

OptumRx

User Guide for Conduent CIS Portal

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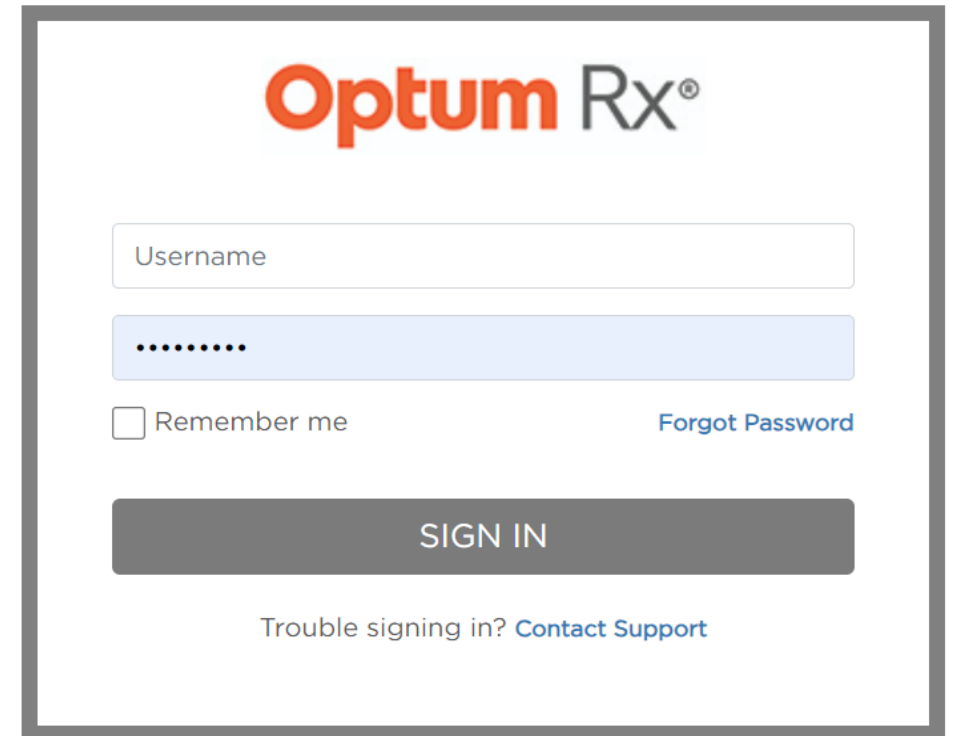
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1. CIS Portal Sign In

CIS Sign In

- In your browser, navigate to CIS URL
<https://optum.mcs.portal.conduent.com/CIS/login/Optumrx>
- Enter Username and Password.
- Username **is not** case sensitive.
- Password **is** case sensitive and initially will be sent via email.
- Anyone can change their password.
- **Preferred browser is Google Chrome 23 or newer.**
- Additional supported browsers are:
 - Mozilla Firefox 17 or newer
 - Opera 12 or newer (*The navigation might be slow on certain tabs*)
 - Safari 6 or newer (*The navigation might be slow on certain tabs*)
- MS Edge and Internet Explorer browsers are not recommended at this time due to inconsistencies noted among versions.
***IE is also no longer supported by Microsoft.*



