

Using Launchpad to Access Humana Resources

For Conviva Associates

Conviva Launchpad Guide

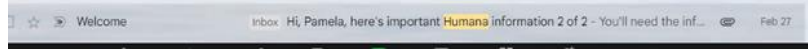
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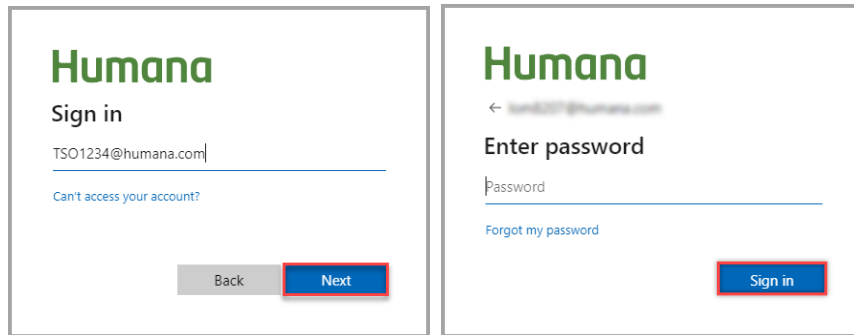
1.1 Signing into Humana Launchpad

Note: Your local technician will need to install Citrix Receiver on your PC prior to completing the steps below.

1. Your Humana credentials will be sent to your Personal Email Address. Look for a “Welcome” email similar to this example:

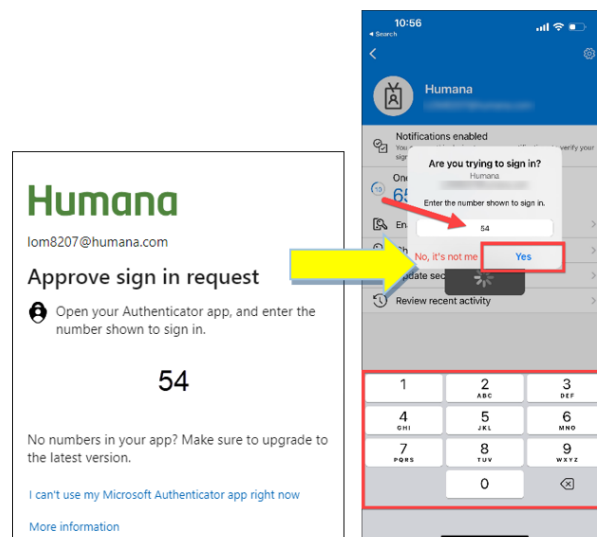


2. Open your local web browser (Google Chrome or Microsoft Edge is preferred) and navigate to: <https://launchpad.humana.com>
3. You will be redirected to a sign-in page. Enter your **Humana** email address as provided in the “Welcome” email and select **Next**. *Example: TSO1234@humana.com*
4. Enter your **Humana password** as provided in the “Welcome” email and select **Sign In**.



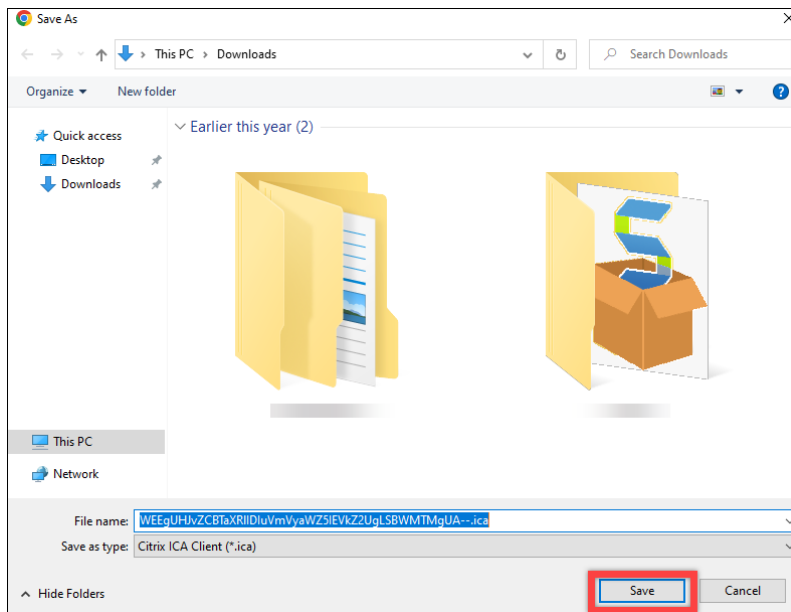
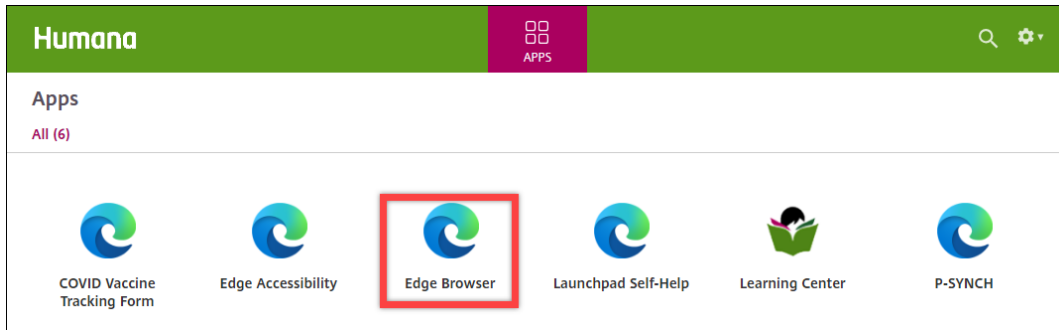
5. Your mobile device will receive a notification for approval. To approve the mobile notification, enter the number displayed on your browser. Select **Yes** on the mobile app and then select **Next** on the browser. Select **Done** on the browser to be redirected to the Launchpad homepage.

Note: If you have not yet setup Microsoft Authenticator or Duo Mobile, proceed to steps 1.5 and/or 1.6.



