

Agent Single Sign-On Portal Account Setup Guide

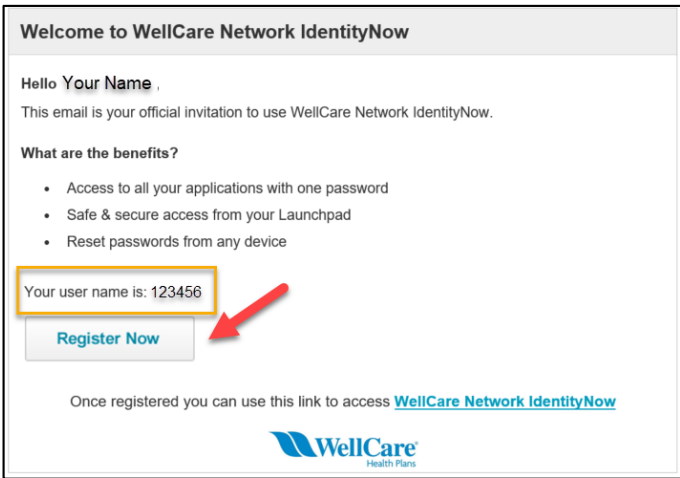
Please utilize the links below to direct you to the step action you are looking for!

**Registering Your Single Sign-On Portal:
Via the Email from NO-REPLY@SAILPOINT.COM**


**Registering Your Single Sign-On Portal:
VIA the WellCare Network IdentityNow Website**

Forgot Login Credentials / Problems Signing In

Registering Your Single Sign-On Portal: Via the Email from NO-REPLY@SAILPOINT.COM

<p>Locate the email sent to you from no-reply@sailpoint.com</p> <p>Note your username provided</p> <p>Select <i>Register Now</i></p>	
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Setting Permanent Login Credentials

<p>Step 1: Choose a Password</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>1. Choose a password</p> <p>Password</p> <input type="password"/> <p>Confirm Password</p> <input type="password"/> </div> <p>*The password has to be entered twice for confirmation.</p>	<div style="border: 1px solid black; padding: 5px; margin: 5px 0; background-color: #e0f2f1;"> <p>Your new password must meet the following requirements.</p> <ul style="list-style-type: none"> Minimum characters: 8 Minimum letters: 1 Minimum uppercase: 1 Minimum lowercase: 1 Minimum digits: 1 Minimum special characters: 1 Cannot match any attribute of your identity Cannot match any attribute of your account </div> <p style="text-align: center;">Note the password requirements!</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>1. Choose a password </p> <p>Password</p> <input type="password" value="....."/> <p>Confirm Password</p> <input type="password" value="..... "/> </div> <p>If your password meets requirements and each entry matches, you will see the check mark.</p>
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Step 2. Enter your alternate contact details

2. Enter your alternate contact details

Alternate Phone

Alternate Email

Ensure to use the proper format for both the phone number and email address.

❗ Not a valid phone number. Must be in the format (201) 555-5555 or +1 201-555-5555.

❗ This field should be an e-mail address in the format "user@example.com"

2. Enter your alternate contact details ✓

Alternate Phone

Alternate Email

If your alternate phone and alternate email meets requirements, you will see the check mark.

Step 3. Choose and answer 6 security questions

3. Choose and answer security questions ✓

1. What is your mother's maiden name?	▼	Smith
2. What is your favorite pet's name?	▼	Rover
3. What is your father's middle name?	▼	Peter
4. What city were you born in?	▼	Tampa
5. What is your maternal grandmother's first name?	▼	Claire
6. What is the name of the first street you lived on?	▼	Maple

