Legacy Active Directory Account to Magellan Okta Migration Job Aid

August 1, 2022

Magellan Health has moved to a newer, more secure method of user authentication called Okta. As a result, all users who have existing Magellan Active Directory access accounts will need to migrate their account information to the new platform using a self-service tool called **Import Legacy UAC Account**. This tool will validate your credentials and move all existing application permissions to the new platform.

How to Migrate Your Account

Users should go to https://uac.magellanrx.com/migrate and enter their current Active Directory user ID and password to start the migration. If you do not remember your password, you can use the Password Management Tool (https://pwm.magellanrx.com) to reset. Click the link and on the landing page for the Password Management Tool, select the "Forgotten Password" option under the buttons.

Legacy to Okta Migration

Please log into your legacy UAC account to initiate the migration process.

Indicates required field *

User Name *
uacdemo16

Password *
•••••••••   9

LOGIN   CANCEL

Once authentication has been successful, the next screen will show you your existing Active Directory account information and application role assignments.

Confirmation of Existing Account Details

User Information

First Name	Last Name	User Name
UACGlobal	Intmatch	uacdemo16

Email	Phone	Fax
uacsupport@magellanhealth.com	(804) 548 - 0100	(804) 548 - 0100

The account has the following roles assigned

Role Name ↑
PACE Pharmacy Web Claims Submission Submit/View
South Carolina Pharmacy Web Claims Submission Submit/View

Rows per page: 5 ▾   1-2 of 2   <   >

SUBMIT   CANCEL

If everything looks correct, click the **Submit** button. If the applications you have been assigned privileges for are not correct, please click **Cancel** or email uacsupport@magellanhealth.com to resolve before migrating.

A pop-up window will appear after submitting where you will create your Okta account. Use an email address that you are able to freely access as all of your Okta communications (such as password resets and other account messages) will be sent to it. After entering the email address, you will create a strong password for the new account. As you type your password, the system will show you a list of the requirements for strong passwords. A green checkmark will appear next to each requirement as you satisfy it.
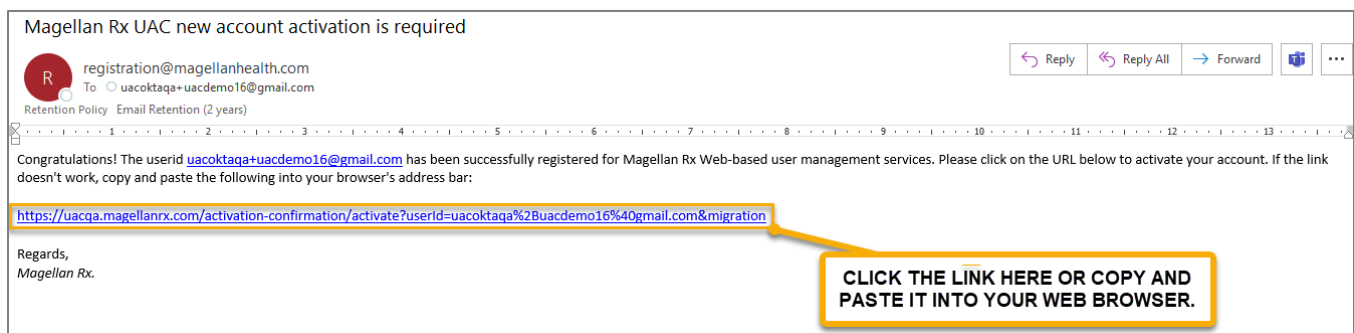

Password must be at least 8 characters long, contain a lowercase letter, an uppercase letter, a number, a special character (@$!#%^*?&+-), no parts of your username, and can not include your first name or last name.
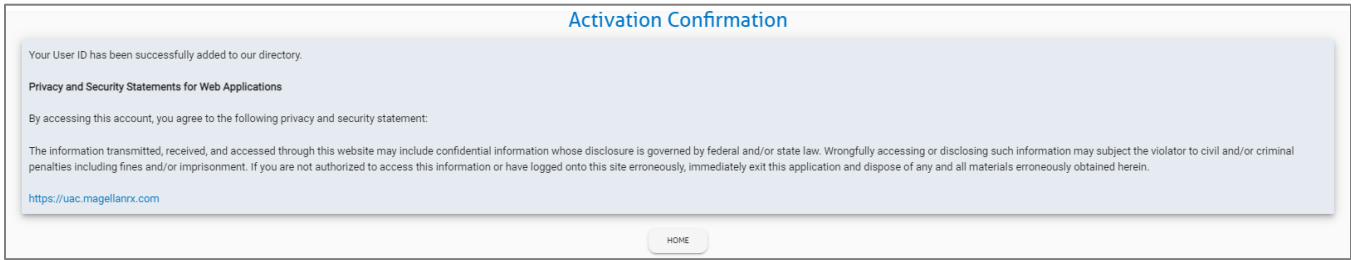
❌ 8 characters long

