

Broker Single Sign-On Portal Account Setup Guide

The Wellcare logo consists of the word "wellcare" in a lowercase, teal-colored, sans-serif font, positioned inside a white circle. The circle is partially cut off by the top edge of the teal header bar.

Use the links below to direct you to the step action you are looking for!

[Setting Up Your Single Sign-On Portal](#)

[Forgot Password / Password Reset](#)

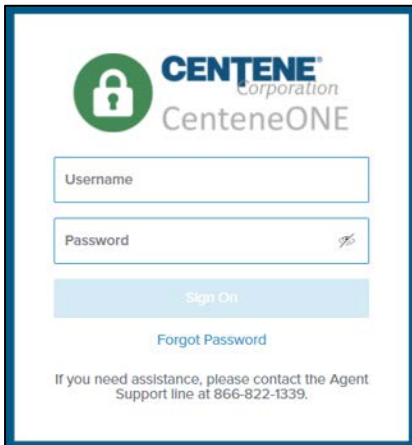
[Navigational Tips](#)

[Don't Have Sign On Credentials?](#)

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Setting Up Your Single Sign-On Portal

1. From the login page below, sign in using your **NPN** in the **Username** field and the **Temporary Password** provided via email (example below) in the **Password** field. After selecting the **Sign On** button, a **Change Password** screen will appear.



From: <IdentityAccessManager@Wellcare.com>

Subject: Centene: Complete Your PingOne Single Sign-On Registration

Date: April 27, 2021 at 10:33:52 AM EDT

This email is your official invitation to begin using the PingOne Single Sign-On Portal. Please access the URL below and utilize the following login credentials to complete registration:

Username : 100001
Password : \$password

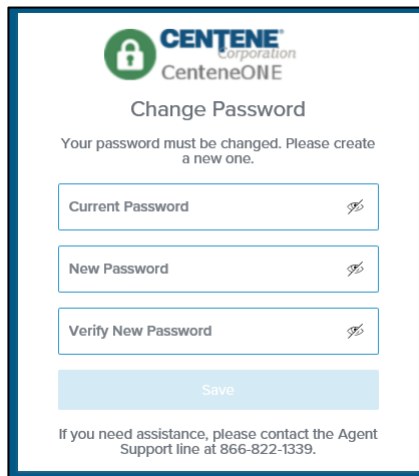
Portal Url : <https://desktop.pingone.com/cnc-callidus-brk>

Thank you for your partnership.

This is an auto-generated email – please do not reply.

Note: If you did not receive the introductory email with login credentials, select the following link, and use the instructions in the **Forgot Password / Password Reset** section of this document to complete portal setup. <https://desktop.pingone.com/cnc-callidus-brk>

2. Change your password by entering the temporary one in the **Current Password** field and a new password that meets the minimum password requirements shown in the **New Password** and **Verify New Password field**. (Take a moment to note your password in a secure location.)

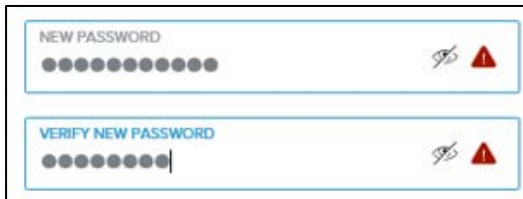


Minimum Password Requirements:

- Differs from current password
- No more than 2 repeated characters
- 5 unique characters
- 8 characters
- 1 special character
- 1 number
- 1 UPPERCASE character
- 1 lowercase character

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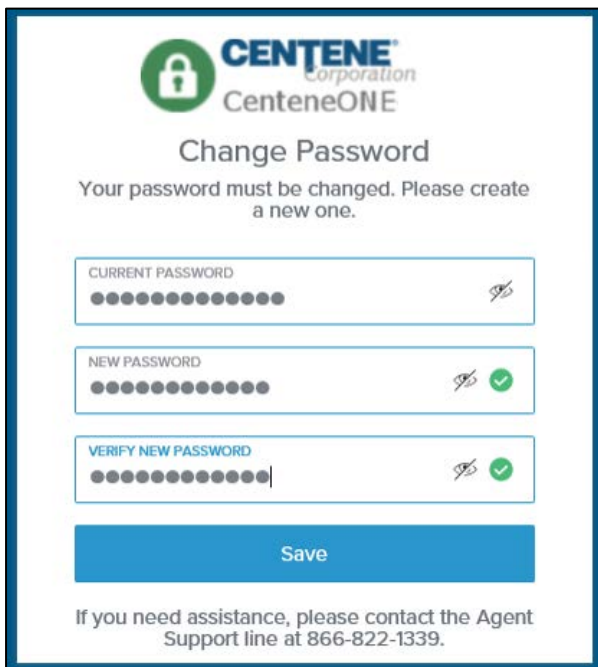
If the new passwords entered do not match, a red triangle will appear on the right side of the **New Password** and **Verify New Password** fields. Correct the entries so that the fields match.



A screenshot of two password input fields. The top field is labeled "NEW PASSWORD" and contains ten black dots. To its right is a red triangle warning icon. The bottom field is labeled "VERIFY NEW PASSWORD" and contains ten black dots with a vertical cursor at the end. To its right is also a red triangle warning icon.

3. When matching and compliant passwords have been entered in the **New Password** and **Verify New Password** fields, a green circle with a checkmark will appear in the **New Password** and **Verify New Password** fields. The **Save** button will become active.

Select the **Save** button.