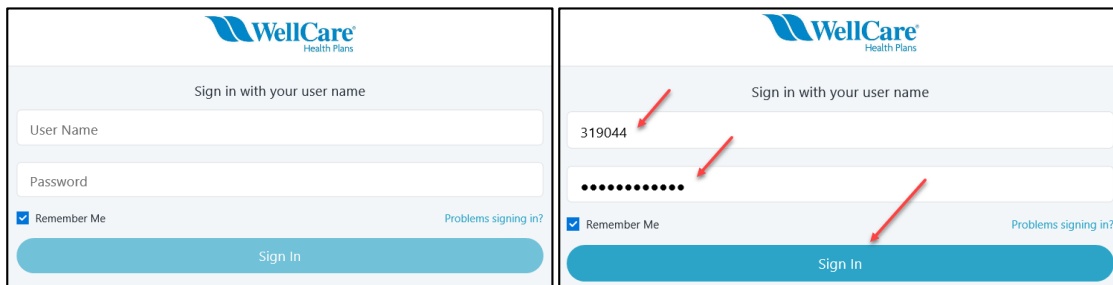
You must choose 6 questions and provide 6 answers. Once you have selected and answered all 6 questions you will see a check mark.

Select [Register Now](#)

Logging into Your Single Sign-On Portal

Step 1. After selecting *Register Now*, you will be taken to your single sign-on portal login page. Ensure to bookmark/save the [WellCare Network IdentityNow](#) link in your browser!

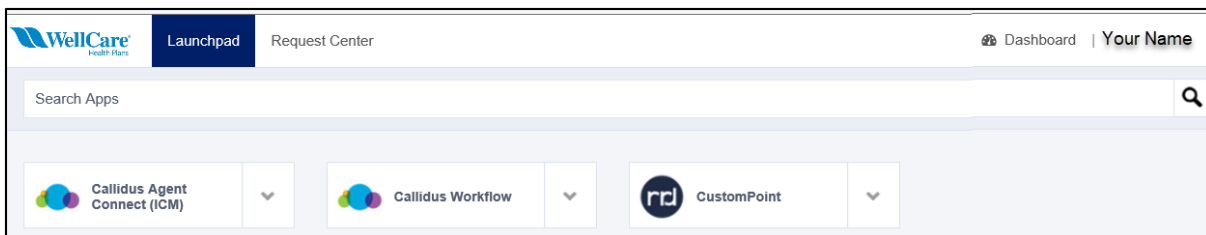
Type in the username provided to you, and the permanent password you setup. Select *Sign In*



After selecting *Sign In*, you will be in your single sign-on portal! Here you have access to the Materials Portal, Custom Point!

NOTE: Access to Agent Connect and Agent Workflow will be available in the Phase II release!

Select the icons to be directed to the appropriate system.



*Custom Point is available 24 hours after all 2020 certification requirements are complete .

Registering Your Single Sign-On Portal: via the WellCare Network IdentityNow Website

Access the IdentityNow site: <https://wellcare.identitynow.com/>

Step 1: enter your 6-digit WellCare Agent ID in the *User Name* field

Step 2: select, *Problem Signing In?*




The screenshot shows the WellCare Health Plans sign-in page. The header includes the WellCare logo and the text "Sign in with your user name". Below the header are two input fields: "User Name" and "Password". There is a "Remember Me" checkbox which is checked, and a link "Problems signing in?". A blue "Sign In" button is at the bottom.



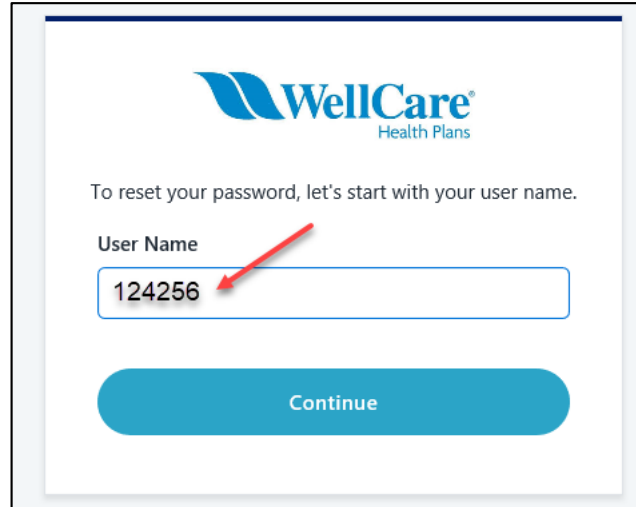
The screenshot shows the WellCare Health Plans sign-in page. The "User Name" field is filled with the number "124256". The "Problems signing in?" link is highlighted with a red arrow. The "Remember Me" checkbox is checked. A blue "Sign In" button is at the bottom.

