



# What is Launchpad?

We recognize that you will need to access Humana systems between now and receiving your laptop, **so in this interim period you will leverage the Humana Launchpad.**

We want to make sure you have everything you need to do your best work as you join our team. Take a few minutes to review the information in the ensuing slides because they contain critical information about accessing Humana's systems via Launchpad. Thank you for your ongoing patience and support.

## Launchpad Overview and Access

Launchpad is an online interface to help you navigate to Humana's online tools, applications, and desktops. Through it, you can review Policy Source, check out Hi! articles, and much more!

- To set up your Launchpad access, please follow these step-by-step instructions. You will need to have your new Humana email address & password handy to log in and get started.
- If you experience any problems while logging in, **please contact the Humana Help Desk at 888-224-2700.** When prompted, press option 3, then press option 6 to talk with a support agent and 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.



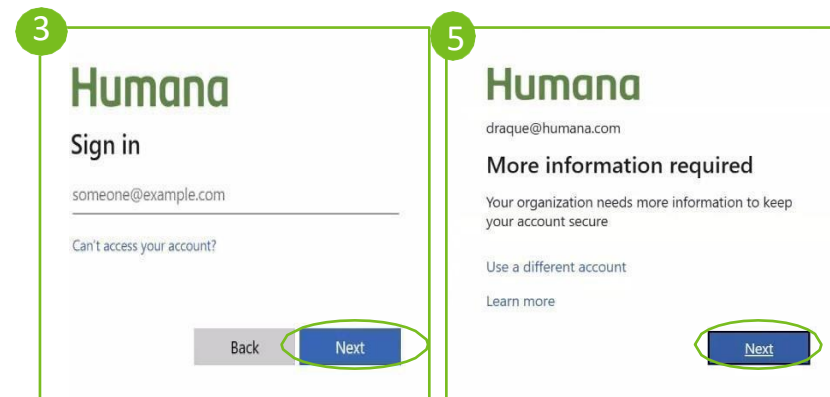
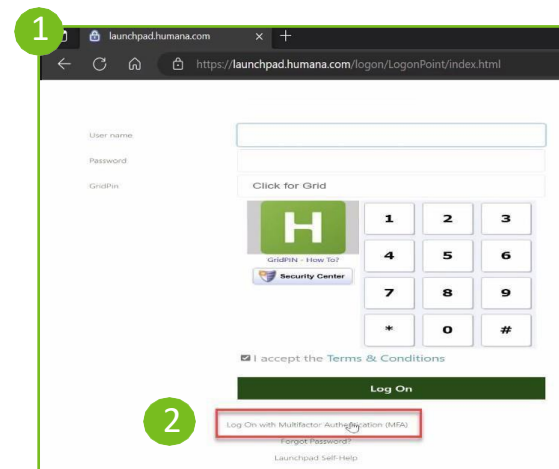
# Launchpad Set-Up Instructions for New Associates

## First Time Log-on Process – Registering for MFA:

1. Navigate to [Launchpad.humana.com](https://launchpad.humana.com). Please note it is best to use MS Edge or Chrome browser for Humana. Enter your UserID (formatted as XXX####).
2. Below the login box you will see a link that says **Log On with Multifactor Authentication (MFA)**. Once you click the link you will be directed to the MFA registration page.

## First Time MFA Registration Procedure (1/3):

3. Once on the MFA Login screen you will first be prompted for your *Humana email* address. You should have received your Humana email address in the welcome email you received. After entering your email click **Next**.
4. You will then be prompted to enter a password. Here you will enter the password you received in the welcome email. Once you have entered the password click **Next**.
5. You should then see a prompt stating more information is required. Click **Next** to proceed with the MFA registration.



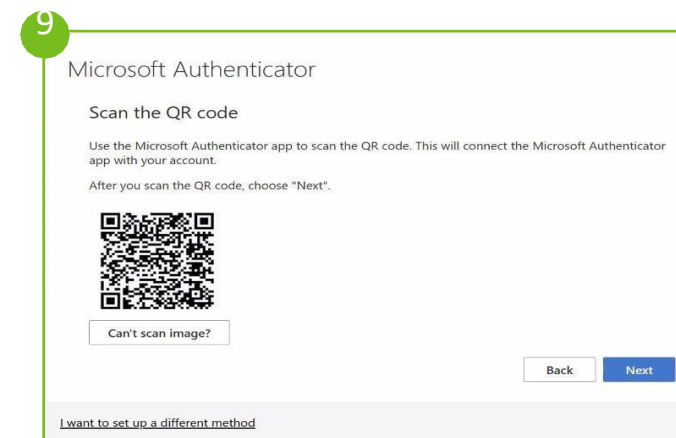
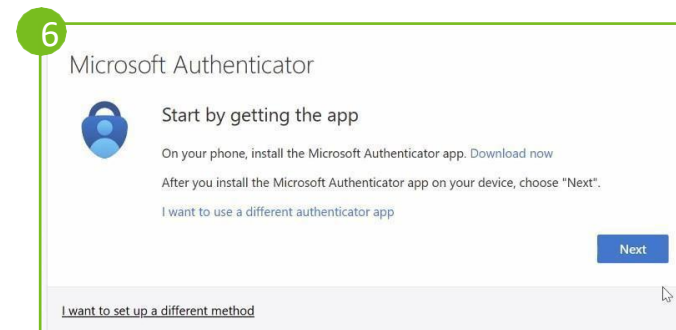