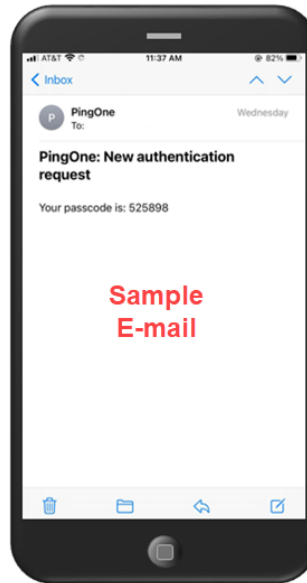
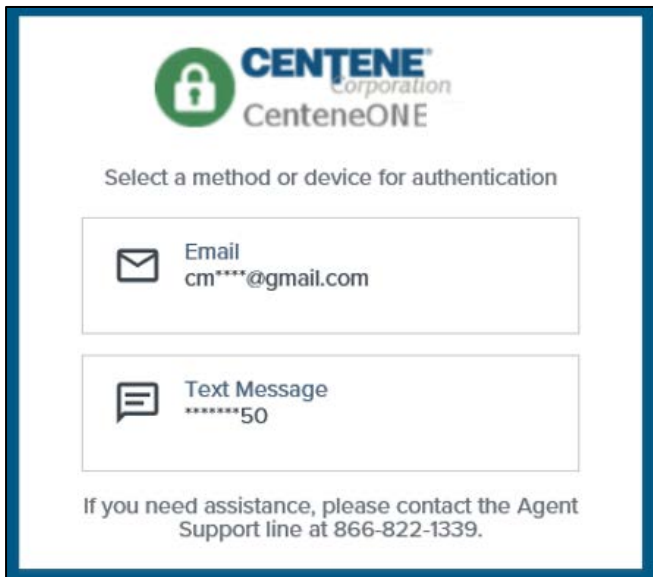


A screenshot of the CenteneONE "Change Password" form. At the top is the Centene Corporation logo and the text "CenteneONE". Below the logo is the heading "Change Password" and a message: "Your password must be changed. Please create a new one." There are three input fields: "CURRENT PASSWORD" (with ten black dots and a red triangle icon), "NEW PASSWORD" (with ten black dots, a red triangle icon, and a green checkmark icon), and "VERIFY NEW PASSWORD" (with ten black dots, a red triangle icon, and a green checkmark icon). Below the fields is a blue "Save" button. At the bottom, there is a message: "If you need assistance, please contact the Agent Support line at 866-822-1339."

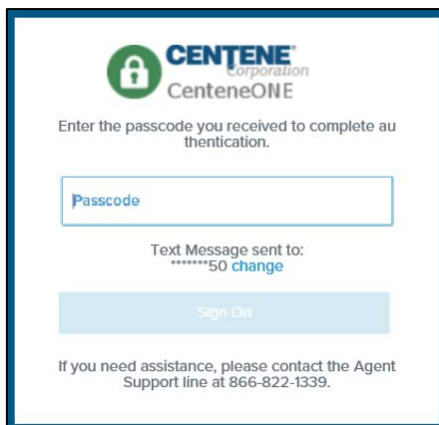
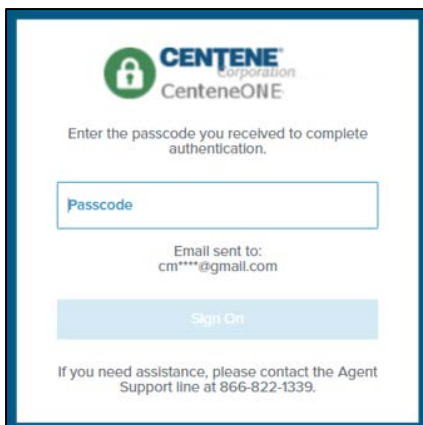
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4. If you only have an email on file, a code will be sent to your email and you will advance to an authentication code entry screen. If you have both an email and a cell phone number on file, an authentication option screen will appear.

Select the **Email** option or the **Text Message** option, based on your preference. Selecting **Text Message** will text an authentication code to the cell phone number on file. Selecting **Email** will email the code to the email address on file.



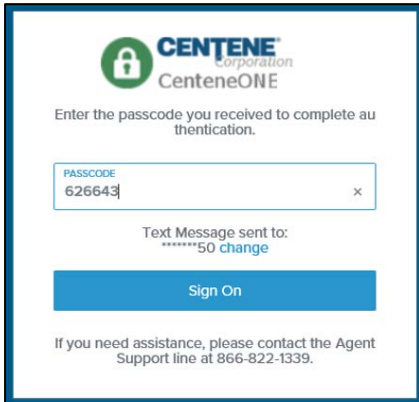
5. When the authentication code entry screen appears, type the code you received via email or text in the **Passcode** field. (Notice that the screen will tell you where the passcode was sent to, in case you cannot locate it.)



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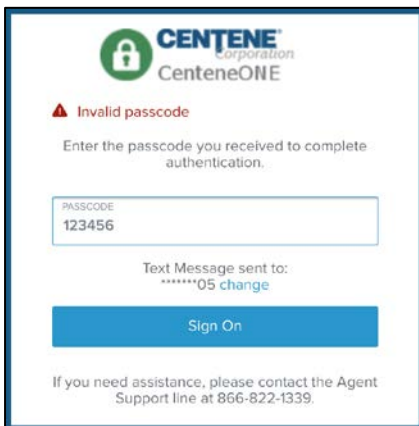
6. When you have populated the authentication code in the **Passcode** field, the **Sign On** button will become active.

Select the **Sign On** button.



The screenshot shows the CenteneONE sign-on interface. At the top is the Centene Corporation logo. Below it, the text reads "Enter the passcode you received to complete authentication." A text input field labeled "PASSCODE" contains the value "626643". Below the input field, it says "Text Message sent to: *****50 change". A blue "Sign On" button is visible and active. At the bottom, there is a note: "If you need assistance, please contact the Agent Support line at 866-822-1339."

(If you entered the wrong code, the **Invalid passcode** error will appear. Correct the code, and select the **Sign On** button.)



The screenshot shows the CenteneONE sign-on interface with an error message. At the top is the Centene Corporation logo. Below it, the text reads "Enter the passcode you received to complete authentication." A red warning triangle icon is followed by the text "Invalid passcode". Below this, the text reads "Enter the passcode you received to complete authentication." A text input field labeled "PASSCODE" contains the value "123456". Below the input field, it says "Text Message sent to: *****05 change". A blue "Sign On" button is visible but appears inactive. At the bottom, there is a note: "If you need assistance, please contact the Agent Support line at 866-822-1339."

