1 Overview

1.1 WHAT IS ACA PASSWORD MANAGEMENT?

Kaiser Permanente has implemented Single Sign-On (SSO) to provide a more seamless way for users to sign into multiple websites and web-based applications by using a single password and National User ID (NUID). Advanced Central Authentication (ACA) password management is a self-service feature that helps users manage or reset a password and retrieve an NUID without contacting the KP Service Desk.

USE SCENARIOS MAY INCLUDE:

- **Forgot NUID** -
  - Internally accessed ACA supported applications while connected to the KP network or to VPN
  - Externally accessed ACA supported applications while outside of the KP network or on the internet

- **Change or Forgot Password** -
  - Internally accessed ACA supported applications while connected to the KP network or to VPN
  - Externally accessed ACA supported applications while outside of the KP network or on the internet
2 Getting Started

ACA LOGIN
Launch the website or application you want to use. For ACA enabled applications, the ACA logon screen will be displayed. *(Fig. 1)*

Sign on using your NUID and windows password. Upon successful validation of login credentials, you will be directed to the website or application destination.

If you forgot your NUID or Password, follow the steps below to retrieve or reset.

2.1 FORGOT NUID?
2.1.1 USE YOUR DATE OF BIRTH WHILE INSIDE THE KP NETWORK
KP Employees and Contractors: If you are internally accessing an ACA application (connected to VPN or at a KP facility), proceed with the steps below to retrieve your NUID using your name and date of birth.

1. Click the “Forgot NUID” link located on the ACA sign on screen.
2. At the next screen, enter your First Name, Last Name and Date of Birth. Select “Continue”. *(Fig. 2)*
3. Your NUID will be displayed on the login screen. *(Fig. 3)*
4. Complete sign on using the retrieved NUID and your windows password.
2.1.2 USE YOUR VALID GOVERNMENT PHOTO ID AND A MOBILE PHONE WHILE OUTSIDE THE KP NETWORK

KP Employees, and Contractors: If you are externally accessing an ACA application (outside of the KP Network or on the internet), proceed with the steps below to retrieve your NUID using a valid government photo identification and a mobile phone.

Important: This process sends a message to a mobile phone. If you do not have a mobile device, please stop and contact a KP Service Desk representative for assistance with your NUID retrieval by calling 1-888-457-4872.

1. Click the “Forgot NUID” link located on the ACA sign on screen.
2. At the next screen, enter your First Name, Last Name and Date of Birth. Select “Continue”. (Fig. 4) You will see the Identification (ID) Verification screen. (Fig. 5)
3. Review and follow the ID Verification process steps.
4. You will see a similar instruction to (Fig. 6); follow instructions on the screen to continue. This step is to ensure that a human is performing the task as opposed to a machine or automated program.
5. Please refer to Government ID Verification User Guide to complete the verification.
6. This verification step confirms your identity.
7. If successful, KP employees and contractors will see the NUID displayed on the screen. (Fig. 7)
8. If not successful, contact a KP Service Desk representative for assistance with your NUID retrieval by calling 1-888-457-4872.
2.2 FORGOT/CHANGE PASSWORD?

2.2.1 REGISTERED WITH PINGID AND INSIDE THE KP NETWORK

Users Registered with PingID: If you are internally accessing an ACA application (connected to VPN or at a KP Facility), please proceed with the below steps to manage your password:

1. Click the “Forgot Password” link on ACA sign-on screen.
2. Enter your NUID, and Date of Birth. (Fig. 8) Select “Continue”.
3. Complete second factor authentication with PingID.
4. Upon successful authentication, you will be redirected to Reset Password screen. (Fig. 9)
5. Enter a new password applying the rules, retype password and select “Reset Password”.
6. Complete sign on using your NUID and new password.

