

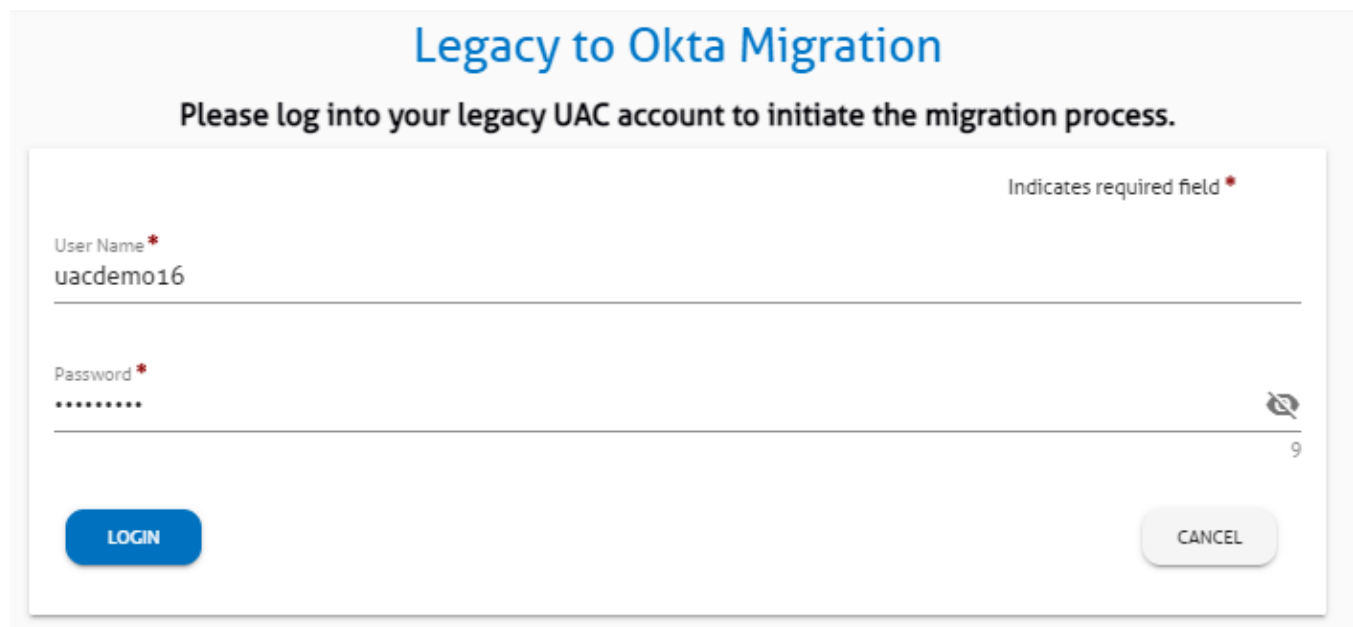
Legacy Active Directory Account to Magellan Okta Migration Job Aid

August 1, 2022

Magellan Health has moved to a newer, more secure method of user authentication called Okta. As a result, all users who have existing Magellan Active Directory access accounts will need to migrate their account information to the new platform using a self-service tool called **Import Legacy UAC Account**. This tool will validate your credentials and move all existing application permissions to the new platform.

How to Migrate Your Account

Users should go to <https://uac.magellanrx.com/migrate> and enter their current Active Directory user ID and password to start the migration. If you do not remember your password, you can use the Password Management Tool (<https://pwm.magellanrx.com>) to reset. Click the link and on the landing page for the Password Management Tool, select the "Forgotten Password" option under the buttons.



The screenshot shows a web form titled "Legacy to Okta Migration". Below the title is the instruction: "Please log into your legacy UAC account to initiate the migration process." The form contains two input fields: "User Name*" with the value "uacdemo16" and "Password*" with masked characters. A small icon of an eye is visible to the right of the password field. At the bottom left is a blue "LOGIN" button, and at the bottom right is a grey "CANCEL" button. A note "Indicates required field*" is located in the top right corner of the form area.

Once authentication has been successful, the next screen will show you your existing Active Directory account information and application role assignments.