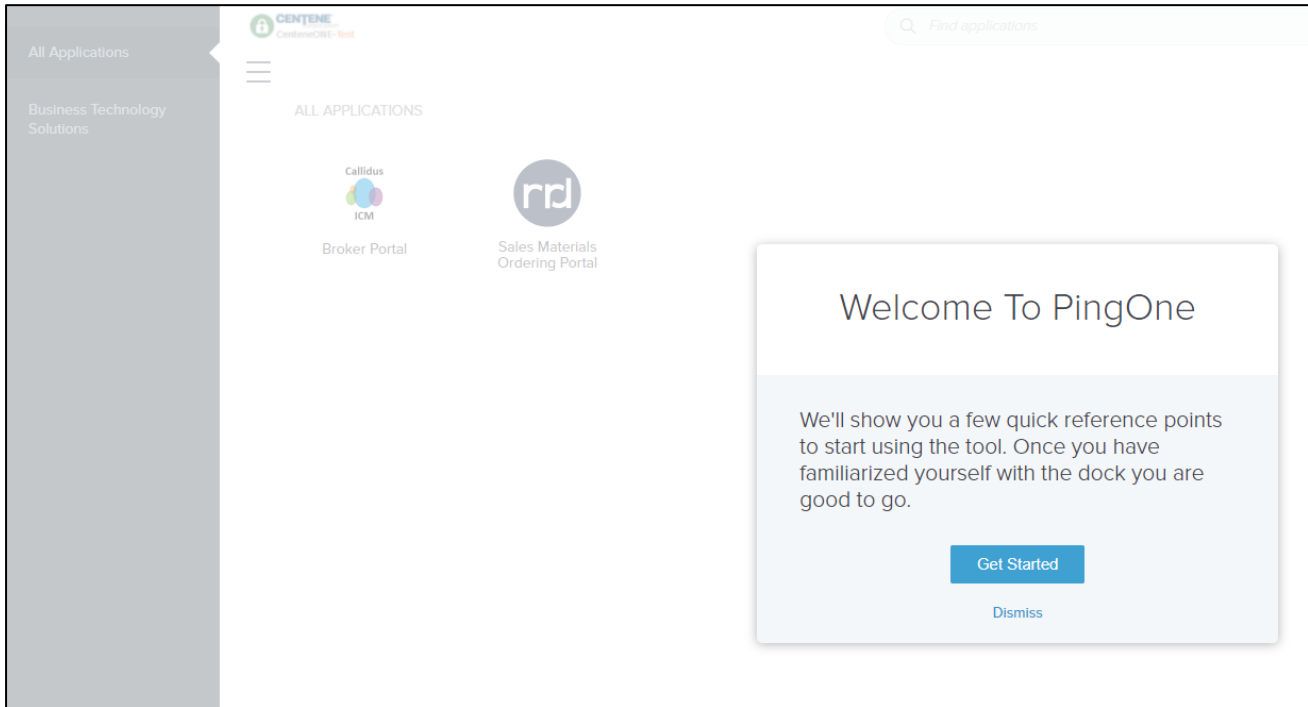
7. Upon selecting the **Sign On** button, you will be routed to the PingOne Single Sign-On Portal.

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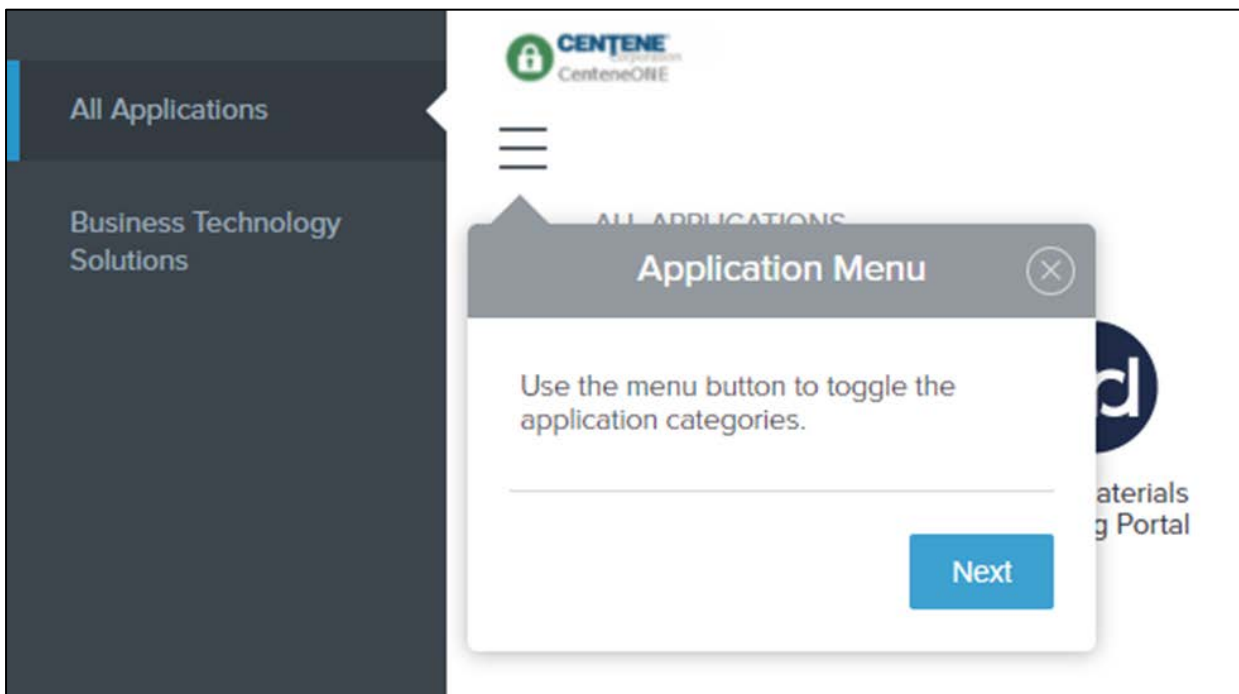
Navigational Tips

1. Select the **Get Started** button. You will be provided with some navigational tips regarding the portal.

(If you select the **Dismiss** link, you will bypass the additional information.)