❌ Upper and lower case letters

❌ At least 1 number

❌ At least 1 special character (@$!#%^*?&+-)

✅ No part of User ID

✅ Not include First or Last name

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Once all of the requirements are met, your screen should display all green checkmarks as shown below.

Enter the password again for confirmation and select **OK** to commit. You will be presented with a confirmation screen with instructions on how to activate your new account.

An email will be sent to the address you provided; you must click the link in the email in order to activate the account.
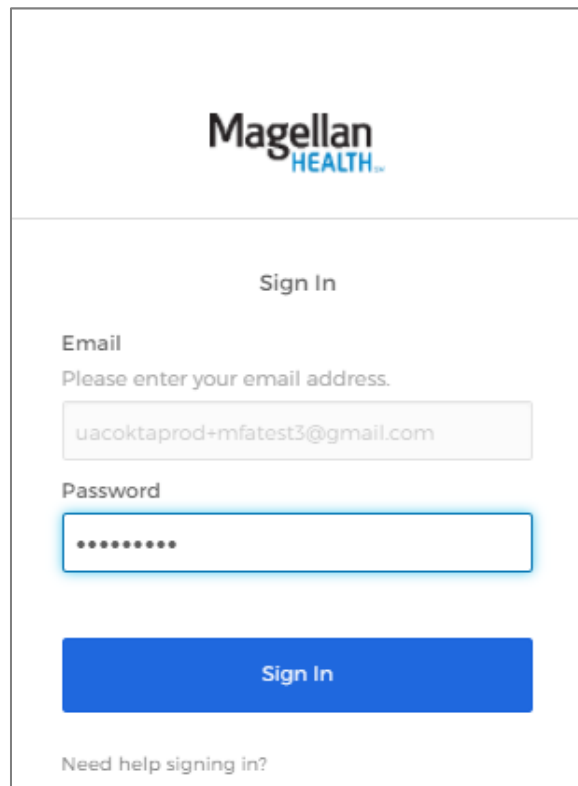
If your activation was successful, you will be taken to a confirmation website.

Activation Confirmation

Your User ID has been successfully added to our directory.

Privacy and Security Statements for Web Applications

By accessing this account, you agree to the following privacy and security statement:

The information transmitted, received, and accessed through this website may include confidential information whose disclosure is governed by federal and/or state law. Wrongfully accessing or disclosing such information may subject the violator to civil and/or criminal penalties including fines and/or imprisonment. If you are not authorized to access this information or have logged onto this site erroneously, immediately exit this application and dispose of any and all materials erroneously obtained herein.

