and test the credential.

Once installed and registered to your account, you will see the VIP Access Desktop "device" listed on My VIP's **Manage Two-Step Verification** screen.



To resume logging into ConnectCenter, click "continue signing in" from the top of the page. You will be prompted to complete MFA using the new VIP Access desktop app, as described in the next section.

- Note: a message titled "Signed Out" may display briefly after you click "continue signing in." If you see this screen we recommend simply waiting until the page depicted in the next section loads.

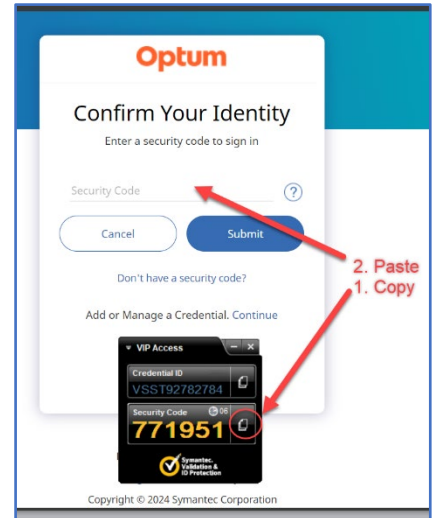
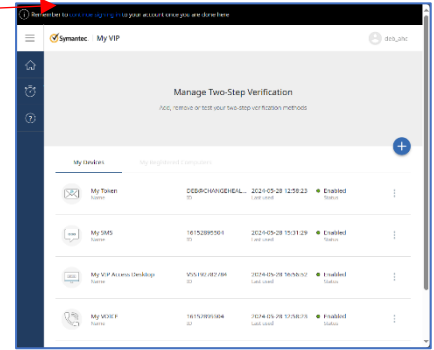
Using VIP Access Desktop

After authenticating your user ID and password on the ConnectCenter login page, VIP Access Desktop users will see a window titled **Confirm Your Identity**. Open the VIP Desktop app to continue. Click the copy button found to the right of the Security Code in the Desktop App. Paste the code into Security Code field provided in your Internet browser and click Submit. The ConnectCenter home page will then be displayed.

Once you have configured VIP Access Desktop for your ConnectCenter account, it will become your default MFA option, unless you have also configured VIP Access Mobile. Users who setup both VIP Access tools will find that the mobile app takes precedence.

Previously described MFA features can be accessed from the **Confirm Your Identity** window:

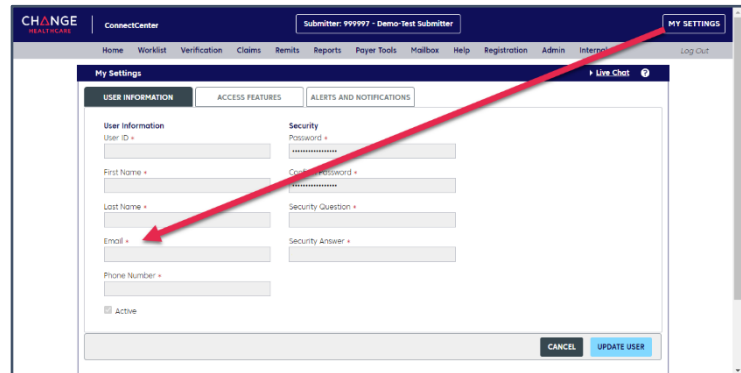
- If VIP Desktop app is not available, you can obtain a code using alternative delivery methods by clicking "Don't have a security code."
- To manage credentials, click the Continue link next to "Add or Manage a Credential."



Updating Phone Number or Email Address

Updates to email address can **only** be made in ConnectCenter. Updates to phone number **should** be made via ConnectCenter but may require additional efforts or consideration, as explained below.

Presuming the need for an update is not prohibiting you from logging in to ConnectCenter, you can update your own contact information (email or phone) in My Settings.



Administrative users also have the option to update contact information for their colleagues in User Management. Users unable to login and update their own data, can seek assistance from their account administrators for help making these changes.

Updates made in either User Management or My Settings will become available for use with Multifactor Authentication immediately.

If you do not know who the account administrator is for your organization, contact our support team for assistance. Cases can be created at <https://customer care.changehealthcare.com>.

When contacting our support team please provide the following information:

- ConnectCenter User ID
- Email (If your email address needs to be updated, please include the email address currently associated with your account—the one displaying as an MFA delivery option.)
- Submitter ID (this is the 6-digit number displayed at the top of ConnectCenter, after you login. It would also have been included in your original welcome email)
- Description of the issue: Please specify whether you need to update your email address, your phone or both.

