



Conduent Multichannel Communications

Optum Rx

User Guide for Conduent CIS Portal



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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.

Optum Rx [®]			
Username			
•••••			
Remember me	Forgot Password		
SIGN IN			
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 SMS/text with the verification code or the OTP code via the Authenticator App, please enter it in order to access the system.

Note: If using the SMS/text feature, you will also need to re-enter your password.





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***, contact
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MFA (cont'd)

Google & Microsoft Authenticator Apps









1. Select drop username to



2	. Select N	My Account	
QA Accoun	t User Guide	Logout Admin View	





p down next to see details	to	
OptumRx	•	-
Last login	: Friday, May 21	2021 12:30:59 PM
hed on 2021-05-21 08:	35:36 EST. Files	: 3010 👔
D DATE -	QUANTITY	FILE SIZE
Show All		

Edit/Add Phone Number (cont'd)

3. Edit/add phone number as shown below

My Account	+	
Display Account Information	Menu Type Horizontal Menu	
General Information Firstname* Sample Sample		
Email * Phone Sample.Sample@email. v 123-456-7890 C Enable Google/Microsoft Authenticator Show QR Code		Note: Any phone nur
Account Information		
Username Password LDaisy2 Edit Password Use Native PDF Reader		

Save



user can edit/add a mber to their account.



1. Select drop username to

Optum Rx [®]	recordNum 🔎 -	F Or
Files 🔎 Search 🙇 Archive Search	Reporting 🝕 Scan Station 🝖 Production Dashboard 🧱 Reprints_EOB-TBL_PLANO	
Files	🗹 📧 🌹 🏗 🗟 🌮	Last refreshe
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DATE 👻	QUANTITY	FILE SIZE	
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Activate Authenticator App Option (cont'd)

3. Check the "Enable Google/Microsoft Authenticator" box and hit "Save"

dy Account			
Display			
Account Information	~		
General Information			
Firstname *	Lastname *		
Sample	Sample		
Email *	Phone		
Sample.Sample@email.		~ 1	23-456-7890
 Enable Google/Micros 	oft Authentica	tor	
Show QR Code			
Account Information			
Username	Password		

4. Click on "Show QR Code" and scan that code in the Google/Microsoft Authenticator Apps on your phone.

coupt Information		
neral Information		
Firstname *	Lastname *	
Daisy	Link	
	Phone	
Daisy.Link@conduent.c	v	2011 P
Enable Google/Micros	oft Authenticator	199 A
		1.1
count Information		1 -
	Password	
LDaisy2		
Use Native PDF Reade	r	

Username	Password		
LDaisy2	••••••	Edit Password	
Use Native PDF	Reader		











2. Select My Account					
QA Accoun	t User Guide	Logout Admin View			





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hed on 2021-05-21 08:	35:36 EST. Files	: 3010	8
D DATE 👻	QUANTITY	FILE SIZE	=
Show All			

Change Password (cont'd)

3.Click "Ec	lit Password"			4. Enter requested passwords
My Account		_		
Display Account Information General Information Firstname Test Email Email Enable Google/Micros Account Information Username OFA_Test Use Native PDF Reade	Lastname * Test Phone 123-450 oft Authenticator Password	5-7890 Edit Password	Menu Type Horizontal Menu	Current Password New Password: Confirm Password: Cancel Save
		Save Cancel	: user can change the password.	



Login Screen





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"

Q Archive Search					
Product					
EOB_ABCTEST	Reset				
Advanced Search My	Recent Queries My Saved Queries				
Save Query					
Carrier ID		Account ID			
equals	~	equals	~		
Group ID		Member ID			
equals	~	equals	~		
Last Name		First Name			
equals	~	equals	~		
Member City		Member State			
equals	~	equals	~		
Member Zip		Claim_Date_Start			
equals	~	equals	~		
Claim_Date_End		Date Range			



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

Sear	ch Archi	ve Clear Se	arch							
earc	h Resul	ts							Open Selecte	ed Reprint(s)
										21 Result
	PDF	CARRIER ID	ACCOUNT ID	GROUP ID	MEMBER ID	LAST NAME	FIRST NAME	MEMBER CITY	MEMBER STATE	MEMBER ZIP
	72	CTRAB0020	ABCMT	1000454	42424242	LASTNAME	FIRSTNAME	TEST CITY	MI	TEST CITY, N
	73	CTRAB0020	ABCMT	1000351	46464646	LASTNAME	FIRSTNAME	TEST CITY	MI	TEST CITY, N
	7	CTRAB0020	ABCMT	1000453	16161616	LASTNAME	FIRSTNAME	TEST CITY	IL	TEST CITY, I
	73	CTRAB0020	ABCMT	1000453	13131313	LASTNAME	FIRSTNAME	TEST CITY	AL	TEST CITY, A
	7	CTRAB0020	ABCMT	1000454	37373737	LASTNAME	FIRSTNAME	TEST CITY	FL	TEST CITY, F
	73	CTRAB0020	ABCMT	1000454	36363636	LASTNAME	FIRSTNAME	TEST CITY	FL	TEST CITY, F
	7	CTRAB0020	ABCMT	1000454	35353535	LASTNAME	FIRSTNAME	TEST CITY	FL	TEST CITY, F
	73	CTRAB0020	ABCMT	1000454	34343434	LASTNAME	FIRSTNAME	TEST CITY	IL	TEST CITY, I
	7	CTRAB0020	ABCMT	1000351	21212121	LASTNAME	FIRSTNAME	TEST CITY	CA	TEST CITY, C
	-	CTRAB0020	ABCMT	1000453	26262626	LASTNAME	FIRSTNAME	TEST CITY	OR	TEST CITY, C





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