# Launchpad Set-Up Instructions for New Associates

## First Time MFA Registration Procedure (2/3):

6. On the next screen you will be prompted to download the **Microsoft Authenticator app** (Recommended) to your mobile device. (If you already have the app downloaded you can proceed to the next step.) You can also select **I want to setup a different method** here if you choose not to use the Microsoft Authenticator app.
7. Once the app has been downloaded, open the mobile app, and you will be prompted with the **help us improve authenticator** screen, you can select either option here.
8. Back on the webpage, click **Next** to proceed with the registration. A QR code should now appear on the screen.
9. On your mobile device, you will now see a screen with three options, select **Scan QR code**. This should open the camera. Scan the QR code that is displaying on the registration page. (You may receive a prompt to allow access to the camera, please click **Allow**).

**Reminder:** If you experience any problems while logging in, **please contact the Humana Help Desk at 888-224-2700**. When prompted, press option 3, then press option 6 to talk with a support agent, and identify yourself as a new Humana associate needing to access Humana systems through Launchpad.





# Launchpad Set-Up Instructions for New Associates

## First Time MFA Registration Procedure (3/3):

10. Once you scan the code click **Next**. You will now be prompted to test the MFA login, click **Next** again, and you should see a prompt to approve the request on your mobile device. Select **Approve**.

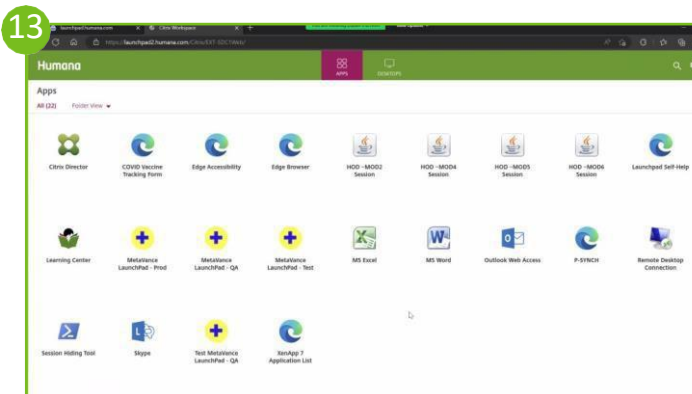
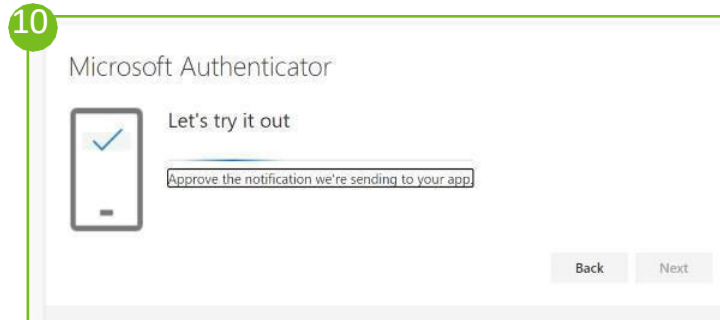
*This function is changing to a numeric code next week (2/27/23)*

11. Back on the registration webpage click **Next**. You will now be prompted to stay signed in. You can select either choice here.