Step 3. Select *Reset Password*

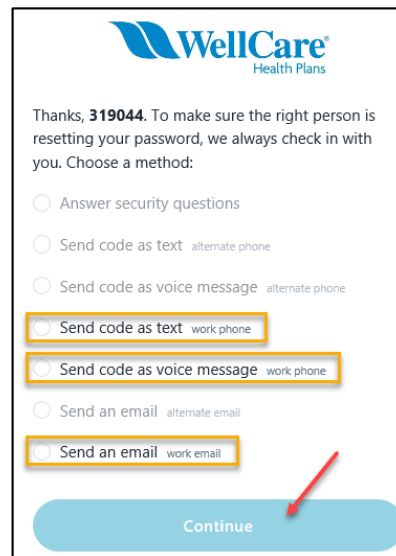


The screenshot shows the WellCare Health Plans help page. The header includes the WellCare logo and the text "What can we help you with?". Below the header are three buttons: "Forgot user name", "Reset password", and "Unlock account". The "Reset password" button is highlighted with a yellow border and a red arrow points to it.

Step 4. enter your 6-digit WellCare Agent ID in the *User Name* field

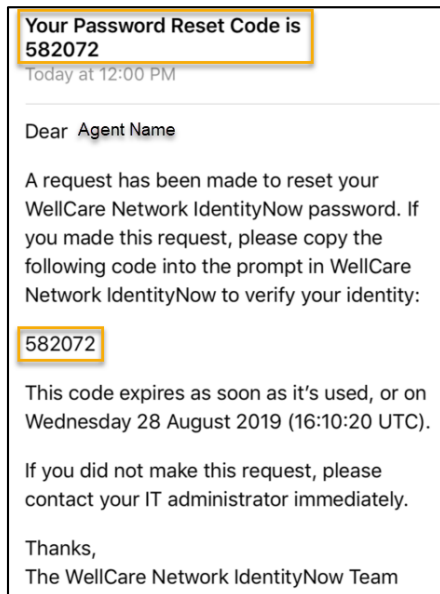


Step 5. Choose one of the three available options to receive the password reset code then select *Continue*



For this example, the option chosen was *Send an Email*
 *The response will come within minutes and will include the *Password Reset Code*

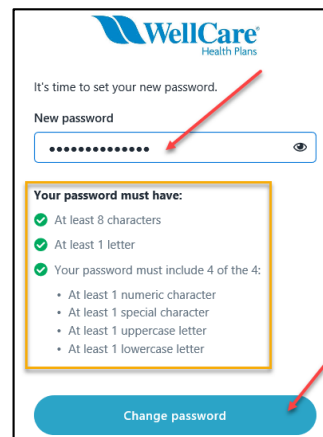
Step 6: enter the *Password Reset Code* provided, then select *Continue*



Step 7. Type in a new password.

Ensure to note the password requirements!

Select *Change Password*



If your password meets all requirements you will see three green check boxes.

Step 8. If your password was successfully changed, select *Return to Sign In*



Step 9. To continue the setup of your account and access your single sign-on portal, type in your user name (6-digit agent ID) and the password you just created.



***Please continue to the steps for setting permanent login credentials!**

Setting Permanent Login Credentials

Step 1: Create a permanent password by completing the fields in *Choose a Password*

1. Choose a password

Password

Confirm Password

*The password has to be entered twice for confirmation.

Your new password must meet the following requirements.

- Minimum characters: 8
- Minimum letters: 1
- Minimum uppercase: 1
- Minimum lowercase: 1
- Minimum digits: 1
- Minimum special characters: 1
- Cannot match any attribute of your identity
- Cannot match any attribute of your account

Note the password requirements!

1. Choose a password ✓

Password

Confirm Password

If your password meets requirements and each entry matches, you will see the check mark.

Step 2. Enter your alternate contact details

2. Enter your alternate contact details

Alternate Phone

Alternate Email

Ensure to use the proper format for both the phone number and email address.