The browser will now display the Launchpad homepage.

- Once on the Launchpad homepage, select the **Edge Browser** icon. You will be prompted to save a .ica file. Select **Save**.

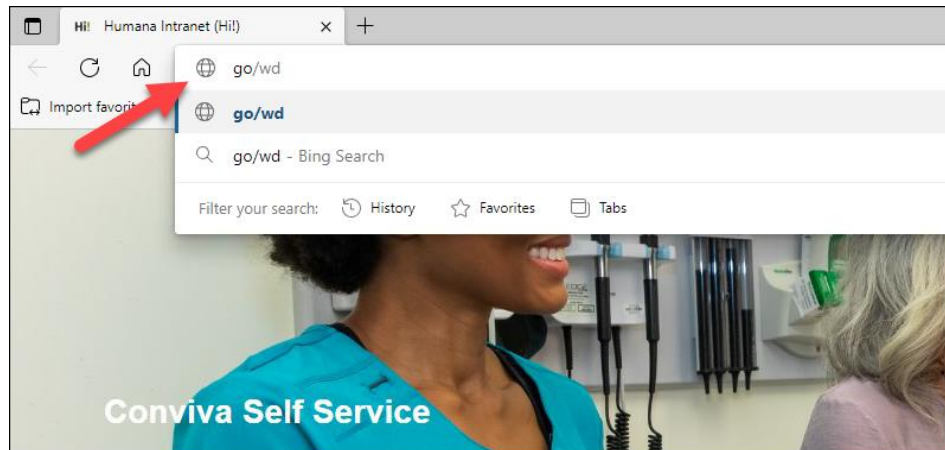


- Select the file that appears on the browser page or open the file through the Downloads folder of your PC. The file will launch a new Edge browser window directing you to the Conviva Self Service homepage.

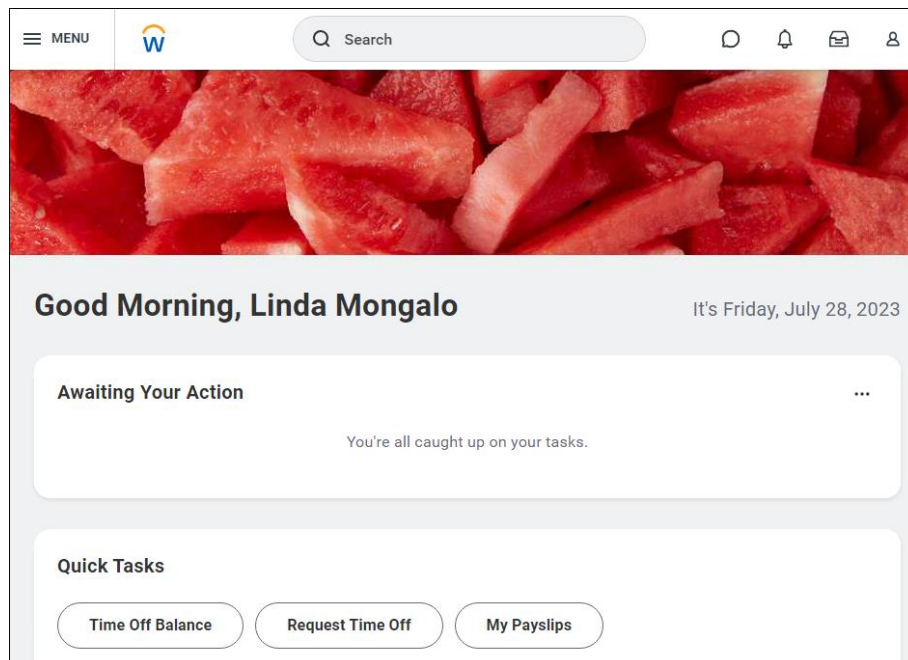
1.2 Accessing Workday via Launchpad

1. Locate the address bar at the top of the Launchpad Edge browser. Erase the URL and type the following:

go/wd



Then press **Enter** to be redirected to Workday.



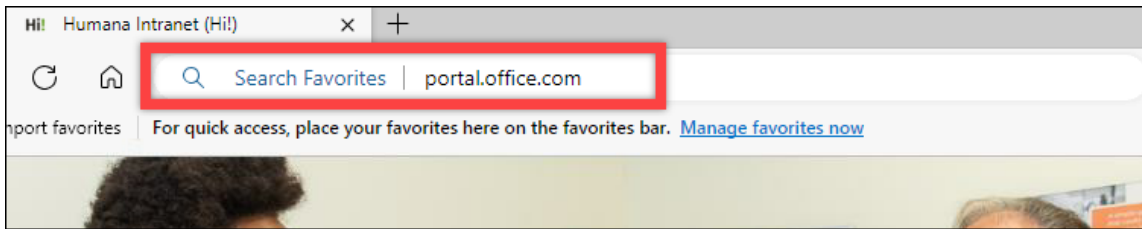
2. Proceed to Step 1.4 for instructions on how to bookmark this webpage for easier access.

1.3 Accessing Conviva Email via Launchpad

1. Locate the address bar at the top of the Launchpad Edge browser. Erase the URL and type the following:

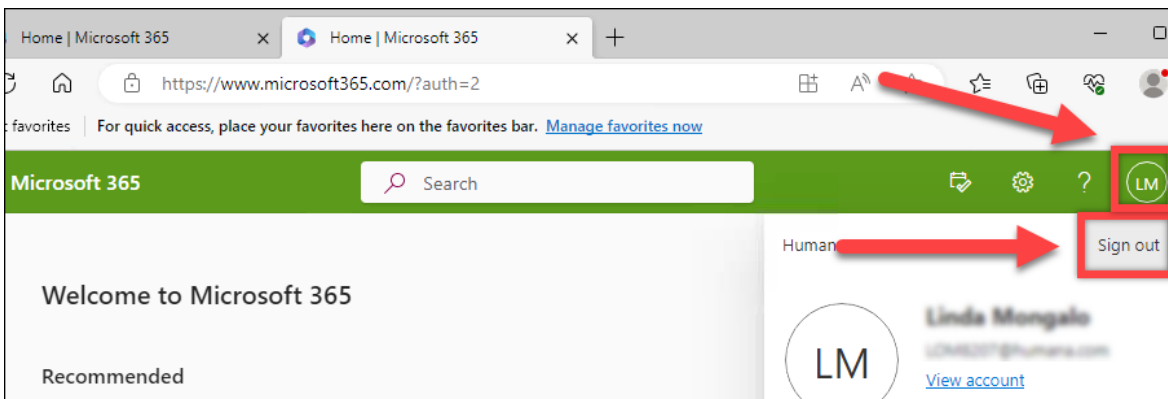
portal.office.com

Then press **Enter** to be redirected to the Office365 web portal.

