



Order Manager CHIP User Migration

As an added security feature, Experian Health will be releasing an additional authentication layer (referred to as CHIP) to the Order Manager platform. This will add the ability for end users to reset their own passwords without the intervention of an Admin user. Other than the migration screens, users will not experience any visual changes to the application or their current workflow.

Note:


This change is scheduled to be deployed the evening of August 7, 2018. **This will only impact user who log directly into the Order Manager platform.** Users who navigate to Order Manager via eCareNext or OneSource are not impacted.

User Experience after August 7th (once the CHIP Migration Screens are enabled):

1. Users will log into Order Manager as normal with their current username and password. After successful log in, users will be presented with the CHIP Migration screen (see below). Users will be prompted to enter their current password on CHIP Migration page.

CHIP Migration

Please enter your existing password to migrate your user account to Single Sign On authentication system(CHIP) across all Experian Health applications.

Name :	Admin, Alexa	Contact :	
Address :		Fax :	
Email :	test@test.com		

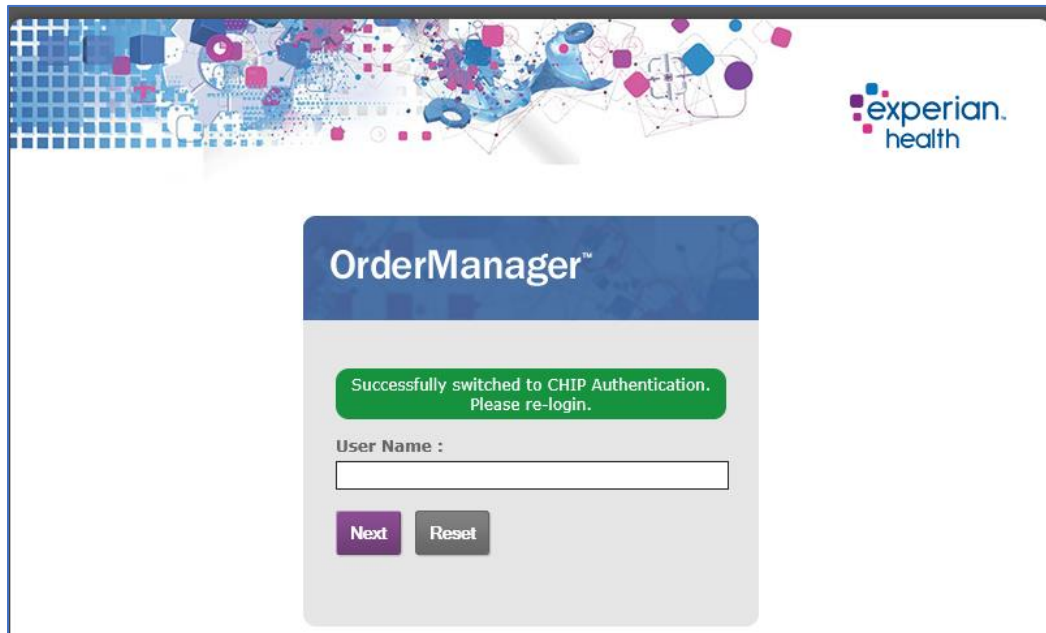
User Name : AdminAlexa

Current User Role : FacilityGroupAdmin

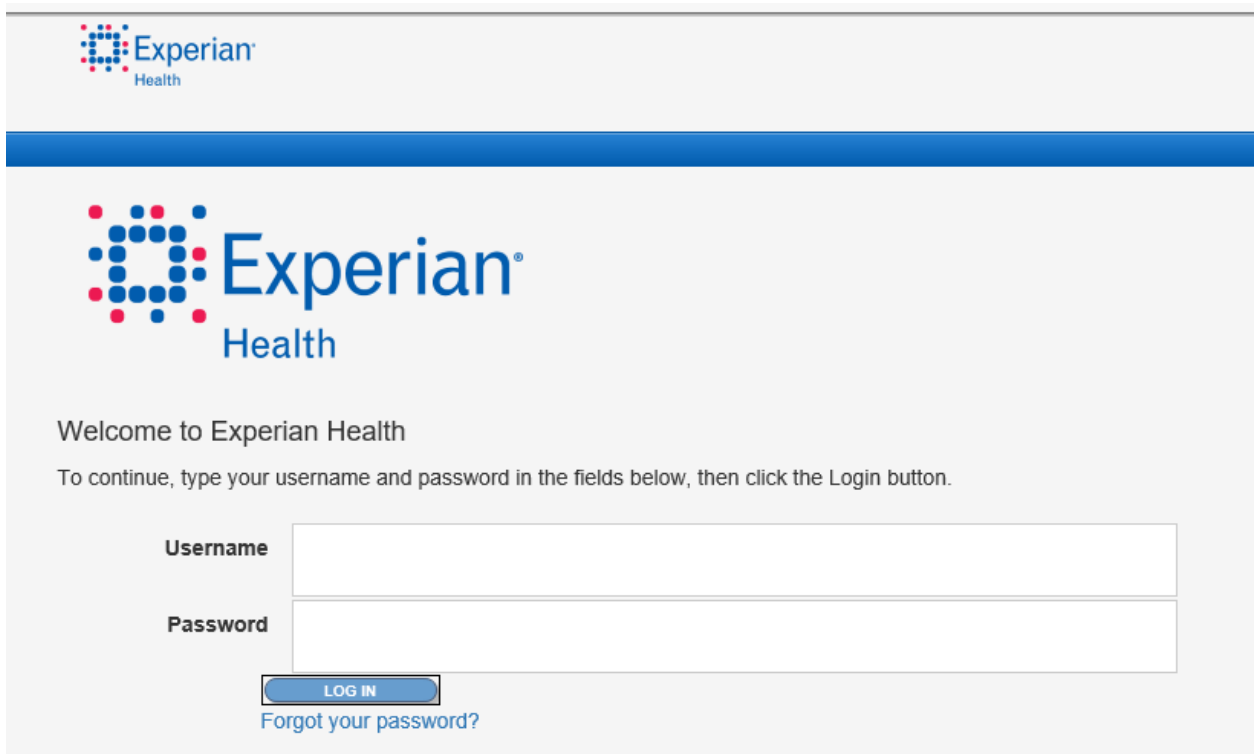
* Current Password :

* Confirm Password :

2. Once the user enters their password and clicks on Submit, the system will display the Order Manager login screen with the success message displayed below. Users will be prompted to log in again.



3. After the user enters their username in above screen, then the Experian Health CHIP login page will be displayed (see below). Users will be prompted to enter their Order Manager Username and Password and click "Log In".