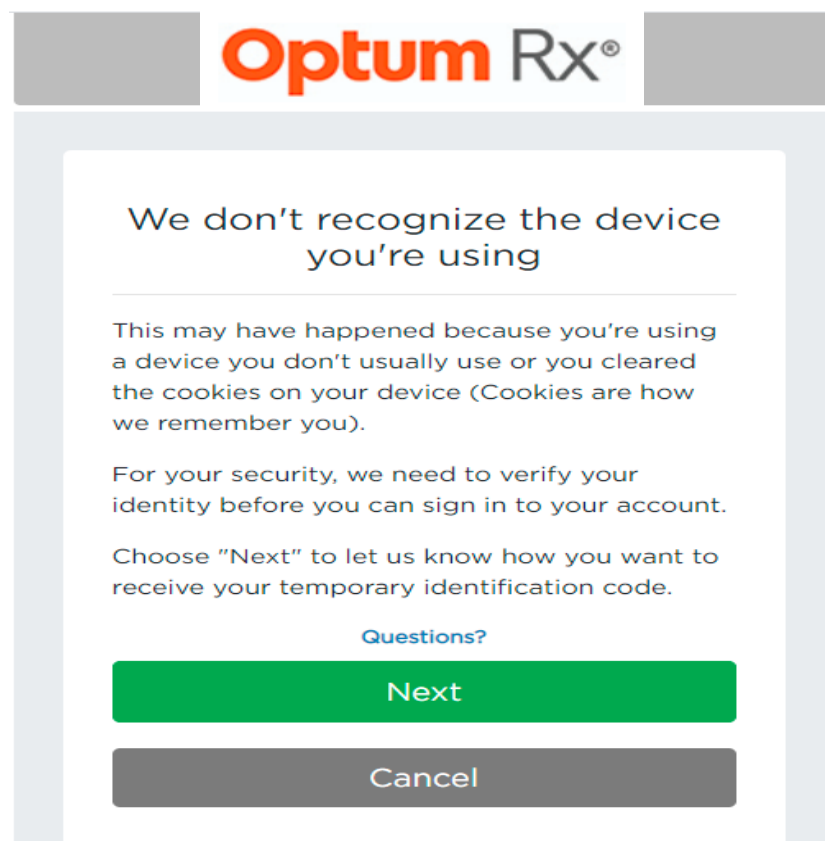
The screenshot shows the Optum Rx login interface. At the top is the Optum Rx logo. Below it are two input fields: 'Username' and a password field with masked characters. There is a 'Remember me' checkbox and a 'Forgot Password' link. A large 'SIGN IN' button is centered below the inputs. At the bottom, there is a link for 'Trouble signing in? Contact Support'.

Multi-Factor Authentication (MFA)

Multi-Factor Authentication is enabled for this site. There is a 2-step verification required to enter the portal.

You will see the below series of screens and need to provide details in order to receive a temp ID code to access the system. Once you complete the information and receive the email or text with the verification code, please enter it along with your account password in order to access the system.

If the “Don’t ask me again on this device” box is checked you will be able to log in using your password only for 30 days (no additional pin will be necessary). However, after 30 days or if you log in using another device or cookies on the existing device is cleared then you will need to follow these steps again.



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We don't recognize the device you're using

This may have happened because you're using a device you don't usually use or you cleared the cookies on your device (Cookies are how we remember you).

