

Setting Up Multi-Factor Authentication for CPCT Brokers

What is multi-factor authentication?

Multi-factor authentication (MFA) is a security process where two or more verification methods must be provided to gain access to a system, application, or network.

Logging into the Broker Portal requires:

- your **username and password** and
- a **verification code**

You can:

- use your **email** to obtain a verification code or
- use an **authenticator app** to obtain a verification code

This guide provides an overview of the one-time setup for multi-factor authentication.



Care Partners of Connecticut Broker Portal

Let's get started!

Doctor Search Drug Coverage Dentist Search Forms Documents Contact Us Search **Member Login**

CarePartners
of Connecticut
MEDICARE ADVANTAGE

Plans Medicare Basics Meetings Members Providers Brokers

🏠 > Broker Resources

Broker Resources

If you're an Insurance Broker, you've come to the right place! Find the tools you need below, or login to the Broker Portal to enroll your clients, view certifications and licensing, access training materials and more. Not yet a CarePartners broker? No problem. Call [1-833-984-2387](tel:1-833-984-2387) or email MedicareBrokerSupport@Point32Health.org to get started today.

Login to the Broker Portal

Select Login to the Broker Portal

Have Questions? — ✕

Call [1-844-353-5883](tel:1-844-353-5883) to talk to a Medicare expert or click below to send us an email or schedule a call for a more convenient time.

Get in Touch

Broker portal login

1. Type your **Username**.
2. Type your usual **Password**.
3. Select **Log in**.

CarePartners of Connecticut Medicare broker portal

Username

Password

[Log in](#)

[Forgot username?](#) · [Forgot password?](#)

Browser Tip: Internet Explorer
Internet Explorer is no longer a supported browser.

Please be sure to use one of our supported browsers if you are having issues:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge with Chromium



Get more information from the FAQ

The multi-factor authentication setup screen is displayed.

Select the link for **multi-factor authentication** for more information and answers to common questions.

The screenshot shows a web page with a purple header. The main heading is "Add extra security to protect your account". Below it, there is a paragraph: "We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue." A large orange arrow points from this text down to an overlay box. The overlay box has a blue header "Multifactor Authentication" and contains the following text: "Starting in February 2025", "Learn about multifactor authentication (MFA) for your CarePartners of Connecticut broker account and get answers to questions you may have about the process.", "Common questions about multifactor authentication and what to expect from MFA", and "Starting in early February, after you enter your username and password during account login, you will need to enter a code to verify your identity." There is also a "Need help?" section with contact information for Medicare Broker Support. At the bottom of the overlay box, there is a link "What is multifactor authentication? Why do I need it?". In the background, a "Cancel & log out" link is visible at the bottom left.

Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

Multifactor Authentication

Starting in February 2025

Learn about multifactor authentication (MFA) for your CarePartners of Connecticut broker account and get answers to questions you may have about the process.

Common questions about multifactor authentication and what to expect from MFA

Starting in early February, after you enter your username and password during account login, you will need to enter a code to verify your identity.

[What is multifactor authentication? Why do I need it?](#)

[Need help?](#)

Contact our [Medicare Broker Support](#) at 833-984-2387 for help if you are having problems setting up multifactor authentication.

[Cancel & log out](#)

Choose a validation method

Decide where to obtain verification codes when you log in.

The following sections provide overviews of the choices:

- Email
- Authenticator app

Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

Email
We'll send a verification code to your email address.

Authenticator app
Use an authenticator app to generate a verification code.

[Continue](#)

[Cancel & log out](#)

You can switch methods later!



Using Email Verification



One-time setup

Choose email verification

1. Select **Email**.
2. Select **Continue**.

Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding [multifactor authentication](#) helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

Email
We'll send a verification code to your email address.