- Users will be presented with the following Security Challenge Questions screen. Users must pick three and provide the corresponding answers. These will be the same questions use to reset a user's password going forward.

Note: Users cannot select the same question more than once.

The screenshot shows the Experian Health web interface. At the top, there is a navigation bar with the Experian Health logo on the left, 'Home' and 'Administration' links in the center, and 'Admin, Alexa' with a profile icon on the right. Below the navigation bar is a large blue header with the Experian Health logo. A yellow warning box contains the text: 'Missing Challenge Questions. You are required to answer the following questions for authentication purposes. If you forget your password in the future, you can reset your password by correctly answering the following questions.' Below this is a section titled 'Challenge Questions' with three dropdown menus, each with a 'Select Question' placeholder and a dropdown arrow. Below the dropdowns are three empty text input fields for answers. A 'CONTINUE' button is located at the bottom right of the form area. On the right side of the page, there is a copyright notice: '© 2018 Experian Information Solutions, Inc. All rights reserved.'

- After creating their challenge questions, users will be presented with their default home page.
- Once a user is migrated to CHIP, the username within the Order Manager banner will be displayed as follows (CHIP\username):



- If the user logs out of Order Manager and wants to log in again, the user will be displayed with the Order Manager login page (to add username) and then with CHIP login page (to add both their Order Manager username and password). They will then be navigated to their default home page.

8. If the CHIP migrated user wants to change their Password, they will click on 'Change Password' button on User Profile page which will open CHIP Manage Account page. After updating, the user will need to logout and close the below window.

