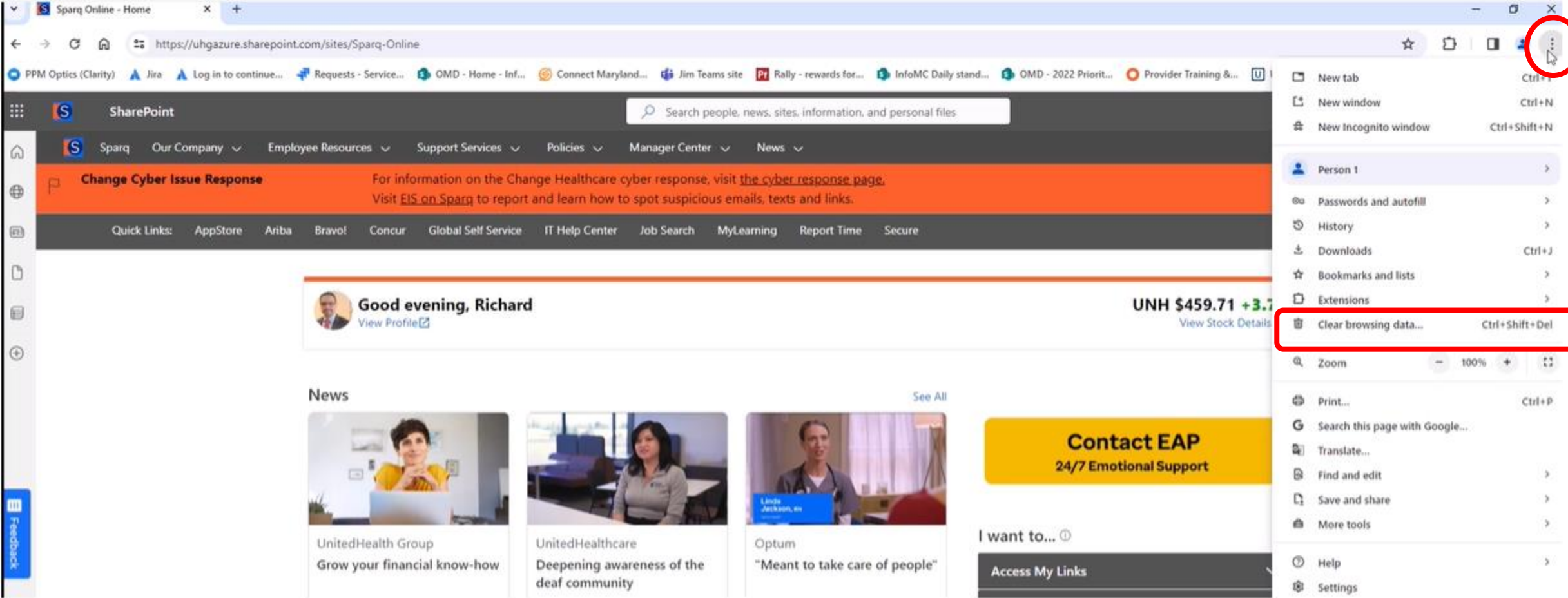


Multi-Factor Authentication Incedo Provider Portal

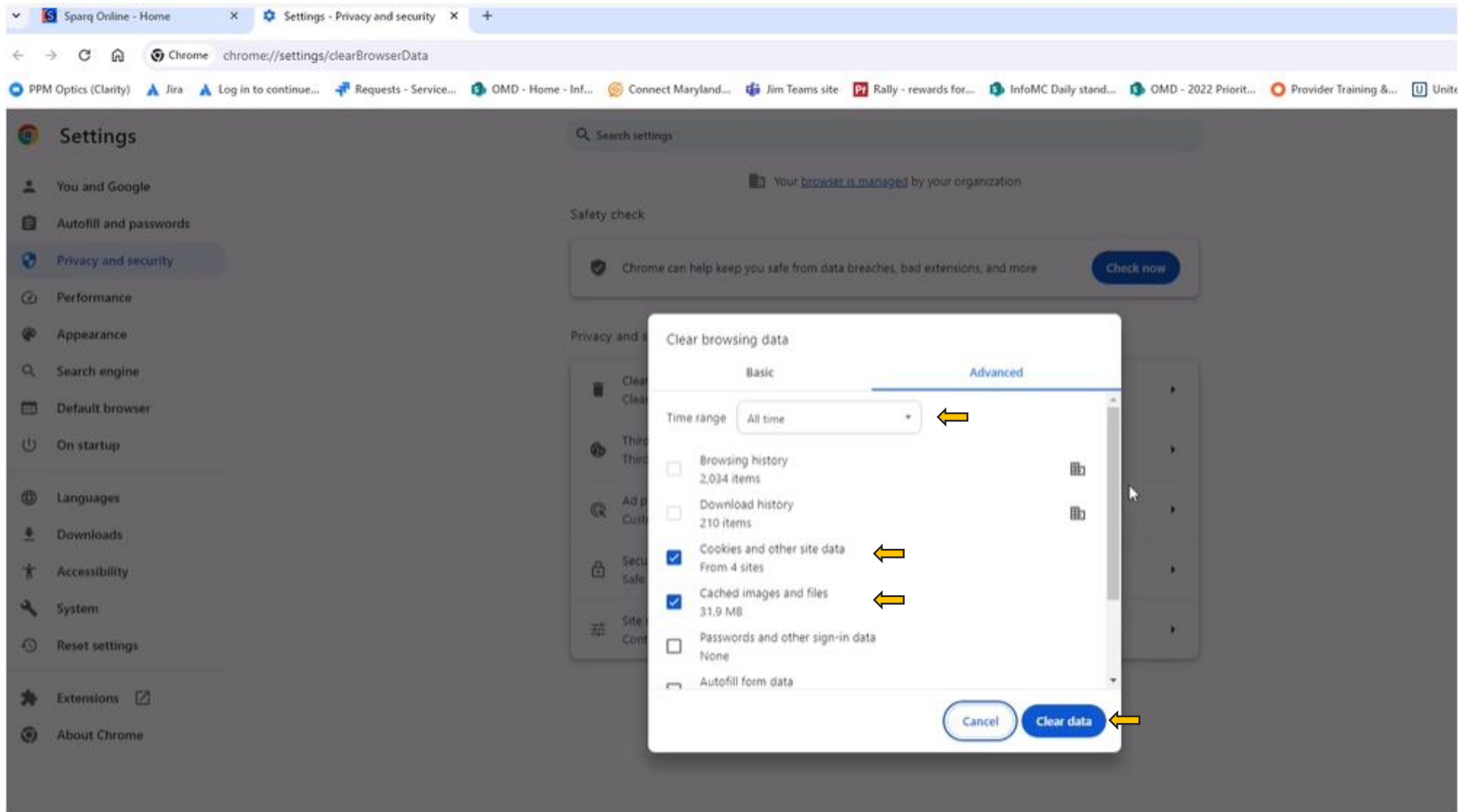
Quick Reference Guide

Open a Chrome browser.