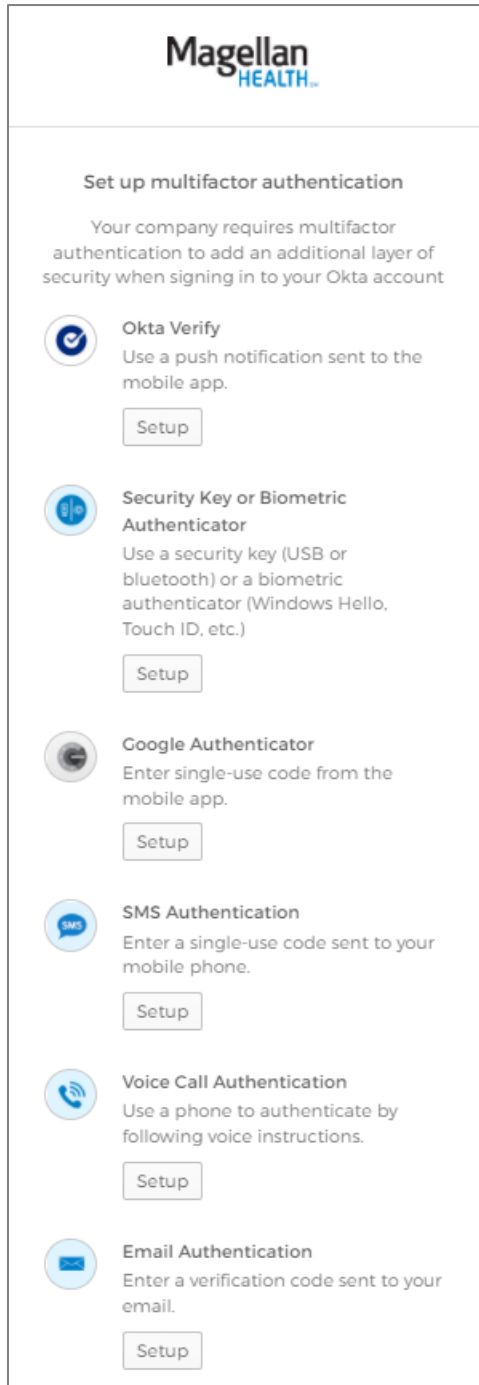https://uac.magellanrx.com

HOME

You should now be able to access Okta enabled applications at Magellan. You can access your Magellan Okta web applications by using your Okta homepage:

https://magellanhealthsso.okta.com/.

The first time you log in, you will be required to validate your account credentials.

Magellan HEALTH

Sign In

Email
Please enter your email address.

uacoktaprod+mfatest3@gmail.com

Password

•••••••••

Sign In

Need help signing in?

Magellan Rx MANAGEMENT

You will then be asked to set up your multi-factor authentication method:

It is important that you select a method that you will have access to each and every time you are logging in. Select the method you would like (this example will use an email authentication) and follow the instructions on the screen.
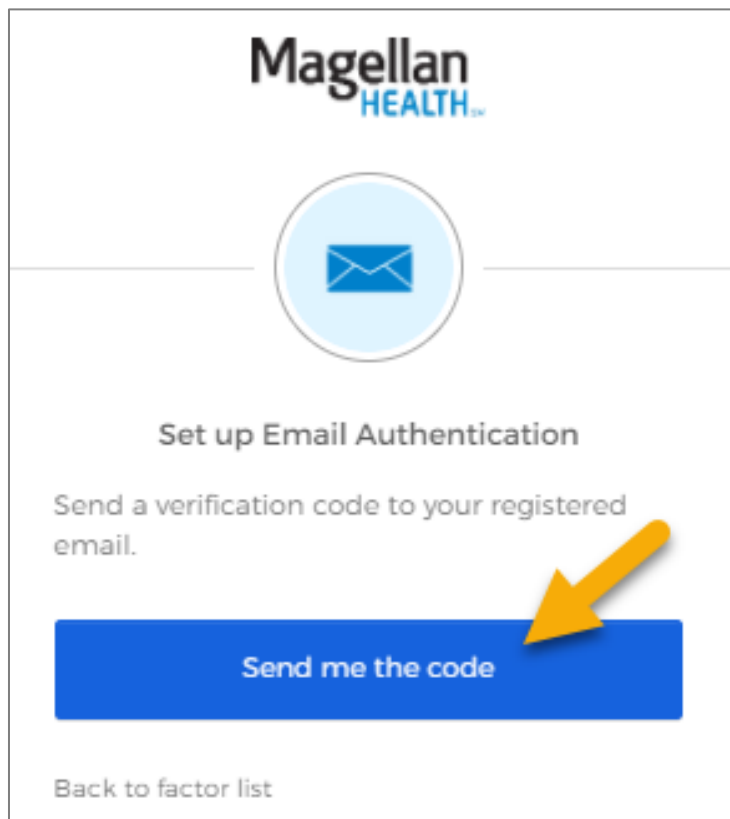
You will receive an email (for this method) similar to the following screenshot.
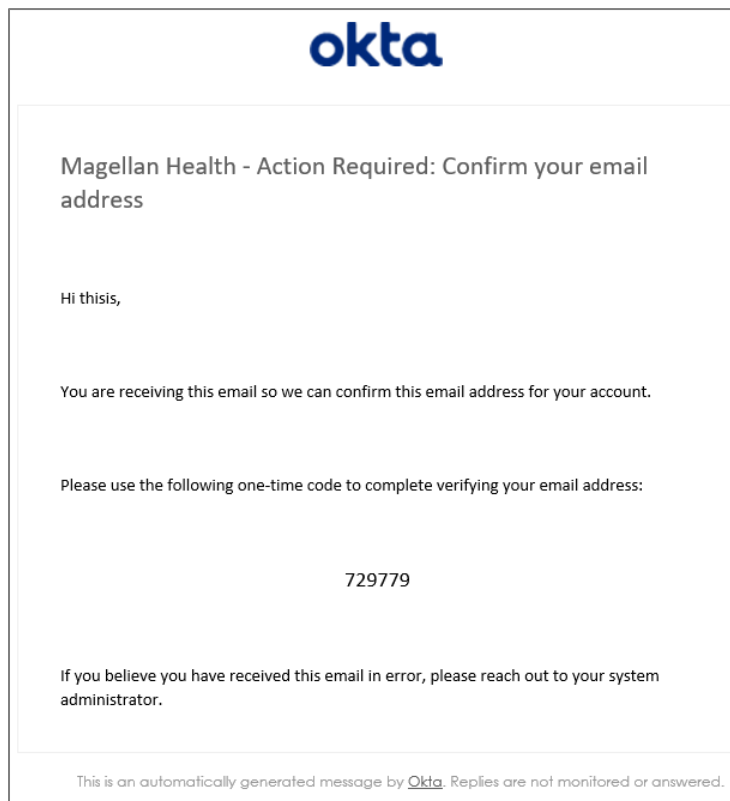
Enter the code from the email into the verification code field and select **Verify**.