The screenshot displays the Experian Health user interface. At the top, the logo for Experian Health is on the left, and navigation links for 'Home', 'Administration', and 'Admin, Alexa' are in the center. A 'LOG OUT' button is on the right. Below the navigation bar is a blue horizontal bar. The main content area is divided into two columns. The left column contains a 'Manage Account' menu with options: 'Profile Settings', 'Change My Password', 'Two Factor Authentication', and 'Challenge Questions'. The right column contains the 'Change Password' form. The form has a title 'Change Password' and three input fields: 'Password' (with masked characters), 'New Password', and 'Confirm New Password'. A 'SAVE' button is at the bottom of the form, and a link for 'Password Requirements' is below it. On the right side of the form, there is a copyright notice: '© 2018 Experian Information Solutions, Inc. All rights reserved.'

FAQ's

- ***Why is this being done?***

Adding an additional authentication layer to Order Manager helps us protect the data that is being accessible within Order Manager. Also, adding the ability for end users to be able to reset their passwords through Security Challenge Questions saves users a call to a Help Desk and time when a password needs to be reset. Other than the migration screens, users will not experience any visual changes to the application or their current workflow.

- ***How does this impact my end users?***

All Order Manager users *who log directly into the Order Manager platform* will have to go through the Order Manager CHIP User Migration Process. Users who access Order Manager via eCareNext or OneSource will not be presented with the Order Manager migration screens.

Users who log directly into Order Manager will validate their access by entering their current password, adding their current email address to their user profile (if it is not already present), and answering 3 security questions that will be used to self-authenticate in the case they need to reset their password going forward. This process is a one-time event expected to take less than 5 minutes to complete.

- ***Will users have to go through the CHIP process every time they log in?***

No. The CHIP migration process is a one-time event expected to take less than 5 minutes to complete.

- ***When does this change take effect?***

The CHIP Migration screens are scheduled to be enabled the evening of August 7, 2018. User logging into Order Manager after this date should expect to see the CHIP Migration screens described above.

- ***Who should I reach out to if I or a user has an issue accessing Order Manager?***

While we do not anticipate any system access issues, if one should arise, please reach out to our Customer Support team at: 866-854-6796, or compliance.support@experianhealth.com

NOTES:

1. Migration to CHIP is only one-time process.
2. Users who currently have “Facility Group Admin” and “Facility Admin” privileges within Order Manager will continue to have access to manage Order Manager configuration screens. However, an Admin is no longer required for users to reset their passwords – users can now click on “Forgot Password” and complete this action themselves.

Note: To enable Admin users the ability to reset passwords on behalf users, the Admin user will need to contact the Experian Customer Support team to regain this access.

Customer Support can be reached at at 866-854-6796 or compliance.support@experianhealth.com

3. On the CHIP Migration page, users will be displayed with error message if:
 - Entered password is wrong.

The screenshot shows a web interface for 'CHIP Migration'. At the top, there is a blue header with the text 'CHIP Migration' and a red-bordered box containing the error message 'Password Mismatch'. Below the header, a message reads: 'Please enter your existing password to migrate your user account to Single Sign On authentication system(CHIP) across all Experian Health applications.' The main content area contains a user profile card with the following details: Name: Authuser, Demo; Address: (empty); Email: (empty); Contact: (empty); Fax: (empty). Below the profile card, the user's current information is displayed: User Name: Authuser, Current User Role: FacilityGroupOperator. There are two password input fields: '* Current Password' and '* Confirm Password', both of which are empty. At the bottom of the form, there are two buttons: 'Submit' (green) and 'Back' (grey).

- If invalid email is listed for a user on staff details page. User email should be a valid email.

CHIP Migration

CHIP Error message: The Email field is not a valid e-mail address.

Please enter your existing password to migrate your user account to Single Sign On authentication system(CHIP) across all Experian Health applications.