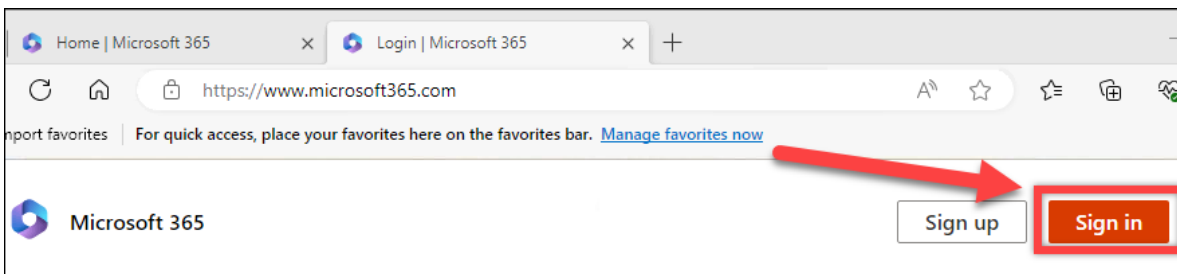


3. You are automatically redirected to the Office portal through your Humana account and will need to sign out and log back into portal.office.com using your Conviva credentials:

Select the button with your initials located at the top-right of the page and select **Sign Out**.

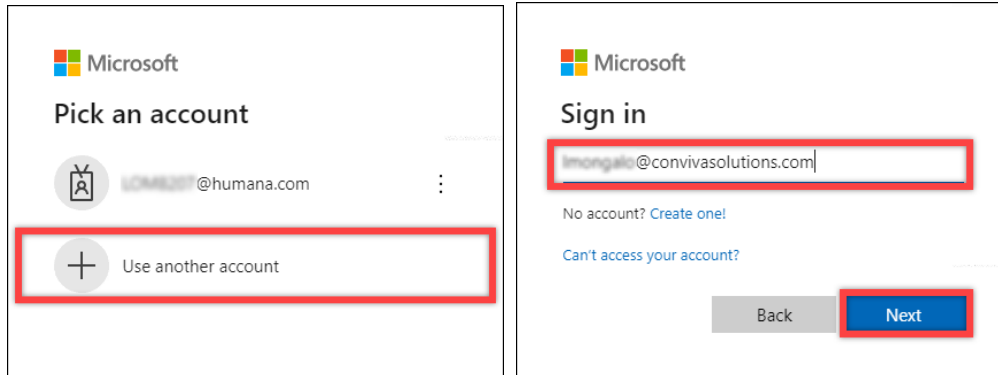


4. Select the **Sign In** button on the top-right of the page.

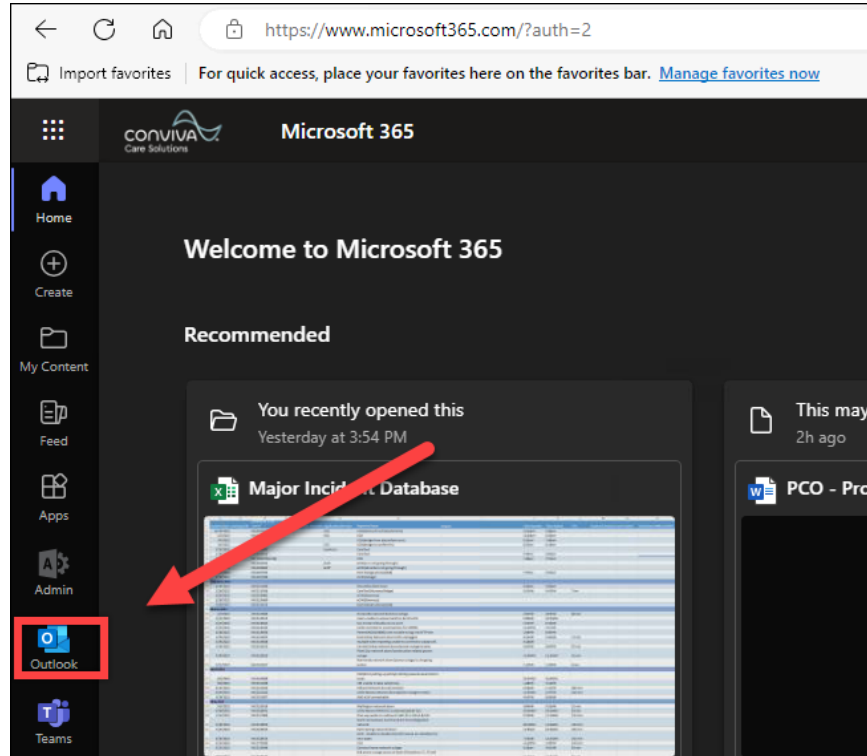


Note: This process also applies to Elite Health therefore reference to "Conviva email" also implies the same for Elite emails.

5. Select **Use Another Account** and enter your **Conviva** email address and **Conviva** password that IT provides you.

