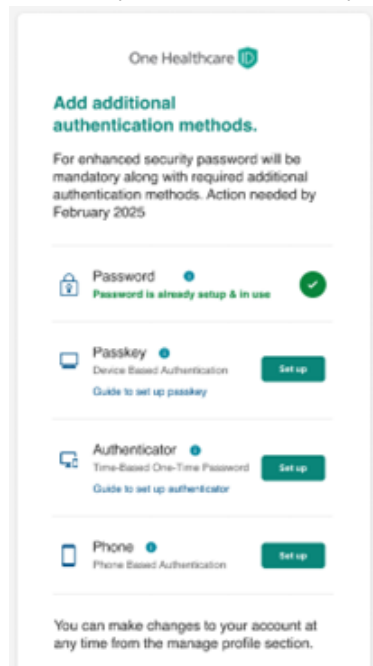




## Update your One Healthcare ID to maintain access to uhceservices.com and Employer eServices®

On **March 7, 2025**, when users select Log in with One Healthcare ID, there will be updates that offer new ways to authenticate. These methods will help with account recovery should you be locked out. Users will have the option to set up a password, add a Passkey through web authenticator, set up MS or Google authenticator app on a smartphone or add a phone number. Users will need to set up two of the four options but absolutely can set up more. Currently, many users choose email as a recovery and multi-factor authentication option (MFA). Email will no longer be an option. If you have already set up two authentication methods, then you will not be prompted to set up additional.

- **Users Log in with One Healthcare ID from uhceservices or Employer eServices:**
  - You will need your own One Healthcare ID. You will not be able to share an ID in your place of business.
  - You will all start with **Password** already completed as **ONE** authentication method (as pictured below).



- You will need to select, at a minimum, a **second** authentication option of your choice from the following:
  - **Passkey** – using your desktop
    - Use of a PIN or biometrics (fingerprint, facial recognition, etc.)
    - Great option for clean desk users

- **Authenticator** – using your smartphone
  - Use of an Authenticator code displayed on your smartphone app
  - Download a smartphone app either MS or Google Authenticator
  - No longer need a password after Authenticator set-up completed
- **Phone** – using your land line phone or your cell phone
  - Use of direct landline number (no extension) to receive code by call  
Or
  - Use of cell phone to receive code by call or text

Please visit the [One Healthcare Help Center](#) for assistance with the set-up options. Again, we are here to help you through this transition, please contact the technical support line at **1-855-819-5909**. Feel free to check out our [Frequently asked questions](#).

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