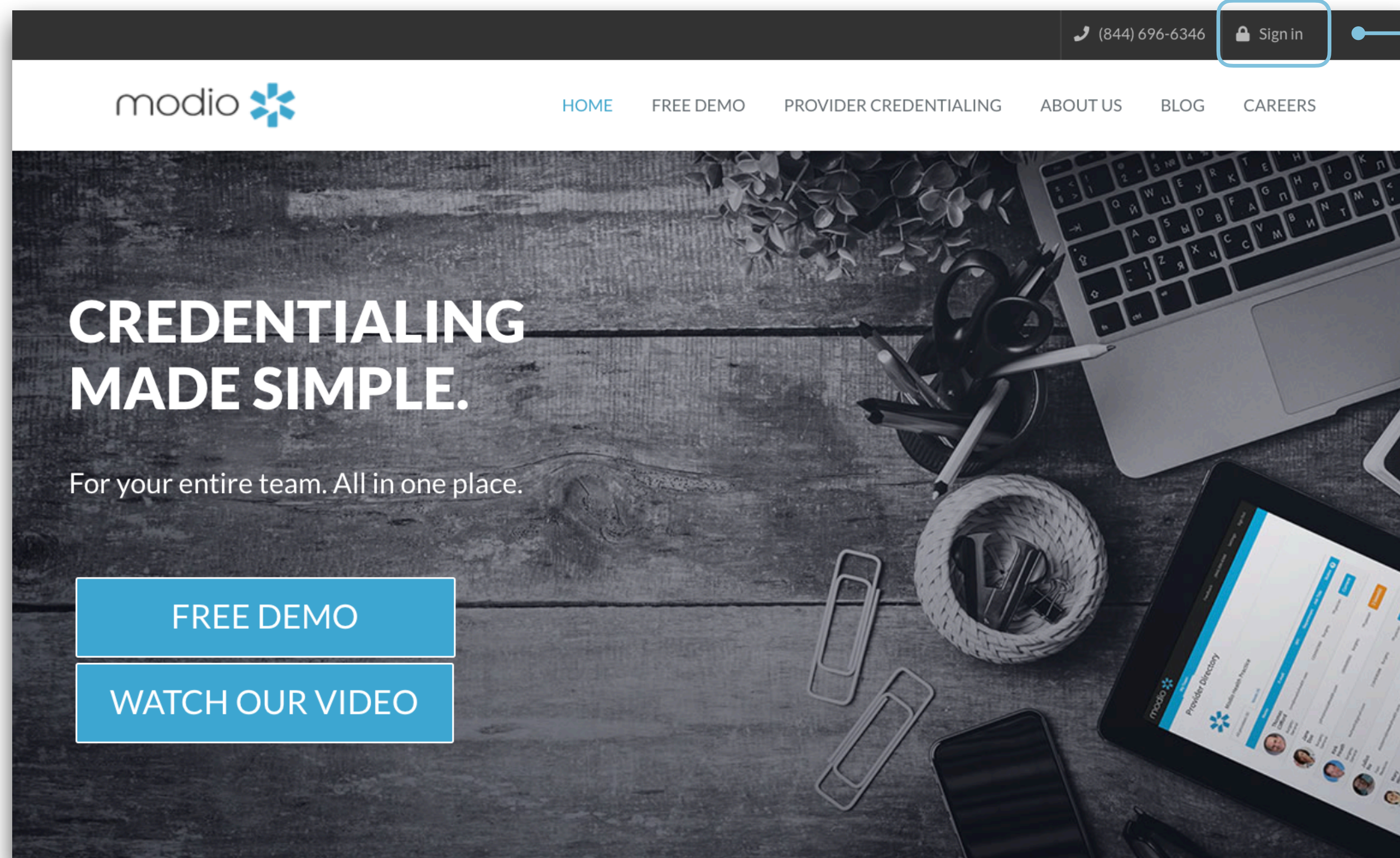# OneView®

Okta Tip Guide

Overview

Effective Oct 11th, 2022, Sign in for the OneView platform will be done via Okta.

What is Okta?

