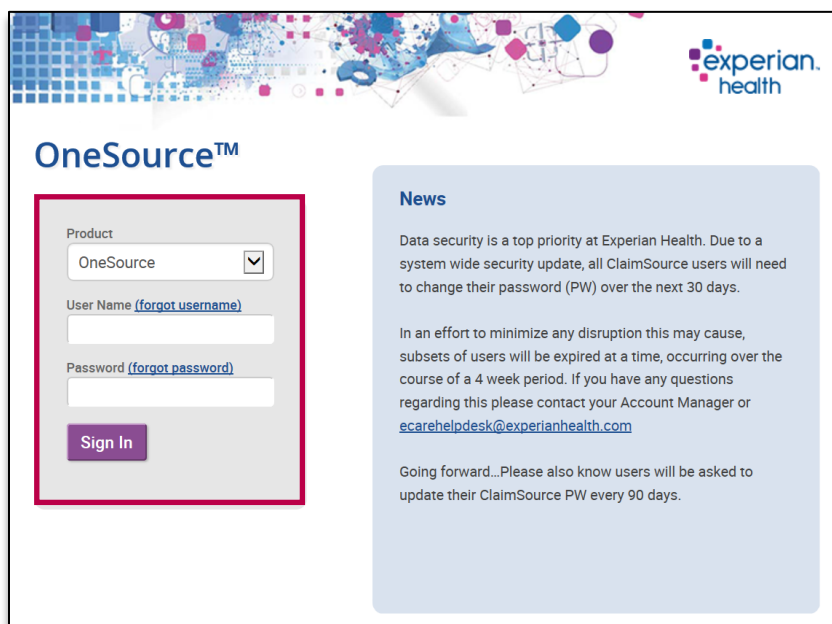# OneSource Rebranding FAQ

OneSource will soon be updated with a new look and feel that reflects the new color scheme and logo of Experian's rebrand effort. All of the OneSource features that you currently enjoy will still be available, but you may find that certain links have moved or look slightly different. This FAQ document can be referenced for assistance with finding popular features in the new OneSource interface.

What does the new login page look like?

A screenshot of the redesigned OneSource login page (https://www.passportonesource.com) is shown below. Users will enter their user name and password in the fields provided and click **sign in**. If you have forgotten your user name or password, "forgot username" and "forgot password" links are located next to these fields to assist with user name retrieval or password resets.

Please note that there is also a product dropdown menu on the login screen. For now, OneSource will be the only product listed in this dropdown menu. Users will **not** need to make a selection from the dropdown menu, as it will already be defaulted to OneSource. In the future, ClaimSource and eCare NEXT will be added to this product dropdown.

Where are my OneSource transactions?

Some of the links on the OneSource toolbar have been reorganized into new categories for easier navigation. The **My Transactions** link, which stores all of your OneSource transactions for 7 days, is now in the **Transactions** section on the toolbar. Links to **My Unread Responses** and **Reference Number Search** can also be found in this section. Depending on your settings, you may need to scroll partway down the page to see these links.
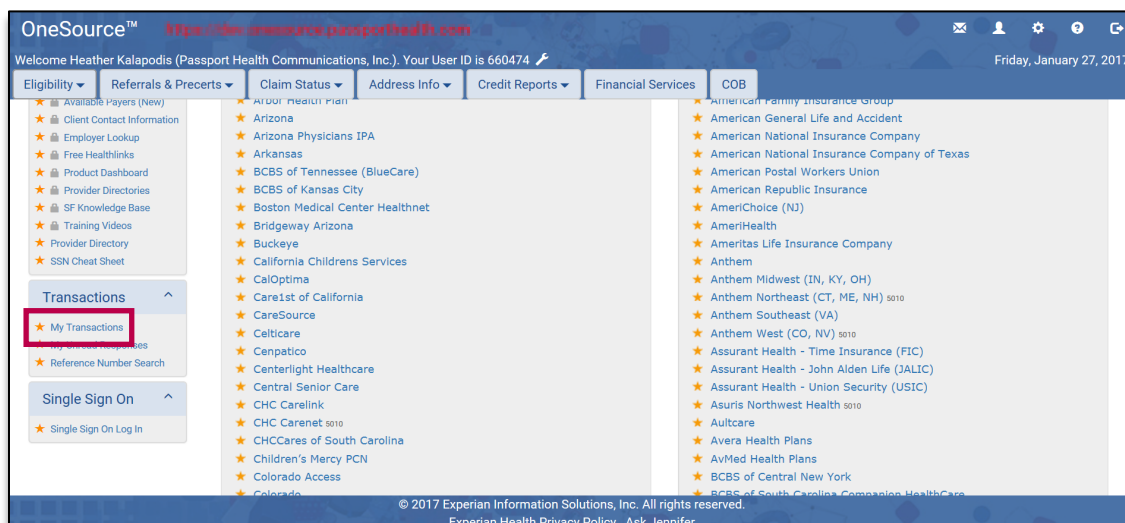
Can I put my OneSource links at the top of the page?