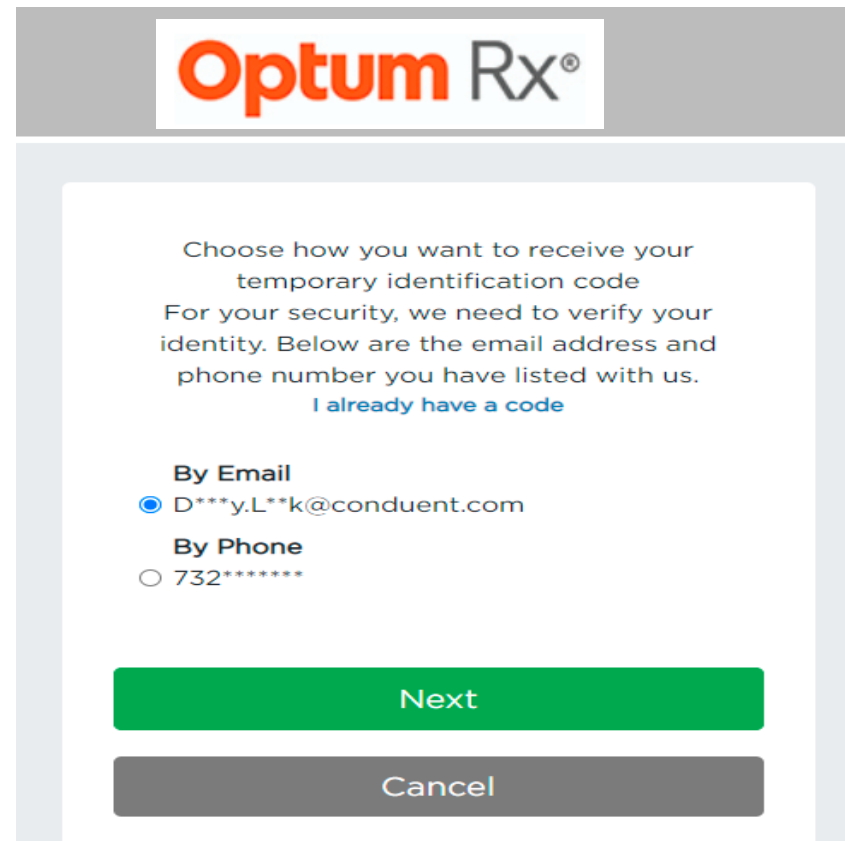
For your security, we need to verify your identity before you can sign in to your account.

Choose "Next" to let us know how you want to receive your temporary identification code.

[Questions?](#)

Next

Cancel



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Choose how you want to receive your temporary identification code

For your security, we need to verify your identity. Below are the email address and phone number you have listed with us.

[I already have a code](#)

By Email

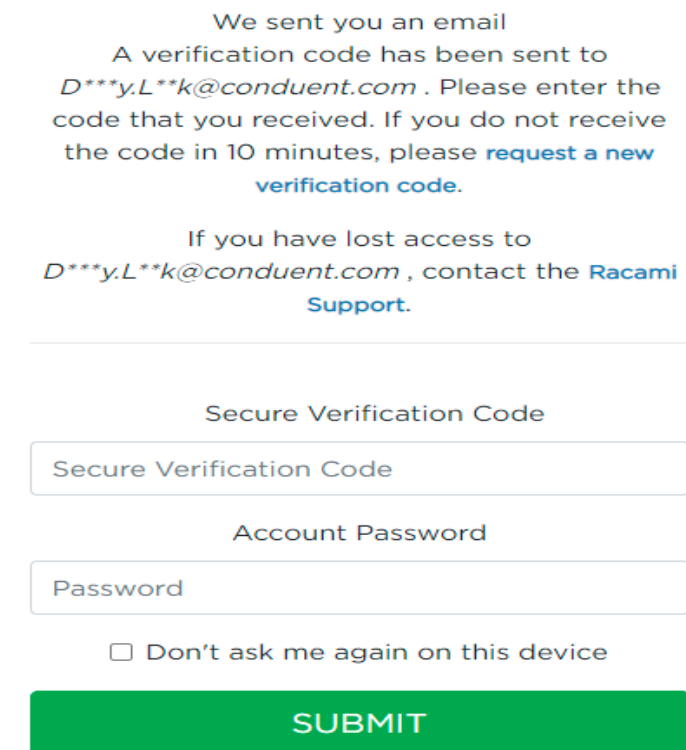
D***y.L**k@conduent.com

By Phone

732*****

Next

Cancel



We sent you an email

A verification code has been sent to D***y.L**k@conduent.com . Please enter the code that you received. If you do not receive the code in 10 minutes, please [request a new verification code](#).

If you have lost access to D***y.L**k@conduent.com , contact the [Racami Support](#).