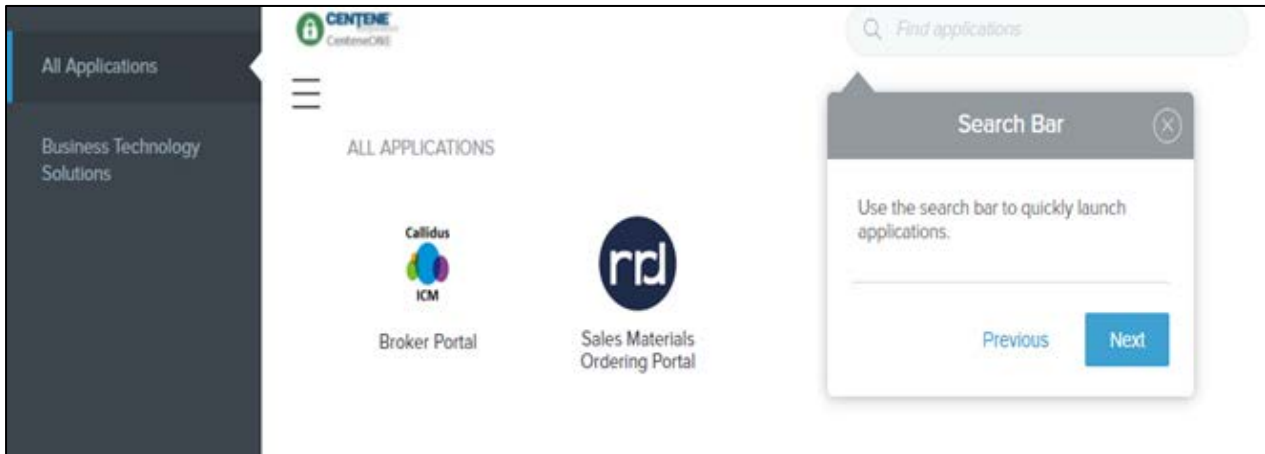


2. Notice the **Application Menu** button. It will allow you to toggle the application categories. (Select the **Next** button.)

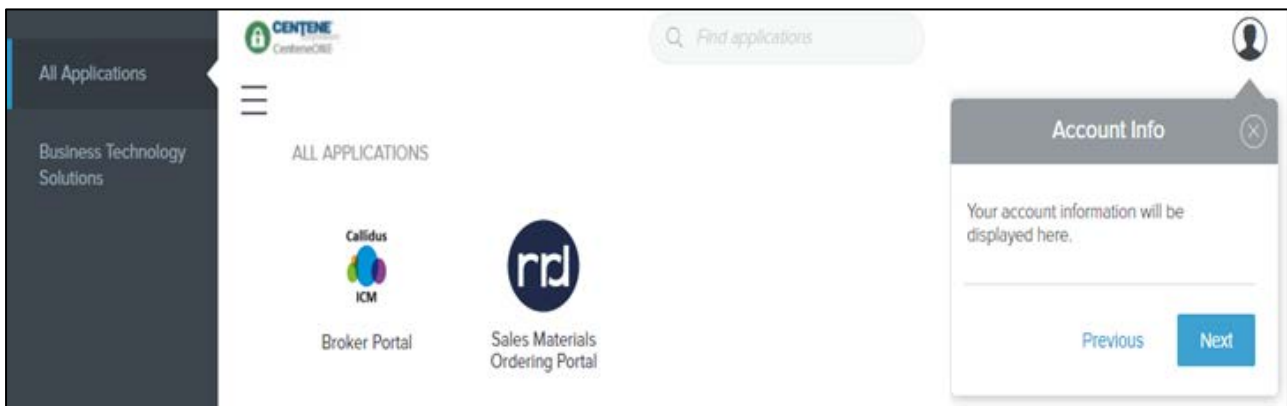


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3. Notice the **Search Bar**. Use it to search for and quickly launch applications. (Select the **Next** button.)