12. You have now successfully registered for MFA!

13. The Launchpad home page should now appear. Note that the applications/icons shown will vary based on your user profile

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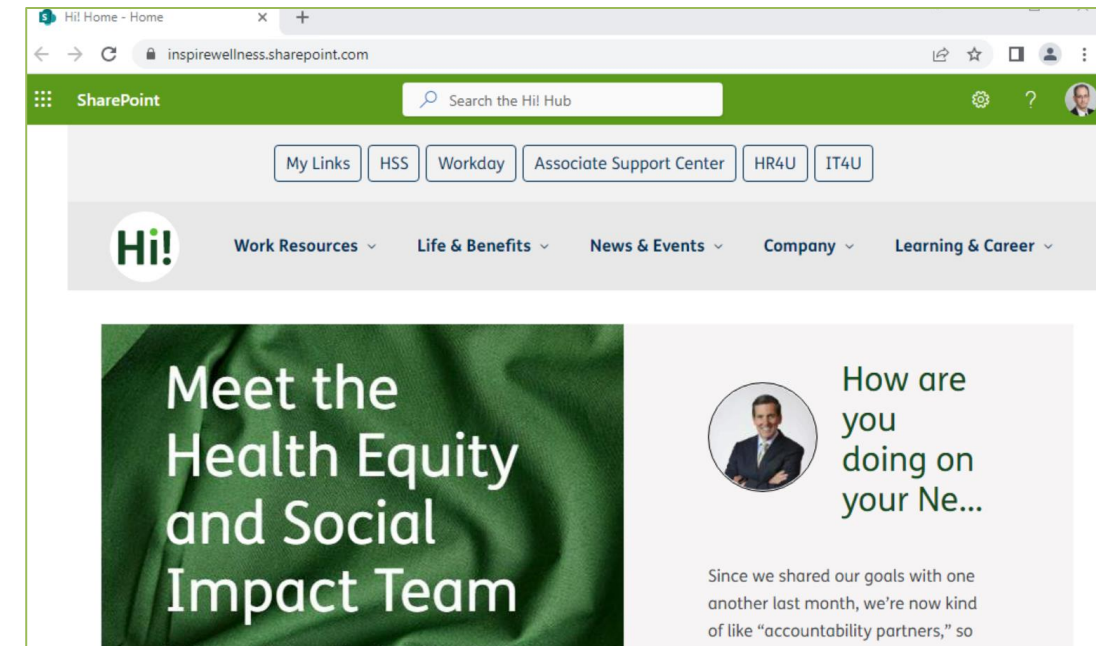
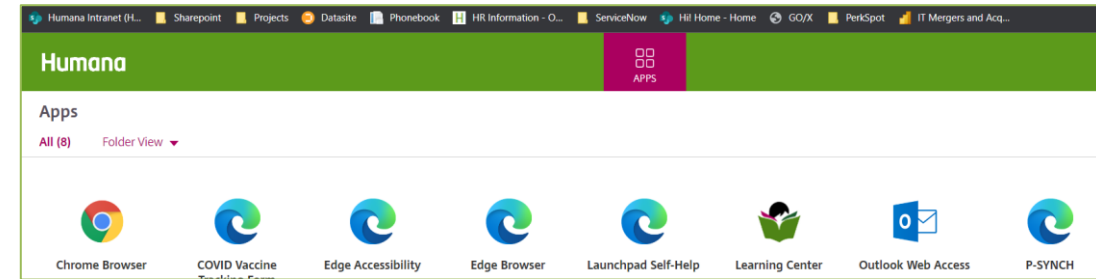
# Launchpad Access

## LaunchPad Screen

The LaunchPad window will provide you links to specific applications available to you. For most people there will only be a few. The key applications are Outlook Web Access and Edge/Chrome Browser

Launch either Chrome or Edge. You may see an application load into the bottom left corner of a .ica file. Click on this and select always open for this file type and the browser should load to the Hi! home page.

Once logged in please do a password reset.



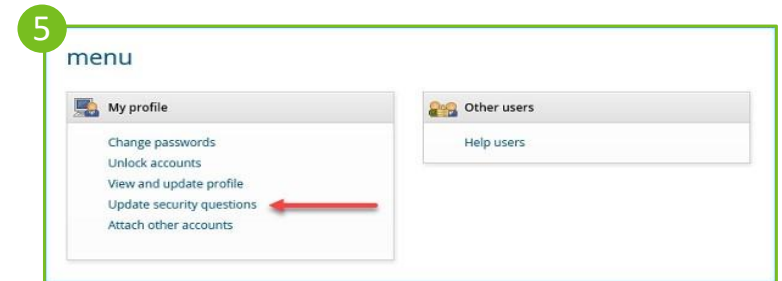
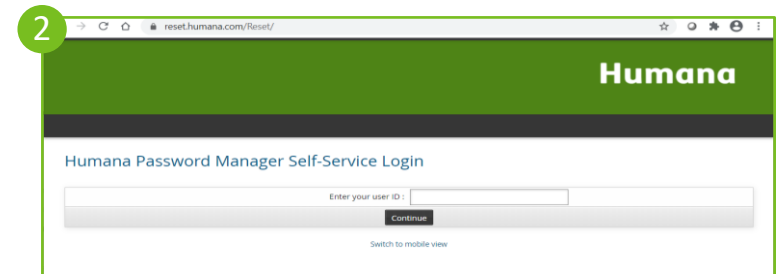
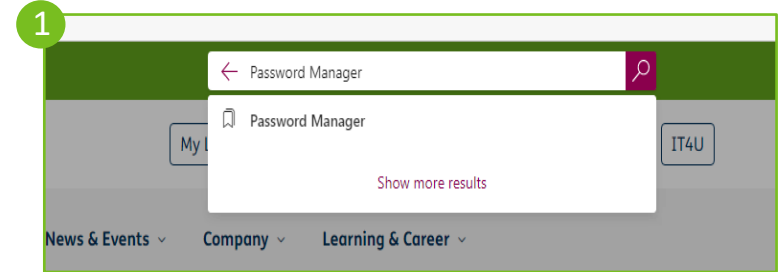