Name : Authuser, Demo	Contact :
Address :	Fax :
Email : test	

User Name : Authuser

Current User Role : FacilityGroupOperator

* **Current Password :**

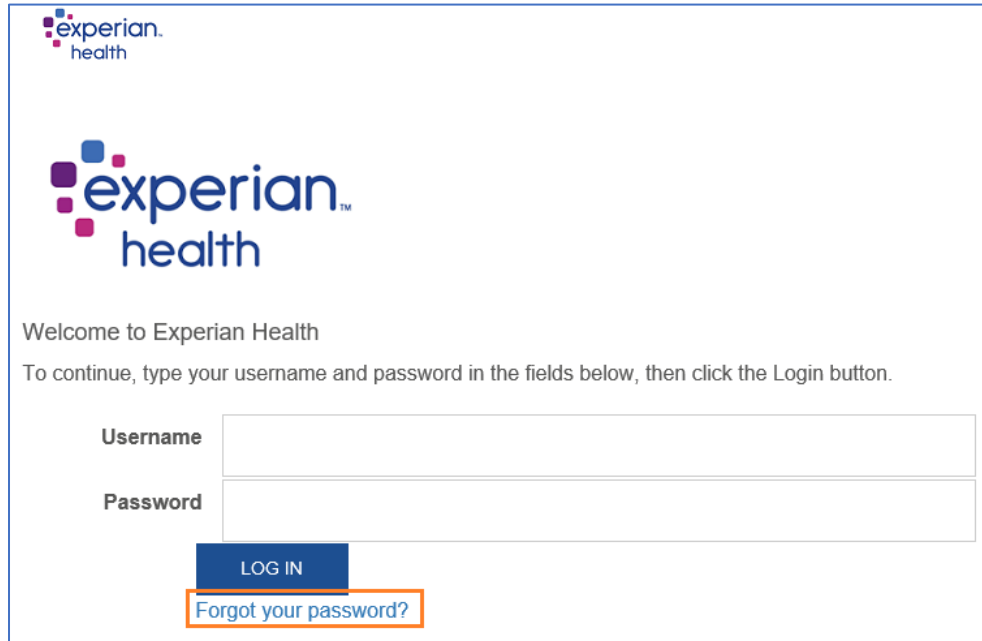
* **Confirm Password :**

Submit

Back

4. To reset a password:

- i) If user forgets password or wants their password reset, user can click on 'Forgot Password' link to receive further instructions via email. Users should have valid email entered in Order Manager to receive the instructions.



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Welcome to Experian Health

To continue, type your username and password in the fields below, then click the Login button.

Username

Password

LOG IN

[Forgot your password?](#)

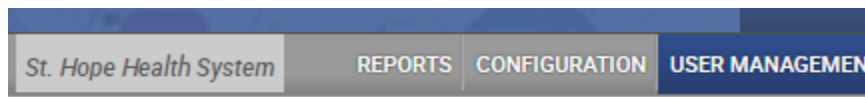
- ii) If the user is not able to get the instructions to reset their password after clicking on 'Forgot Password' link then, user should contact Customer Support at compliance.support@passporthealth.com or call phone# 866-854-6796.
- iii) If the CHIP migrated user wants to change their own password, they can click on 'Change Password' button on User Profile page which will open CHIP manage account page. User will need to logout and close the below window.

The screenshot shows the Experian Health user management interface. At the top, there is a navigation bar with the Experian Health logo, links for 'Home' and 'Administration', the user name 'Admin, Alexa', and a 'LOG OUT' button. Below the navigation bar, there is a sidebar menu with options: 'Manage Account', 'Profile Settings', 'Change My Password', 'Two Factor Authentication', and 'Challenge Questions'. The main content area is titled 'Change Password' and contains three input fields: 'Password' (with masked characters), 'New Password', and 'Confirm New Password'. A 'SAVE' button is located below the fields, and a link for 'Password Requirements' is at the bottom left. On the right side, there is a copyright notice: '© 2018 Experian Information Solutions, Inc. All rights reserved.'

iv) User role “Facility Group Admin” and “Facility Admin” will be able to reset passwords for other users if this function has been enabled. If the “Administration” link on step 2 is not present, please contact Customer Support to enable this function.

Steps:

i) After logging on to Order Manager, go to User Management > Staff – Click on ‘CHIPUsers’ link.