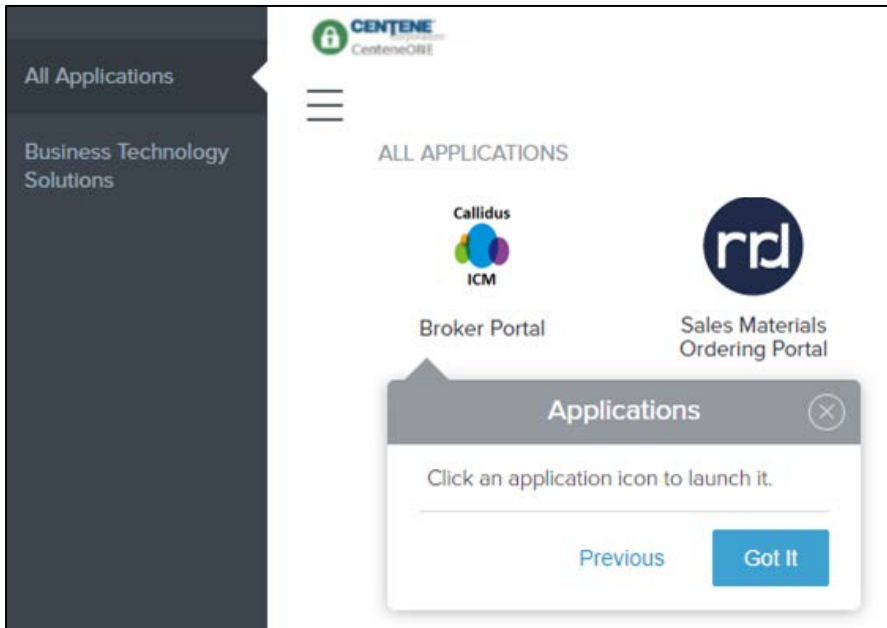


4. Notice the **Account Info** section. Account information is accessed here. (Select the **Next** button.)

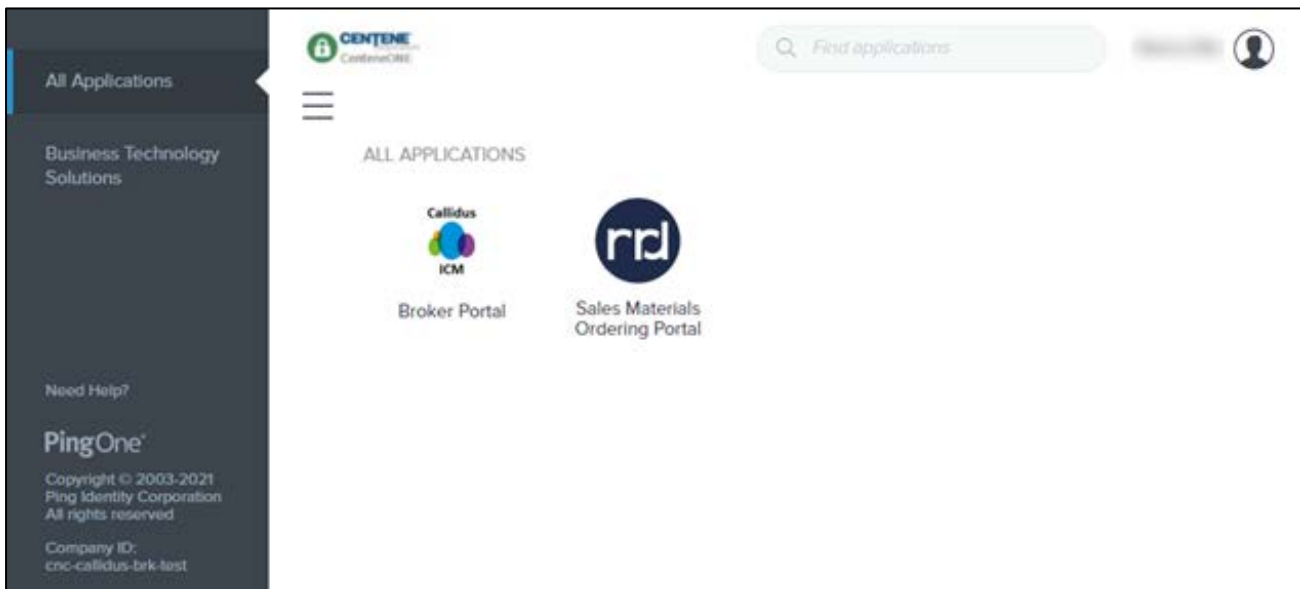


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5. Notice the **Applications** section. Applications can be launched by selecting their icons. (Select the **Got It** button to proceed.)

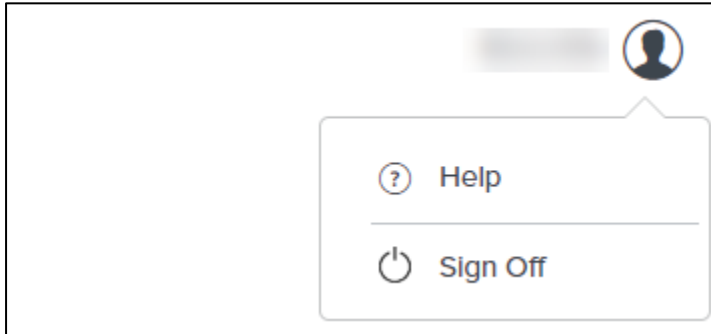


6. The Single Sign-On Portal is ready for use. Explore and access applications like Agent Connect (Broker Portal) and Custom Point (Sales Materials Ordering Portal) to leverage the tools and support you need.

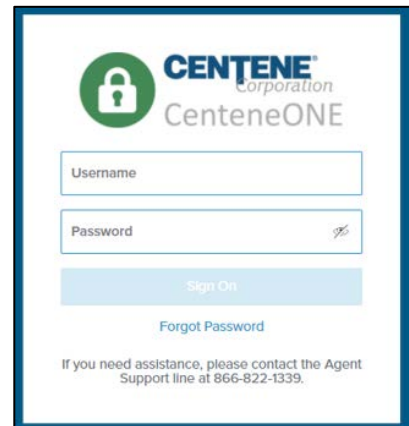
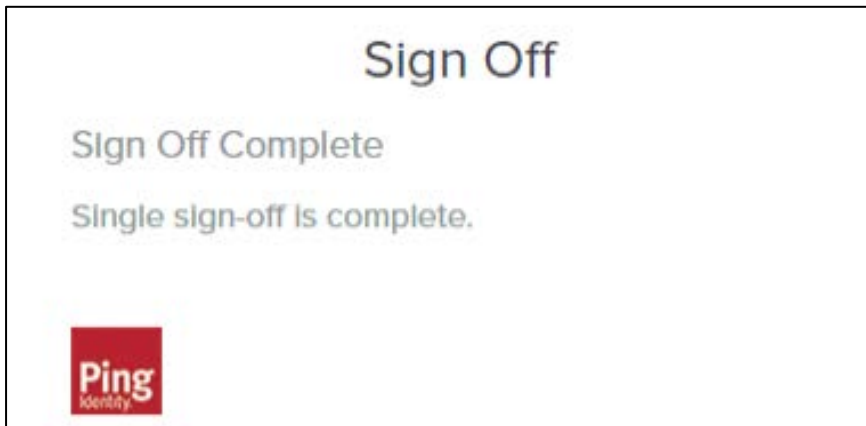


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7. Notice also, in the **Account Info** section, the dropdown reveals both **Help** and **Sign Off** options.