# Launchpad Set-Up Instructions

## Resetting Your Password (1/3):

Once you have connected, you need to create a new password because the temporary one sent to you is only good for 30 days.

1. In the top search bar of Hi!, type in “Password Manager”. Click on the result that auto-populates in the bar. You will then be directed to the **Humana Password Manager Self-Service** login.
2. Enter your Humana User ID (XXX####) and click **Continue**. (Note: you may be asked for MFA validation again.)
3. Under “Authentication Methods”, select **Use password**.
4. Enter the temporary password that you received via email to your personal email address, then click **Log in**. **NOTE:** If this is the first time you are logging in to Password Manager, you will automatically be prompted to set up your security questions.
5. Under “My Profile,” Select **Update security questions**. You may not see this screen. You may go directly to the “Security Questions” screen in step 6.







# Launchpad Set-Up Instructions

## Resetting Your Password (2/3):

6. Select a standard question to answer from the provided drop-down menus. **NOTE:** You must provide answers to a minimum of five different security questions. You must also create a minimum of three additional security questions on Password Manager.
7. Enter the answers for each question in the **Answer** field.
8. Click **Update** to save the answers.
9. On the Main Menu in Password Manager, select Change passwords under “My profile.”
10. Create your new password. The password must meet ALL the password criteria on the right. Check marks will appear as you meet each of the requirements.

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6 Update security questions

### Security questions

[Show change history](#)

Standard questions  
Questions still required [0]

Delete?	Question	Answer
<input type="checkbox"/>	In what city were you born? (1-99 characters)	....
<input type="checkbox"/>	What is the farthest from home you have traveled? (1-99 characters)	....
<input type="checkbox"/>	What is your favorite game or sport to play? (1-99 characters)	....
<input type="checkbox"/>	What was the first vehicle you drove? (1-99 characters)	....
<input type="checkbox"/>	What was your childhood nickname? (3-20 characters)	....

9 menu

My profile

- Change passwords
- Unlock accounts
- View and update profile
- Update security questions
- Attach other accounts

- 10 Passwords must...
- begin with a letter
  - have at least 1 digit
  - not contain the profile ID or name reversed
  - not contain rearranged profile ID or name
  - not contain uppercase/capital letters
  - must contain at least one special character of either # or \$
  - not contain certain common keywords, e.g. Humana, Tuesday, coffee, etc.
  - must be exactly 8 characters
  - contain only characters available on a standard English (US) keyboard. [List of valid characters](#)
  - not include 3 or more of the same character
  - not be a password used during the past 850 days



# Launchpad Set-Up Instructions

## Resetting Your Password (3/3):

11. Enter the new password in both the **New password** and the **Confirm** fields.
12. Click **Change password**.
13. Make sure that there is a **Yes** under the "**Password changed?**" column next to all of the accounts that were reset.

**Congratulations!** You have successfully logged in to Hi! and set up your new password.

14. To exit, click on the down arrow next to your name at the top right corner of the screen and click **Log out**. To test your success, go to [launchpad.humana.com](https://launchpad.humana.com), and relog in.

The [ext.hi.-ext.humana.com](https://ext.hi.-ext.humana.com) site and home page will then appear.

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### Results

All your passwords were changed.  
If you are resetting your password from a Humana-trusted Windows computer AND your computer is currently connected to the Humana network by a cable (not by Wi-Fi), the actions after you reset your password. These steps will save the password throughout your workstation.

- Lock your computer by holding down the Windows key on the bottom left of your keyboard and pushing the L button. Then log back in with your new password.
- Log out of computer and log back in using your new password.
- Restart your computer and then login with your new password.

Please note: if you are resetting your password from any untrusted device, then you do not have to complete any of these actions!

Account	Target system	Password changed?	Results
	HSS	Yes	Success
HUMAD\	Active Directory HUMAD	Yes	Success Local cache status: Successfully cached local password