

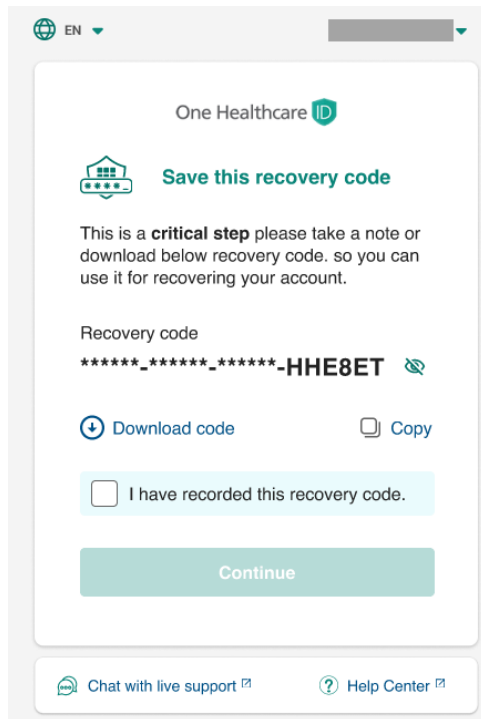
## New One Healthcare ID Recovery Code for uhceservices.com and Employer eServices®

On January 29, 2025, when users select Log in with One Healthcare ID, they will be provided with a recovery code.

Users will be provided with a unique and secure 16-digit recovery code

- This is to help you regain access to your One Healthcare ID account in cases where you have forgotten, lost or misplaced your sign-in information or authentication device.
- All users will be required to download a recovery code. You will be prompted to download and save yours.
- If you need to redownload your recovery code, it can be found in the right-side menu of the Manage My One Healthcare ID page.
- This recovery code is specific to each One Healthcare ID.

Sample of the upcoming changes:



The screenshot shows a web interface for One Healthcare ID. At the top left, there is a globe icon and the text "EN". Below this is the "One Healthcare ID" logo. A house icon with a lock symbol is followed by the heading "Save this recovery code". The text below reads: "This is a **critical step** please take a note or download below recovery code. so you can use it for recovering your account." The "Recovery code" is displayed as "\*\*\*\*\*\_\*\*\*\*\*\_\*\*\*\*\*-HHE8ET" with a copy icon to its right. Below the code are two buttons: "Download code" (with a download icon) and "Copy" (with a copy icon). A checkbox is present with the text "I have recorded this recovery code." Below the checkbox is a large teal "Continue" button. At the bottom of the screen, there are two links: "Chat with live support" (with a chat icon) and "Help Center" (with a question mark icon).

Please visit the [One Healthcare Help Center](#) for assistance with the recovery code. We are here to help you through this transition, please contact the One Healthcare ID technical support line at **1-855-819-5909**.

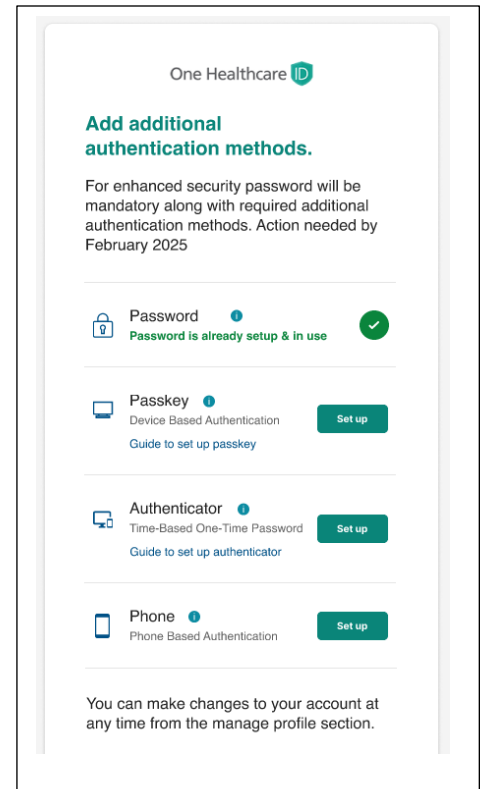
# Update your One Healthcare ID to maintain access to uhceservices.com and Employer eServices®

On March 7, 2025, when you select Log in with One Healthcare ID, you will notice updates that offer new ways to authenticate, these methods will help with account recovery should you be locked out. Users will have the option to set up a password, add a Passkey through web authenticator, set up MS or Google authenticator app on a smartphone or add a phone number. Users will need to set up two of the four options but absolutely can set up more. Currently, many of you use email as a recovery and multi factor authentication option (MFA), email will no longer be an option. If you have already set up two authentication methods than you will not be prompted to set up additional.

- **Users Log in with One Healthcare ID from uhceservices or Employer eServices:**

- You will need your own One Healthcare ID so you will not be able to share an ID in your place of business.
- You will all start with **Password** already completed as **ONE** authentication method (as pictured below).
- You will need to select at a minimum a **second** authentication options of your choice from the following:

- **Passkey**– using your desktop
    - Use of a PIN or biometrics (fingerprint, facial recognition, etc.)
    - Great option for clean desk users
  - **Authenticator** – using your smartphone
    - Use of an Authenticator code displayed on your smartphone app
    - Download a smartphone app either MS or Google Authenticator
    - No longer need a password after Authenticator set-up completed
  - **Phone** – using your land line phone or your cell phone
    - Use of direct landline number (no extension) to receive code by call
- Or
- Use of cell phone to receive code by call or text



Please visit the [One Healthcare Help Center](#) for assistance with the set-up options. Again, we are here to help you through this transition, please contact the technical support line at **1-855-819-5909**. Feel free to check out our [Frequently asked questions](#).