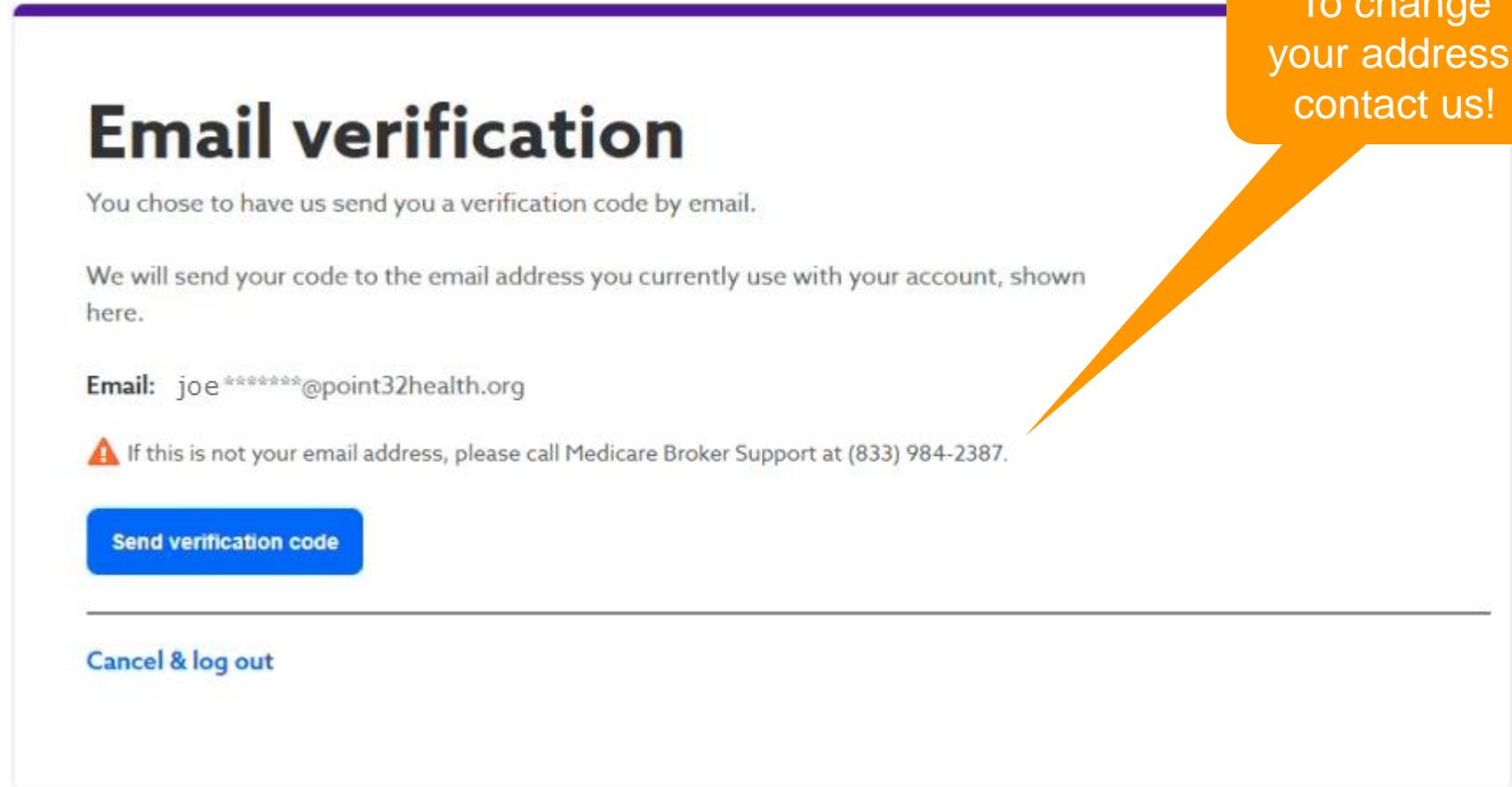
Authenticator app
Use an authenticator app to generate a verification code.

[Continue](#)

[Cancel & log out](#)

Send an email verification code

1. Confirm your email address.
2. Select **Send verification code**.



Email verification

You chose to have us send you a verification code by email.

We will send your code to the email address you currently use with your account, shown here.

Email: joe *****@point32health.org

 If this is not your email address, please call Medicare Broker Support at (833) 984-2387.