Confirmation of Existing Account Details

User Information

First Name UACGlobal	Last Name Intmatch	User Name uacdemo16
Email uacsupport@magellanhealth.com	Phone (804) 548 - 0100	Fax (804) 548 - 0100

The account has the following roles assigned

Role Name ↑
PACE Pharmacy Web Claims Submission Submit/View
South Carolina Pharmacy Web Claims Submission Submit/View

Rows per page: 5 1-2 of 2 < >

SUBMIT
CANCEL

If everything looks correct, click the **Submit** button. If the applications you have been assigned privileges for are not correct, please click **Cancel** or email uacsupport@magellanhealth.com to resolve before migrating.

A pop-up window will appear after submitting where you will create your Okta account. Use an email address that you are able to freely access as all of your Okta communications (such as password resets and other account messages) will be sent to it. After entering the email address, you will create a strong password for the new account. As you type your password, the system will show you a list of the requirements for strong passwords. A green checkmark will appear next to each requirement as you satisfy it.

Password must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@\$!#%^*?&+-), no parts of your username, and can not include your first name or last name.

- ✘ 8 characters long
- ✘ Upper and lower case letters
- ✘ At least 1 number
- ✘ At least 1 special character (@\$!#%^*?&+-)
- ✔ No part of User ID
- ✔ Not include First or Last name

CANCEL

Once all of the requirements are met, your screen should display all green checkmarks as shown below.

New Okta Account Creation

Okta uses an email address as a user ID. Email addresses must be unique and complete. Please enter the email address and password you would like to use for your login account below.

Indicates required field *

Email Address*
uacoktaqa+uacdemo16@gmail.com

Re-enter Email Address*
uacoktaqa+uacdemo16@gmail.com

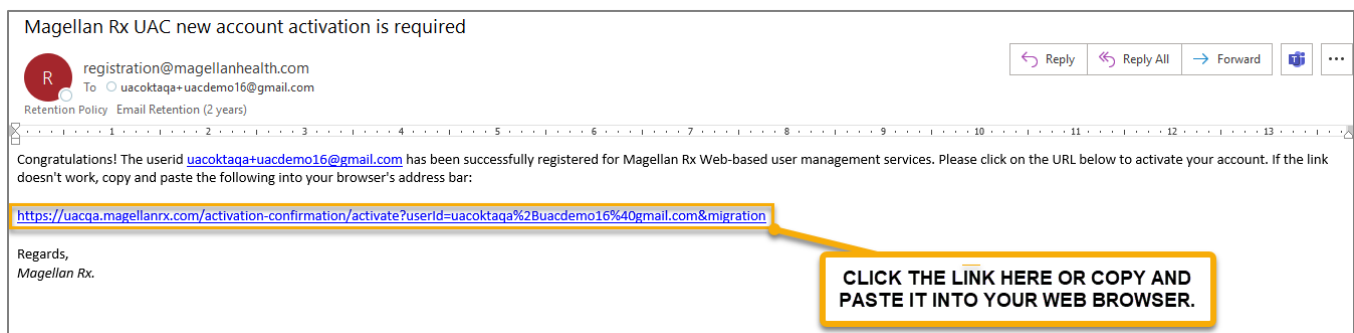
Password*
.....

Password must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@\$!#%^*?&+-), no parts of your username, and can not include your first name or last name.

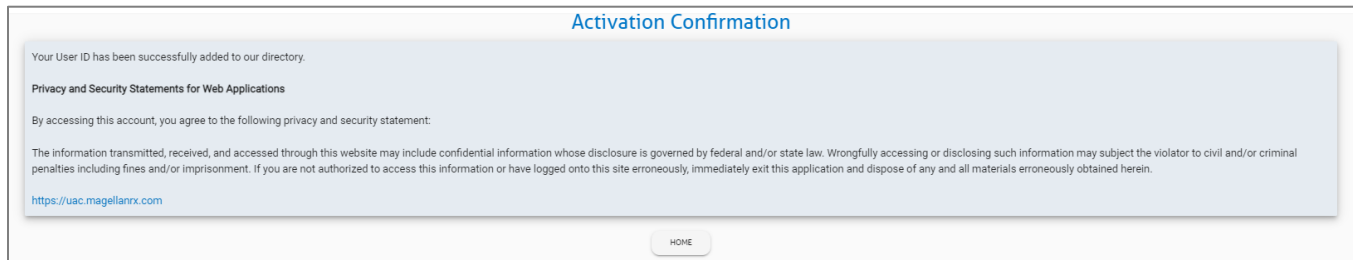
- ✓ 8 characters long
- ✓ Upper and lower case letters
- ✓ At least 1 number
- ✓ At least 1 special character (@\$!#%^*?&+-)
- ✓ No part of User ID
- ✓ Not include First or Last name

