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

Locate the email sent to you from no-reply@sailpoint.com
Note your username provided
Select Register Now

Setting Permanent Login Credentials

Step 1: 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!

If your password meets requirements and each entry matches, you will see the check mark.
Step 2. Enter your alternate contact details

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"

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*.

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.

*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?

Step 3. Select Reset Password
Step 4. Enter your 6-digit WellCare Agent ID in the User Name field.

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

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**Your Password Reset Code is 582072**

*Today at 12:00 PM*

**Dear Agent Name**

A request has been made to reset your WellCare Network IdentityNow password. If you made this request, please copy the following code into the prompt in WellCare Network IdentityNow to verify your identity:

**582072**

This code expires as soon as it’s used, or on Wednesday 28 August 2019 (16:10:20 UTC).

If you did not make this request, please contact your IT administrator immediately.

Thanks,
The WellCare Network IdentityNow Team

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**Step 7.** Type in a new password.

Ensure to note the password requirements!

Select **Change Password**

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If you password meets all requirements you will see three green check boxes.
Step 8. If your password was successfully changed, select *Return to Sign In*

Success! Your password has been updated. You will get a confirmation email in a moment. You can sign in now or come back later.

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

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.

*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

Forgot user name will prompt you to enter an email.

Reset Password will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.

Unlock your account will prompt you to enter your username, then choose method to verify your identity before prompting you to reset your password.

*Complete all required steps in order to re-access your portal!