



# **Affinity Provider Portal Training Manual**

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# Affinity Provider Portal

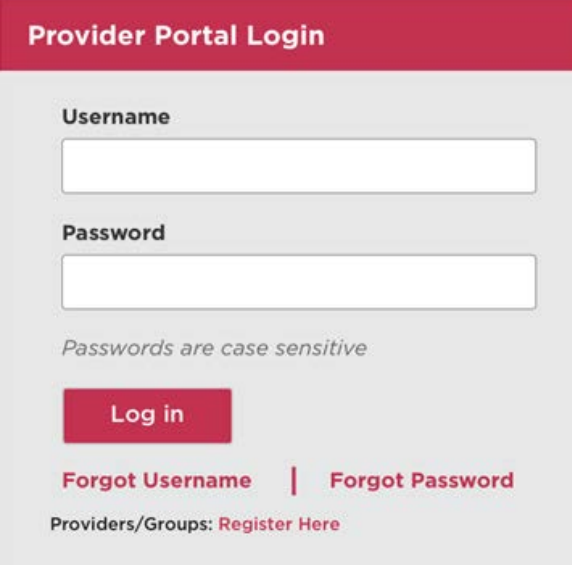
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## Login

This page enables a user to either login and/or register if he/she is not already a registered user (ie. Providers and Staff users).

The following are the functionalities which can be performed from this screen:

1. If the user is not registered, he/she can click the “Register Here” link
2. If the user has forgotten his/her password, the user can click the “Forgot Password” link
3. User navigates to this page from the Affinity Public site or enters the site URL



The screenshot shows a login form titled "Provider Portal Login" with a red header. It contains two input fields: "Username" and "Password". Below the password field is the text "Passwords are case sensitive". There is a red "Log in" button. At the bottom, there are links for "Forgot Username" and "Forgot Password" separated by a vertical bar, and a link for "Providers/Groups: Register Here".

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## Legacy User Login

To adhere to the enhanced security standards for login, legacy (existing) users whom registered with their email address as their username will be presented with the below interstitial page upon login. He/she will then be required to change their username, password and security questions with answers. Upon completion the user will then be redirected to the home page.

The user will be presented with the following:

1. Current Username
2. New Username
3. Confirm Username
4. Current Password
5. New Password
6. Confirm Password
7. Security Question 1
8. Answer 1
9. Security Question 2
10. Answer 2

**Note:** When creating a new username, he/she will need to “Check Availability” to ensure the username is valid and has not already been utilized by another user.

The screenshot shows the Affinity Health Plan Provider Portal interface. At the top, there is a red header with the Affinity Health Plan logo and the text "Provider Portal Welcome". Below the header is a navigation menu with options like Home, Eligibility & Benefits, Claims Search, Renewals, Account Management, Resources, Security Notice, and Help & Support. The main content area is titled "Welcome" and contains a message: "We have recently enhanced our security standards and user experience on the Provider Portal. To ensure you meet the required standards, please update your user profile." The form is divided into several sections: "Current Username" (jsmith@gmail), "New Username" (jsmith00) with a "Check Availability" button and a note "Username cannot be an email address", "Confirm Username", "Current Password" (masked), "New Password" (with a note: "Password must be a minimum of 8 long and contain numbers of or part of your username. Must contain at least 1 upper Case 1 Lower Case and 1 Number."), "Confirm New Password", "Current Email" (jsmith@gmail.com), "Security Question 1" (Name of town you were born) and "Answer 1", "Security Question 2" (Name of Elementary School) and "Answer 2". At the bottom of the form are "Submit" and "Cancel" buttons. The footer of the page reads "© 2009 - 2017 Affinity Health Plan All Rights Reserved."