Figure 8

Figure 9
2.2.2 NOT REGISTERED WITH PINGID AND INSIDE THE KP NETWORK

Users NOT registered with PingID: If you are internally accessing an ACA application (connected to VPN or at a KP Facility), proceed with the steps below to manage your password:

1. Click the “Forgot Password” link on the ACA sign-on screen.

2. Enter your NUID, and Date of Birth. Select “Continue”. (Fig. 10)

3. Review and follow instructions to complete the mobile carrier verification.

4. To proceed, click the consent box and the “I’m not a robot”. Select “Continue with Identity Verification”. (Fig. 11)

5. Enter the phone number that you own and click on “Confirm Information.” A one-time passcode (OTP) will be sent to the mobile phone number you entered. (Fig. 12) is an example of how it will look.
6. Enter the OTP passcode in the PIN SENT section. Select “Submit”. (Fig. 13)

7. Enter your Full Address and click on “Confirm Information”. (Fig. 14)

8. Upon successful validation, Reset Password screen is displayed. (Fig. 15)

9. Enter a new password applying the rules, retype password and select “Reset Password”.

10. Complete sign on using your NUID and new password.
If validation fails, you may complete the ID verification using a government identification.

1. Review and follow the ID Verification process steps. *(Fig. 16)*
2. You will see a similar instruction as *(Fig. 17)*; follow instructions on the screen to continue. This step is to ensure that a human is performing the task as opposed to a machine or automated program.
3. Please refer to Government ID Verification User Guide to complete the verification.
4. This verification step confirms your identity.
5. Upon successful validation, a Reset Password screen is displayed.
6. Enter a new password applying the rules, retype password and select “Reset Password”. *(Fig. 18)*
7. If not successful, contact a KP Service Desk representative for assistance with your NUID retrieval by calling 1-888-457-4872.
2.2.3 OUTSIDE THE KP NETWORK

If you are externally accessing an ACA application (outside of the KP Network or on the internet), proceed with the steps below to manage your password:

1. Click the “Forgot Password” link located on the ACA sign on screen.
2. Enter the NUID and Date of Birth. Select “Continue”. (Fig. 19)
3. Review and follow the ID Verification process steps. (Fig. 20)
4. You will see a similar instruction as (Fig. 21); follow instructions on the screen to continue. This step is to ensure that a human is performing the task as opposed to a machine or automated program.
5. Please refer to Government ID Verification User Guide to complete the verification.
6. This verification step confirms your identity.
7. Upon successful validation, Reset Password screen is displayed.
8. Enter a new password applying the rules, retype password and select “Reset Password”. (Fig. 22)
9. If not successful, contact a KP Service Desk representative for assistance with your NUID retrieval by calling 1-888-457-4872.
## Appendix

The following applications use PingID MFA and will be supported by PingID multifactor authentication.