Secure Verification Code

Secure Verification Code

Account Password

Password

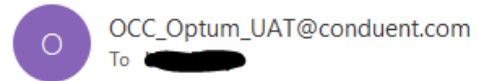
Don't ask me again on this device

SUBMIT


MFA (cont'd) / Login Screens

MFA Security Code – Sample Email Notification

Conduent Staging CIS account security code

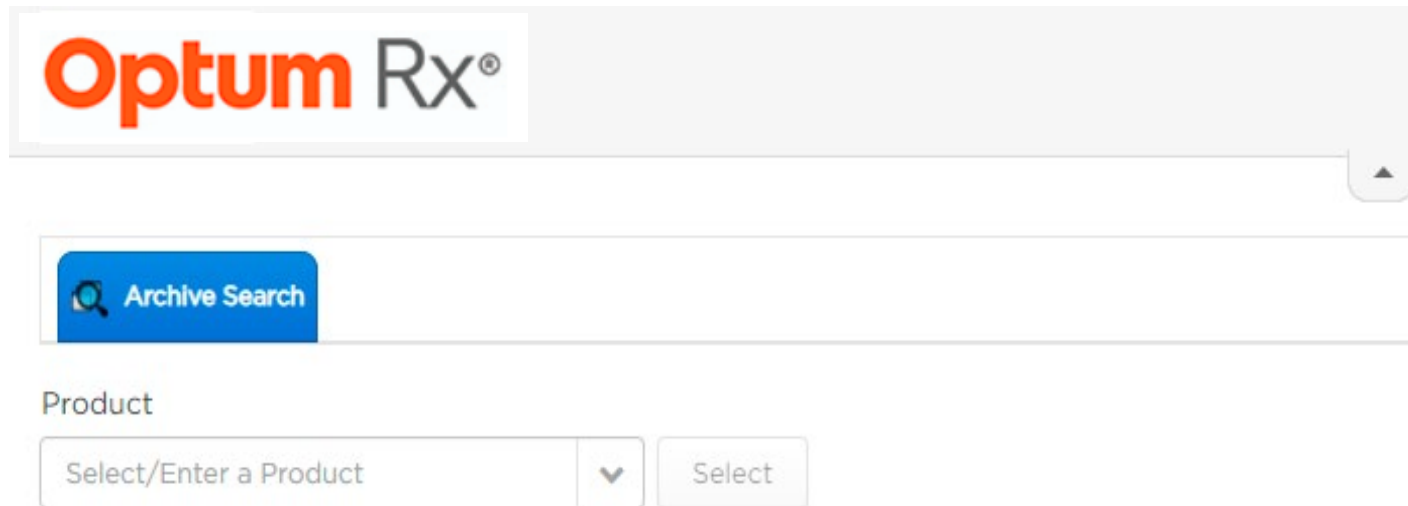


Please use the following security code for the Conduent Staging CIS account L****y.

Security code: 
If you don't recognize the Conduent Staging CIS account L****y, you can [click here](#) to contact Conduent Staging CIS support.

Thanks,
The Conduent Staging CIS account team

Login Screen



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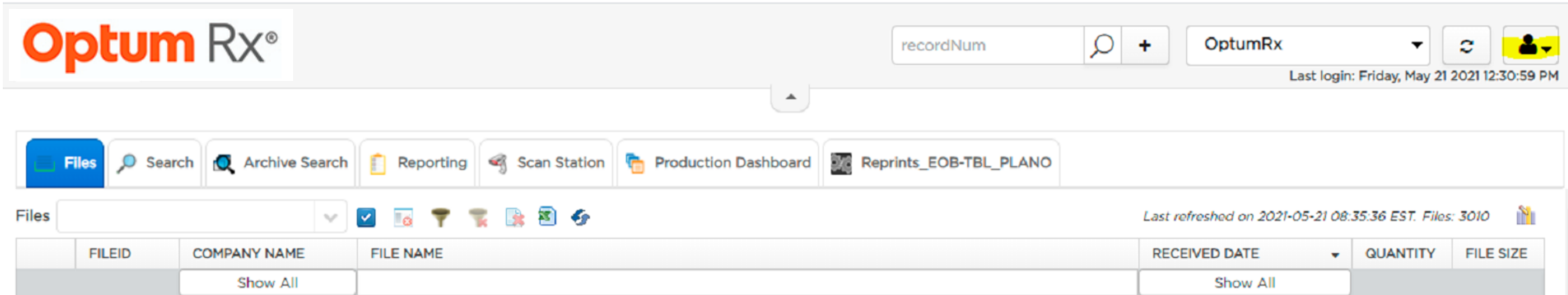
Archive Search

