



Blue Access for ProducersSM

Multifactor Authentication Frequently Asked Questions (FAQs)

Cybersecurity is top of mind for everyone these days. While a unique user name and strong password is important, authenticating the identity of the user with additional steps protects data even more. That's why Blue Cross and Blue Shield of Illinois (BCBSIL) will implement multifactor authentication (MFA) later this summer for Blue Access for Producers (BAPSM).

Q1: What does "multifactor authentication" mean?

A1: When you try to log in with your user name and password, we'll offer additional ways you can authenticate or verify your identity. One popular method is to receive a one-time passcode via email. The user then enters the code to complete logging in.

Q2: Why are you requiring multifactor authentication when I log in to BAP?

A2: MFA is an extra step to ensure we protect you, your clients, our members and our organization.

Q3: Which BAP users are affected?

A3: All users must authenticate during login, including BAP users who manage delegates. (For more on delegates, see [Managing Delegates in Blue Access for Producers.](#))

Q4: I'm a member of a team that shares one BAP user name and password. How will the new authentication process affect us?

A4: For security purposes, **each user must have their own BAP user name and password.** When we launch MFA, we'll send a one-time passcode to the email address or phone number in the User Profile. If multiple people share a login, they may not be able to match the passcode to the correct user, significantly increasing the likelihood the whole team will be locked out of BAP due to failed login attempts.

Instead of multiple people sharing one user name and password, do one or both of the following:

- The producer or agency that owns the user name (producer ID number) can add each team member as a delegate. For details, see [Managing Delegates in Blue Access for Producers.](#)
- If a member of the team is another producer with their own 9-digit producer ID (a subproducer, for example) that producer can [register for BAP.](#)

Q5: Will I have to authenticate every time I want to log in?

A5: Authentication may last up to 30 days. However, there are many reasons why a user may have to re-authenticate during the 30-day window. Here are just a few:

- if you switch devices, such as a laptop to a tablet
- if you switch internet browsers
- if you regularly clean your internet browser's cache/history

Q6: I'm a user who's created delegates. How do I help my delegates prepare for MFA?

A6: If you manage delegates, review their profiles soon. For each delegate, verify all contact information, especially the email address and phone number. **Delegates can't view or change their own contact information.** They may not know or remember the contact information you originally submitted for them to create their BAP access. For details, see [Managing Delegates in Blue Access for Producers](#).

The more delegates you have, the more time it will take to review each profile. **DON'T WAIT.** Start today.

Q7: Why is accurate contact information in my BAP User Profile so important?

A7: In most cases, we'll authenticate users by sending them a one-time passcode via email or SMS text message. We'll use the contact information in your User Profile to send the passcodes. That's why the contact information in your profile and in the profiles of your delegates (if you have them) is so important.

Q8. Can you explain all the ways I can authenticate my identity when I log in to BAP?

A8: We'll have multiple ways you can authenticate. These include:

- We can send a one-time passcode to the email address listed in your User Profile.
- We can send a one-time passcode in a SMS text message to the phone number in your User Profile. (The phone number in your profile may be a business landline that can't receive SMS text messages. If you want to use this method, you may need to change your phone number.)
- The user can authenticate via biometric typing analysis. We'll have more information on this method as we get closer to the launch date.

Other methods may be available after launch.

Q9: When will you launch MFA?

A9: We plan to launch MFA this summer. We'll keep you updated via *News from the Blues for Producers*SM. We want to make sure all users have time to make necessary changes. **Trying to make changes after we implement MFA may disrupt your ability to quote, enroll and manage your business. Please act today.**

Q10: What do I need to do to prepare?

A10: See the next page for a checklist.

Q11: How do I contact the Blue Access Internet Help Desk for technical support?

A11 Here's how to contact our help desk. Note that our technical support team must verify the user calling the help desk before they can assist you. If calling on behalf of an agency, the caller must be the agency-designated Principal.

Internet Help Desk
for Blue Access for Producers and Employers
888-706-0583
Monday – Friday: 7:00 a.m. – 10:00 p.m. CT
Saturday: 7:00 a.m. – 3:30 p.m. CT

Blue Access for Producers

Multifactor Authentication Checklist

The following checklist statements should be **true** or not applicable.

- I read all the FAQs about multifactor authentication.**
- I recently logged in to BAP and verified or updated my contact information in my BAP User Profile.**
If not true, log in to BAP, select the User Profile link at the top, and review your contact information.
- I will be able to access the email address or phone number in my BAP User Profile to retrieve the one-time passcode when I log in to BAP.**
If not true, log in to BAP, select the User Profile link at the top, and make changes. Your email address or phone number must be accurate *and accessible* when logging in to BAP.
- The email address or phone number in my BAP User Profile is mine alone.**
If both the email address *and* phone number are used by multiple people in your organization, authentication may be difficult.
- Because I plan to use the SMS text option to receive one-time passcodes during BAP logins, I made sure the phone number in my profile can accept text messages.**
- I keep my BAP user name and password private. I don't share them with others.**
If not true, read Q4 and A4 on page 1. Each person must have their own BAP user name and password.

The following items are for those that **manage delegates**.

- I have delegates. I reviewed each profile and confirmed the email address or phone number for each is accurate and accessible and isn't shared by multiple people.**
If untrue, see [Managing Delegates in Blue Access for Producers](#). If both the email address *and* phone number are used by multiple people in your organization, authentication may be difficult.
- I have delegates. I reached out to each to make sure they know the email and phone number in their profiles because they don't have access to those details.**
Be sure your delegates are ready for the launch of MFA. See [Managing Delegates in Blue Access for Producers](#) for more details.