Click the three dots on the top right and select “Clear browsing data.”



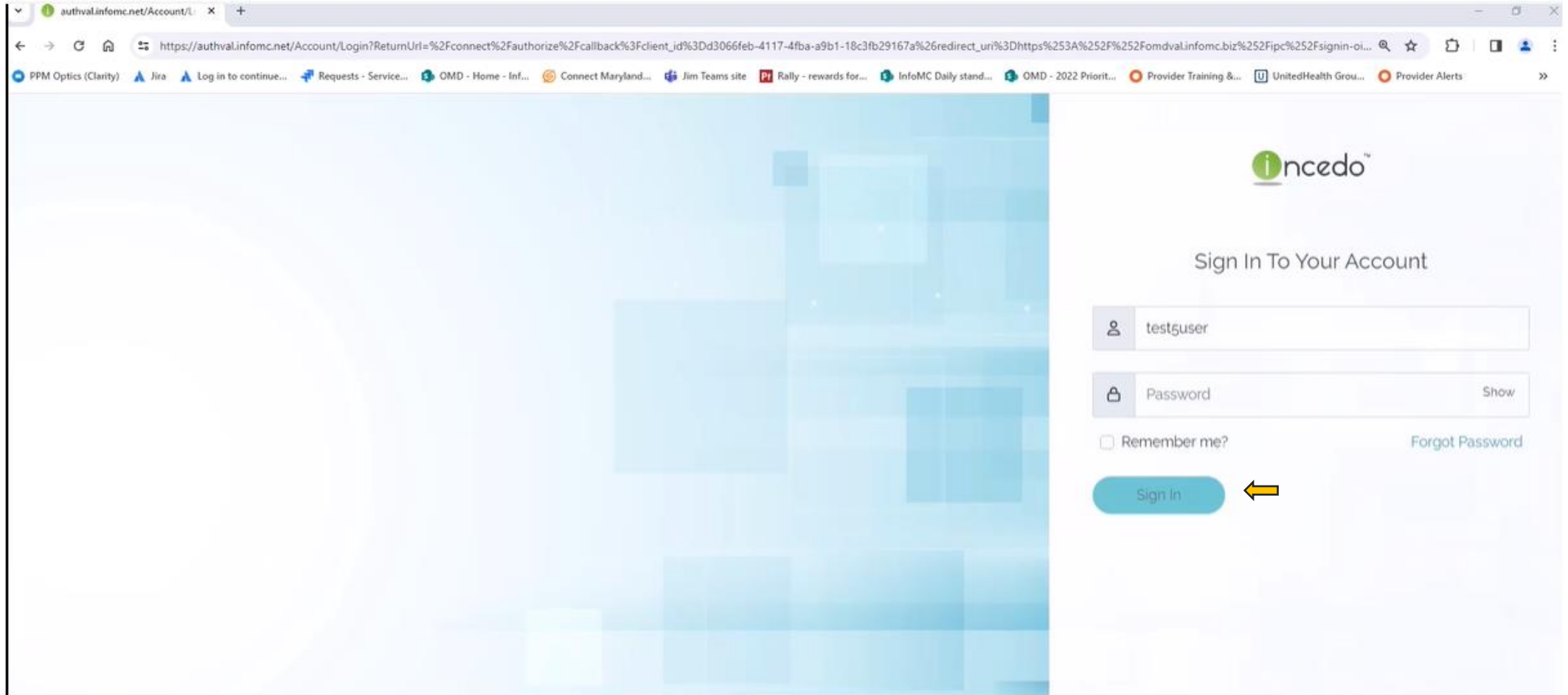
For time range, select “All time”, and then select these two check boxes are checked and click on clear data