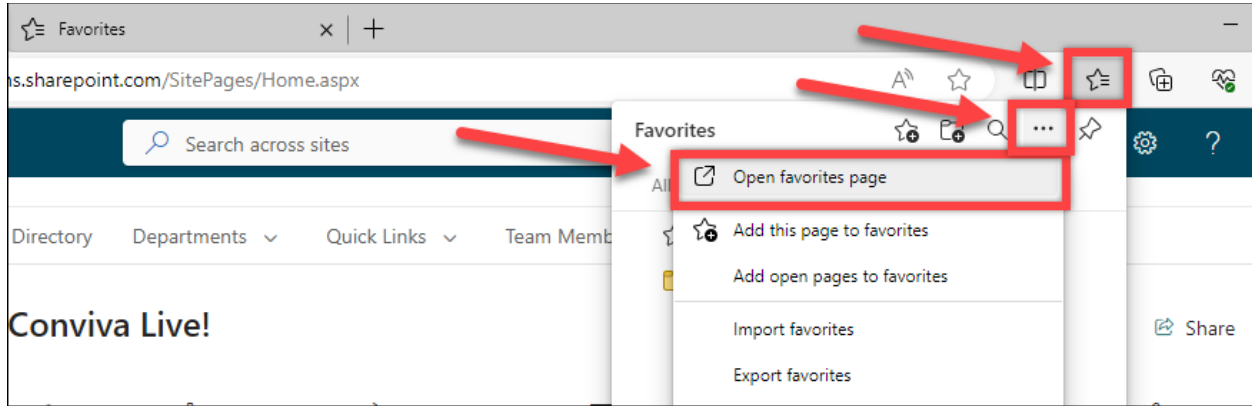


6. Check your phone for a Duo push notification and select **Approve** on your mobile device.
You are now signed into the Conviva Office 365 portal.
7. Select the Outlook icon on the left side of the browser page to open a new tab. You will be redirected to your inbox. To access teams, select the Teams icon.
8. **Proceed to Step 1.4 for instructions on how to bookmark this webpage for easier access.**

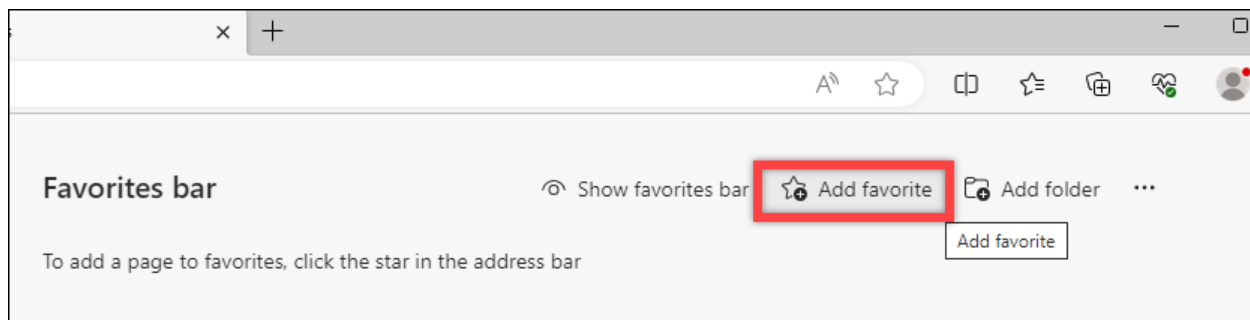


1.4 Creating Bookmarks for Easy Access

1. Locate the address bar at the top of the Launchpad Edge browser. There are two star-shaped icons to the right of the address bar. Select the **Star icon with three dashes**. Then select **Open Favorites Page**.

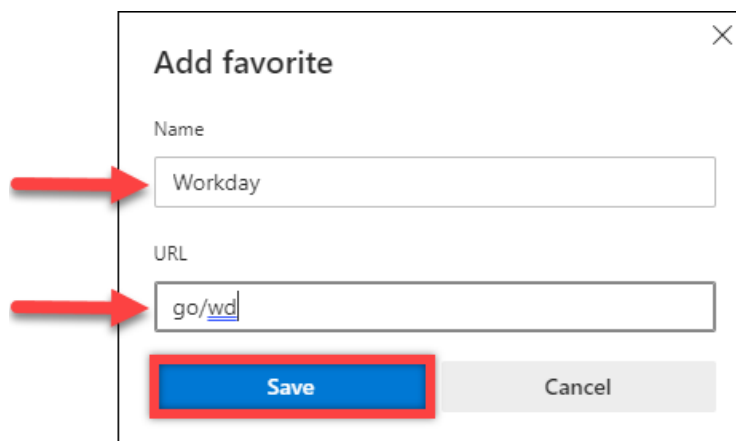


2. You will be redirected to the Favorites bar. Select **Add Favorite**.



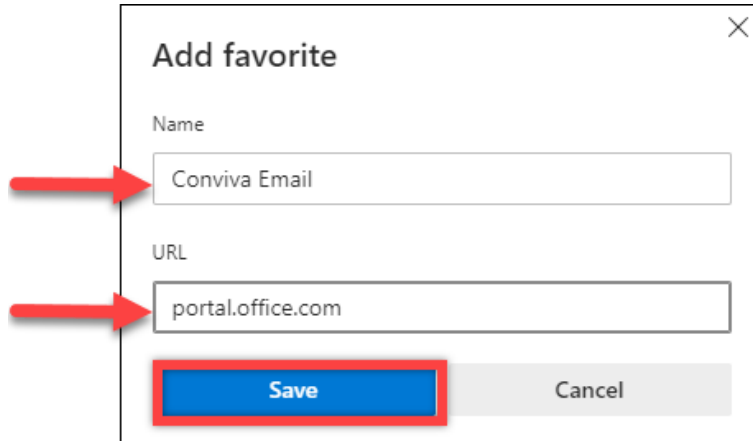
3. First, add the Workday bookmark:

- Enter the following under the Name field: **Workday**
- Enter the following under the URL field: **go/wd**
- Select **Save**.

