CareSource®
Network Notification

Notice Date: **June 20, 2019**
To: **All Providers**
From: **CareSource**
Subject: **Multi-Factor Authentication Scheduled for SKYGEN CWP**

Summary

Later this month, your access to the SKYGEN Client Web Portal (CWP) environment will require the Multi-Factor Authentication (MFA) process to be completed upon initial daily login to the system.

Multi-Factor Authentication MFA adds a layer of security to the CWP user accounts. When MFA is enabled, you will be required to enter both your password and verification code the first time that you log in each day. If you need to update your email address or password, a MFA verification code will be required prior to making changes.

Each code remains valid for approximately 15 minutes and can only be used once.

How It Works
The login process will slightly change when you first log into the CWP each day.

1. You will still be asked to enter a username and password.
2. If this is the first time you are logging into the CWP on that day, a unique verification code will be generated and sent to you via email.
3. The SKYGEN Provider Portal will require the entry of the verification code that was sent to your email.

Questions?
For questions, please contact Provider Services at **1-800-488-0134** (8 a.m. to 6 p.m. Eastern Standard Time, Monday through Friday).