8. When you select **Sign Off**, the following informational prompt will appear and then the **Log In** screen will appear again.



Note: You will need to authenticate every time you log in from this point forward.

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Forgotten Password / Password Reset

1. If you have forgotten your password, need to reset it, or never received log-in credentials, select the **Forgot password** link near the bottom of the **login** screen.



CENTENE
Corporation
CenteneONE

Username

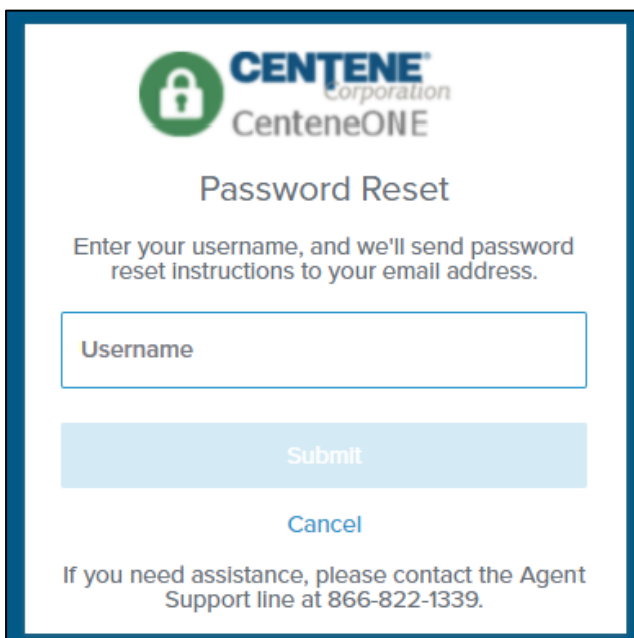
Password

Sign On

[Forgot Password](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.

2. The **Password Reset** screen will appear. Type your username (NPN) in the **Username** field. The **Submit** button will become active. Select the **Submit** button.



CENTENE
Corporation
CenteneONE

Password Reset

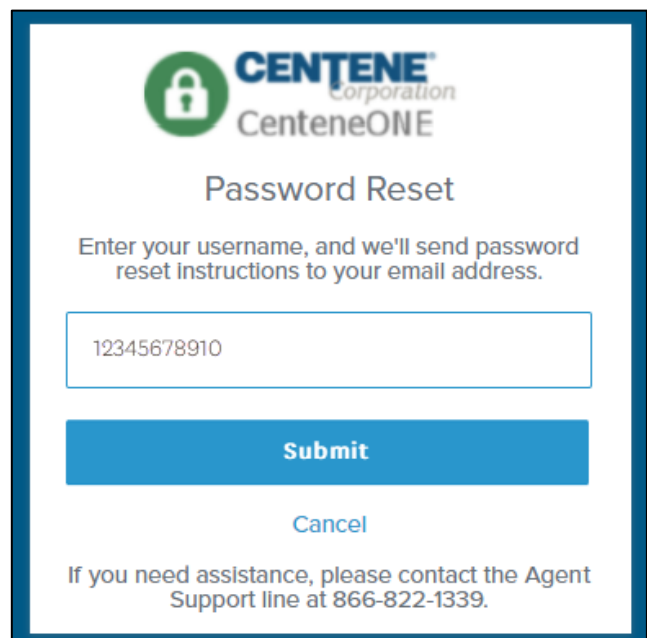
Enter your username, and we'll send password reset instructions to your email address.

Username

Submit

[Cancel](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.



CENTENE
Corporation
CenteneONE

Password Reset

Enter your username, and we'll send password reset instructions to your email address.

12345678910

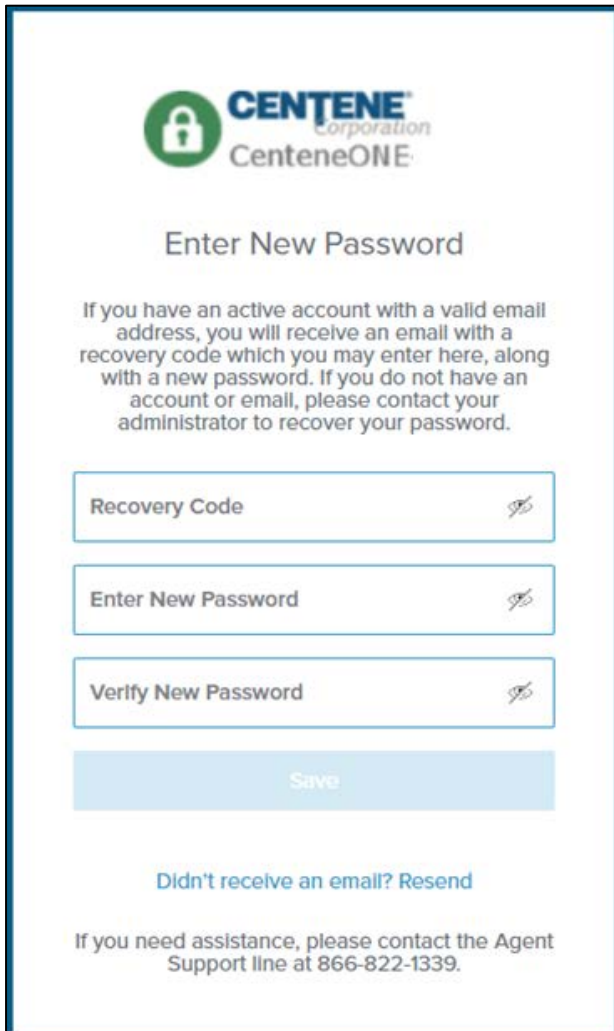
Submit

[Cancel](#)

If you need assistance, please contact the Agent Support line at 866-822-1339.

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3. The **Enter New Password** screen will appear. You will receive a password reset email. Retrieve the reset code from the email. If you didn't get an email, you can select the **Didn't receive an email? Resend** link and another email will generate.



