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Web Announcement 194

Password Upgrades for UAC, OPAS, EVS and Pharmacy Web PA Users

Effective June 1, 2008, providers will see the results of an upgrade to the secure login process when they access the following First Health Services' online applications: User Administration Console (UAC), FirstHCM/Online Prior Authorization System (OPAS), Electronic Verification System (EVS) and Pharmacy Web PA.

The upgrade, which includes redesigned password management screens, will require existing users to re-establish their responses to the challenge questions that are used to identify the user to the system. The challenge questions and responses allow users to reset their own password after responding to one or more of the questions, reducing the need for the user to contact the Web Support Call Center or their Administrator for forgotten passwords. Existing users may re-establish their responses to the challenge questions by clicking on the "Need to modify your challenge responses?" link on any of the application login screens.

New password management instructions will lead users through the process under the following conditions:
1. The user's password expires.
2. The user clicks on the "Forgot your password?" link.
3. The user clicks on the "Need to change your password?" link.
4. The user clicks on the "Need to modify your challenge responses?" link.
5. The user's password is reset by their Local or Delegated Administrator or the Web Support Call Center.

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