Product

Select/Enter a Product

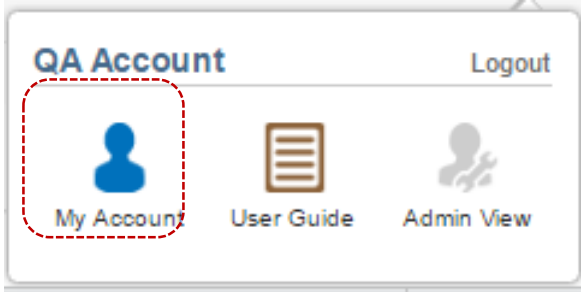
Change Password

1. Select drop down next to username to see details

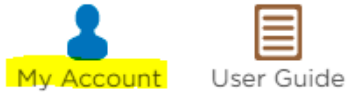


The screenshot shows the top navigation bar of the Optum Rx system. On the left is the Optum Rx logo. On the right, there is a search bar with the text 'recordNum', a search icon, a plus sign, a dropdown menu currently showing 'OptumRx', a refresh icon, and a user profile icon. Below the search bar, it says 'Last login: Friday, May 21 2021 12:30:59 PM'. Below the navigation bar is a row of menu items: Files, Search, Archive Search, Reporting, Scan Station, Production Dashboard, and Reprints_EOB-TBL_PLANO. Below the menu items is a 'Files' section with a dropdown menu and several icons. To the right of the icons, it says 'Last refreshed on 2021-05-21 08:35:36 EST. Files: 3010'. Below this is a table header with columns: FILEID, COMPANY NAME, FILE NAME, RECEIVED DATE, QUANTITY, and FILE SIZE. There are 'Show All' buttons under the COMPANY NAME and RECEIVED DATE columns.

2. Select My Account



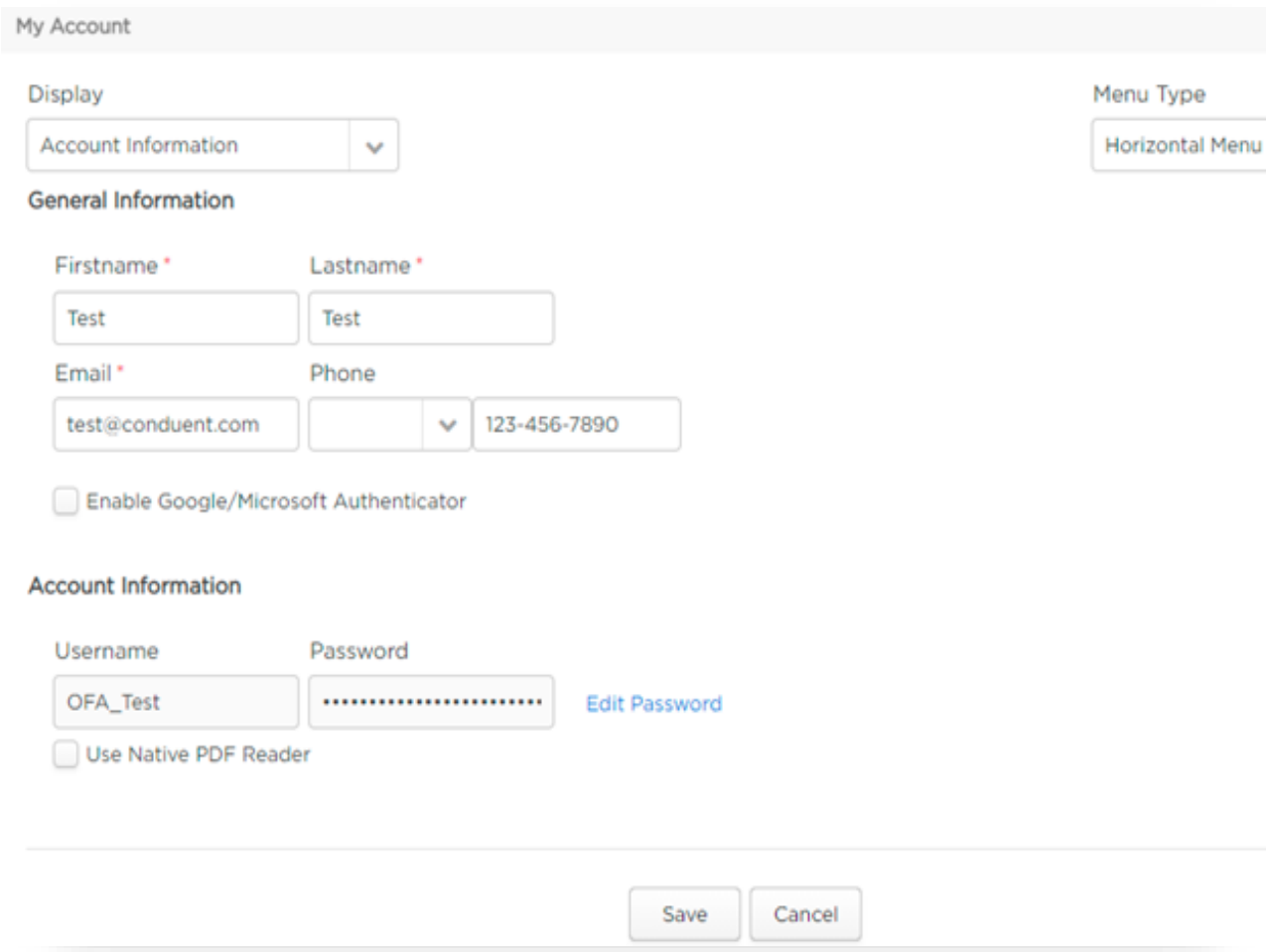
The screenshot shows a user account menu. At the top left is 'QA Account' and at the top right is 'Logout'. Below these are three options: 'My Account' (with a person icon and a red dashed box around it), 'User Guide' (with a document icon), and 'Admin View' (with a gear icon).



This block shows two items from the user account menu: 'My Account' with a person icon and 'User Guide' with a document icon.