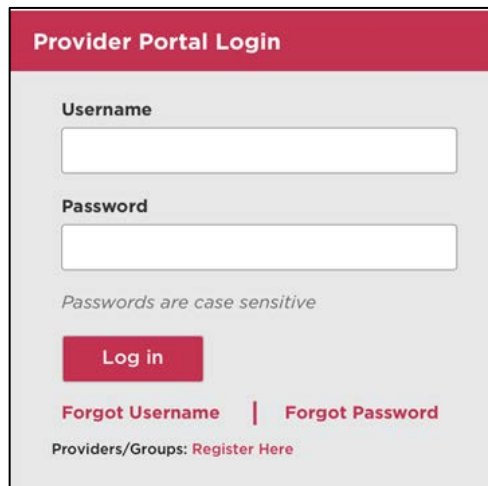
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## Forgot User Name

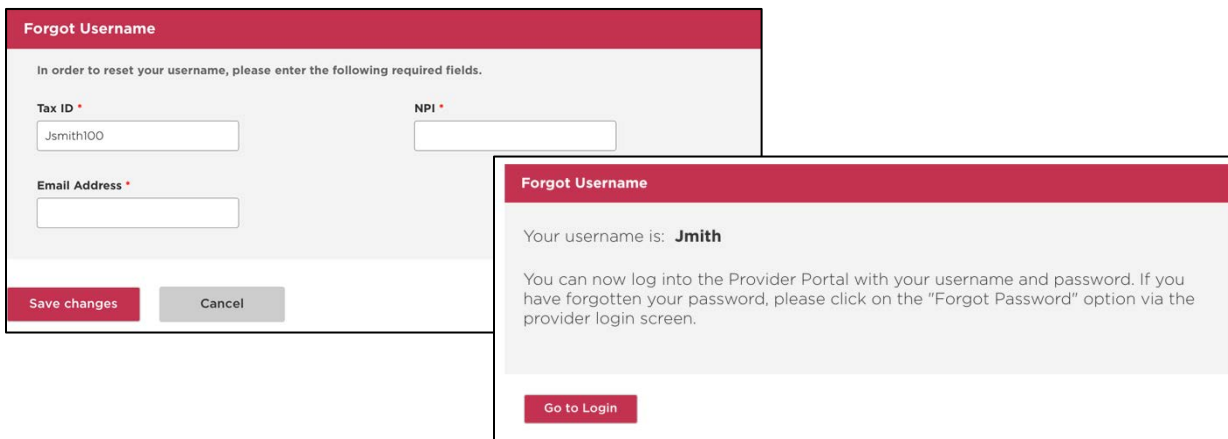
The “forgot user name” option is available to users via the Provider Login Screen. This option allows users to retrieve their username through a secured method with sending a notification email to confirm the submission of the request.

The user will be required to do the following:

1. Click on “Forgot Username” from the Provider Login Page
2. Enter the following values:
  - a. Tax Identification #
  - b. NPI #
  - c. Email Address
3. Click on “Save Changes”
4. A new page is presented to user with the following information:
  - a. “Your User Name is: ”
  - b. “You can now log into the Provider Portal with your username and password. If you have forgotten your password, please click on the “Forgot Password” option via the provider login screen.”
5. Email notification is sent to the user notify them that the “Forgot Username” feature was utilized



The screenshot shows the 'Provider Portal Login' interface. It features a red header with the title 'Provider Portal Login'. Below the header, there are two input fields: 'Username' and 'Password'. A note below the password field states 'Passwords are case sensitive'. There is a red 'Log in' button. At the bottom, there are two links: 'Forgot Username' and 'Forgot Password', separated by a vertical line. Below these links is a link for 'Providers/Groups: Register Here'.



The screenshots show the 'Forgot Username' process. The first screenshot shows the 'Forgot Username' form with a red header. The form contains the instruction: 'In order to reset your username, please enter the following required fields.' There are three input fields: 'Tax ID \*' (containing 'Jsmith100'), 'NPI \*', and 'Email Address \*'. At the bottom, there are two buttons: 'Save changes' and 'Cancel'. The second screenshot shows the confirmation page with a red header. It displays the message: 'Your username is: Jmith' and a paragraph: 'You can now log into the Provider Portal with your username and password. If you have forgotten your password, please click on the “Forgot Password” option via the provider login screen.' At the bottom, there is a red 'Go to Login' button.

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## Forgot User Name Display Page

Following text to display on page:

“Your User Name is: {*dynamically display username*}”

“You can now log into the Provider Portal with your username and password. If you have forgotten your password, please click on the “Forgot Password” option via the provider login screen.”

## Forgot Password

The “forgot password” option is available to users via the Provider Login Screen. This option allows users to reset their password through a secured method by sending a notification email to confirm the submission of the request.