Enter the password again for confirmation and select **OK** to commit. You will be presented with a confirmation screen with instructions on how to activate your new account.

An email will be sent to the address you provided; you must click the link in the email in order to activate the account.



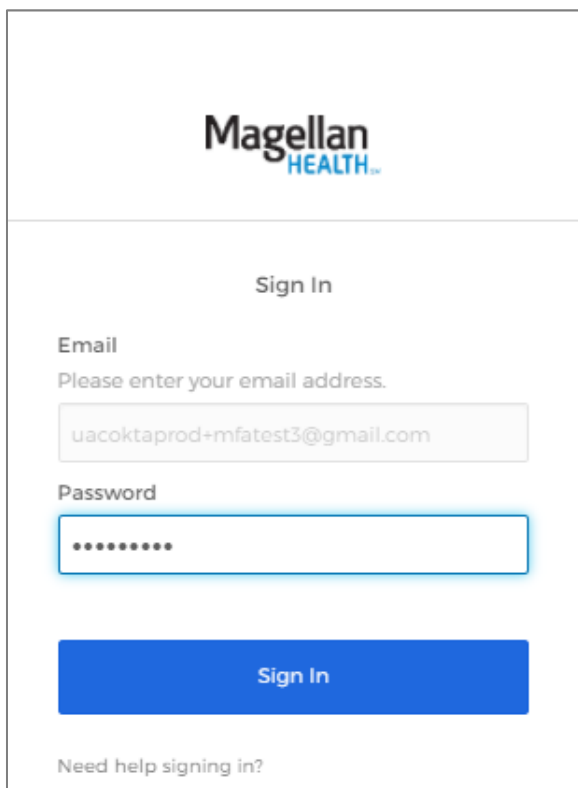
If your activation was successful, you will be taken to a confirmation website.



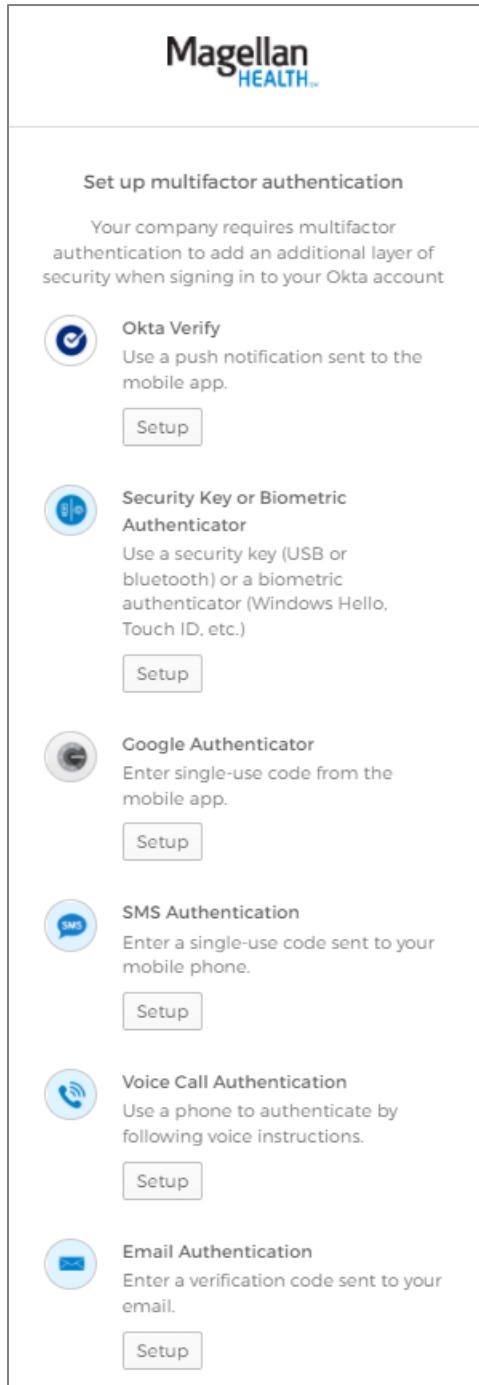
You should now be able to access Okta enabled applications at Magellan. You can access your Magellan Okta web applications by using the PACE Provider Portal:

<https://papaceportal.magellanhealth.com/paceportal> .