Special Considerations and Problems:

Out-of-Date Contact Information

For every user, ConnectCenter stores one phone number and one email address, each of which can be updated through either My Settings or User Management. With the introduction of MultiFactor Authentication, ConnectCenter can now support up to five additional email addresses or phone numbers for the specialized purposes of delivering the MFA security code.

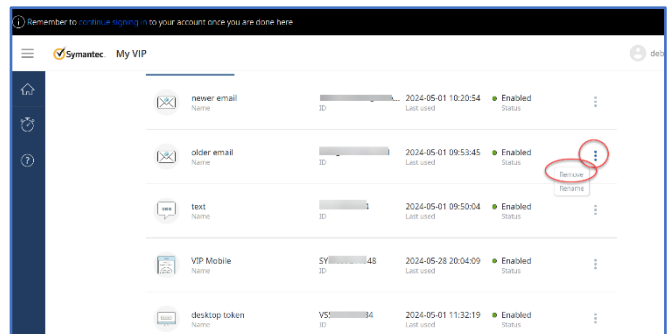
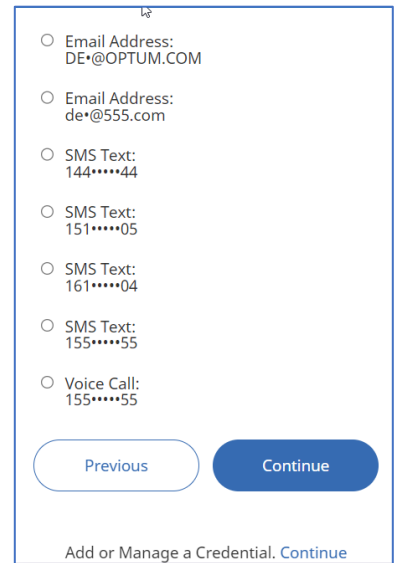
Whenever an email or phone number is changed in ConnectCenter (whether My Settings or User Management), the new number or email will automatically be added to the MFA options lists. In the case of a phone number change, the revised number will be added as both text and voice choices. However, the added contacts will be included at the bottom of the list of available email, voices, or text delivery choices.

Older phone numbers that may have once existed in both My Settings and also on the MFA list, will **not** be automatically removed from the MFA list when they are replaced in ConnectCenter. In certain scenarios, retention of the out-of-date contact information is helpful:

- For international phone numbers
- When the contact optimal for customer support is different from the fastest way for an MFA code to be delivered
- To provide a back-up delivery option

As the ultimate judge of whether a contact number is useful or not, you can and should delete out-of-date contacts from the MFA list. To begin, start from the My VIP Credential Management screen described [previously](#).

Click on the three vertical dots located in the row for the unneeded credential. A pop-up menu containing an option for Remove will display. After clicking Remove, a confirmation window will open. Confirm your intent to remove the credential.



Repeat these steps to remove all unneeded options.

Note that the email and phone number currently displayed in My Settings may not be displayed on the My VIP Credential screen, depending on whether adding them to the My VIP list would cause the total number of rows shown in My VIP to exceed five.

On the other hand, if an email or phone number is removed from My VIP but still exists in My Settings, it will be automatically added back to the list of options available in My VIP on your next login.

Note: users who setup [My VIP Access Mobile](#) or [My VIP Access Desktop](#) (as described previously) will not generally be presented with the VIP phone and email options list and therefore should not be inconvenienced by the inclusion of out-of-date contacts.

International Phone Numbers

ConnectCenter does not permit the entry of international dialing codes in the phone number fields of My Settings or User Management. However non-USA phone numbers are supported for multifactor authentication. To add a foreign phone number for text or phone MFA, you must add the new number in the My VIP Credential Management screen.

To begin, start from the My VIP Credential Management screen described [previously](#). Next, click on the blue circle containing the white plus symbol. From the screen titled Choose **the two-step verification method that works best for you**, choose either Text Message or Voice OTP, depending on your preferences for text versus audio call delivery.

On the **Register a phone number screen**, the country code portion of the number will default to a US flag and the value of +1. Click the drop-down arrow next to the flag to access the country list. After choosing the appropriate country, the prefix and format of the phone number will be adjusted as needed. Enter the correct phone number, retaining the appropriate country code. Choose Continue, once finished. You will then be given a chance to name and test the credential.

The new phone “device” will then be listed on My VIP’s **Manage Two-Step Verification** screen. To resume logging into ConnectCenter, click “continue signing in” from the top of the page. You will be guided through the process of completing MFA.

- Note: a message titled “Signed Out” may display briefly after you click “continue signing in.” If you see this screen we recommend simply waiting a few seconds, as the prompt for MFA should replace this screen automatically.

