5.2 System Release

Washington Healthplanfinder will go down for maintenance on **Thursday, June 14th at 10:00pm PST** and is tentatively scheduled to go live **Saturday, June 16th, 2018 at 1:30pm PST**

http://www.wahbexchange.org/news-center/outages-maintenance/
HBE Security System Change

Identity Access Manager (IAM) is the new Oracle Access Manager (OAM)
HBE Security System Change

- IAM is used to reset and unlock user passwords.
- IAM allows certain account workers the ability send a pin to the customer for extra identity verification.
- Exchange Account Workers can unlock all user passwords: clients, brokers, navigators and other account workers.
- The HBE call center can unlock Client User Passwords only.
Topics

• Privileged Users Password Changes
• Client Password Changes
• Locked Account
• WAPlanfinder
Privileged Users Password Changes
Password Updates

New updates to passwords:

• Password history will be reset. After June 17\textsuperscript{th} users cannot use previous passwords
• All special characters are allowed for password
• Field level help available on password creation screen
Password Requirements

The following still applies to passwords:

• Passwords expire every 90 days
• Minimum of 8 characters is still required
• Accounts will be locked if inactive for 180 days or more
• Cannot use first or last name as part of passwords
• At least one number, one upper and lowercase letter and one special character is required
• Passwords should be hard to guess (it is encouraged to use numeric, upper/lower case and special characters)
Password Reset

The Privileged User Support line may be contacted by privileged users to unlock their accounts or reset their passwords.

A PIN to unlock privileged user accounts may be emailed to complete this process.

The PIN will be verbally verified.

This is an additional verification to validate the user is who they say they are.
Client Password Changes
Client Password Changes

The following updates are:

• Password history will be reset. After June 17th users cannot use previous passwords
• Passwords do not expire
• All special characters are allowed for username and password
• Minimum of 8 characters for a password is required
• Accounts will be locked if inactive for 180 days or more
• Field level help available on password creation screen
Updated Screens

New user Create an Account screen:

Password completed:
Client Login Messaging

If a client enters a password that is less than 8 characters a message will appear.
Client Account – Edit Password

Clients can edit their password from their My Profile tab.

In the Change your Password Page, inputting the client’s old password is not required.

Edit password screen will support updated password rules.
Locked Account
Account Locked Messaging

When an account is temporarily locked, a message and unlock options appear.

Your account is temporarily locked

If you would like to unlock your account, you have the following options:

- 1) After 5 minutes have passed, select the "Unlock Account" button below. You will then be asked to answer one of your security questions or;
- 2) Wait for 30 to 35 minutes and your account will automatically unlock or;
- 3) If you need help unlocking your account, call our Customer Support Center at 1-855-923-4633

Unlock Account
Account Locked Messaging

If the user is locked out of their account they can:

• Wait one minute and select the Unlock button to unlock the account (while the system message displays five minutes, the system recognizes their account is locked after one minute).

• Wait for 30-35 minutes and their account will automatically unlock.

• Contact the HBE call center for immediate assistance.

• Account worker or privileged user should follow their account unlock procedures, which can be found in the Cross Agency/Program Guide.
WAPlanfinder
The latest version of the WAPlanfinder app is 2.2.

After 5.2 release clients should verify they have the current WAPlanfinder version.

The app mirrors changes made in Washington Healthplanfinder.
Resources
Resource Information

HCA Training & Education Resources

Cross-agency Desk Aid
http://www.hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

HCA Community-Based Specialists
http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Contact your local HCA Area Representative:
http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf