![United Healthcare logo]

Take immediate ACTION or lose access to uhceservices.com on March 27th

Action REQUIRED by midnight March 26, 2025: If you have not set up two authentication methods for recovery/ multi factor authentication options, you will be forced to act when you select "Log in" with One Healthcare ID on March 27, 2025.

Prior to that date, you will be offered the opportunity to set up new ways to authenticate. These methods will help with account recovery should you be locked out. Users will have the option to set up a password, add a Passkey through web authenticator, set up MS or Google Authenticator app on a smartphone or add a phone number. Users will need to set up at least two of the four options. Currently, many of you use email as a recovery and multi factor authentication option (MFA), which will no longer be available.

Users Log in with One Healthcare ID from uhceservices or Employer eServices:

- o You will need your own One Healthcare ID so you will not be able to share an ID in your place of business.

- o You will all start with **Password** already completed as **ONE** authentication method (as pictured below).

- o You will need to select at a minimum a **second** authentication options of your choice from the following:
    - **Passkey**– using your desktop
        - Use of a PIN or biometrics (fingerprint, facial recognition, etc.)
        - Great option for clean desk users
    - **Authenticator** – using your smartphone
        - Use of an Authenticator code displayed on your smartphone app
        - Download a smartphone app either MS or Google Authenticator
        - No longer need a password after Authenticator set-up completed
    - **Phone** – using your land line phone or your cell phone
        - Use of direct landline number (no extension) to receive code by call

        Or
        - Use of cell phone to receive code by call or text
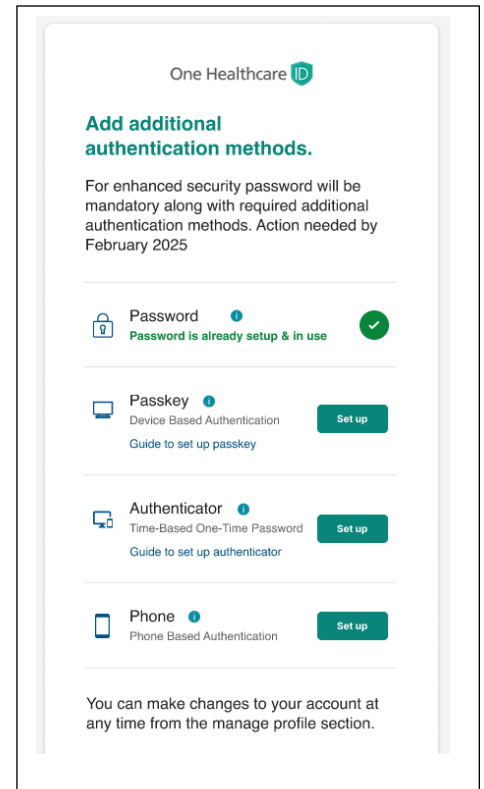
Please visit the One Healthcare Help Center for assistance with the set-up options. Again, we are here to help you through this transition, please contact the technical support line at **1-855-819-5909.** Feel free to check out our Frequently asked questions.

Frequently asked questions

What are my options if I can't use my smartphone at work?
- The password + phone number option allows you to use a landline with no extension to receive a verification code via phone call

- The passkey option authenticates through your computer

Can I add a landline with an extension?
- The phone number on your One Healthcare ID account must be a cell phone or a direct landline. Extensions will not work at this time.

What authentication apps can be utilized?
- You can use apps like Google Authenticator, Duo, LastPass, Authy and more. Please note that not all authenticator apps may be free. Microsoft Authenticator is free and One Healthcare ID's preferred app.

How does this affect bots and borgs?
- On March 27, 2025, bots and borgs will no longer be able to sign in to the portal. Please consider alternative digital solutions.

What support options are available to help me with passkey?
- If you'll be using a PC, learn more through **Microsoft Support**.

- If you'll be using a Mac, no preliminary action is needed. Once passkey is available, you can set it up through your Mac's **System Preferences**.