[Send verification code](#)

[Cancel & log out](#)

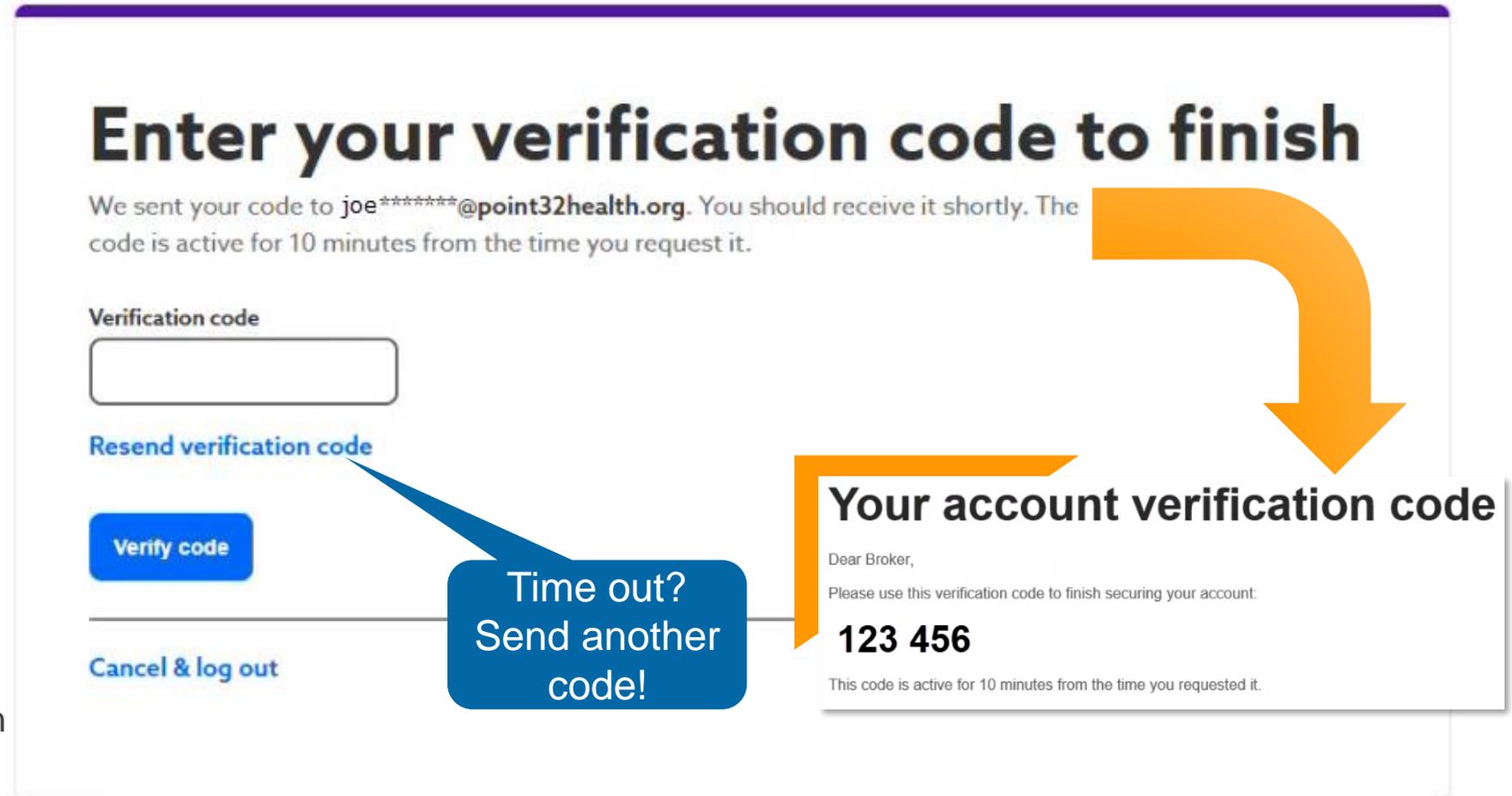
To change your address, contact us!

Provide your verification code

1. Obtain the code from your email.
2. Type the code on the verification page.
3. Select **Verify code**.

The Broker Portal home page is displayed.

