

Multifactor Authentication for PDAT/Phoenix

Step 1: (NEW): Enable Two-Factor Authentication. For added security, you will need a smart phone with an authenticator app to complete this step.

- On your smart phone, go to the Play Store or Apple App Store and download an Authenticator application. Google Authenticator or Microsoft Authenticator will both work for this step.



Step 2: Enter User name and Password

Step 3: Click Log On

A screenshot of the UCare Log On page. The page has a header with the UCare logo and a navigation bar with links like 'Providers', 'Eligibility & Authorizations', 'Claims & Billing', 'Resources & Training', 'Provider Profile', 'Care Managers', 'Provider News', and 'Search this site...'. The main content area is titled 'Log On' and contains fields for 'User name' and 'Password', a 'Remember me?' checkbox, and 'Log On' and 'Forgot Password?' buttons. A red box highlights the 'Forgot Password?' link, and a red arrow points from it to a callout box on the right. The callout box contains the text: 'If you forgot your password, click Forgot Password? link, and follow the instructions to have a temporary password sent to the email that is on file.'

Step 4: Scan the QR code with authenticator app

Receive the one-time password code and enter on PDAT application and click verify

Troubleshooting Tips

1. Enable notifications for your Authenticator App (e.g. Microsoft Authenticator, Google Authenticator)
2. Camera Permissions: Ensure the authenticator app has camera access in settings
3. Software and Authenticator App has most updated version
4. Check Phone settings to ensure “Scan QR Codes” is on
5. Restart your phone
6. Manual Setup: If scanning fails, use the “manual entry” option and enter the long code into your app.