Okta provides secure sign-in from anywhere using virtually any device. It provides an extra layer of protection to your data by granting access to only those with verified credentials. To learn more about Okta; visit this <u>link</u>.
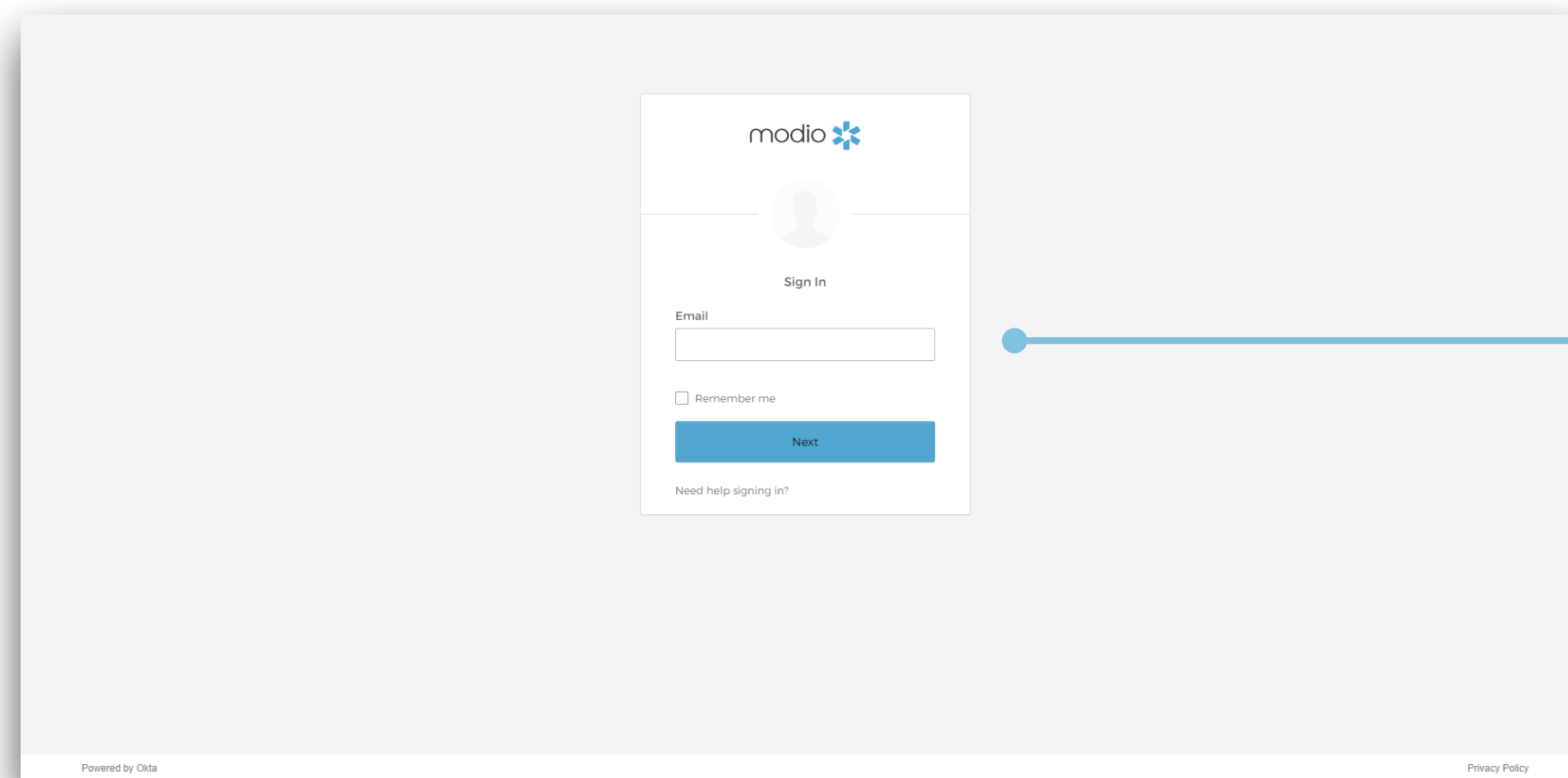
Navigate to Modio:
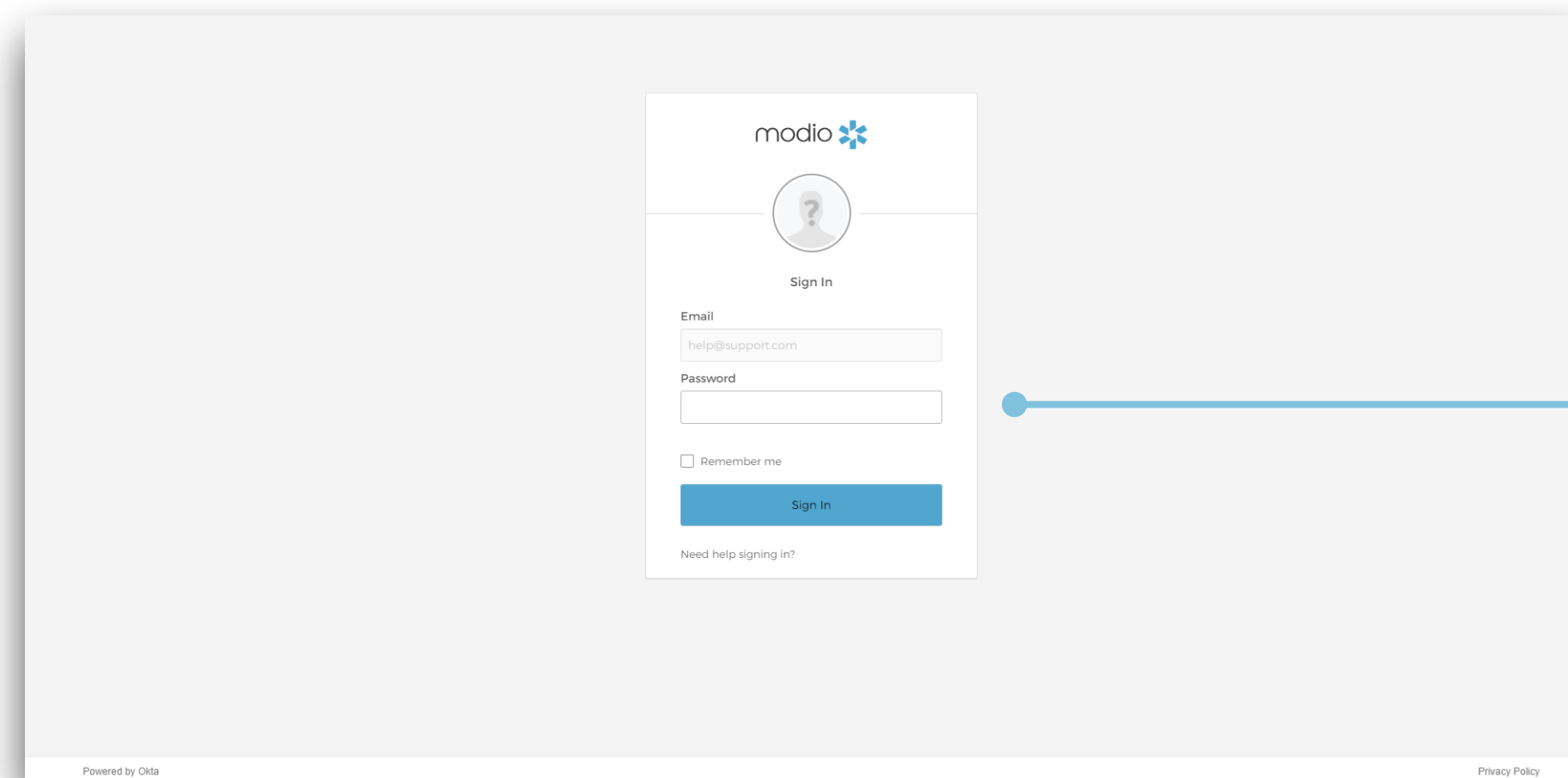
Visit our website at: www.modiohealth.com and click **"Sign in,"** which is located on the top right hand corner. If you have previously bookmarked the login page you will be automatically redirected to the new login page, which you can also bookmark for quick access.