You will be presented with a screen that confirms your enrollment in the multifactor you selected. Select **Finish** to proceed.
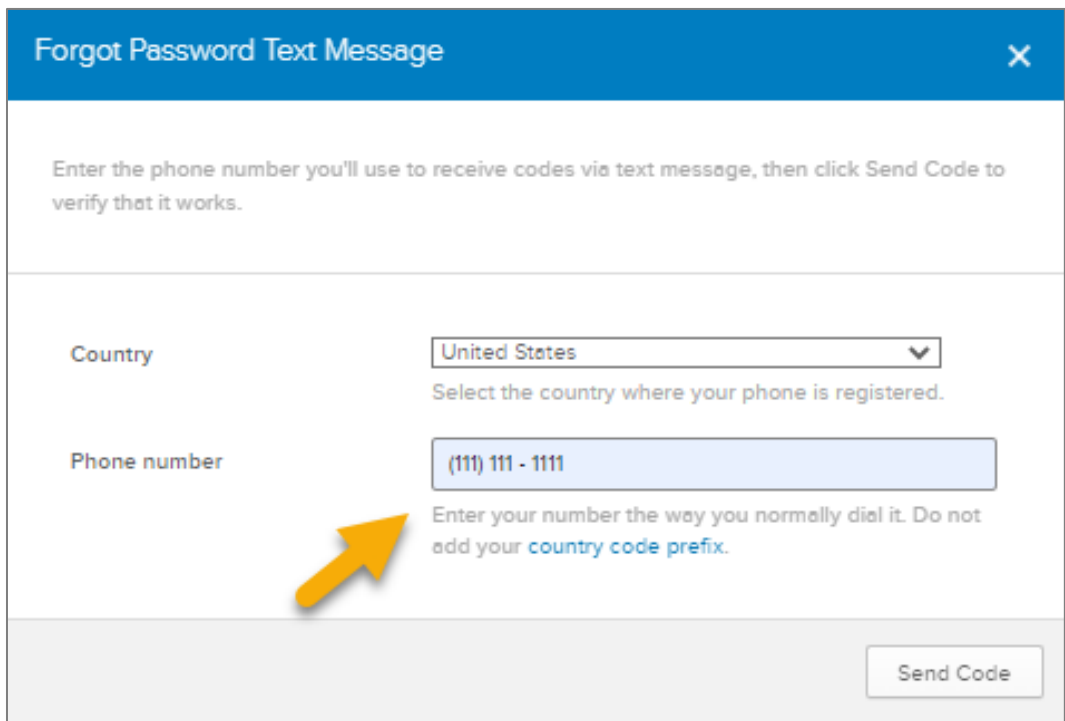
Next you will be asked to provide methods to use to reset your password if needed.