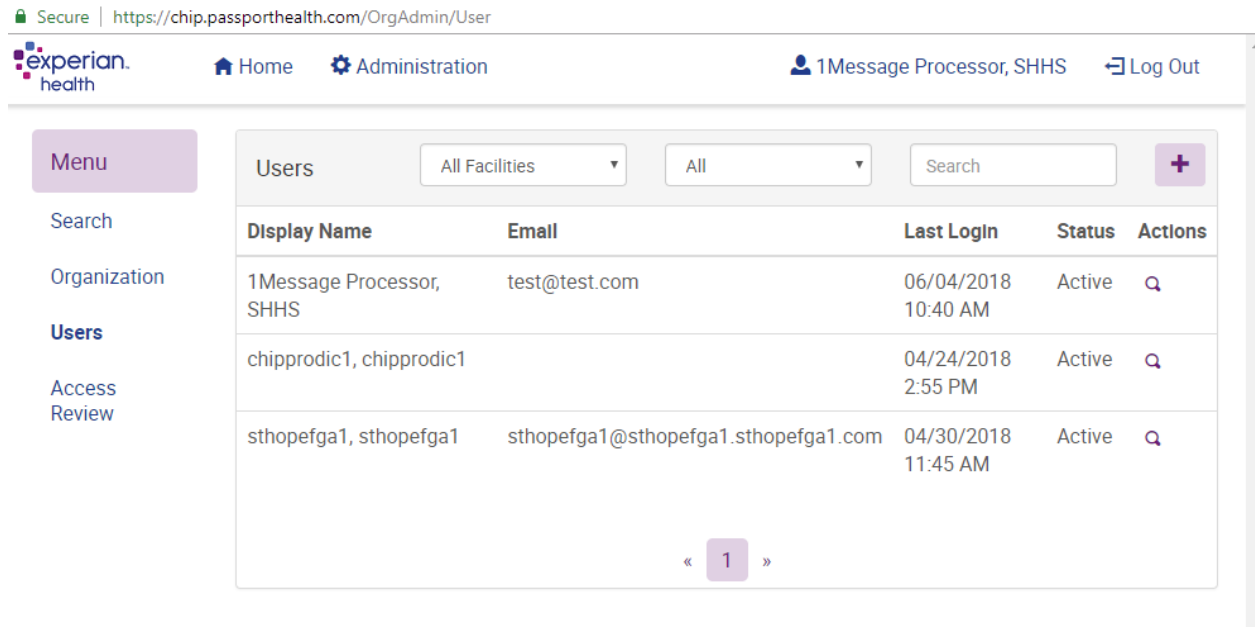
This screenshot shows a table titled 'CHIP Users' with a purple 'Add New Staff' button. The table has three columns: 'Name', 'Last Logged In Time', and 'Impersonate'. The first row contains the data: 'DC', a user icon, and '06/04/2018 10:20'.

Name	Last Logged In Time	Impersonate
DC	06/04/2018 10:20	

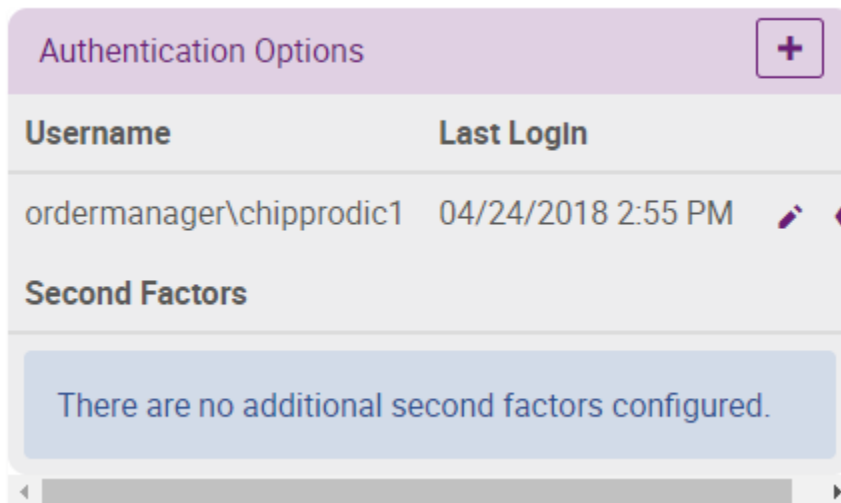
ii) This will open CHIP window.