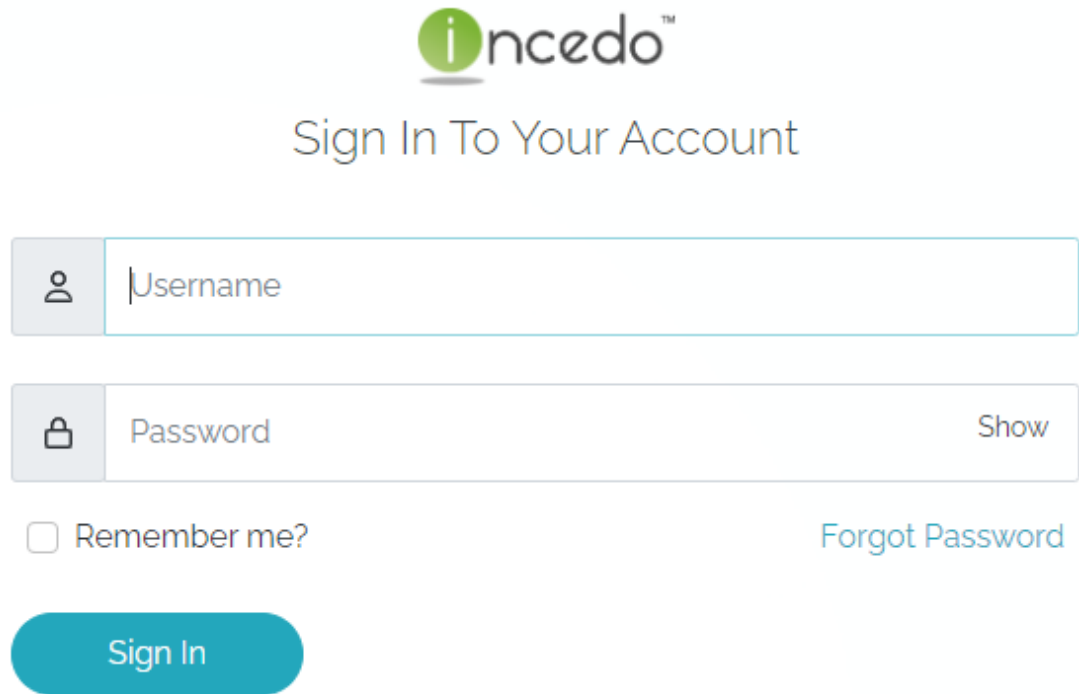
Logging into Incedo using multi-factor authentication for the first time

Use <https://omd.infomc.biz/ipc> in a Google Chrome browser to access the application.

Enter your current credentials and click “Sign in.”