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6. What is the name of the first street you lived on?	▼	Maple

You must choose 6 questions and provide 6 answers. Once you have selected and answered all 6 questions you will see a check mark.

Select **Register Now**

Logging into Your Single Sign-On Portal

Step 1. After selecting *Register Now*, you will be taken to your single sign-on portal login page. Ensure to bookmark/save the [WellCare Network IdentityNow](#) link in your browser!

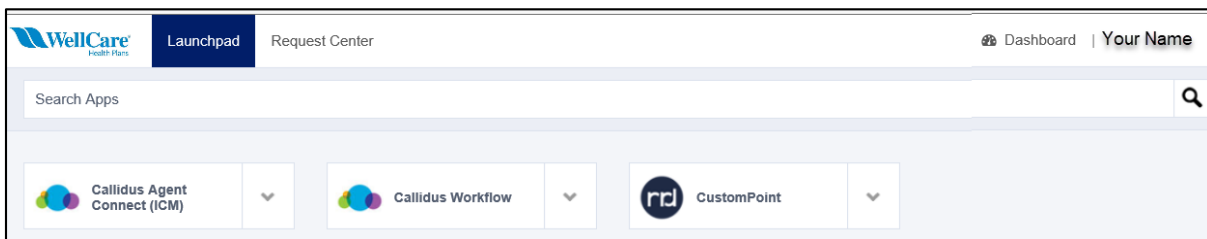
Type in the username provided to you, and the permanent password you setup. Select *Sign In*

<p>Sign in with your user name</p> <p>User Name</p> <p>Password</p> <p><input checked="" type="checkbox"/> Remember Me Problems signing in?</p> <p>Sign In</p>	<p>Sign in with your user name</p> <p>319044</p> <p>.....</p> <p><input checked="" type="checkbox"/> Remember Me Problems signing in?</p> <p>Sign In</p>
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After selecting *Sign In*, you will be in your single sign-on portal! Here you have access to the Materials Portal, Custom Point!

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Select the icons to be directed to the appropriate system.



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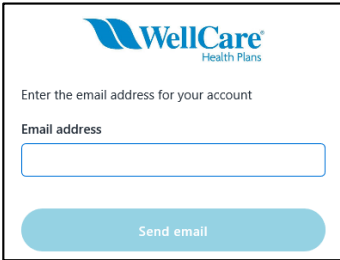
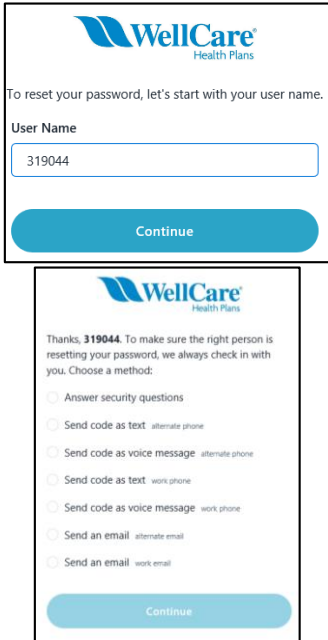
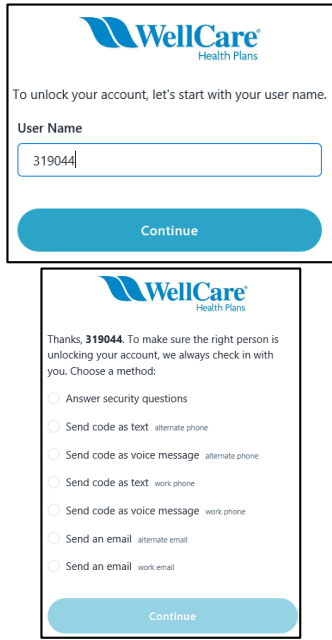
Forgot Login Credentials / Problems Signing In

If your user name or password is not accepted, select *Problems Signing In?*



There are three options to assist with logging in:

1. Forgot user name
2. Reset Password
3. Unlock Account

 <p><i>Forgot user name</i> will prompt you to enter an email.</p>	 <p><i>Reset Password</i> will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.</p>	 <p><i>Unlock your account</i> will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.</p>
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*Complete all required steps in order to re-access your portal!