Yes! In the past, you may have enjoyed pinning eligibility payers to your Favorites list in OneSource for easy access. This feature is now available in the toolbar, as well! To add a toolbar link to your Favorites, click the star to the left of the link.
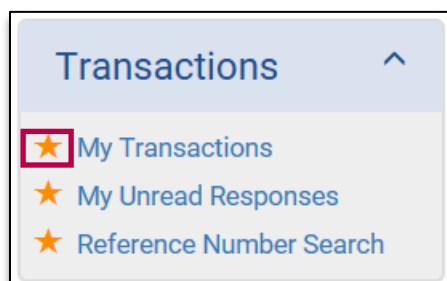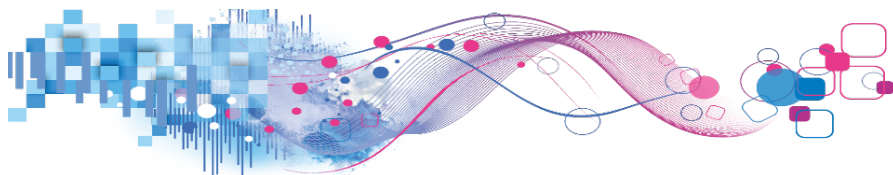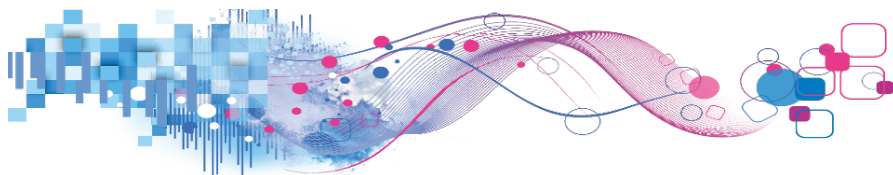
The link will now display in the **Favorites** section on the top left side of the page. To remove a link from your Favorites, simply click the star next to the link in the Favorites section.

Where is the link to the eCare NEXT Work Queue?