In the future, if you login from a new location or computer, you will be asked for a new verification code sent to your email.



The screenshot shows a web interface for account verification. At the top, it says "Enter your verification code to finish". Below this, it states "We sent your code to joe*****@point32health.org. You should receive it shortly. The code is active for 10 minutes from the time you request it." There is a text input field for the "Verification code", a "Resend verification code" link, a blue "Verify code" button, and a "Cancel & log out" link. A blue callout box points to the "Resend verification code" link with the text "Time out? Send another code!". To the right, a white box with an orange border shows an email snippet titled "Your account verification code" addressed to "Dear Broker," with the code "123 456" and a 10-minute validity period. A large orange arrow points from the top right of the page towards the email snippet.

Enter your verification code to finish

We sent your code to joe*****@point32health.org. You should receive it shortly. The code is active for 10 minutes from the time you request it.

Verification code

[Resend verification code](#)

Verify code

[Cancel & log out](#)

Your account verification code

Dear Broker,

Please use this verification code to finish securing your account:

123 456

This code is active for 10 minutes from the time you requested it.

Time out?
Send another code!



Using an Authenticator App



One-time setup

Choose authenticator app verification

1. Select **Authenticator app**.
2. Select **Continue**.

Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

Email
We'll send a verification code to your email address.

Authenticator app
Use an authenticator app to generate a verification code.

Continue

[Cancel & log out](#)

Open your authenticator app

On your mobile device:

Open an authenticator app such as Microsoft Authenticator.

Scan the QR code to begin

Open the authenticator app on your phone. Add a new account and scan this QR code to continue. Select Continue once you've added your Point32Health account to your authenticator app.



If you're having trouble scanning this QR code, you can enter this information into your authenticator app:

Account name: Point32Health
Secret key: mgygiwihyv3wiryd

Don't have an authenticator app?

You can download an authenticator app from the app store on your mobile device. We recommend **Microsoft Authenticator**, but you can use any authenticator app you prefer.

Download Microsoft Authenticator today.