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365</td>
<td>The brand name Microsoft uses for a group of subscriptions that provide productivity software and related services such as Outlook, Skype For Business, and OneDrive</td>
</tr>
<tr>
<td>Box Inc.</td>
<td>A cloud content management and file sharing service for KP</td>
</tr>
<tr>
<td>Workplace by Facebook</td>
<td>A collaborative platform run by Facebook, Inc. that may be used to communicate via groups to chat with colleagues and offers the social networks features for KP</td>
</tr>
<tr>
<td>BHSP</td>
<td>Polestar™ Behavioral Health System delivered to Kaiser as Polestar TPI and Polestar SATSS. The business purpose is to assess, capture, and report on behavioral health measures within the Kaiser Permanente Mental Health- and Addictions-based member population; aiming to integrate with FAM. Collect information from members for survey.</td>
</tr>
<tr>
<td>PinPoint</td>
<td>An application to implement store-level inventories that can roll up into regional and national reporting to lower store inventory and provide monitoring/auditing of high risk medications</td>
</tr>
<tr>
<td>KP Mentoring (LifeMoxie)</td>
<td>KP Mentoring is managed at KP through National HR, Learning and Development. The portal serves to connect mentors and mentees to develop meaningful mentoring relationships to grow their leadership, career, and personal skills.</td>
</tr>
<tr>
<td>Tangoe TEM (COMMAND)</td>
<td>Tangoe purchased Telephone Equipment Management (TEM) rolled out the new application. It allows both the ordering of wire and wireless telephones and equipment. It tracks inventory, billing and payments for that equipment and services.</td>
</tr>
<tr>
<td>Tangoe BIT (Billing IT)</td>
<td>Tangoe Billing IT is the administrative system that allows telecom managers to control and approve the orders made in Telephone Equipment Management (TEM). It also allows for individuals to manage the Kaiser corporate account with the service provider.</td>
</tr>
<tr>
<td>APPLICATION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Facebook for Executives</td>
<td>This is a separate instance of Workplace by Facebook specifically for Kaiser executives. It may be used to communicate via groups or to chat with colleagues, and it offers the social networks features for KP.</td>
</tr>
<tr>
<td>WhiteHat</td>
<td>This is a Software-as-a-Service (SaaS) platform that enables KP to quickly deploy a scalable application security program across the entire software development lifecycle (SDLC). This is used to view security assessments of various applications and allows KP developers to view their applications’ security assessments.</td>
</tr>
<tr>
<td>SalesConnect</td>
<td>KP SalesConnect is hosted on the cloud-based Salesforce.com platform. The application helps users manage the sales pipeline and retain membership. Client would like to use KP Federated Access Management (FAM) to authenticate users instead of authenticating via application.</td>
</tr>
<tr>
<td>NetSkope Box</td>
<td>This is a Netskope admin portal for Box Inc.</td>
</tr>
<tr>
<td>Somnoware</td>
<td>Somnoware enables COPD and sleep apnea care providers to reduce cost and improve patient outcomes. The software platform provides workflow automation, care management, and population risk analysis.</td>
</tr>
<tr>
<td>Qualys</td>
<td>Qualys, Inc. is a provider of cloud security, compliance and related services. It is software used for vulnerability and compliance scanning.</td>
</tr>
<tr>
<td>eBuilder</td>
<td>e-Builder will be used by National Facility Services (NFS) for Project Management and Cost Management for Capital Projects.</td>
</tr>
<tr>
<td>Ultipro</td>
<td>This is a MAS region cloud-based human capital management (HCM) solution app designed to help KP manage their HR, payroll, and talent needs.</td>
</tr>
<tr>
<td>Latos Medlert</td>
<td>Provides a single sign-on experience for KP users of the Medlert Transport Scheduling platform</td>
</tr>
<tr>
<td>AMC Magnet</td>
<td>Nursing credential and KP information system, contracted to vendor TCD Communications</td>
</tr>
<tr>
<td>Apptio</td>
<td>Apptio Chargeback allocates all KP IT costs to the applications and regions that consume IT services. It is used to determine the total cost of ownership of applications. The allocations are performed within Apptio to calculate the chargeback to the regions.</td>
</tr>
<tr>
<td>APPLICATION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Apptio 2</td>
<td>The Apptio application is used to provide cost transparency to IMG Tower Owners and application owners about the true cost of the IT Services they provide.</td>
</tr>
<tr>
<td>BCS-KPCA</td>
<td>BCS is a vendor-(Callidus) hosted system (Monaco) to calculate variable sales compensation, such as commissions and bonuses that are due to brokers and others selling the Kaiser Health Plan &amp;nbsp. The initial implementation supports the payment of non-cap.</td>
</tr>
<tr>
<td>BCS-KPCO</td>