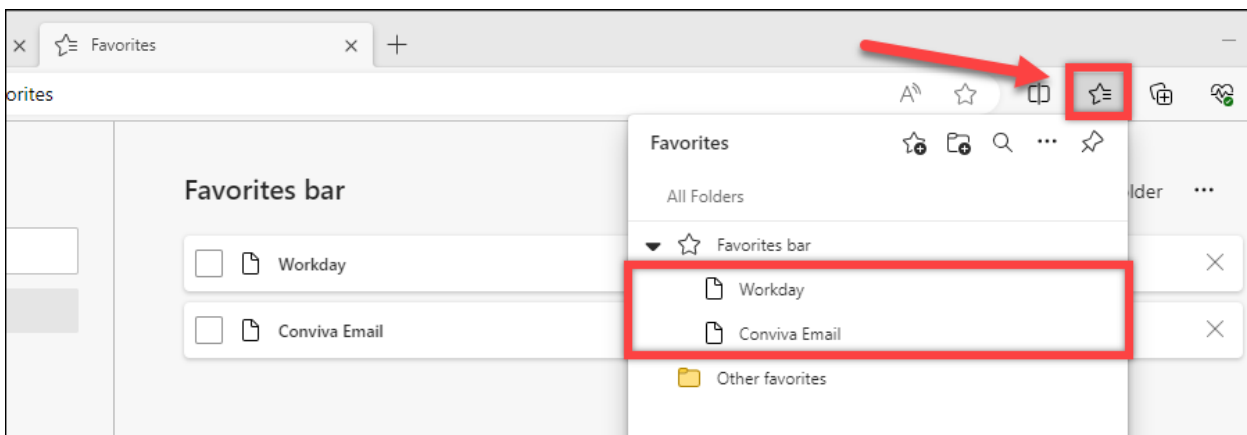


4. Next, add the Office365 portal bookmark:
- Select **Add Favorite.**
 - Enter the following under the Name field: **Conviva Email**
 - Enter the following under the URL field: **portal.office.com**
 - Select **Save.**

Note: You will still be required to sign out of Office365 and log back in with your Conviva credentials.



5. To access these bookmarks moving forward, select the **Star icon with three dashes.** The Workday and Conviva Email links will appear. Select them to be redirected to the appropriate webpage.



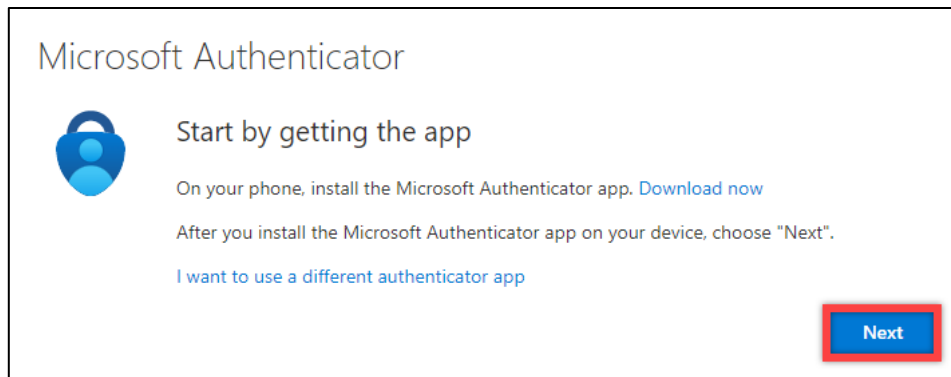
1.5 Setting up the Microsoft Authenticator