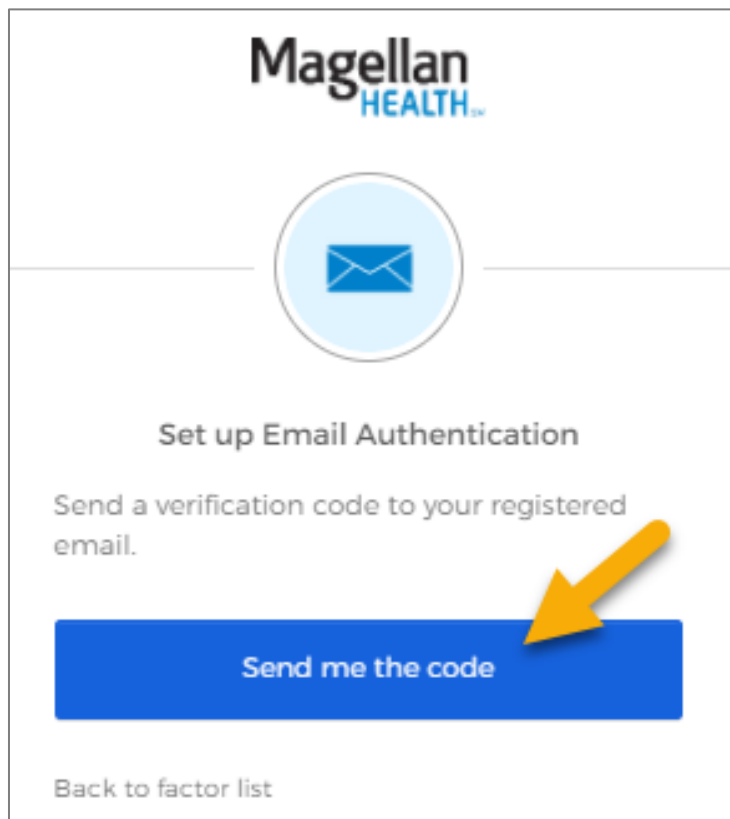
The first time you log in, you will be required to validate your account credentials.



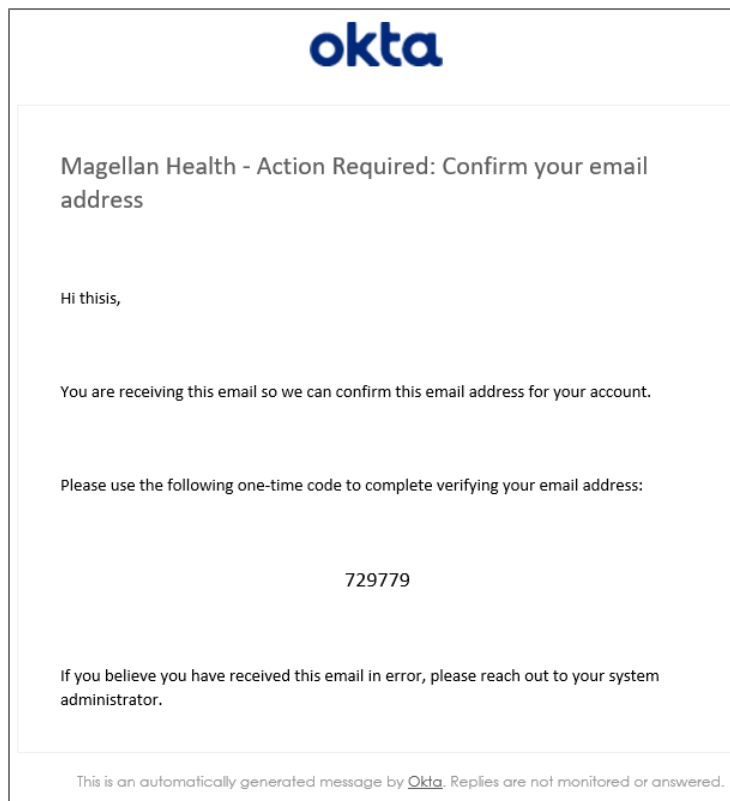
You will then be asked to set up your multi-factor authentication method:



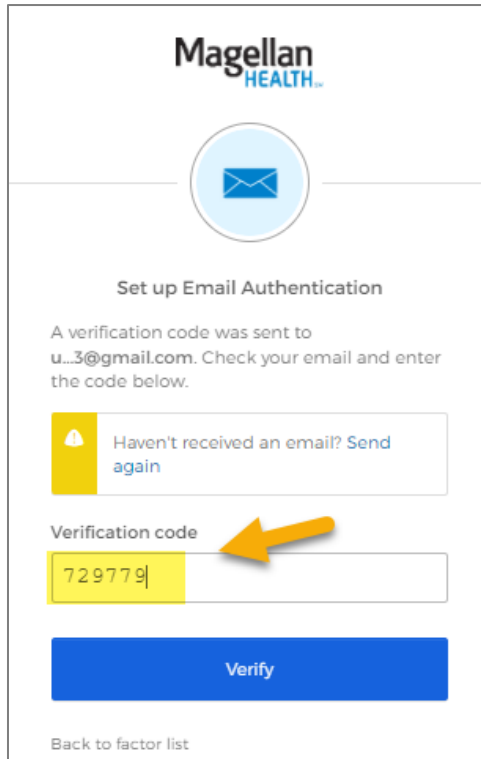
It is important that you select a method that you will have access to each and every time you are logging in. Select the method you would like (this example will use an email authentication) and follow the instructions on the screen.



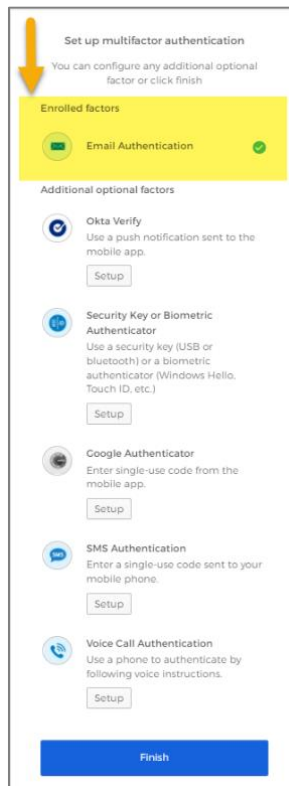
You will receive an email (for this method) similar to the following screenshot.




Enter the code from the email into the verification code field and select **Verify**.



You will be presented with a screen that confirms your enrollment in the multifactor you selected. Select **Finish** to proceed.