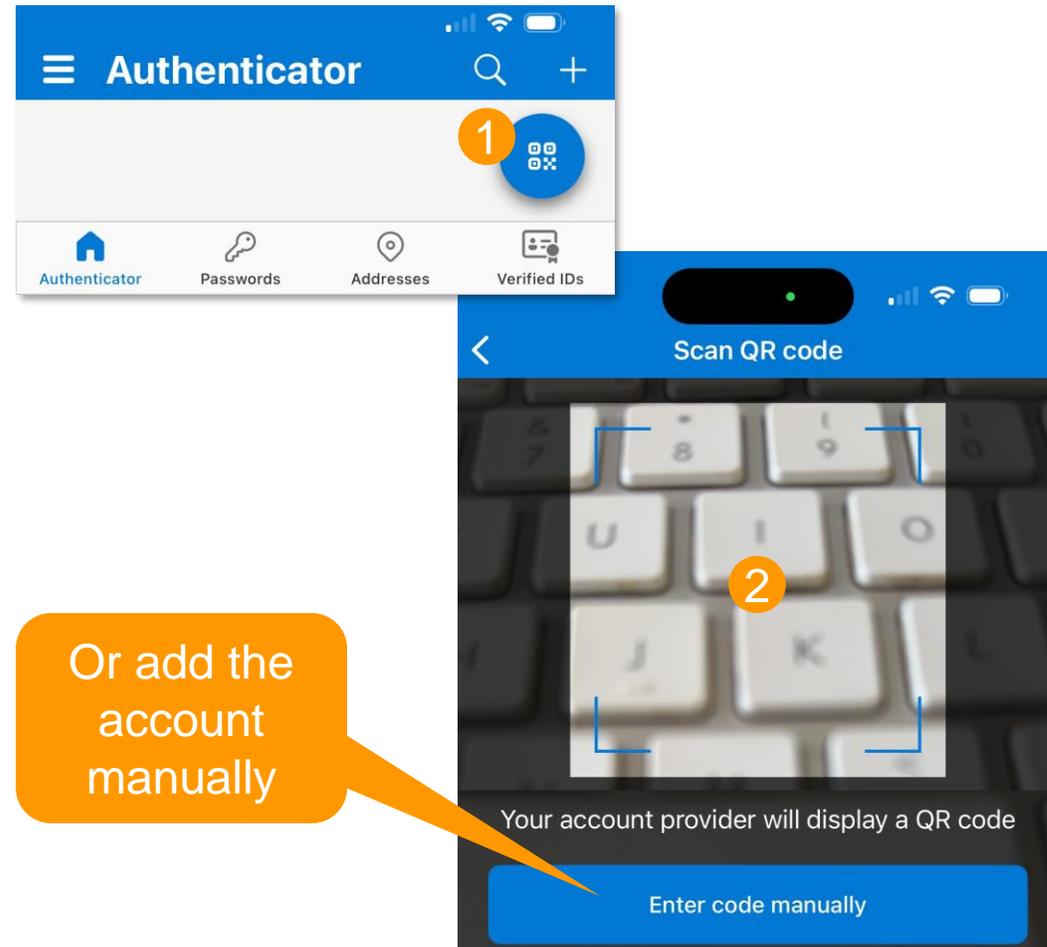
 

[Continue](#)

You must have an authenticator app installed

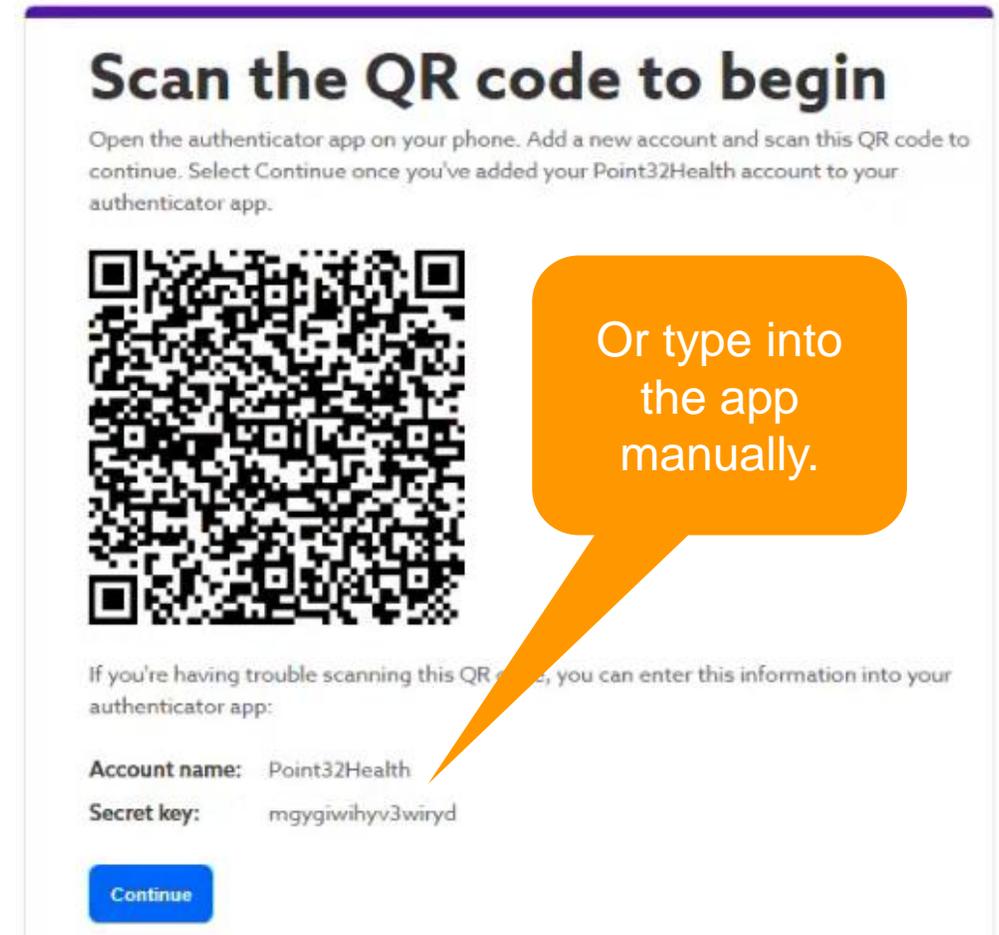
Add an account for the Broker Portal to your app