Change Password Cont'd

3. Click "Edit Password"

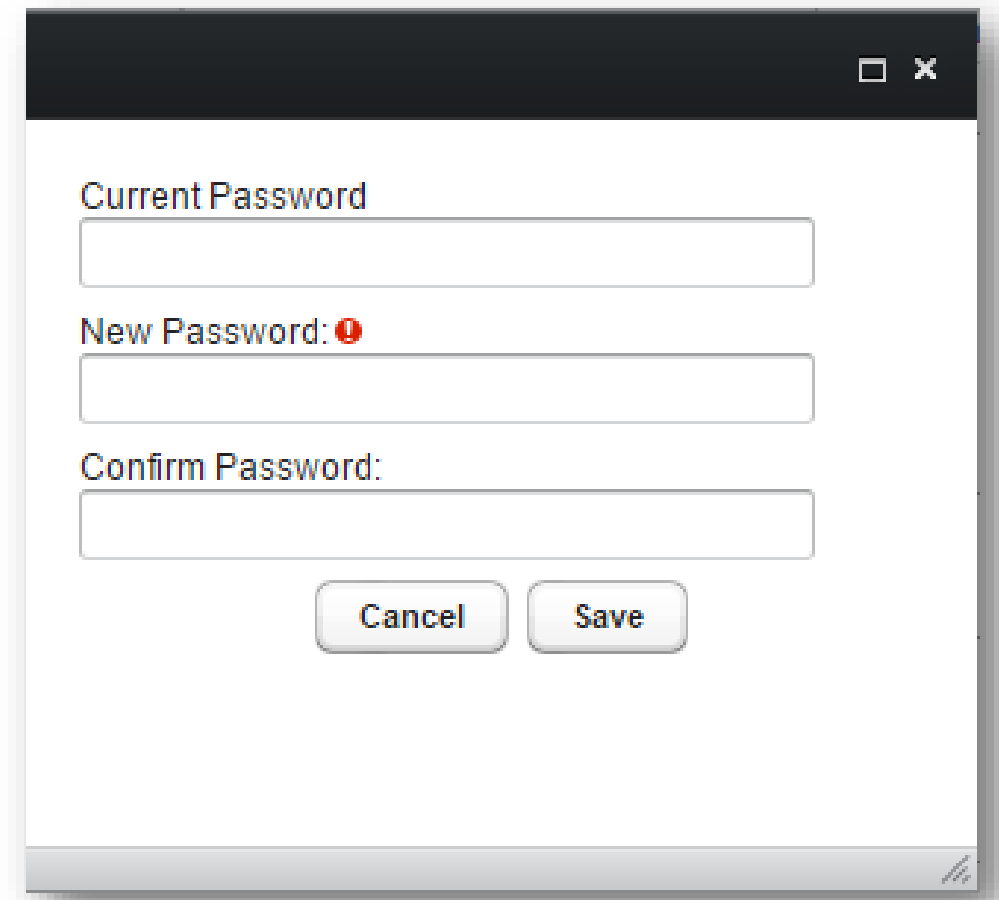


The screenshot shows the 'My Account' page with the following details:

- Display:** Account Information (dropdown)
- Menu Type:** Horizontal Menu
- General Information:**
 - Firstname: Test
 - Lastname: Test
 - Email: test@conduent.com
 - Phone: 123-456-7890
 - Enable Google/Microsoft Authenticator
- Account Information:**
 - Username: OFA_Test
 - Password: [masked]
 - [Edit Password](#)
 - Use Native PDF Reader

Buttons: Save, Cancel

4. Enter requested passwords



The dialog box contains the following fields and buttons:

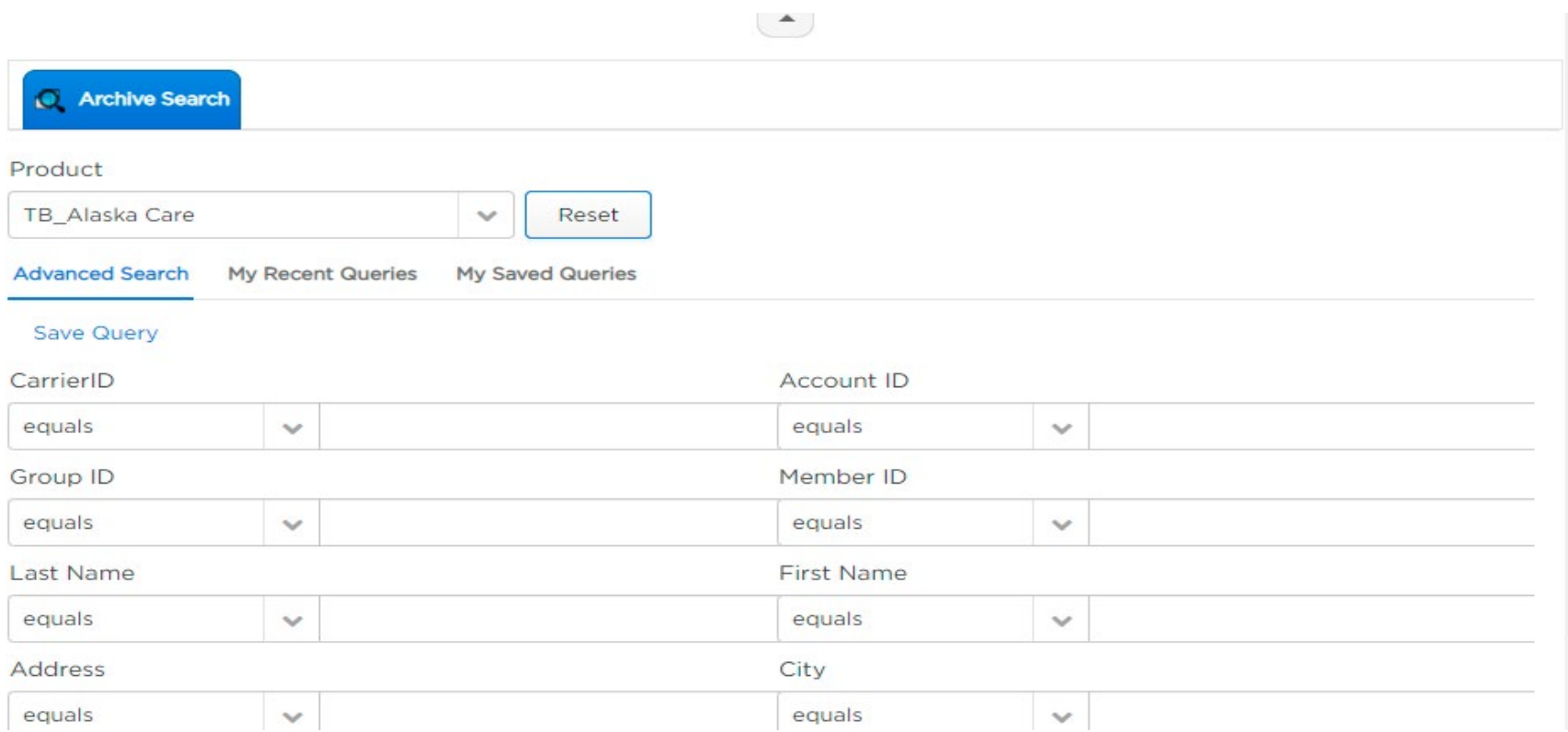
- Current Password: [text input]
- New Password: [text input] with a red warning icon
- Confirm Password: [text input]
- Buttons: Cancel, Save

Note:
Any user can change the password.

2. Archive Search Overview

Archive Search

- PDFs may be found by performing an Archive Search as follows:
- Select "Product" from the Product drop down and the Search Criteria list will appear as shown below
 - Enter criteria and select "Search Archive"




The screenshot shows the Archive Search interface. At the top left is a blue button with a magnifying glass icon and the text "Archive Search". Below this is a "Product" dropdown menu with "TB_Alaska Care" selected and a "Reset" button. There are three tabs: "Advanced Search" (active), "My Recent Queries", and "My Saved Queries". Below the tabs is a "Save Query" link. The search criteria section consists of several rows of input fields:

CarrierID	Account ID
equals	equals
Group ID	Member ID
equals	equals
Last Name	First Name
equals	equals
Address	City
equals	equals

Archive Search (cont'd)







- The screen will refresh with the individual files listed below the Search Criteria selection and the total number of files will be displayed
- Double click on each line to open the PDF and download or print the selected file OR
- PDFs can be selected by checking the box to the left of the row and choosing the "Open" option

 Archive Search

Search Archive

Search Results Open Selected Reprint(s)

6 Results

<input type="checkbox"/>	PDF	CARRIERID	ACCOUNT ID	GROUP ID	MEMBER ID	LAST NAME	FIRST NAME	ADDRESS
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE
<input type="checkbox"/>		EGWPS041	*ALL	*ALL	ABCDEFGHIJKL000001	EGWPS041 ENG	NE NF LTC	MEMBER ADDRE

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