



## Signing into Jarvis FAQ

### How do I access Jarvis?

To access [Jarvis](#), you must use One Healthcare ID. One Healthcare ID is a secure way to access UnitedHealthcare applications. You simply register for a One Healthcare ID once and then use it to seamlessly access any associated applications. You can also recover your One Healthcare ID, reset your password and maintain your profile.

### I am not able to sign into my Jarvis account.

- If you have not logged into your Jarvis account in the past 6 months, you will need to register again to link your One Healthcare ID to Jarvis. To do this you'll be asked a few additional questions. Follow the prompts during the login process.
- If you cannot remember your user ID for One Healthcare ID, please **DO NOT** create a new One Healthcare ID. Click on "Sign in with One Healthcare ID" on the Jarvis login page. Next, select "Forgot One Healthcare ID" for help retrieving your ID.
- **If you have logged in recently and simply forgot your password**, you can reset your password using these steps:
  - Use [these instructions to reset a forgotten password with your unique email address](#).
  - You can also use self-service to reset your password. Click the "Forgot My Password" option and follow the instructions.

### Will I be able to log into Jarvis without registering for a One Healthcare ID?

No, you must create a One Healthcare ID the first time you go to Jarvis.

### **How do I create a One Healthcare ID?**

Click on “Register” to get started and follow the process to set up your One Healthcare ID and connect it to Jarvis.

### **What if I have two Party IDs?**

You will need to create a distinct One Healthcare ID for each Party ID.

### **What if I already have a One Healthcare ID?**

If you already have a One Healthcare ID, sign in with your One Healthcare ID and then follow the steps to connect Jarvis to your existing One Healthcare ID. This will not change the access you have to other applications.

### **How do I unlock my One Healthcare ID account?**

Your account may be locked if you enter an incorrect combination of a One Healthcare ID and password too many times. In this case, you can use verified information from your profile to unlock your account. Verified information options can include:

- Email address
- Mobile phone
- One time passcode
- Select Continue on the Account Locked page and follow instructions.

If you have forgotten your security questions, or answered them incorrectly too many times, you will need to validate your identity via email or text message. If you have two One Healthcare IDs associated with the same email address, you may need to call the Producer Help Desk (PHD) to have a mobile number added to your account for verification purposes. If you would like to self-serve in the case of a locked account, we recommend adding your mobile number to your account by navigating to the login screen, clicking “Manage Your One Healthcare ID,” and then “Manage Verification Option.”

### **Do I need to enter an Access Code every time I log into One Healthcare ID?**

No. You can bypass the Access Code by putting a check mark on “Skip this step if you are logging in from a computer or device you regularly use at work or home” given that you are using the same device and browser. This will help the system to remember the device that you used in accessing your account.

### **Will security questions be used anymore?**

Security questions are used for account recovery and not login.

### **What happens if multiple people use the same workstation and have multiple IDs? If each person does multi-factor for their login, will those cookies co-exist, or could this cause them to re-validate?**

Multiple users can all use the same computer. Each One Healthcare ID that logs in at the device will have to provide a One-time Passcode on that computer upon initial login. If they select “remember device” they should not have to provide an access code on subsequent logins. Users may encounter the need to submit a One-time Passcode again if cache/cookies on the computer are cleared or if a user attempted too many logins fails.

### **What is Multi-Factor Authentication, Access Code or One Time Password?**

These are all authentication methods in which a computer user is granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism: knowledge (something the user and only the user knows - Password), possession (something the user and only the user has - token or one-time-password), and inherence (something the user and only the user is - biometrics). This process results in an enhanced level of security to protect end-user and customer data.

### **Other questions not answered in this document?**

Check out the [One Healthcare ID website](#), which has the answers to other frequently asked questions.

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