The login page will be displayed.



incedo™

Sign In To Your Account

Show

Remember me? [Forgot Password](#)

Sign In

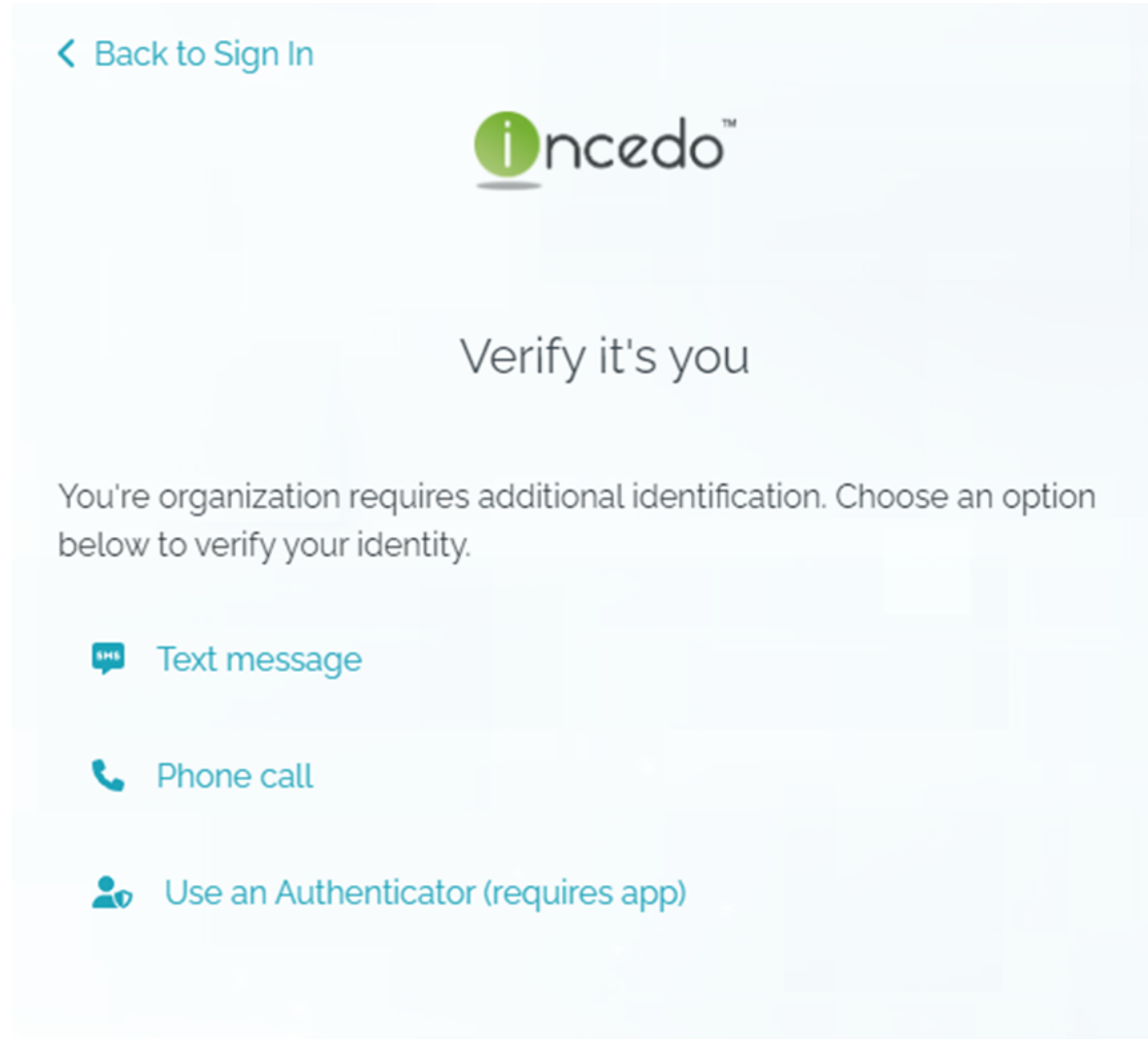
Note:

If you have forgotten your password and you have not previously set up multi-factor authentication, or if you have forgotten both your username and password, email the Optum Incedo Admin team at omd_incedo_admin@optum.com with the following information to request log-in credentials:

- User's full name
- Username if known
- User's direct email address
- Billing NPI for the account
- User's phone number
- Name of registered provider

Enter your username and password and select "Sign In."