modio ✷

2

modio ✷

Sign In

Email

☐ Remember me

Next

Need help signing in?

Powered by Okta   Privacy Policy

Logging into OneView:
Use the email address you use to sign into OneView currently in the Username field. *Contact the Modio Support team if you have not received your login information yet by emailing support@modiohealth.com.

3

modio ✷

?

Sign In

Email

help@support.com

Password

☐ Remember me

Sign In

Need help signing in?

Powered by Okta   Privacy Policy

Enter your password:
Use your current OneView password. If that password does not meet the complexity requirements, you will be prompted to update it.
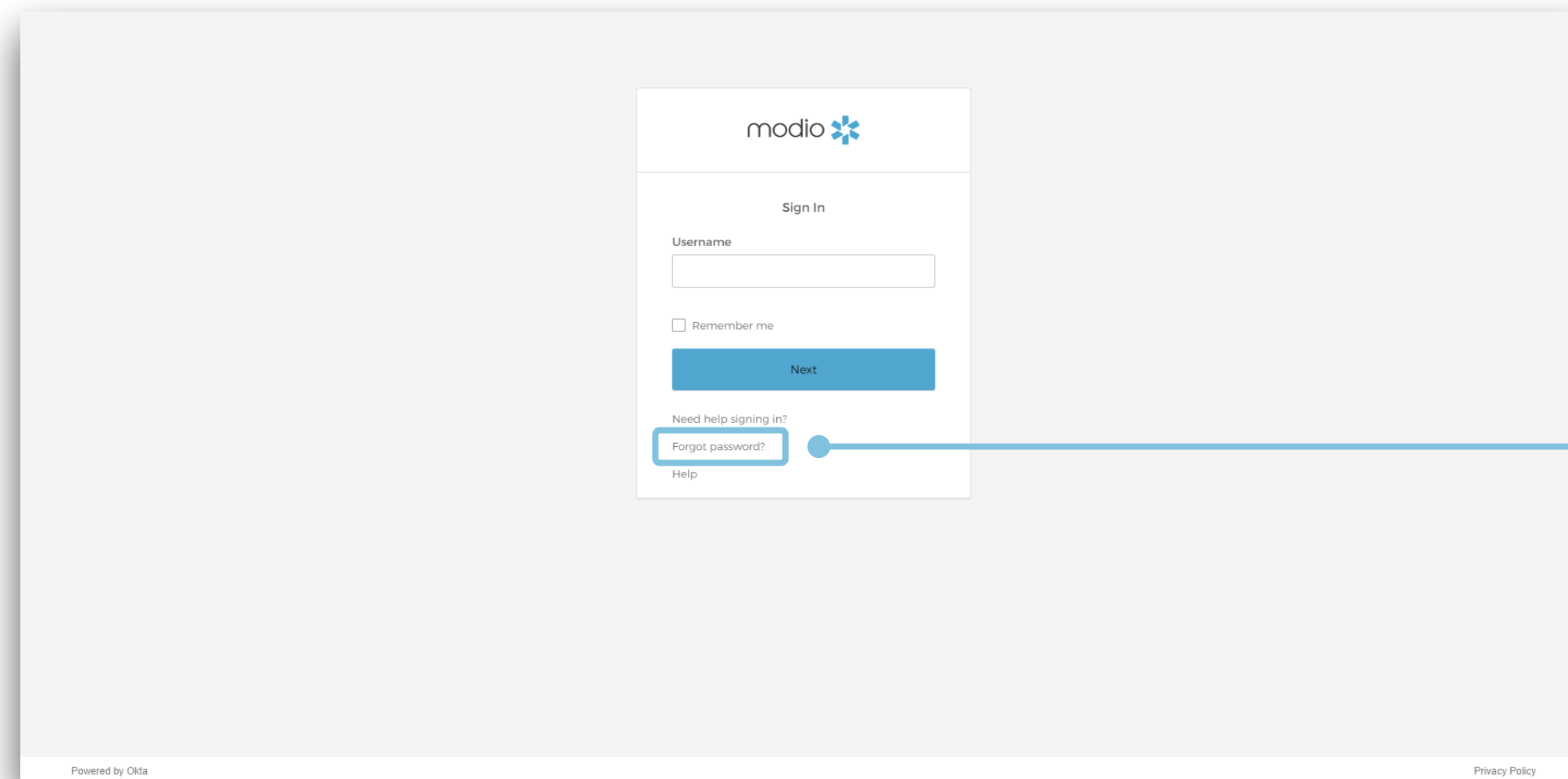
Using a complex password: Your password must include at least 3 out of 4 of the following requirements:
1. Upper case letter
2. Lower case letter
3. Number
4. Special character

