

## **Agent Single Sign-On Portal Account Setup Guide**


*Please utilize the links below to direct you to the step action you are looking for!*

**[Registering Your Single Sign-On Portal: Via the Email from  
NO-REPLY@SAILPOINT.COM](#)**

**[Registering Your Single Sign-On Portal:  
VIA the WellCare Network IdentityNow Website](#)**

**[Forgot Login Credentials / Problems Signing In](#)**

## Registering Your Single Sign-On Portal: Via the Email from [NO-REPLY@SAILPOINT.COM](mailto:NO-REPLY@SAILPOINT.COM)

<p>Locate the email sent to you from <a href="mailto:no-reply@sailpoint.com">no-reply@sailpoint.com</a></p> <p>Note your username provided</p> <p>Select <i>Register Now</i></p>	<div style="border: 1px solid gray; padding: 10px;"> <p style="text-align: center; background-color: #f0f0f0; margin: -10px -10px 10px -10px;">Welcome to WellCare Network IdentityNow</p> <p>Hello <b>Your Name</b>.</p> <p>This email is your official invitation to use WellCare Network IdentityNow.</p> <p><b>What are the benefits?</b></p> <ul style="list-style-type: none"> <li>Access to all your applications with one password</li> <li>Safe &amp; secure access from your Launchpad</li> <li>Reset passwords from any device</li> </ul> <p>Your user name is: 123456</p> <p style="text-align: center;"><a href="#">Register Now</a></p> <p style="text-align: center; font-size: small;">Once registered you can use this link to access <a href="#">WellCare Network IdentityNow</a></p> <p style="text-align: right;"></p> </div>
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## Setting Permanent Login Credentials

<p>Step 1: Choose a Password</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p><b>1. Choose a password</b></p> <p><b>Password</b></p> <input style="width: 100%; height: 20px;" type="text"/> <p><b>Confirm Password</b></p> <input style="width: 100%; height: 20px;" type="text"/> </div> <p style="font-size: small;">*The password has to be entered twice for confirmation.</p>	<div style="border: 1px solid #0070C0; background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;"> <p style="color: #0070C0; font-weight: bold; font-size: small;">Your new password must meet the following requirements.</p> <ul style="list-style-type: none"> <li>Minimum characters: 8</li> <li>Minimum letters: 1</li> <li>Minimum uppercase: 1</li> <li>Minimum lowercase: 1</li> <li>Minimum digits: 1</li> <li>Minimum special characters: 1</li> <li>Cannot match any attribute of your identity</li> <li>Cannot match any attribute of your account</li> </ul> </div> <p style="text-align: center; font-weight: bold;">Note the password requirements!</p> <div style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p><b>1. Choose a password</b> <span style="color: green; font-weight: bold; font-size: 1.2em;">✔</span></p> <p><b>Password</b></p> <input style="width: 100%; height: 20px;" type="password" value="....."/> <p><b>Confirm Password</b></p> <input style="width: 100%; height: 20px;" type="password" value="..... "/> </div> <p style="font-size: small;">If your password meets requirements and each entry matches, you will see the check mark.</p>
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Step 2. Enter your alternate contact details

2. Enter your alternate contact details

Alternate Phone

Alternate Email

Ensure to use the proper format for both the phone number and email address.

❗ Not a valid phone number. Must be in the format (201) 555-5555 or +1 201-555-5555.

❗ This field should be an e-mail address in the format "user@example.com"

2. Enter your alternate contact details ✓

Alternate Phone

(813) 555-5555

Alternate Email

Agent.JohnDoe@example.com

If your alternate phone and alternate email meets requirements, you will see the check mark.

Step 3. Choose and answer 6 security questions

3. Choose and answer security questions ✓

1. What is your mother's maiden name?



Smith

2. What is your favorite pet's name?



Rover

3. What is your father's middle name?



Peter

4. What city were you born in?



Tampa

5. What is your maternal grandmother's first name?



Claire

6. What is the name of the first street you lived on?



Maple

You must choose 6 questions and provide 6 answers. Once you have selected and answered all 6 questions you will see a check mark.

Select [Register Now](#)

## Logging into Your Single Sign-On Portal

Step 1. After selecting *Register Now*, you will be taken to your single sign-on portal login page. Ensure to bookmark/save the [WellCare Network IdentityNow](#) link in your browser!