The screenshot shows a web form for password reset. At the top is the Centene Corporation logo with a padlock icon and the text 'CENTENE Corporation CenteneONE'. Below the logo is the title 'Enter New Password'. A paragraph of text explains the process: 'If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password.' There are three input fields: 'Recovery Code', 'Enter New Password', and 'Verify New Password', each with a small icon to its right. Below these fields is a blue 'Save' button. At the bottom, there is a link that says 'Didn't receive an email? Resend' and a footer note: 'If you need assistance, please contact the Agent Support line at 866-822-1339.'



Sample
E-mail

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4. Enter the password reset code from the email in the **Recovery Code** field. Create and enter a password that has never been used before (that meets the minimum password requirements) in the **Enter New Password** and **Verify New Password** fields.

If the password has been used or does not meet the minimum requirements, a **Password does not meet requirements** error will appear. Adjust your new password to meet the requirements.

The image displays two screenshots of the Centene password reset interface. Both screenshots feature the Centene Corporation logo at the top and the heading "Enter New Password".

Left Screenshot: The form includes a "RECOVERY CODE" field with a masked input (*****), "Enter New Password", and "Verify New Password" fields, each with a "Show/Hide" icon. A "Save" button is at the bottom. A callout box titled "Minimum Password Requirements:" lists the following criteria:

- No more than 2 repeated characters
- 5 unique characters
- 8 characters
- 1 special character
- 1 number
- 1 UPPERCASE character
- 1 lowercase character

Additional text includes: "If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password." and "Didn't receive an email? Resend".

Right Screenshot: This version of the form shows an error message: "▲ Password does not meet requirements." above the "Enter New Password" field. The rest of the form structure is identical to the left screenshot.

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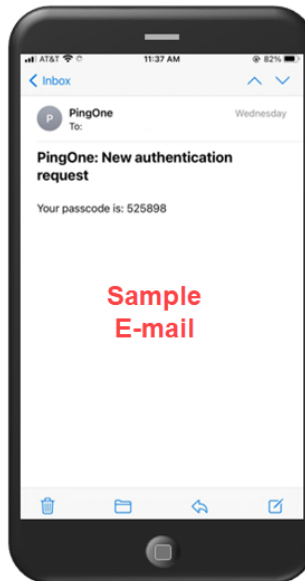
5. When the new password has been entered successfully, select the activated **Save** button.

The screenshot shows the 'Enter New Password' screen. At the top is the Centene Corporation logo. Below it, the text reads: 'Enter New Password. If you have an active account with a valid email address, you will receive an email with a recovery code which you may enter here, along with a new password. If you do not have an account or email, please contact your administrator to recover your password.' There are three input fields: 'RECOVERY CODE' (with a red 'X' icon), 'NEW PASSWORD' (with a green checkmark icon), and 'VERIFY NEW PASSWORD' (with a green checkmark icon). A blue 'Save' button is at the bottom. Below the button is a link: 'Didn't receive an email? Resend'. At the very bottom, it says: 'If you need assistance, please contact the Agent Support line at 866-822-1339.'

6. The authentication process will occur. If you only have an email on file, a code will be sent to your email and you will advance to an authentication code entry screen. If you have both an email and a cell phone number on file, an authentication option screen will appear.

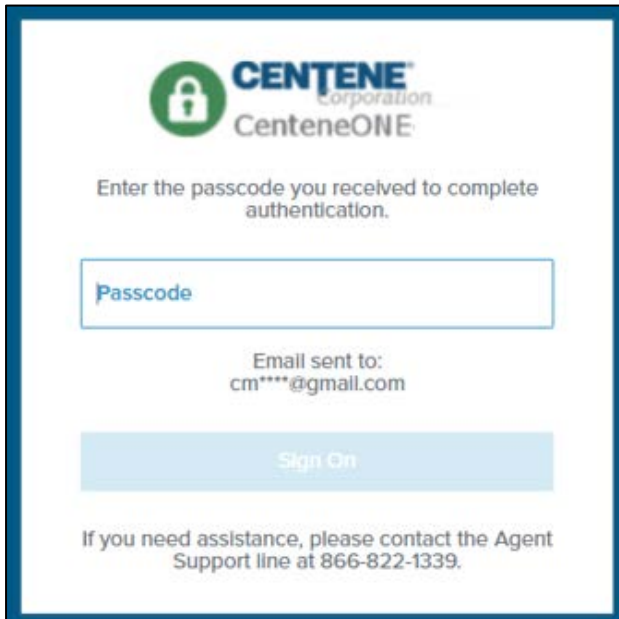
Select the **Email** option or the **Text Message** option, based on your preference. Selecting **Text Message** will text an authentication code to the cell phone number on file. Selecting **Email** will email the code to the email address on file.

The screenshot shows the 'Select a method or device for authentication' screen. It features the Centene Corporation logo at the top. Below the logo, the text reads: 'Select a method or device for authentication'. There are two selection options: 'Email' with an envelope icon and the email address 'cm****@gmail.com', and 'Text Message' with a speech bubble icon and the phone number '*****50'. At the bottom, it says: 'If you need assistance, please contact the Agent Support line at 866-822-1339.'