1. Install the **Microsoft Authenticator** application from the App store or Google Play store on your mobile device.

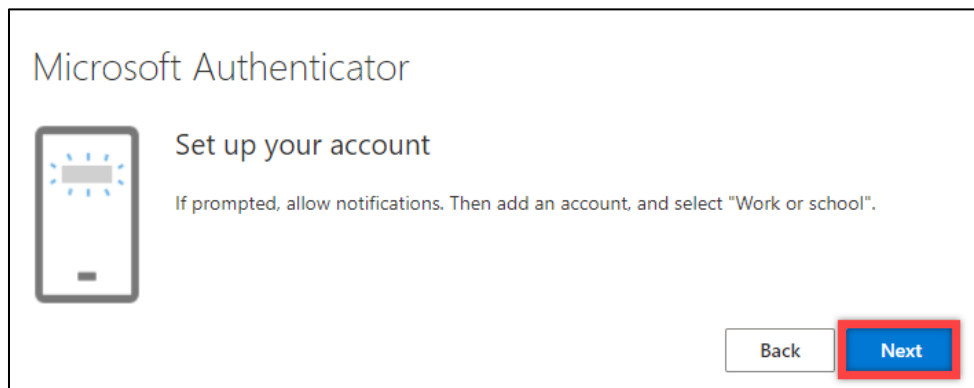


9. After you install the app on your device, select **Next** on the web browser.

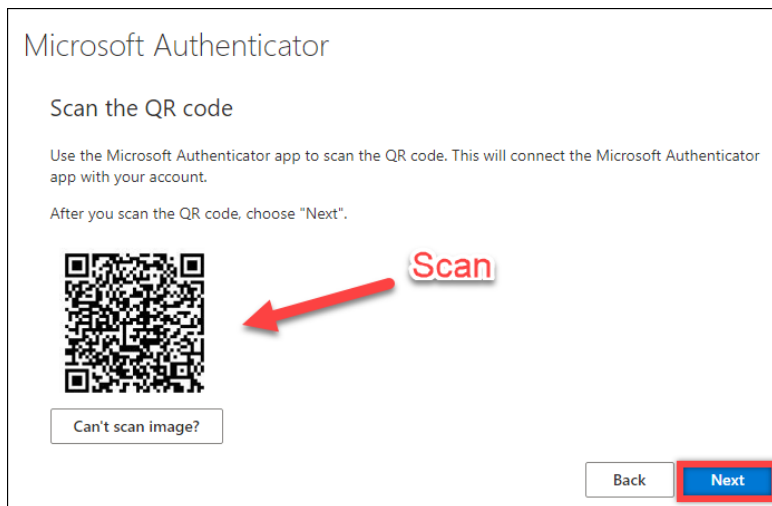
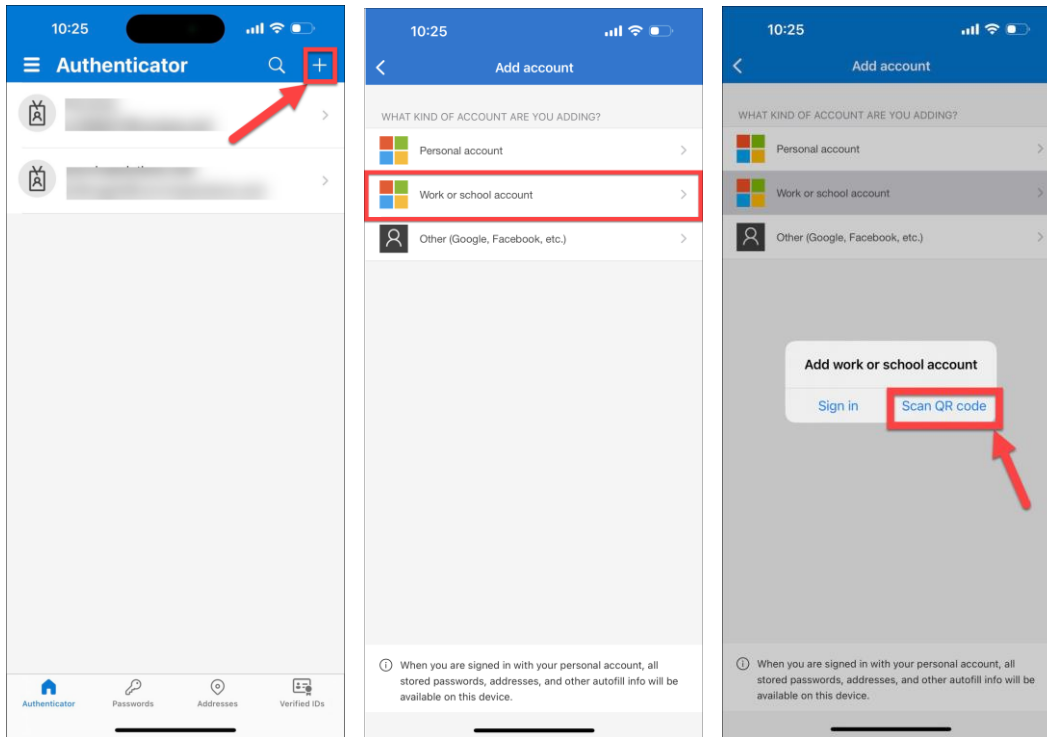
Note: If you are unable to use the camera on your mobile device, select **I want to set up a different method** to complete the setup using SMS text.



10. Select **Next** on the browser.

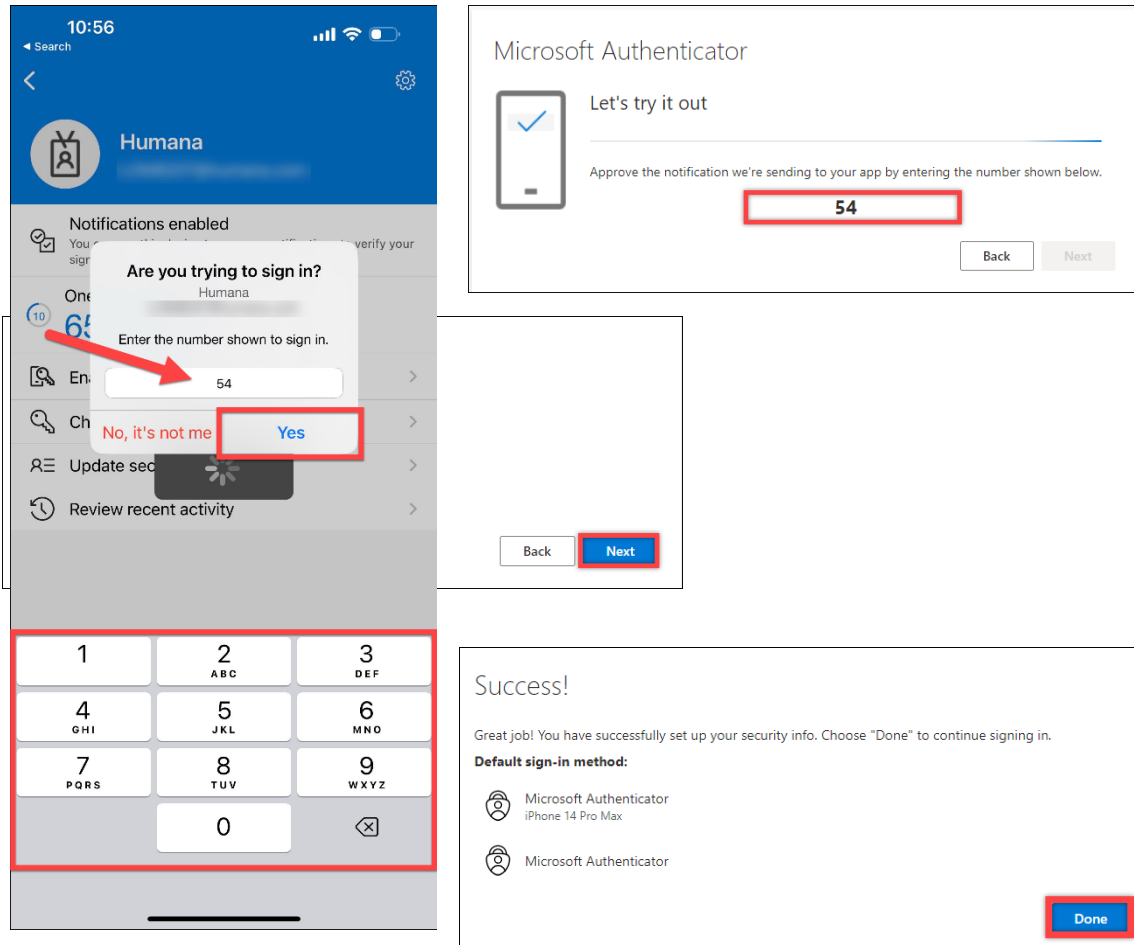


- You will need to scan the QR code on the browser using the Microsoft Authenticator app. To do so, open the authenticator app and select the “+” icon on the top-right corner of the screen. Select **Work or School Account**. Then select **Scan QR Code** to complete the scan.



