

AuthentiCare SDCB Known Issues

Current Planned Resolution is 1/20/2021 at next release.

	Issues	Related Tickets	Descriptions and Workarounds																
1	Support Broker and Employer Logins not fully functional after creation.		Logins are fully functional after all the new logins are synced with data in the system. Updates happens at midnight daily. A wait of at least a day is needed to fully access the functionality of the logins. An additional intraday sync is planned and will be announced on 1/4.																
2	Employer logins not seeing workers after creation.	INC005829774	<p>When the Support Broker adds the Employer Logins, the access of the Employer to the Worker disappears. These are the functions affected by this issue:</p> <ol style="list-style-type: none">1. Employers cannot create web visits.2. Employers cannot access the Worker profile to add the Mobile Device ID. <p>Temporary Workarounds:</p> <ol style="list-style-type: none">1. The Employer Import runs daily and this restores the access of the Employers.<ol style="list-style-type: none">a. <u>After the Employer login is created</u>, Wait for an import cycle to finish before accessing the login again.b. This occurs daily at midnight.2. Support Brokers can access the Worker profile to add the Mobile Device ID for the Employer.																
3	<p>Error Message during Support Broker Login creation: <i>"Entity registration failed. No entities were found matching the specified Type, ID and PIN."</i></p> <p>The Support Broker may have an old/expired PIN or support broker ID is incorrect.</p>		<p>If your PIN has expired by the time you access the portal to self-register, please contact the AuthentiCare Helpdesk at 1-800-441-4667, Option 6. You will need to provide the Support Broker ID to the helpdesk when calling.</p> <p>For AuthentiCare Support with at least Tier 1 access to get PIN: Search for the Support Broker Agency Entity page, PIN will be shown under the ID.</p> <table><tr><th>ID</th><th>NMCC SDCB Support Broker Agency</th></tr><tr><td>P00001</td><td>CNRAG, INC.</td></tr><tr><td>P00002</td><td>CONSUMER DIRECT PERSONAL CARE</td></tr><tr><td>P00003</td><td>LOS AMIGOS BILINGUAL SERVICES</td></tr><tr><td>P00004</td><td>ME TOWN ENTERPRISES LLC</td></tr><tr><td>P00005</td><td>PRESBYTERIAN HEALTH PLAN SUPPORT BROKERAGE</td></tr><tr><td>P00006</td><td>SELF-DIRECTED CHOICES, LLC</td></tr><tr><td>P00008</td><td>VISIONS CASE MANAGEMENT AND CONSULTING SERVICES, INC.</td></tr></table>	ID	NMCC SDCB Support Broker Agency	P00001	CNRAG, INC.	P00002	CONSUMER DIRECT PERSONAL CARE	P00003	LOS AMIGOS BILINGUAL SERVICES	P00004	ME TOWN ENTERPRISES LLC	P00005	PRESBYTERIAN HEALTH PLAN SUPPORT BROKERAGE	P00006	SELF-DIRECTED CHOICES, LLC	P00008	VISIONS CASE MANAGEMENT AND CONSULTING SERVICES, INC.
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4	<p>Error Message during Support Broker Login creation: <i>"Entity registration failed."</i></p> <p>Error Message during "Add Users" for Employer Login creation: <i>"Entity registration failed."</i></p> <p>Password does not meet criteria.</p>		<p>Please note that a valid password must meet the following criteria:</p> <ul style="list-style-type: none">• 9 characters minimum;• at least 1 lower-case letter;• at least 1 upper-case letter;• a number;• and a special character (@#\$\$%^&?!+=))																