The user will be required to do the following:

1. Click on “Forgot Password” from the Provider Login Page
2. Enter User Name
3. Click on “Show My Security Question”
4. Enter the answer to security question
5. Click on “Submit”
6. Message displayed to user “If this is a valid Username, an email will be sent to the email address listed on your Profile. Please follow the instructions in the email to complete resetting your password.”
7. Confirmation email is triggered to the registered email address associated to the user name
8. User must refer to email received and validate by clicking on the link within
9. User is then returned to change password screen
10. User is then required to enter
  - a. New password
  - b. Confirm new password
11. User upon changing the password will be presented with the following message: “Your Password has been reset. Please Click [here](#) to go to the login screen.”
12. User clicks on [here](#) and is taken to the login screen to enter the user name and new password

The screenshot shows the 'Provider Portal Login' page. It features a red header with the title 'Provider Portal Login'. Below the header, there are two input fields: 'Username' and 'Password'. A note below the password field states 'Passwords are case sensitive'. A red 'Log in' button is positioned below the password field. At the bottom, there are links for 'Forgot Username' and 'Forgot Password', and a link for 'Providers/Groups: Register Here'.

The screenshot shows the 'Forgot Password' page. The header is red with the title 'Forgot Password'. The main text reads: 'In order to reset your password, please enter your Current Username and click on "Show my Security Question."'. There is a single input field for 'Current Username'. Below the input field, there are two buttons: a red 'Show my Security Question' button and a grey 'Back to Login Page' button.

The screenshot shows the 'Forgot Password' page. The header is red with the title 'Forgot Password'. The main text reads: 'In order to retrieve your password, please enter the answer for the security question and click on "Submit."'. There are two input fields: 'Current Username' (with the value 'Jsmith22908') and 'What's your first school name \*'. Below the input fields, there are two buttons: a red 'Submit' button and a grey 'Back to Login Page' button.

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## Forgot Password Page

User will be displayed the following message after clicking submit to continue resetting their password.

“If this is a valid Username, an email will be sent to the email address listed on your Profile. Please follow the instructions in the email to complete resetting your password.”

The image shows two screenshots of the Affinity Provider Portal interface. The left screenshot is the 'Forgot password' page, which has a red header and contains the text: 'If this is a valid Username, an email will be sent to the email address listed on your Profile. Please follow the instructions in the email to complete resetting your password.' Below this text is a red button labeled 'Go to Login'. The right screenshot is the 'Reset Password' form, which has a red header and contains the following fields: 'Username' (with the value 'ROSE'), 'Password\*' (with an asterisk), and 'Confirm password\*' (with an asterisk). Below these fields is the text 'Passwords are case-sensitive'. At the bottom of the form are two buttons: 'Submit' (in red) and 'Cancel' (in grey).

## Reset Password Email

The following verbiage will be sent to an end user:

“Your password has been reset for the Affinity Portal. To get started, please reset your password by clicking the link below (you may also copy and paste the link into your browser’s address bar).

The link will expire in 24 hours.

Please do not forward this email.”

## Change Password Screen

The user will click on the link from the reset password email and will then be taken to the reset password page to provide a new password.

The user will be required to do the following:

1. Enter New password
2. Confirm new password
3. Click on “Submit”

The image shows a screenshot of the 'Provider Portal Login' screen. It has a red header with the text 'Provider Portal Login'. Below the header are two input fields: 'Username\*' and 'Password\*'. Below the 'Password\*' field is the text 'Passwords are case-sensitive'. At the bottom of the form are two buttons: 'Login' (in red) and 'Forgot Password' (in red). Below the buttons is the text 'Provider/Groups: Register Here'.

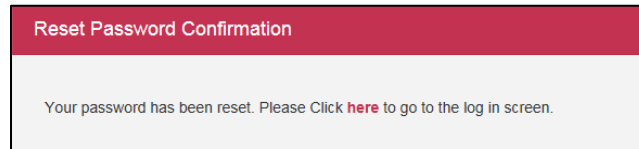
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## Confirmation Page

The following message is displayed:

“Your Password has been reset. Please Click [here](#) to go to the login screen.”



## Changed Password Notification Email Verbiage

The following verbiage will be sent to an end user

Subject: Activity on your Affinity Health Plan secure website

“Our records show that your Affinity Health Plan secure website password was changed. If this change was made without your knowledge or permission please [contact us](#).

Please note: If this email address is used with more than one account, someone else may have made the change. We are committed to keeping your personal information safe and secure.

Sincerely,

Affinity Health Plan