Login
This page enables a user to either login and/or register if he/she is not already a registered user (ie. Providers and Staff users).

The following are the functionalities which can be performed from this screen:

1. If the user is not registered, he/she can click the “Register Here” link
2. If the user has forgotten his/her password, the user can click the “Forgot Password” link
3. User navigates to this page from the Affinity Public site or enters the site URL
Legacy User Login
To adhere to the enhanced security standards for login, legacy (existing) users whom registered with their email address as their username will be presented with the below interstitial page upon login. He/she will then be required to change their username, password and security questions with answers. Upon completion the user will then be redirected to the home page.

The user will be presented with the following:

1. Current Username
2. New Username
3. Confirm Username
4. Current Password
5. New Password
6. Confirm Password
7. Security Question 1
8. Answer 1
9. Security Question 2
10. Answer 2

Note: When creating a new username, he/she will need to “Check Availability” to ensure the username is valid and has not already been utilized by another user.
Forgot User Name

The “forgot user name” option is available to users via the Provider Login Screen. This option allows users to retrieve their username through a secured method with sending a notification email to confirm the submission of the request.

The user will be required to do the following:

1. Click on “Forgot Username” from the Provider Login Page
2. Enter the following values:
   a. Tax Identification #
   b. NPI #
   c. Email Address
3. Click on “Save Changes”
4. A new page is presented to user with the following information:
   a. “Your User Name is: ”
   b. “You can now log into the Provider Portal with your username and password. If you have forgotten your password, please click on the “Forgot Password” option via the provider login screen.”
5. Email notification is sent to the user notify them that the “Forgot Username” feature was utilized
Forgot User Name Display Page
Following text to display on page:

“Your User Name is: {dynamically display username}”

“You can now log into the Provider Portal with your username and password. If you have forgotten your password, please click on the “Forgot Password” option via the provider login screen.”

Forgot Password
The “forgot password” option is available to users via the Provider Login Screen. This option allows users to reset their password through a secured method by sending a notification email to confirm the submission of the request.

The user will be required to do the following:

1. Click on “Forgot Password” from the Provider Login Page
2. Enter User Name
3. Click on “Show My Security Question”
4. Enter the answer to security question
5. Click on “Submit”
6. Message displayed to user “If this is a valid Username, an email will be sent to the email address listed on your Profile. Please follow the instructions in the email to complete resetting your password.”
7. Confirmation email is triggered to the registered email address associated to the user name
8. User must refer to email received and validate by clicking on the link within
9. User is then returned to change password screen
10. User is then required to enter
   a. New password
   b. Confirm new password
11. User upon changing the password will be presented with the following message: “Your Password has been reset. Please Click here to go to the login screen.”
12. User clicks on here and is taken to the login screen to enter the user name and new password
Forgot Password Page
User will be displayed the following message after clicking submit to continue resetting their password.

“If this is a valid Username, an email will be sent to the email address listed on your Profile. Please follow the instructions in the email to complete resetting your password.”

Reset Password Email
The following verbiage will be sent to an end user:

“Your password has been reset for the Affinity Portal. To get started, please reset your password by clicking the link below (you may also copy and paste the link into your browser’s address bar).

The link will expire in 24 hours.

Please do not forward this email.”

Change Password Screen
The user will click on the link from the reset password email and will then be taken to the reset password page to provide a new password.

The user will be required to do the following:

1. Enter New password
2. Confirm new password
3. Click on “Submit”
Confirmation Page
The following message is displayed:

“Your Password has been reset. Please Click here to go to the login screen.”

Changed Password Notification Email Verbiage
The following verbiage will be sent to an end user

Subject: Activity on your Affinity Health Plan secure website

“Our records show that your Affinity Health Plan secure website password was changed. If this change was made without your knowledge or permission please contact us.

Please note: If this email address is used with more than one account, someone else may have made the change. We are committed to keeping your personal information safe and secure.

Sincerely,

Affinity Health Plan