Type in the username provided to you, and the permanent password you setup. Select *Sign In*

The image shows two side-by-side screenshots of the WellCare Health Plans login page. The left screenshot shows the login form with the following elements: the WellCare Health Plans logo, the text "Sign in with your user name", a "User Name" input field, a "Password" input field, a checked "Remember Me" checkbox, a "Problems signing in?" link, and a blue "Sign In" button. The right screenshot shows the same form with the username "319044" entered in the "User Name" field and a masked password "....." in the "Password" field. Red arrows point to the "User Name" field, the "Password" field, and the "Sign In" button.

After selecting *Sign In*, you will be in your single sign-on portal! Here you have access to the Materials Portal, Custom Point!

NOTE: Access to Agent Connect and Agent Workflow will be available in the Phase II release!

Select the icons to be directed to the appropriate system.

The image shows a screenshot of the WellCare Health Plans single sign-on portal dashboard. At the top left is the WellCare Health Plans logo. To its right is a "Launchpad" button and a "Request Center" link. On the far right, there is a "Dashboard" link and "Your Name". Below this is a search bar labeled "Search Apps" with a magnifying glass icon. At the bottom, there are three app icons with dropdown arrows: "Callidus Agent Connect (ICM)", "Callidus Workflow", and "CustomPoint".

\*Custom Point is available 24 hours after all 2020 certification requirements are complete.

## Registering Your Single Sign-On Portal: via the WellCare Network IdentityNow Website

<https://wellcare.identitynow.com/>

Access the IdentityNow site: <https://wellcare.identitynow.com/>

Step 1: enter your 6-digit WellCare Agent ID in the *User Name* field

Step 2: select, *Problem Signing In?*



The screenshot shows the WellCare Health Plans sign-in page. It features the WellCare logo at the top left. Below the logo is the text "Sign in with your user name". There are two input fields: "User Name" and "Password". Below the "User Name" field is a checked checkbox labeled "Remember Me" and a link "Problems signing in?". A blue "Sign In" button is at the bottom.



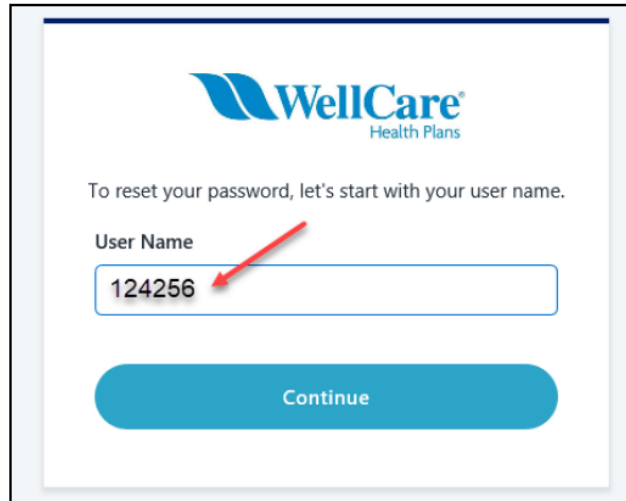
The screenshot shows the WellCare Health Plans sign-in page. The "User Name" field contains the number "124256". A red arrow points to the "Problems signing in?" link. The "Remember Me" checkbox is checked. A blue "Sign In" button is at the bottom.

Step 3. Select *Reset Password*



The screenshot shows the WellCare Health Plans help page. It features the WellCare logo at the top. Below the logo is the text "What can we help you with?". There are three blue buttons: "Forgot user name", "Reset password", and "Unlock account". A red arrow points to the "Reset password" button, which is also highlighted with a yellow border.

Step 4. enter your 6-digit WellCare Agent ID in the *User Name* field



WellCare<sup>®</sup>  
Health Plans

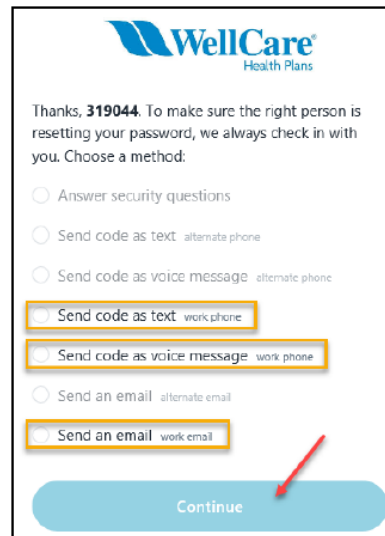
To reset your password, let's start with your user name.

User Name

124256

Continue

Step 5. Choose one of the three available options to receive the password reset code then select *Continue*



WellCare<sup>®</sup>  
Health Plans

Thanks, 319044. To make sure the right person is resetting your password, we always check in with you. Choose a method:

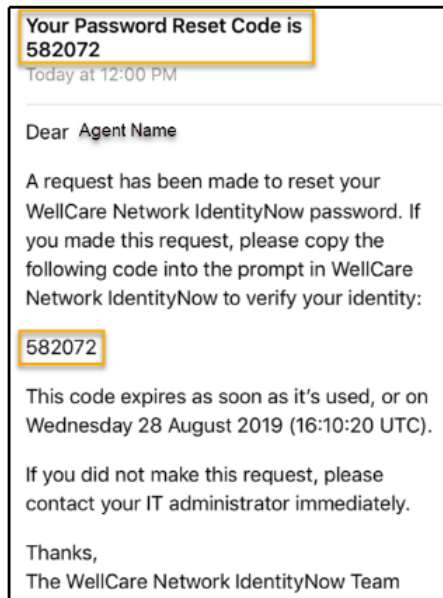
- Answer security questions
- Send code as text alternate phone
- Send code as voice message alternate phone
- Send code as text work phone
- Send code as voice message work phone
- Send an email alternate email
- Send an email work email

Continue

For this example, the option chosen was *Send an Email*

\*The response will come within minutes and will include the *Password Reset Code*

Step 6: enter the *Password Reset Code* provided, then select *Continue*



Step 7. Type in a new password.

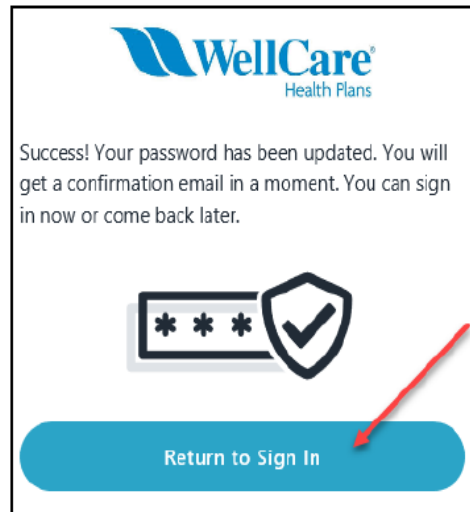
Ensure to note the password requirements!

Select *Change Password*



If your password meets all requirements you will see three green check boxes.

Step 8. If your password was successfully changed, select *Return to Sign In*



Step 9. To continue the setup of your account and access your single sign-on portal, type in your user name (6-digit agent ID) and the password you just created.



**\*Please continue to the steps for setting permanent login credentials!**



## Setting Permanent Login Credentials

Step 1: Create a permanent password by completing the fields in *Choose a Password*

**1. Choose a password**

Password

Confirm Password

\*The password has to be entered twice for confirmation.

Your new password must meet the following requirements.

- Minimum characters: 8
- Minimum letters: 1
- Minimum uppercase: 1
- Minimum lowercase: 1
- Minimum digits: 1
- Minimum special characters: 1
- Cannot match any attribute of your identity
- Cannot match any attribute of your account

Note the password requirements!

**1. Choose a password** ✓

Password

Confirm Password

If your password meets requirements and each entry matches, you will see the check mark.

Step 2. Choose and answer 6 security questions

**3. Choose and answer security questions** ✓

1. What is your mother's maiden name?	▼	Smith
2. What is your favorite pet's name?	▼	Rover
3. What is your father's middle name?	▼	Peter
4. What city were you born in?	▼	Tampa
5. What is your maternal grandmother's first name?	▼	Claire
6. What is the name of the first street you lived on?	▼	Maple

You must choose 6 questions and provide 6 answers. Once you have selected and answered all 6 questions you will see a check mark.