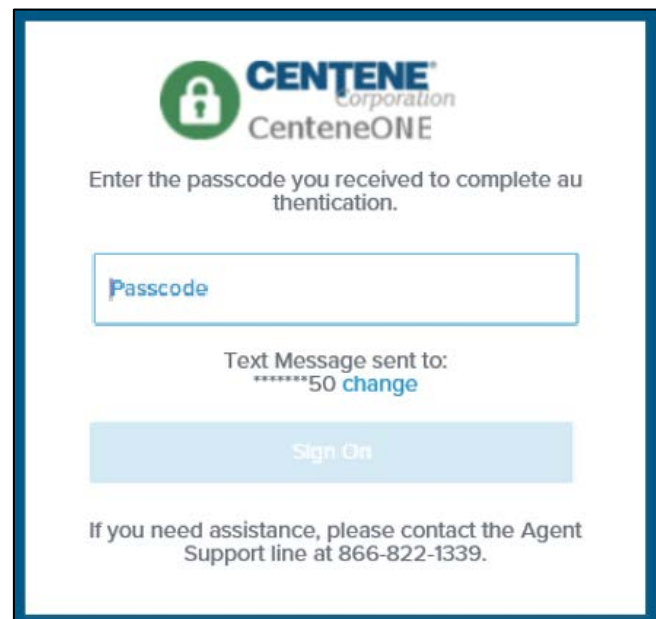


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7. When the authentication code entry screen appears, type the code you received via email or text in the **Passcode** field. (Notice that the screen will tell you where the passcode was sent to, in case you cannot locate it.)



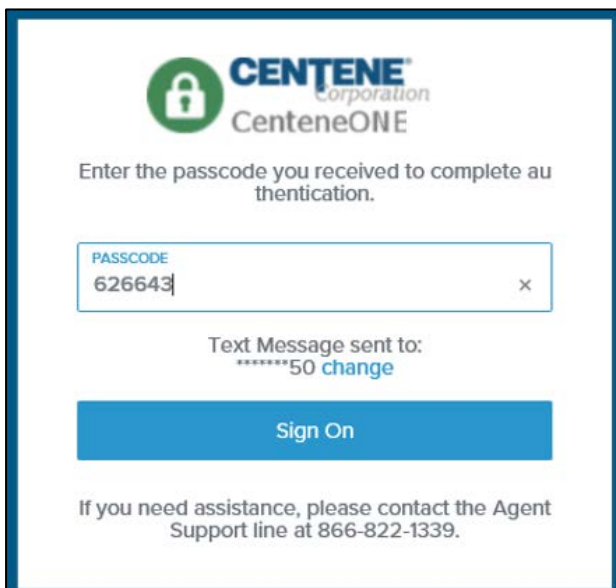
The screenshot shows the CenteneONE login page. At the top is the Centene Corporation logo. Below it, the text reads "Enter the passcode you received to complete authentication." There is a text input field labeled "Passcode". Below the field, it says "Email sent to: cm****@gmail.com". A light blue "Sign On" button is visible. At the bottom, it says "If you need assistance, please contact the Agent Support line at 866-822-1339."



The screenshot shows the CenteneONE login page. At the top is the Centene Corporation logo. Below it, the text reads "Enter the passcode you received to complete authentication." There is a text input field labeled "Passcode". Below the field, it says "Text Message sent to: *****50 change". A light blue "Sign On" button is visible. At the bottom, it says "If you need assistance, please contact the Agent Support line at 866-822-1339."

8. When you have populated the authentication code in the **Passcode** field, the **Sign On** button will become active.

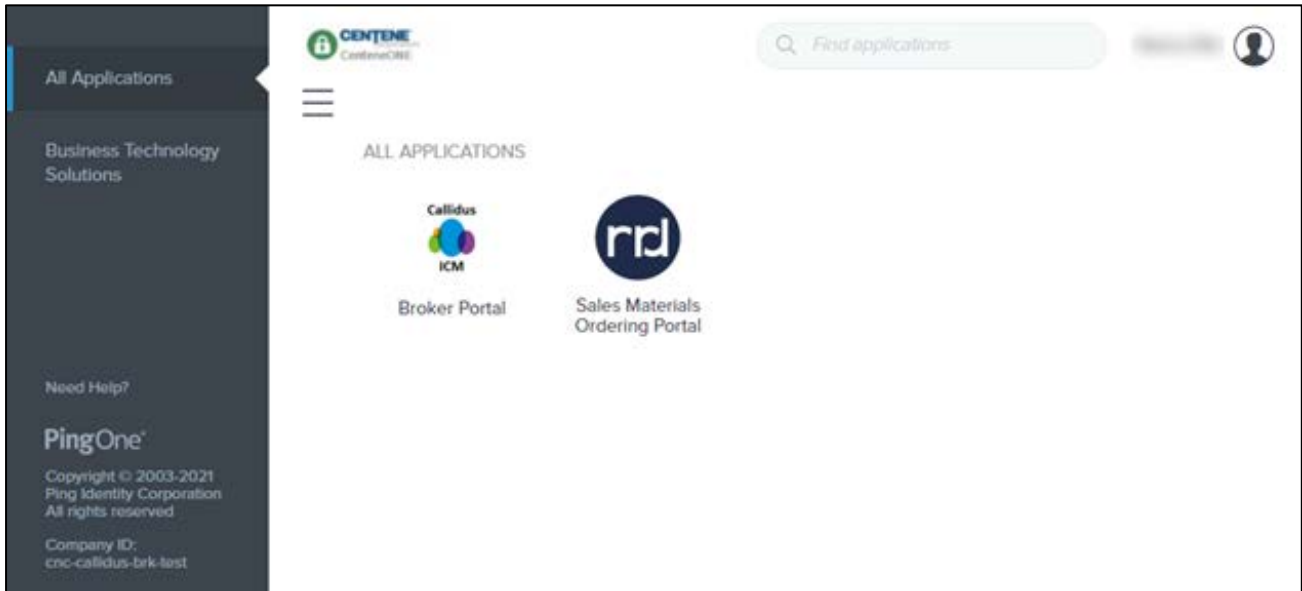
Select the **Sign On** button.



The screenshot shows the CenteneONE login page. The "Passcode" field is now populated with "626643" and has a small 'x' icon to clear the field. The "Sign On" button is now a darker blue, indicating it is active. The rest of the page content remains the same as in the previous screenshots.

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9. Successful sign on will route you to the **Single Sign-On** Portal.



10. If this is your first time visiting the Single Sign-On Portal, you will be provided with some navigational tips regarding the portal. [Click Here](#) to learn more about the site.