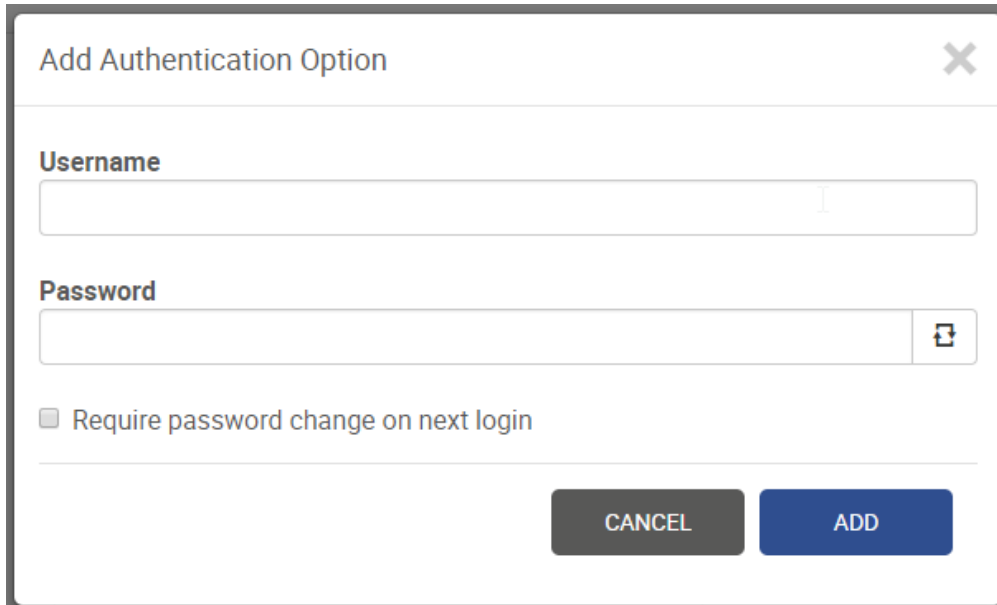
iii) Click on Administration tab > list of menus will be displayed > click on 'Users' tab. From below screen click on spy-glass icon.



iv) Clicking on spy-glass icon, 'User Details' page will be displayed. To reset password user will click on Authentication '+' icon.



- v) This will open Add authentication option. User will add user name and password for the user. Admins can also set a flag to prompt the user to change password upon next login.



The image shows a dialog box titled "Add Authentication Option" with a close button (X) in the top right corner. Below the title bar, there are two input fields: "Username" and "Password". The "Password" field has a small icon of a key with a slash, indicating a password strength or visibility toggle. Below these fields is a checkbox labeled "Require password change on next login". At the bottom of the dialog, there are two buttons: "CANCEL" (grey) and "ADD" (blue).

Once password is reset for the user, please logout of CHIP window and close the browser.

5. If user wants to change their email or add a valid email after they are migrated to CHIP. Please follow following steps:
- i. Once migrated to CHIP > login to OM > go to User Preference page and click on change password.
 - ii. CHIP page will be displayed. Here click on Two Factor Authentication tab > add the correct email and click on Update Email Address button.

[Change My Password](#)

Two Factor Authentication

[Challenge Questions](#)

Two Factor Authentication

TOTP Authenticator App Not Configured

A **Time-based One-Time Password (TOTP)** authenticator app generates a unique authentication code that changes after a certain period of time.

