



Enhanced One Healthcare ID security coming soon with uhceservices.com and Employer eServices

Beginning October 4th when users select Log in with One Healthcare ID, they will notice updates that offer new ways to authenticate. The users will have the option to set up a password, add a Passkey through web authenticator, set up MS or Google authenticator or a phone number. Users will only need to set up three of the four options. Users will have the option to skip this process, however, we encourage all users to update their account now to be ready for the enhanced security coming in late February 2025. If you need assistance, please call **1-855-819-5909**.

Helpful information on the upcoming changes:

- **Users Log in with One Healthcare ID from uhceservices and Employer eServices:**
 - Users will now be prompted to have three methods to authenticate, you can pick from the following options:
 - Password – required for all users
 - Use Web Authenticator
 - Use of biometrics
 - Create a passkey
 - Download MS or Google Authenticator app on your phone.
 - No longer need a password after set-up completed
 - Authenticator code will be on your phone
 - No longer need to wait for a code via phone or text
 - Add a phone number, this can be a direct land line or cell phone
 - Currently, users will have the option to skip and continue, but we encourage you to set up additional authentication methods now.

Please visit the [One Healthcare Help Center](#) for assistance with the set-up options, this will also be available on uhceservices.com and employereservices.com. Again, we are here to help you through this transition, please contact the technical support line at **1-855-819-5909**.