- Once the scan is complete, select **Next** on the browser.

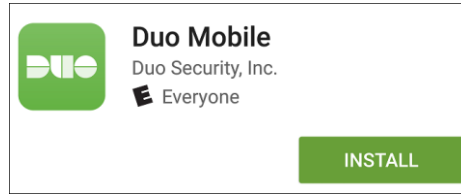
13. Your mobile device will receive a notification for approval. To approve the mobile notification, enter the number displayed on your browser. Select **Yes** on the mobile app and then select **Next** on the browser. Select **Done** on the browser to be redirected to the Launchpad homepage.



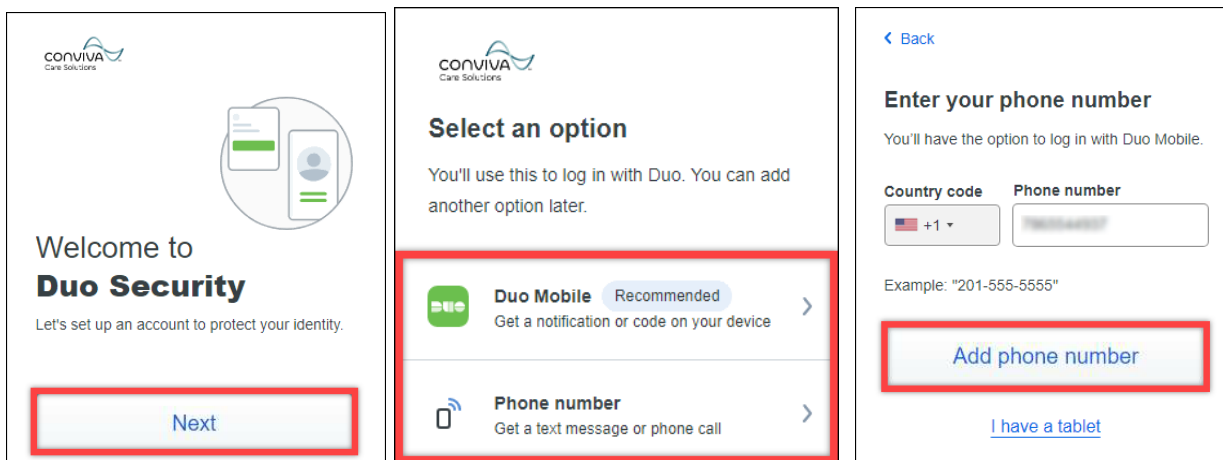
You have successfully set up the Microsoft Authenticator.

1.6 Setting up Duo Mobile Multi-Factor Authentication

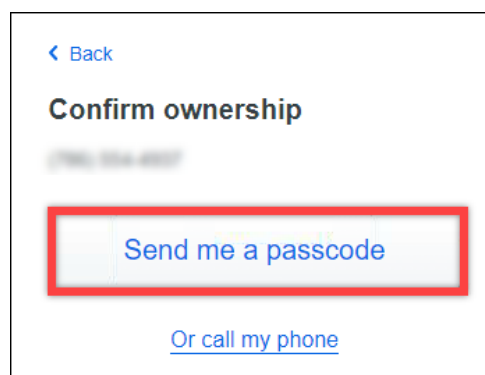
1. Install the **Duo Mobile** application from the App store or Google Play store on your mobile device.



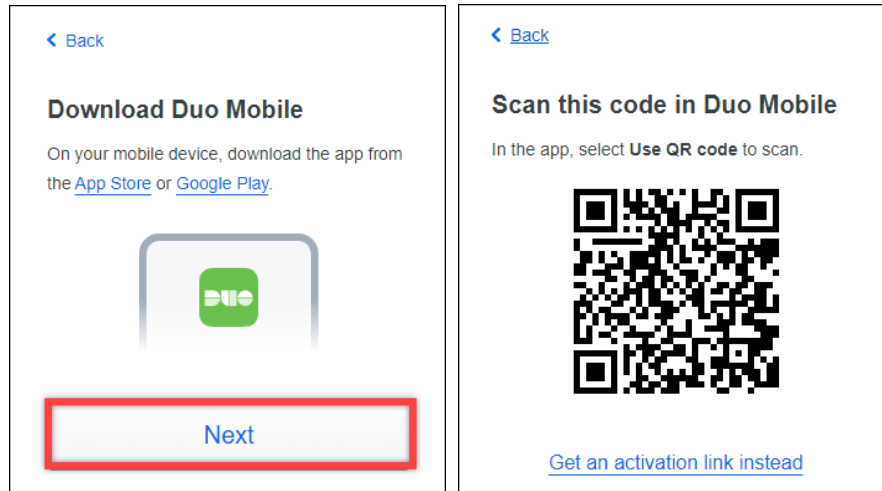
2. Select **Next** on the Duo welcome screen. Then select a Duo login option. Enter your phone number and select **Add Phone Number**.