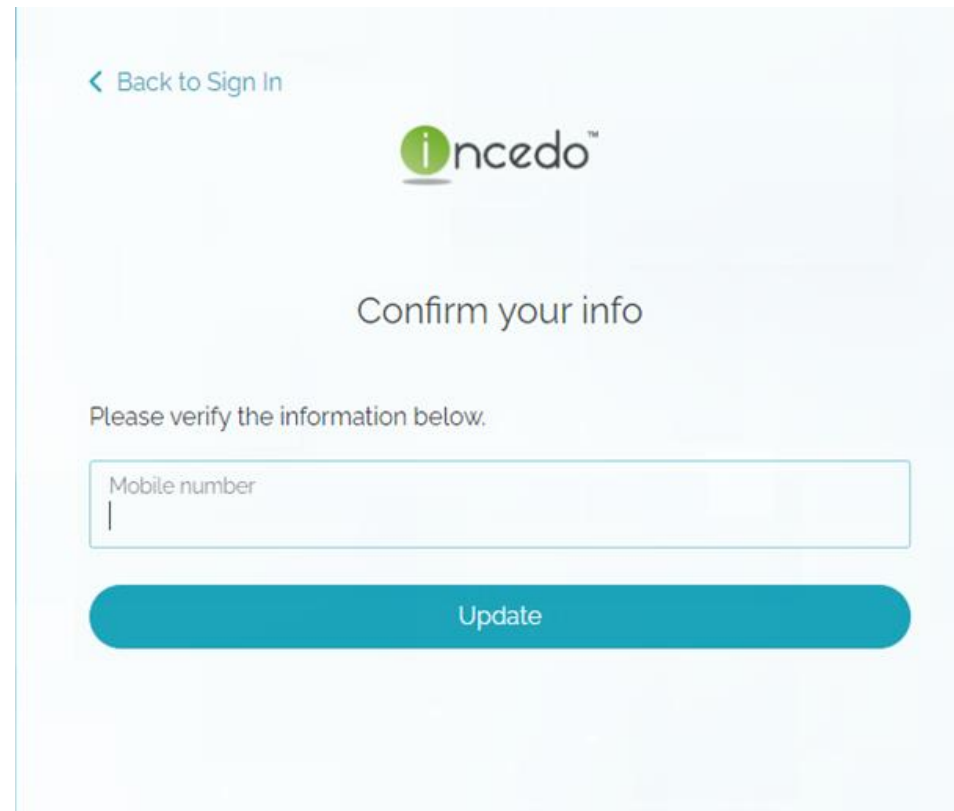
After successfully logging in, you will be prompted to complete the multi-factor authentication process. Choose one of the three authentication methods presented on screen.



For Text Message or Phone Call:

You will be taken to a screen which will allow you to enter the phone number - preceded by a “1” and containing no dashes (e.g., 13015551212).

Enter the phone number and select “Update”



The screenshot shows a mobile application interface for 'incedo'. At the top left, there is a back arrow and the text 'Back to Sign In'. The 'incedo' logo is centered at the top. Below the logo, the text 'Confirm your info' is displayed. Underneath, it says 'Please verify the information below.' There is a text input field labeled 'Mobile number' with a vertical cursor. At the bottom, there is a large teal button labeled 'Update'.

For Authenticator App:

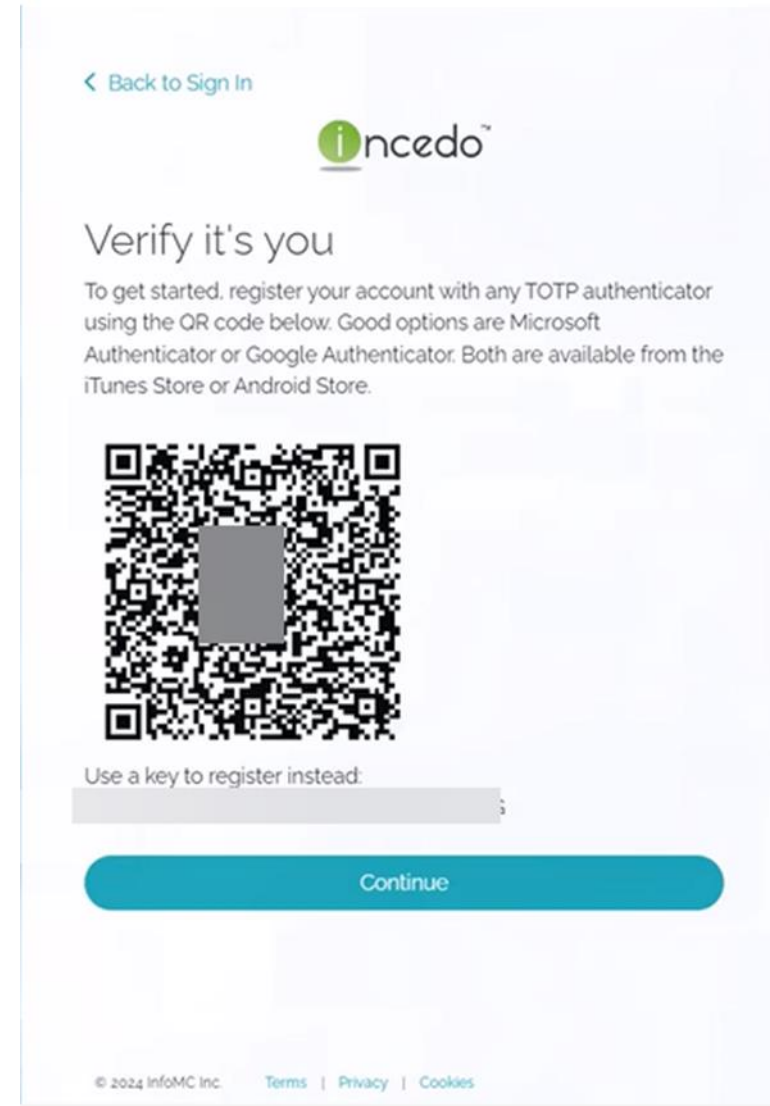
A QR code will appear on screen that will allow you to authenticate with an app of your choice.