> ⚠️ It is highly recommended that you enroll at least one (but as many as you can) or you will have to contact the Help Desk if you are locked out.

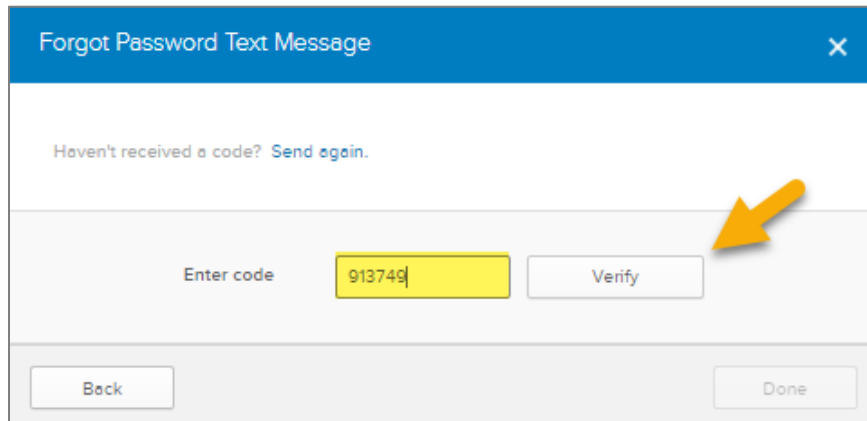This example will enroll the SMS (text message) option.

Enter the phone number where you would like your reset code text message to be sent to and select **Send Code**.

You will receive a text message on your device containing a code to enter in the window (see example of text message below).
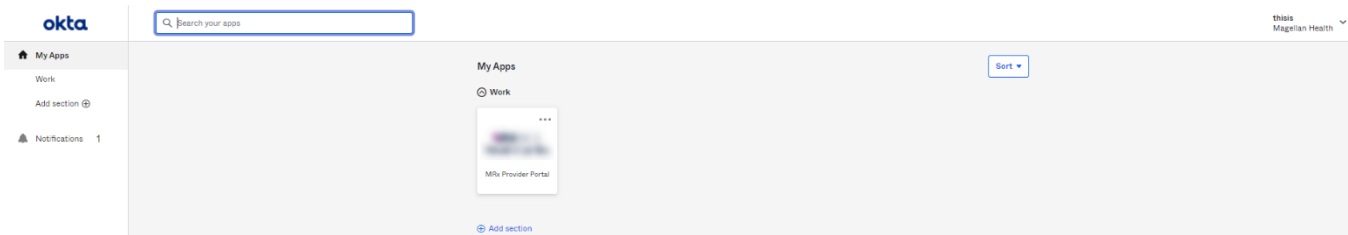
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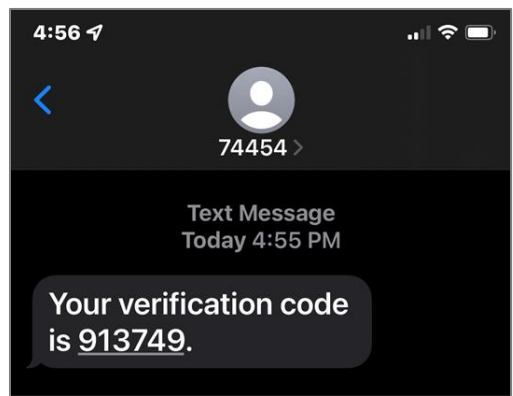
Enter the code in the dialog box and click the **Verify** button.

You will then be taken to your Okta homepage at Magellan. This page will have tiles for each of the applications you have access rights for. Select the tile to launch the application.

<u>Please remember that if you are migrating your account before the Okta version of the application you are accessing is online, you will not see the tile for it on your home page.</u> The tile will appear automatically when the application is in production.

If you require assistance, you may contact the Web Support Help Desk at (800) 241-8726 **OR** send an email to uacsupport@magellanhealth.com; in either case please have the following information ready to provide (or documented if emailed):

- Name of individual registering
- Provider name (orgID/NPI/Chain Code owner)
- OrgID/NPI/Chain Code(s)
- Contact phone number
- E-mail address
- Brief description of the issue
- Screenshots of the error (if possible)

All calls and requests are handled on a first come, first serve basis.