1. Select  to add a new account.
2. The *Scan QR code* box is displayed.



Add an account for the Broker Portal to your app

1. Using the app, scan the QR code.
The account is added to the app.
2. Select **Continue** on the portal.

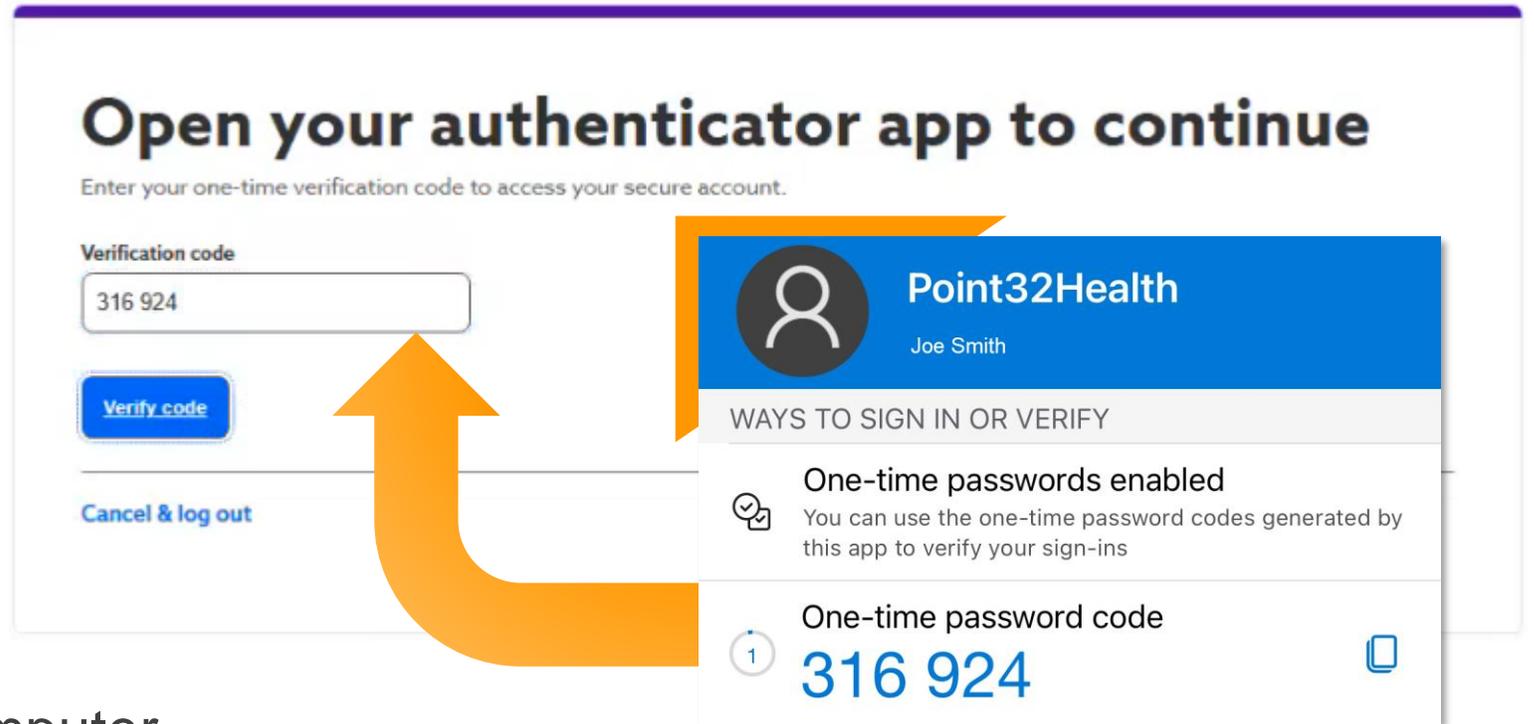


Provide your verification code

1. Obtain the verification code from the app.
2. Type the verification code.
3. Select **Verify code**.

The Broker Portal home page is displayed.