Use your phone's camera to scan the QR code or use the registration key provided.

You can use any app that complies with time-based one-time password (TOTP) standards such as Microsoft Authenticator, Google Authenticator, Authy, etc.

- Follow the instructions on your device
- Select continue when prompted
- Enter the 6-digit access code provided in the app
- You will be logged into Incedo

Note: The Incedo Admin team will not be able to provide support for authentication apps. You will need to refer to support resources offered by the app vendor.



Whichever method of authentication you select, a prompt will appear on the Incedo screen where you will need to enter a 6-digit code. Enter the 6-digit code you received by text message, phone call, or response from your authentication app and then click “Verify”

Phone call or text response:

The screenshot shows the Incedo verification interface. At the top left is a link for '< Back to Sign In'. The Incedo logo is centered at the top. Below it, the text 'Verify it's you' is displayed. A message states: 'You should receive a verification code within the next couple of minutes. Enter the code you receive below.' Below this is a text input field with the placeholder 'Enter verification code'. A large teal 'Verify' button is positioned below the input field. At the bottom left, there is a checkbox labeled 'Register this device?' which is checked and highlighted with a red rectangular border. At the bottom center, there is a link: 'Didn't get your code? Send Again'.

Authenticator response:

The screenshot shows the Incedo verification interface for an authenticator app. At the top left is a link for '< Back to Sign In'. The Incedo logo is centered at the top. Below it, the text 'Verify it's you' is displayed. A message states: 'Enter the 6 digit code from your authenticator app below.' Below this is a text input field with the placeholder 'Enter code' and the value '260094'. Below the input field, a red error message reads: 'The Code field is required.' At the bottom center, there is a large teal 'Verify' button.

Note:

For text or phone call, if you want Incedo to remember your device, make sure the “**Register this device**” box is checked to register the device you used to register for text messages or phone call. **Only use this option on a private device in a secure location.** If you keep this box checked, the next time that you log-in you will not be asked to authenticate the device **unless** you have cleared cache, or you are using a new browser or a new device.

After entering your login information, you will be prompted to reset your password.
Enter your new password and select “Change Password.”

← Back to Sign In

incedo™

Reset Password

We've verified it's you. please set a new password.

New password

.....I

- Password must be between 12 and 30 characters.
- and have at least:
 - 1 number(s)
 - 1 special character(s)
 - 1 lower case letter(s)
 - 1 upper case letter(s)

Confirm password

Show

Strength

Password is very strong. good job!