Save your password:
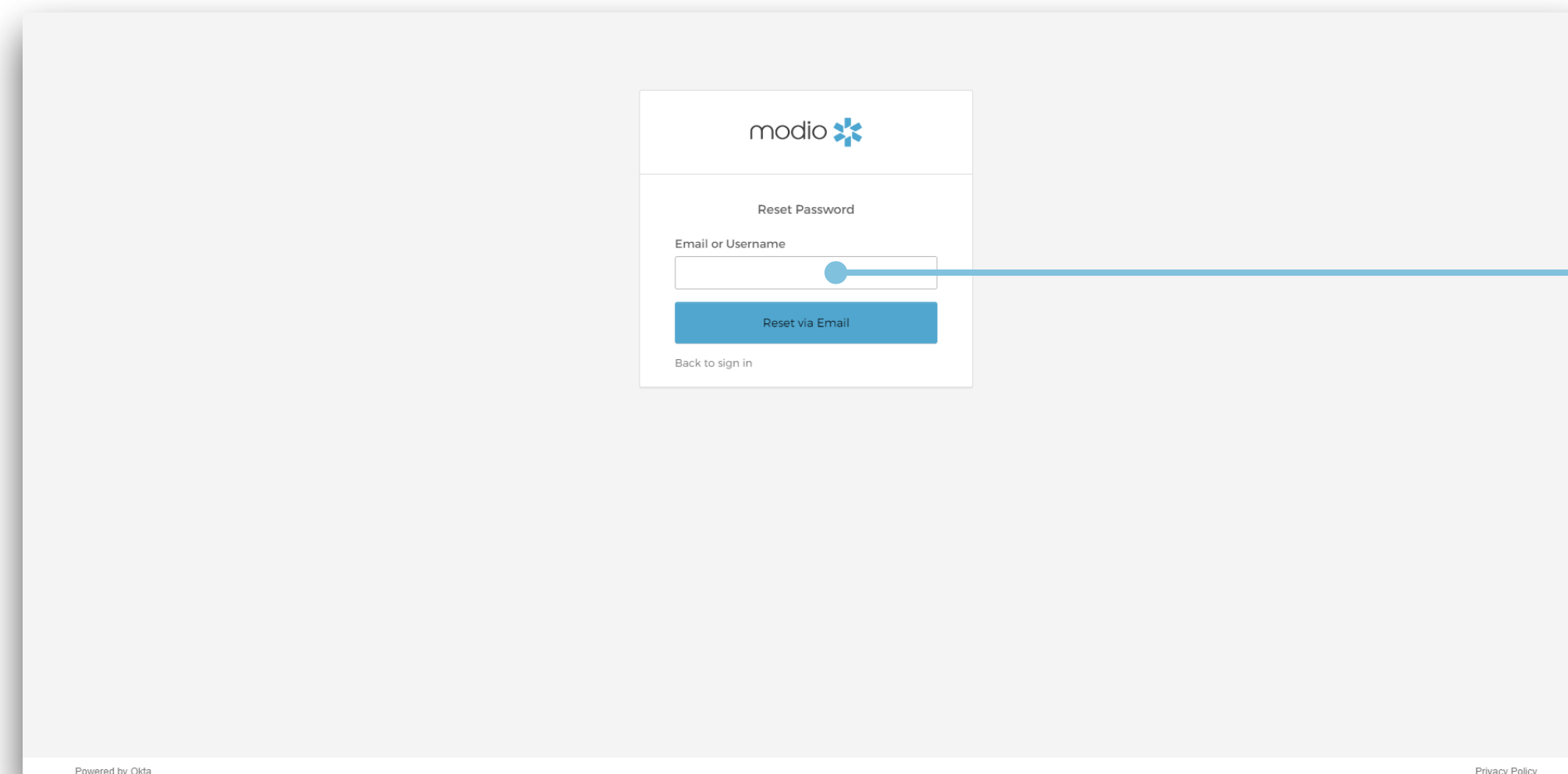Select "Remember me" to save your credentials for next time.