The link to the eCare NEXT Work Queue is now located in the **Patient Access Products** section on the left side of the page.
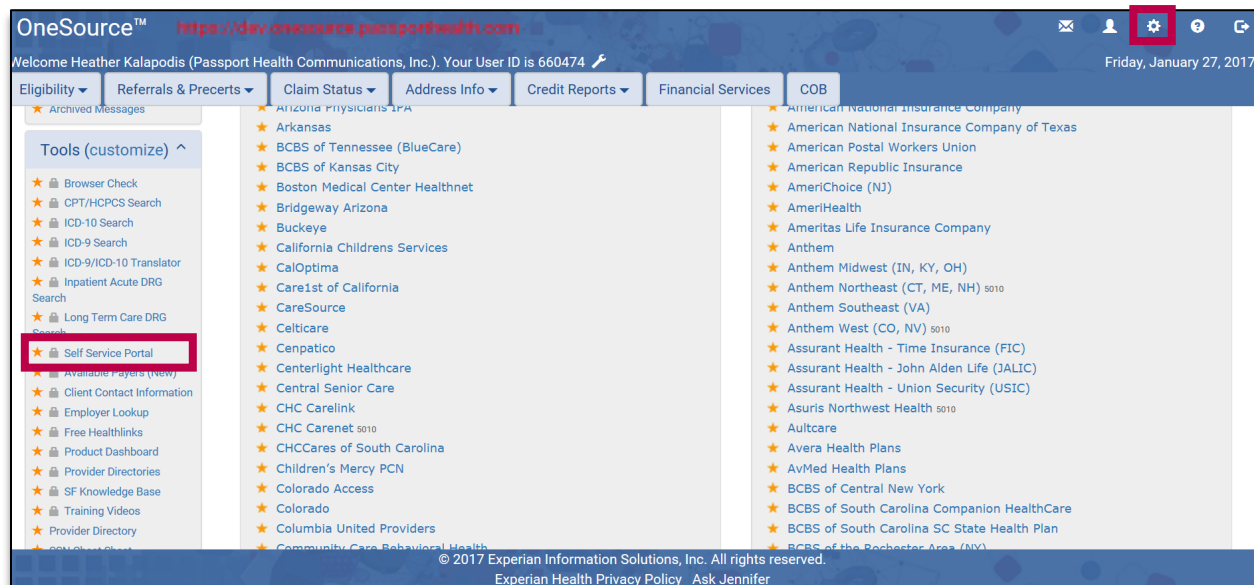
How do I get to the Self Service Portal (SSP)?
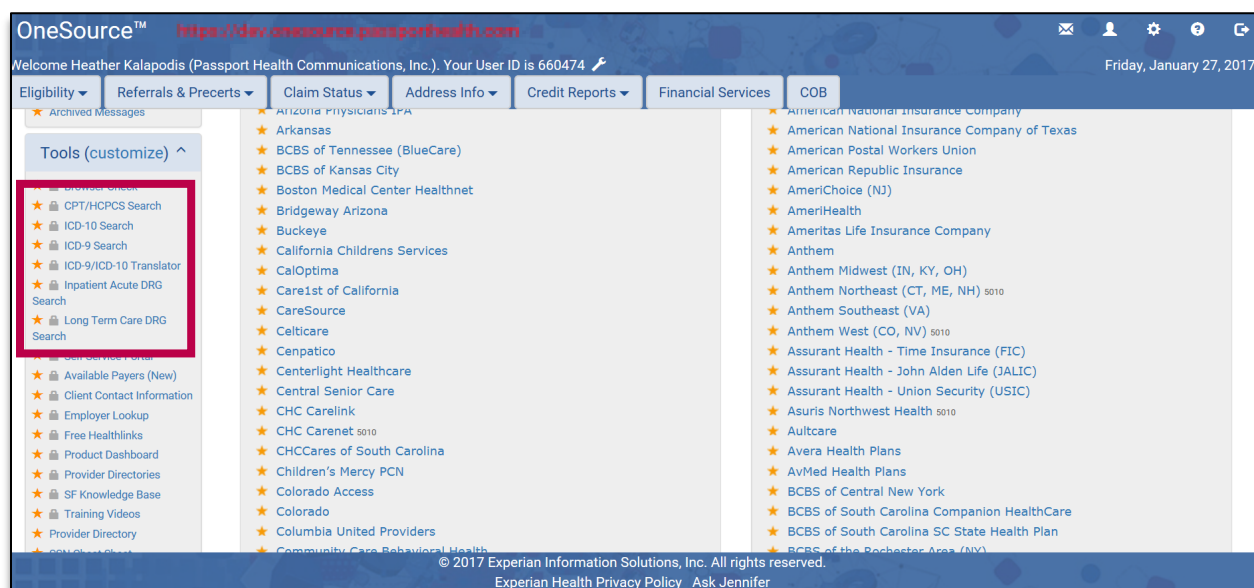
There are two ways to navigate to the SSP from the main OneSource page. Users can access the SSP through the link on the left side of the page under the Tools section, or by clicking the ⚙ icon on the upper right side of the page.
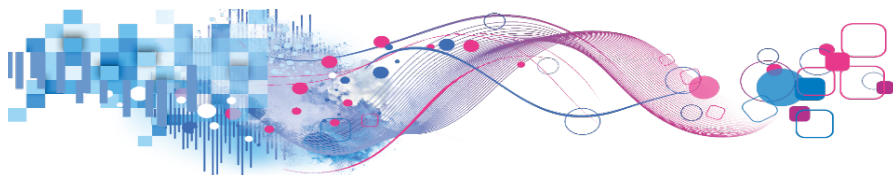

Where is the Codes tab?
The code lookup links have been relocated to the toolbar on the left side of the page under the **Tools** section.

Where is the dropdown menu to navigate between my different facilities?