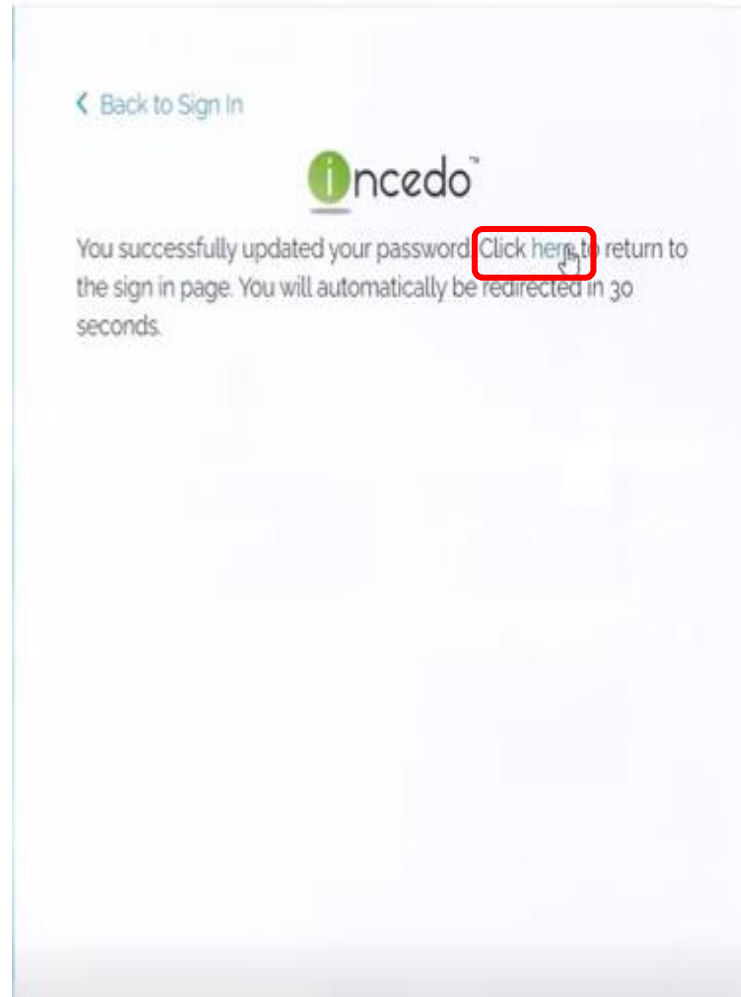
Change Password

Note 1: If you have recently changed your password, you will not see this screen to reset your password.


Note 2: Passwords must meet the following criteria:

- At least 12 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character

You will receive confirmation that your password change was successful.
Select "Click here."



You will be directed back to the login screen.
Login with your new password.



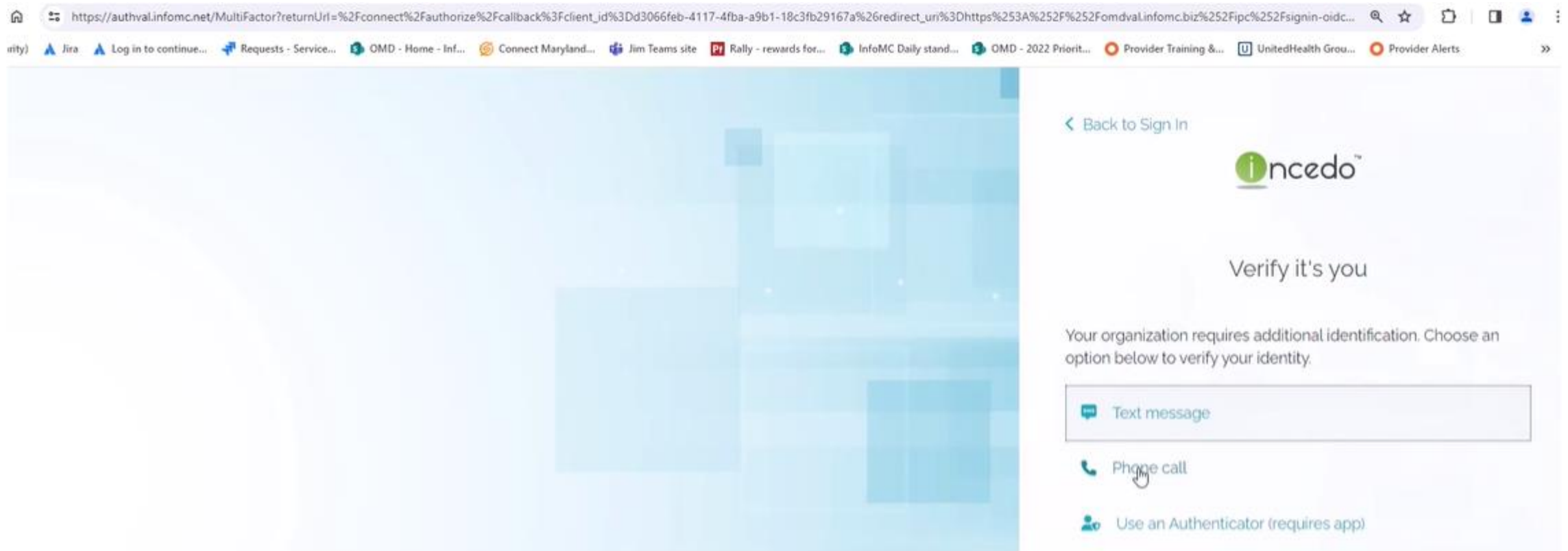
Sign In To Your Account

[Show](#)

Remember me? [Forgot Password](#)

[Sign In](#)

You will be presented with this option again:



Please choose the same option that you had chosen the first time that you authenticated.

If you originally chose text message or voice call, you will not be asked to enter the phone number again. The 6-digit code will come via text or voice call.