Select [Register Now](#)

## Logging into Your Single Sign-On Portal

Step 1. After selecting *Register Now*, you will be taken to your single sign-on portal login page. Ensure to bookmark/save the [WellCare Network IdentityNow](#) link in your browser!

Type in the username provided to you, and the permanent password you setup. Select *Sign In*

The image shows two side-by-side screenshots of the WellCare Health Plans login page. Both screenshots feature the WellCare logo at the top and the text 'Sign in with your user name'. The left screenshot shows the login form with empty fields for 'User Name' and 'Password', a checked 'Remember Me' checkbox, and a 'Sign In' button. The right screenshot shows the same form with the username '319044' entered in the 'User Name' field and a masked password in the 'Password' field. Red arrows point to the 'User Name' field, the 'Password' field, and the 'Sign In' button in the right screenshot.

After selecting *Sign In*, you will be in your single sign-on portal! Here you have access to the Materials Portal, Custom Point!

NOTE: Access to Agent Connect and Agent Workflow will be available in the Phase II release!

Select the icons to be directed to the appropriate system.

The image shows a screenshot of the WellCare Health Plans single sign-on portal dashboard. At the top left is the WellCare logo and 'Health Plans'. To the right of the logo are 'Launchpad' and 'Request Center'. Further right are 'Dashboard' and 'Your Name'. Below this is a search bar labeled 'Search Apps' with a magnifying glass icon. At the bottom, there are three app icons with dropdown arrows: 'Callidus Agent Connect (ICM)', 'Callidus Workflow', and 'CustomPoint'.

\*Custom Point is available 24 hours after all 2020 certification requirements are complete .

## Forgot Login Credentials / Problems Signing In

If your user name or password is not accepted, select *Problems Signing In?*

There are three options to assist with logging in:

1. Forgot user name
2. Reset Password
3. Unlock Account

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<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>Enter the email address for your account</p> <p>Email address</p> <input style="width: 100%;" type="text"/> <p style="text-align: center; margin-top: 10px;"><b>Send email</b></p> </div> <p><i>Forgot user name</i> will prompt you to enter an email.</p>	<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>To reset your password, let's start with your user name.</p> <p>User Name</p> <input style="width: 100%; border: 1px solid gray;" type="text" value="319044"/> <p style="text-align: center; margin-top: 10px;"><b>Continue</b></p> </div> <div style="border: 1px solid black; padding: 10px;"> <p>Thanks, <b>319044</b>. To make sure the right person is resetting your password, we always check in with you. Choose a method:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Answer security questions</li> <li><input type="radio"/> Send code as text <small>alternate phone</small></li> <li><input type="radio"/> Send code as voice message <small>alternate phone</small></li> <li><input type="radio"/> Send code as text <small>work phone</small></li> <li><input type="radio"/> Send code as voice message <small>work phone</small></li> <li><input type="radio"/> Send an email <small>alternate email</small></li> <li><input type="radio"/> Send an email <small>work email</small></li> </ul> <p style="text-align: center; margin-top: 10px;"><b>Continue</b></p> </div> <p><i>Reset Password</i> will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.</p>	<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p>To unlock your account, let's start with your user name.</p> <p>User Name</p> <input style="width: 100%; border: 1px solid gray;" type="text" value="319044"/> <p style="text-align: center; margin-top: 10px;"><b>Continue</b></p> </div> <div style="border: 1px solid black; padding: 10px;"> <p>Thanks, <b>319044</b>. To make sure the right person is unlocking your account, we always check in with you. Choose a method:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Answer security questions</li> <li><input type="radio"/> Send code as text <small>alternate phone</small></li> <li><input type="radio"/> Send code as voice message <small>alternate phone</small></li> <li><input type="radio"/> Send code as text <small>work phone</small></li> <li><input type="radio"/> Send code as voice message <small>work phone</small></li> <li><input type="radio"/> Send an email <small>alternate email</small></li> <li><input type="radio"/> Send an email <small>work email</small></li> </ul> <p style="text-align: center; margin-top: 10px;"><b>Continue</b></p> </div> <p><i>Unlock your account</i> will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.</p>
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\*Complete all required steps in order to re-access your portal!