1

Having trouble accessing your account?
Select "Need help signing in?" and click "Forgot password?".

2

Reset your password: Enter your email address that you use to access OneView and choose to "Reset Via Email".

Access your email: Open the email from noreply@modiohealth.com and click the Reset Password link. This link expires within an hour.

Enter a strong password: You'll be required to create a complex password that meets the following requirements:
1. Use of upper case letters, lower case letters, numbers, and special characters
2. At least 8 characters long
3. Includes no part of your username
4. Does not match any of your last 5 passwords

Note: Previously password resets were conducted in the "settings" section of OneView. New password changes will only be accessible by clicking the "Forgot password?" link on the sign-in page.

FAQ

Q: What do I need for a complex password?
A: On a basic level, "strong passwords" are about password length and complexity, making it difficult for unauthorized users to gain access to your account. After this release, your password must include at least 3 out of 4 of the following requirements:

    i.   Upper case letter
    ii.   Lower case letter
    iii.   Number
    iv.   Special character

If your current password does not meet these requirements, you will be prompted to create a new password upon your first sign-in.

Q: How often will I need to reset my password?
A: You will be prompted to update your password every 180 days. Expect an email from us a few days before your password expires so that you can change it in advance.

Q: What does it mean if my account is locked?
A: If we see suspicious activity on your account, like repeated failed attempts to sign-in, then we will lock your account. Reach out to our support team at support@modiohealth.com to help unlock your account.

Q: What if I don't have access to the email for my account? How can I update my email?
A: If you need to update the email address on your account, reach out to our support team at support@modiohealth.com.

Q: How do I remove a user?
A: If you need to remove a coordinator from your account, reach out to our support team at support@modiohealth.com.

Q: Can my coordinators share an account login?
A: We do not support allowing shared logins to ensure all activity in the platform is captured accurately in the audit trail. Resetting your password also requires that you have access to the email address on your account.

FAQ - Continued

Q: Which NCQA requirements does this meet?
A: In 2022, NCQA released new guidelines around protecting credentialing information with system controls for organizations seeking certification. These requirements include identity and authentication policy for the system used to store credentialing information, i.e., OneView.

We have configured our Okta settings to meet the following requirements:
1. Passwords change immediately after first use
2. Limit repeated access attempts by locking out the user ID after not more than 8 attempts
3. All user passwords change every 180 days and must be different than the previous 5 attempts
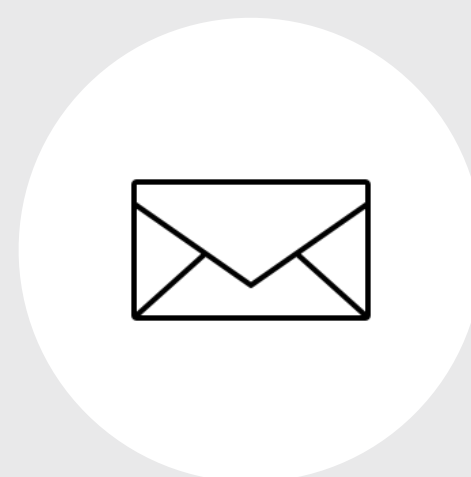4. Set the lockout duration to a minimum of 5 minutes

Q: How can I start using Okta Single-Sign On (SSO) or Multi-Factor Authentication (MFA) for my employees?
A: In early November 2022, we will roll out the ability for users to sign up for MFA on their OneView account. Stay tuned for additional communication and a tip guide on how your team members can turn on this feature.

For additional questions or further training, contact the Modio Team:

Online:
Live Chat Support

Email:
support@modiohealth.com

Phone:
844.696.6346