Enter the 6-digit code and click “Verify”

https://authval.infomc.net/MultiFactor/Verify?authenticator=Phone&returnUrl=%2Fconnect%2Fauthorize%2Fcallback%3Fclient_id%3Dd3066feb-4117-4fba-a9b1-18c3fb29167a%26redirect_uri%3Dhttps%253A%252F%252Fomdva.infomc.bi...

Back to Sign In

incedo™

Verify it's you

You should receive a verification code within the next couple of minutes. Enter the code you receive below.

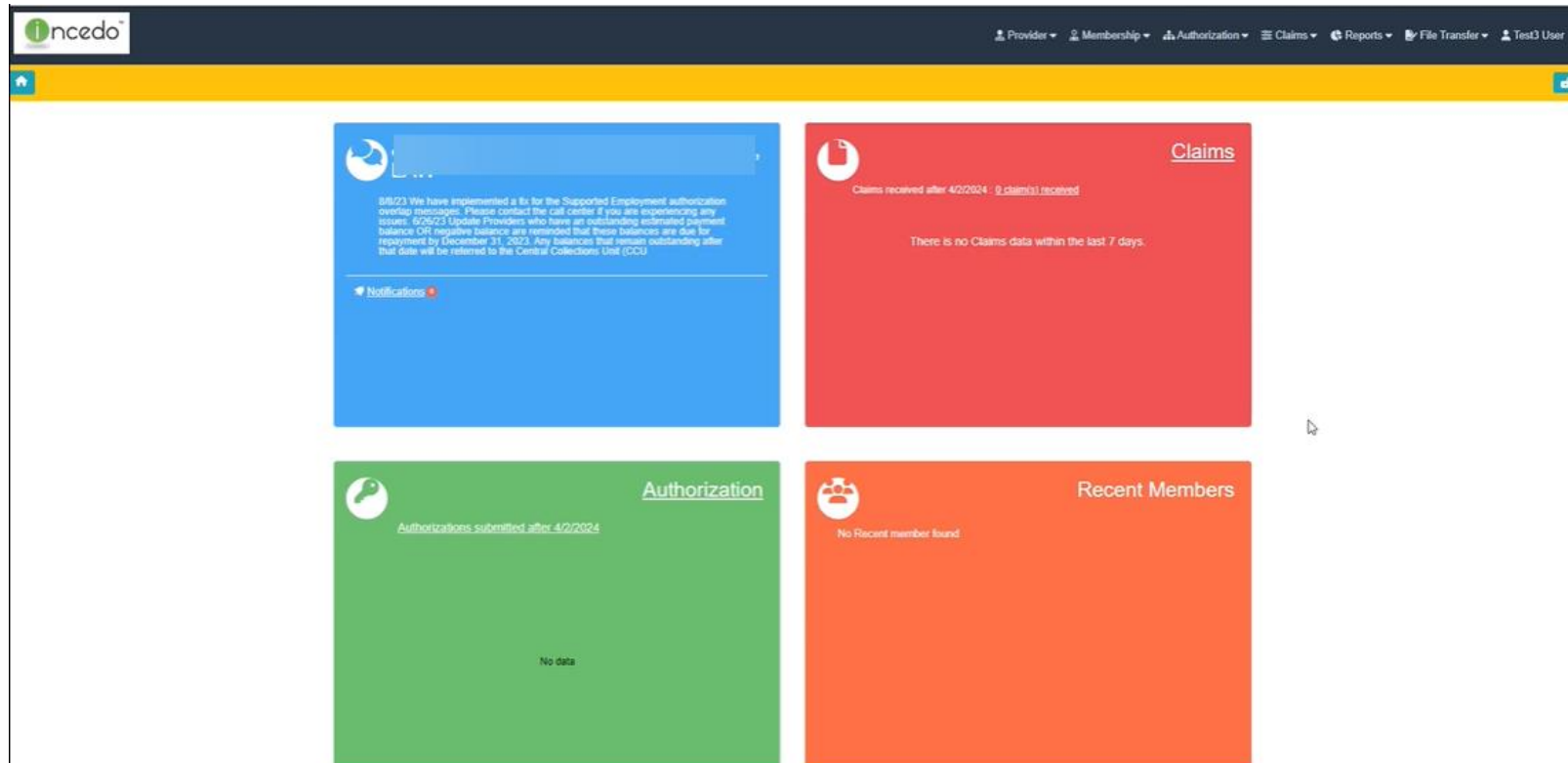
Enter verification code
091922

Verify

Register this device?

Didn't get your code? [Send Again](#)

You will be logged into Incedo.



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