<td>BCS is a vendor (Callidus) hosted system (Monaco) to calculate variable sales compensation, such as commissions and bonuses that are due to brokers and others selling the Kaiser Health Plan &amp;nbsp. The initial implementation supports the payment of non-cap.</td>
</tr>
<tr>
<td>BCS-KPFH</td>
<td>BCS is a vendor-(Callidus) hosted system (Monaco) to calculate variable sales compensation, such as commissions and bonuses that are due to brokers and others selling the Kaiser Health Plan. The initial implementation supports the payment of non-captive.</td>
</tr>
<tr>
<td>BlueMix Public Admin Console</td>
<td>IBM’s Platform As A Service that KP uses for rapid deployment of applications. KP dedicated instance based on cloud foundry that runs on Softlayer Datacenters as a managed service.</td>
</tr>
<tr>
<td>EthosCE Learning Management System</td>
<td>Continuing medical education learning management system. The website is TPMGPhysicianEd.org.</td>
</tr>
<tr>
<td>FedEx</td>
<td>This application allows TPMG to print and copy medical support material as needed by clinics and departments.</td>
</tr>
<tr>
<td>Irvine Magnet</td>
<td>Nursing credential and KP information system, contracted to vendor TCD Communications; sister app to AMC Magnet</td>
</tr>
<tr>
<td>LMS (Learning Management System)</td>
<td>The site is hosted at Salesforce.com. The purpose of the application is to track the paperwork associated with giving Continuing Medical Education (CME) credit for physicians/clinicians attending KP national education symposia. Physician identifying info.</td>
</tr>
<tr>
<td>MD Staff</td>
<td>The MD Staff suite of applications is a cloud-hosted solution that will help the NW credentialing team automate its current paper-based credentialing, privileging, and provider information-gathering processes.</td>
</tr>
<tr>
<td>NexGen Cost Accounting Program (NCAP)</td>
<td>This is a multi-phased large program spanning years that seeks to modernize KP’s two outdated cost accounting and profitability rep.</td>
</tr>
<tr>
<td>APPLICATION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>OneEAPP</td>
<td>Free or low-cost health care assistance in California</td>
</tr>
<tr>
<td>PingOne</td>
<td>MFA solution on mobile app</td>
</tr>
<tr>
<td>Process Unity</td>
<td>This tool is used to hold documentation on the internal processes used by compliance and risk departments.</td>
</tr>
<tr>
<td>Salesforce - OneTRO</td>
<td>Customer Relationship Management application used for tracking and reporting for TRO</td>
</tr>
<tr>
<td>Service Now - SNOW</td>
<td>IT Service / Operations / Business Management platform</td>
</tr>
<tr>
<td>SilkRoad</td>
<td>SilkRoad is used for Onboarding, Recruiting, Performance, and Learning modules.</td>
</tr>
<tr>
<td>SkyHigh</td>
<td>Cyber app with cloud discovery data</td>
</tr>
<tr>
<td>Threatstream</td>
<td>Anomali ThreatStream is a threat analysis SaaS platform that also has an on-premises option supplied as a virtual machine for KP that don't want to risk a cloud-based deployment. ThreatStream includes a built-in sandbox allowing files to be submitted and</td>
</tr>
<tr>
<td>TwistLock</td>
<td>It is container and cloud native cybersecurity solution. From precise, actionable vulnerability management to automatically deployed runtime protection and firewalls, Twistlock protects applications across the development lifecycle and into production.</td>
</tr>
<tr>
<td>VivaSSOSP</td>
<td>National supplier diversity team. For anyone in Kaiser looking to buy things from suppliers. User base are KP workforce and external suppliers.</td>
</tr>
<tr>
<td>Casper</td>
<td>Cyber app - web interface for DLP detection engine. Custom, native application that supports SAML</td>
</tr>
<tr>
<td>Kiteworks</td>
<td>Secure File Transfer (SFT) / Kiteworks by Accellion. Secure file sharing platform. Business partners use SFT to share sensitive and protected information securely internally and externally to comply with security and regulatory requirements.</td>
</tr>
<tr>
<td>Connexions</td>
<td>TTEC/MTSS - medicare application. Sales application used by agents and field agents during the open enrollment period for healthcare.</td>
</tr>
<tr>
<td>APPLICATION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Luum</td>
<td>The application name is Luum, which is an enterprise commute management SaaS platform. For employees, Luum is the central Commute Hub where employees discover commuter benefits offered by their employer, find co-workers with whom they could share a ride</td>
</tr>
<tr>
<td>Brand Center</td>
<td>Internal KP brand resource (e.g. assets, logos, etc.)</td>
</tr>
<tr>
<td>Brand Center PSUP</td>
<td>Internal KP brand resource (e.g. assets, logos, etc.)</td>
</tr>
<tr>
<td>Springshare</td>
<td>Springshare is an Integrated Library system (ILS), managing catalog, circulation, and serials control functions and providing online public access to NCAL and SCAL Librarians and Librarian clients. Connections Sierra, KP Libraries, Lib Answers</td>
</tr>
</tbody>
</table>