[START SETUP](#)

Emailed One Time Use Code Not Configured

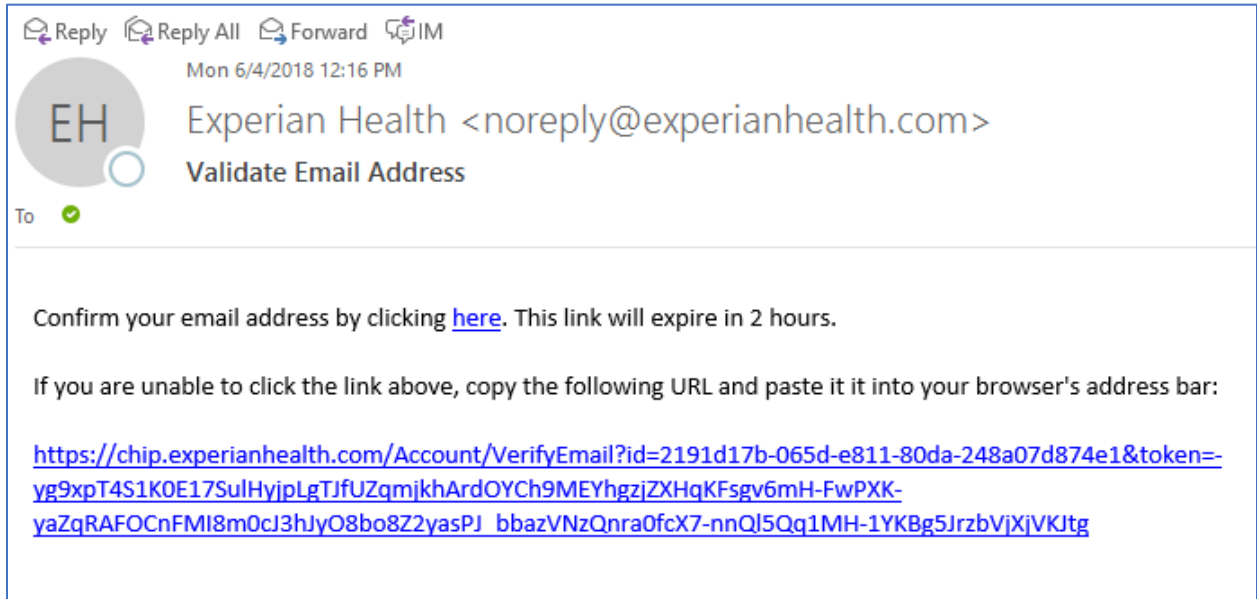
A verification email has been sent to your email address.

Email Address

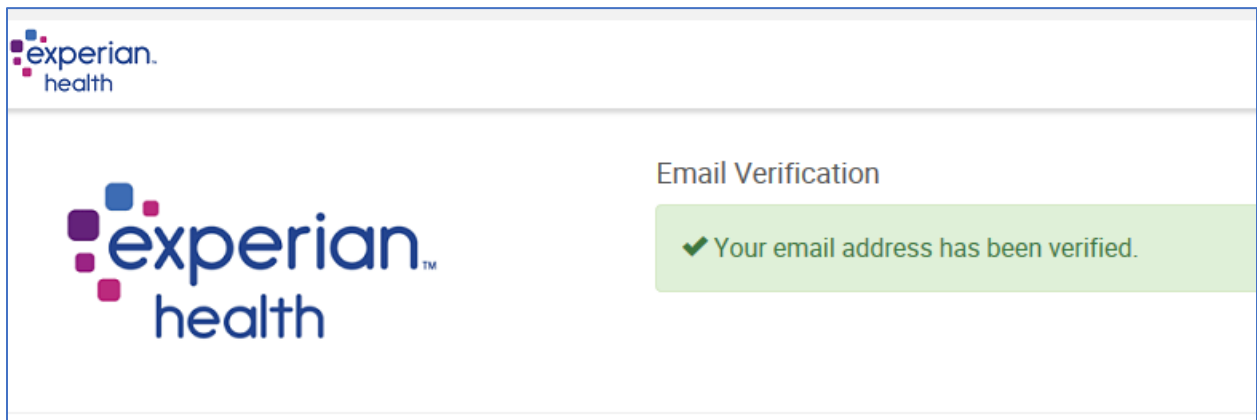
test@test.com

[UPDATE EMAIL ADDRESS](#)

iii. An email will be sent to the email address that was entered in the email verification screen.



iv. After clicking on the link as in screen shot above. Email verification will be complete.



Once password is reset for the user, please logout of CHIP window and close it.

Customer Support

If additional support is needed, please contact Customer Support at 866-854-6796 or compliance.support@experianhealth.com.