If you use OneSource or eCare NEXT at multiple facilities that are a part of the same healthcare system, your account is set up with Fast Client Switching to allow you to navigate between sites while only having to remember one set of credentials. You can navigate to these facilities by hovering over the **Fast Client Switching** link and clicking on the desired facility.
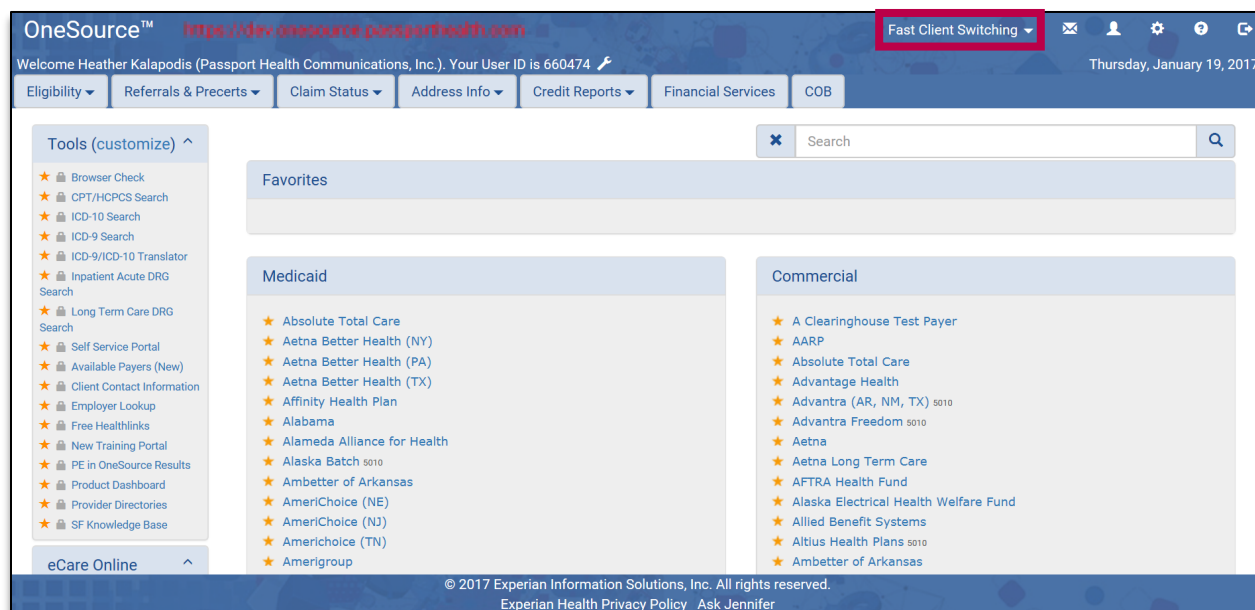
How do I contact Customer Support?

Support can be reached by clicking the ✉ icon on the top right side of the page.
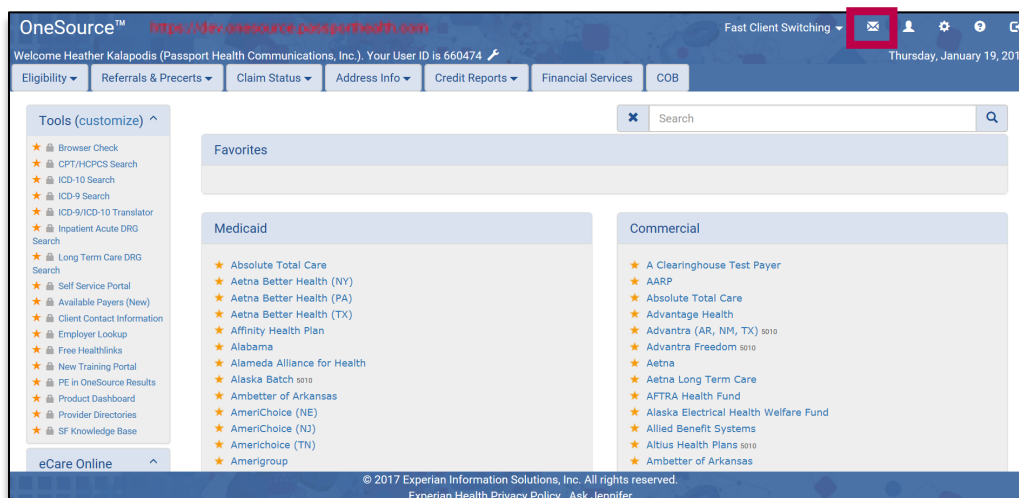
Support can also be reached 24/7 by calling (866) 854-6796, e-mailing Customer.Support@ExperianHealth.com, or opening a case in the Customer Support Portal.