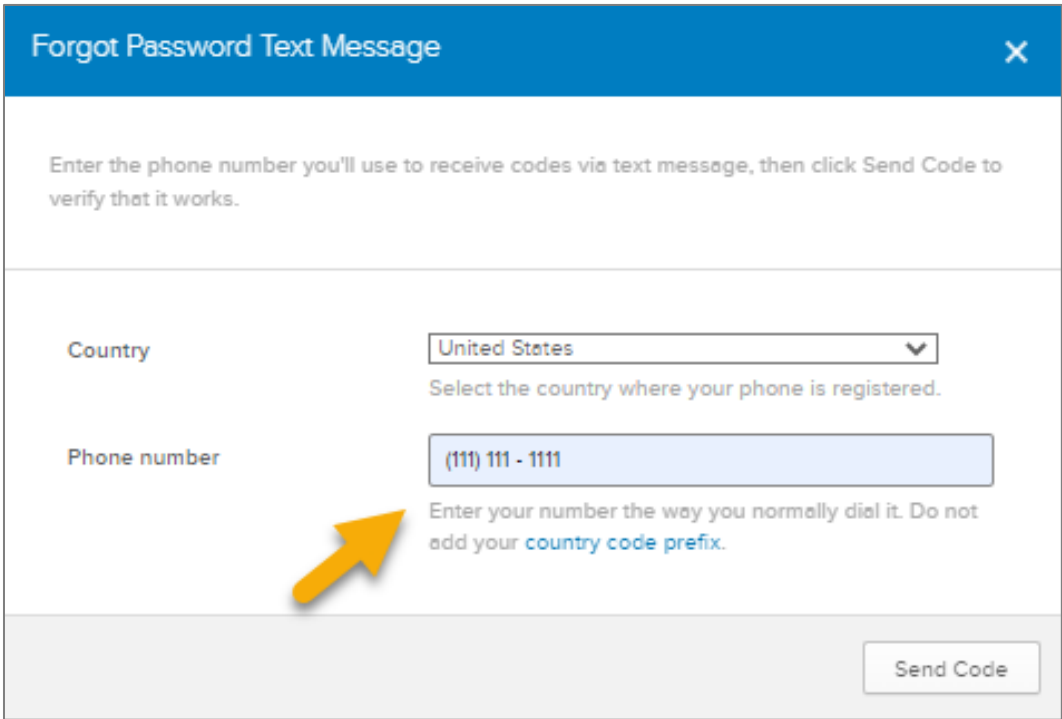
Next you will be asked to provide methods to use to reset your password if needed.



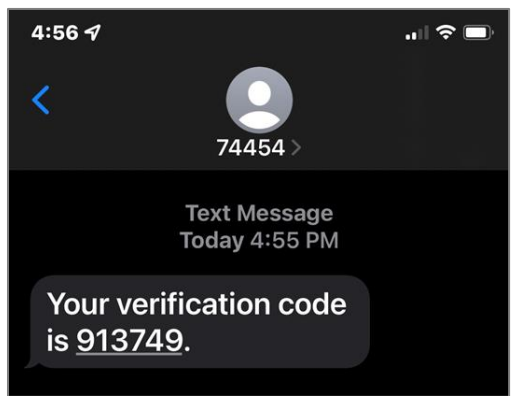
It is highly recommended that you enroll at least one (but as many as you can) or you will have to contact the Help Desk if you are locked out.

This example will enroll the SMS (text message) option.

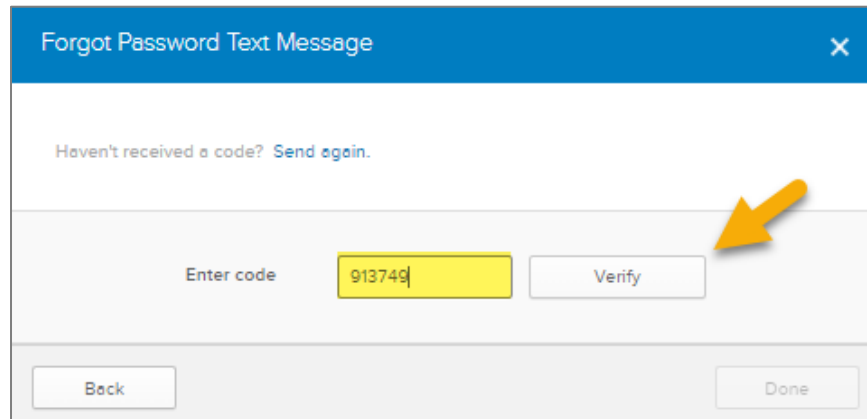
Enter the phone number where you would like your reset code text message to be sent to and select **Send Code**.



You will receive a text message on your device containing a code to enter in the window (see example of text message below).



Enter the code in the dialog box and click the **Verify** button.



Forgot Password Text Message

Haven't received a code? [Send again.](#)

Enter code

You will then be taken to the PACE Provider Portal.

If you require assistance, you may contact the Web Support Help Desk at (800) 241-8726 **OR** send an email to uacsupport@magellanhealth.com; in either case please have the following information ready to provide (or documented if emailed):

- Name of individual registering
- Provider name (orgID/NPI/Chain Code owner)
- OrgID/NPI/Chain Code(s)
- Contact phone number
- E-mail address
- Brief description of the issue
- Screenshots of the error (if possible)

All calls and requests are handled on a first come, first serve basis.