In the future, if you login from a new location or computer, you will be asked for a new verification code. Use the authenticator app to obtain a code.





Changing Authentication Method

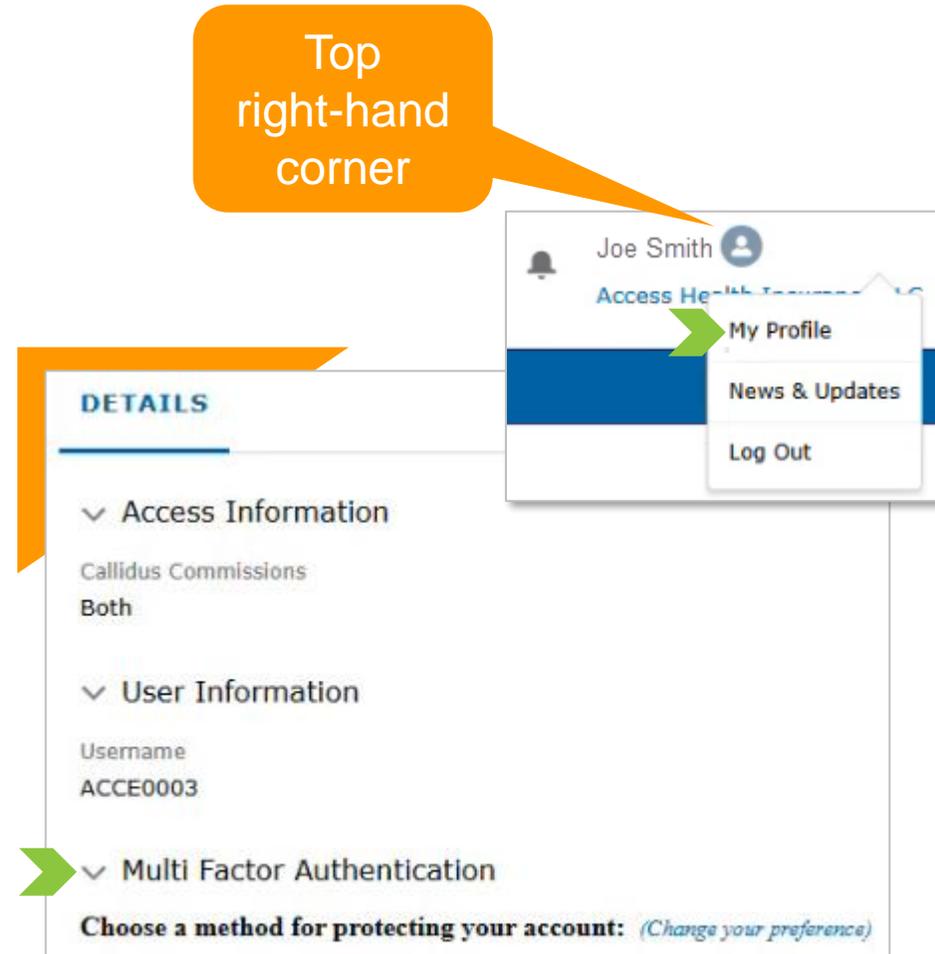


Email or Authenticator App

Changing your authentication method

You can change authentication methods on the Broker portal.

1. Select your profile picture.
2. Select **My Profile**.
3. Select **Change your preference**.



Set your preference

Change where to obtain authentication codes when you log in.

1. Select **Email** or **Authenticator app**.
2. Select **Continue**.
3. Complete the setup.

Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

- Email**
We'll send a verification code to your email address.
- Authenticator app**
Use an authenticator app to generate a verification code.

Continue

[Cancel & log out](#)

Close the window

When the update is complete, you can close the window and return to your account.



**Your multifactor
authentication preference
has been updated**

You can close this window to return to your account.



Thank you

**For additional information, please contact
Medicare Broker Support
Monday – Friday, 8:30 a.m. to 5 p.m., at (833) 984-2387.**