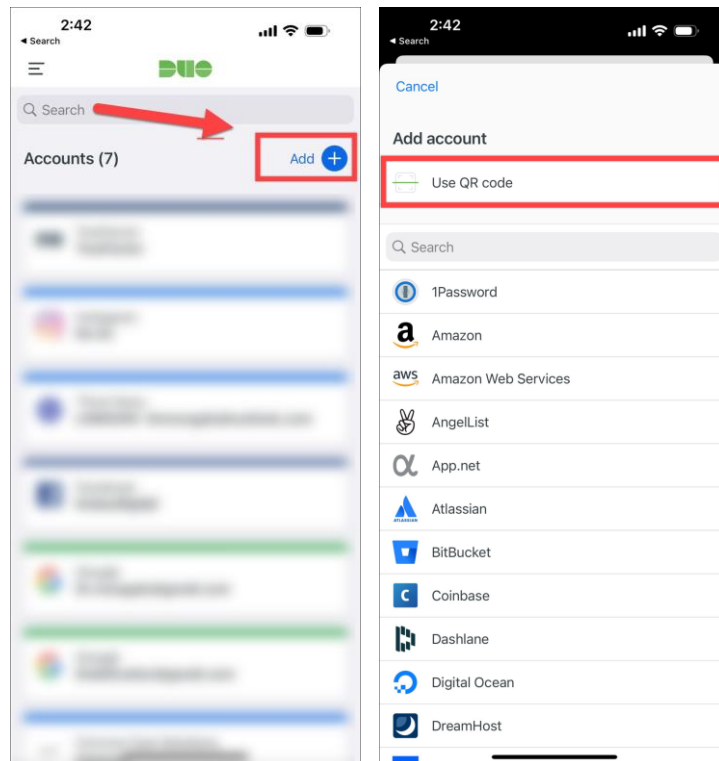
3. Select **Send me a passcode** to receive a code via SMS text. Select **Or Call my Phone** if you prefer to receive the code via phone call.



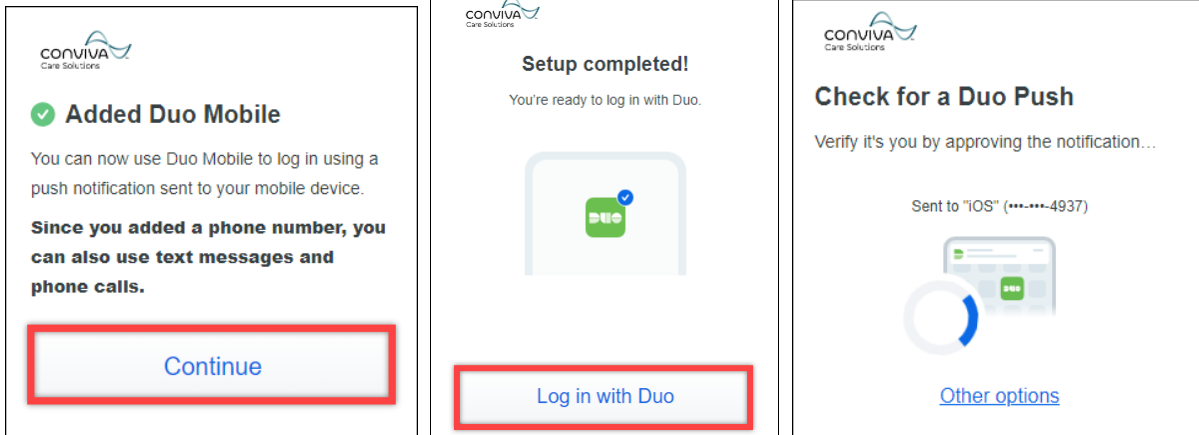
4. Select **Next** to be redirected to a QR code. The QR code will need to be scanned using the Duo Mobile app.



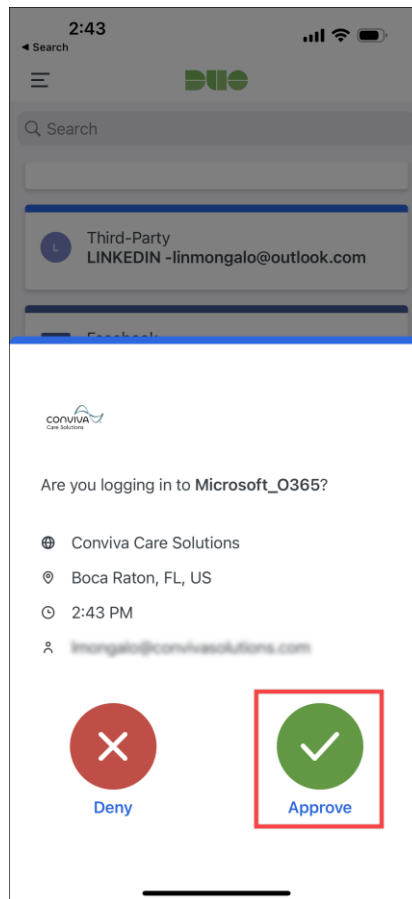
5. Open the Duo Mobile app on your mobile device and select the **+Add** button. Select **Use QR Code** and scan the QR code on your browser window.
Note: If you are unable to use your mobile device camera, select **Get an activation link instead**.



6. Once scanned, select **Continue** on the browser window.



7. Select **Login with Duo** to receive a Duo push notification on your mobile device. Select **Approve**.



You have now completed the Duo Mobile setup.

1.7 Reference Information

Conviva Email: During your HR Go-Live activities, you will be provided with your new Conviva email address. This applies for Elitehealth acquisitions as well. Examples below:

jdoe@convivasolutions.com

Jdoe@convivaphysicians.com

jdoe@elitehealth.com

Provided by: Your Conviva email password was sent to your personal email account and/or was the password you created with your IT Service Delivery team member. If your HR department did not provide us your personal email address, it may have been sent to your current company email address, so if you don't see it in your personal email inbox, please check your company inbox.

Used when: You can begin using your new mail address immediately. Your legacy email will eventually be phased out therefore any important emails or documents should be forwarded from your legacy email account to your new Conviva mailbox.

Humana Email:

Your Humana Email will be in the format of three letters and four numbers @ humana.com, and will be sent to your personal email account. Example: Jds1234@humana.com

Provided by: Your Humana email password was sent to your personal email account and will include a \$ or a #.

Used when: Accessing Launchpad.

If you experience any problems while logging in, you can contact the **Humana Primary Care Organization Help Desk at 800-611-1479**. Identify yourself as a new Humana associate needing to access Humana systems through Launchpad. The support agent will ask you some clarifying questions to confirm your identity.