

1. Download the "Duo" app on your phone if you have not done so already
2. Go to [Citrix Gateway \(centene.com\)](https://connect.centene.com) and enter your CN# and password that you created previously
 - a. If you forget your CN# please look at the spreadsheet that was sent
 - b. If you forget your password you will need to select "unlock account or reset password" at the bottom of the screen

https://connect.centene.com/vpn/index.html

Please log on

User name cn299913

Password

Log On

Be sure your Citrix Workspace app is up to date for the best experience.

- For personal device users:
 - [Download the latest version for Windows](#)
 - [Download the latest version for Mac](#)
- For corporate-owned device users, no action is required. Your device will automatically stay up to date.

For other issues or questions regarding your Citrix Workspace app, please contact IT Support.

[Unlock Account or Reset Password](#)

- c. You will select "Reset Password", you must choose a password that has upper case and lowercase letters, as well as a number and a special character and it must be at least 12 characters in length (ie. Amcordcare#221)

https://accesscentral.cloud.centene.com/passwordreset/default/flow-selection

Access Central – Password Manager

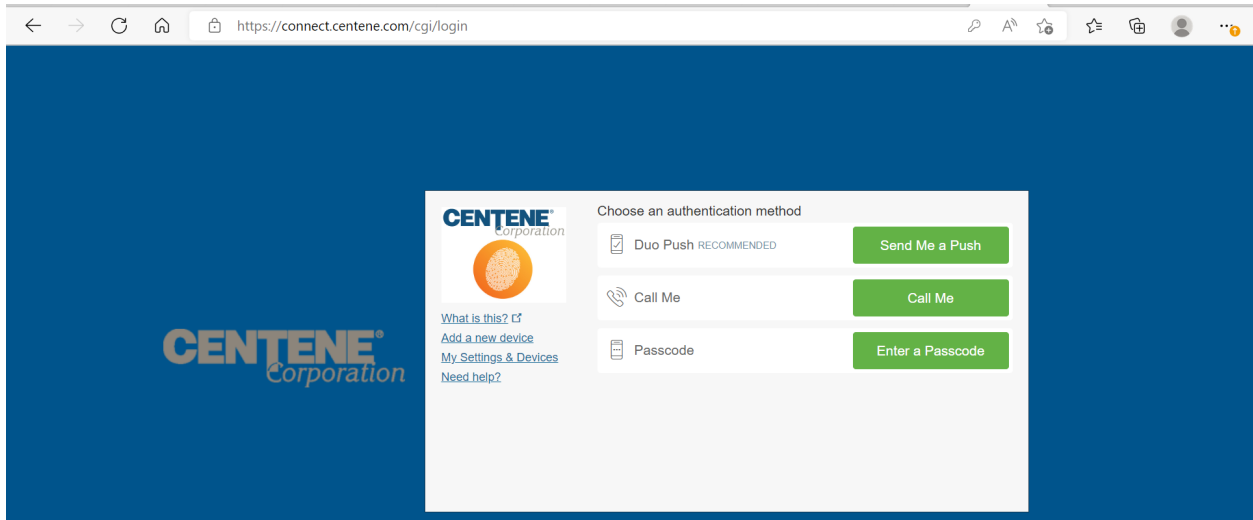
What can we help you with?

Forgot Centene ID

Reset password

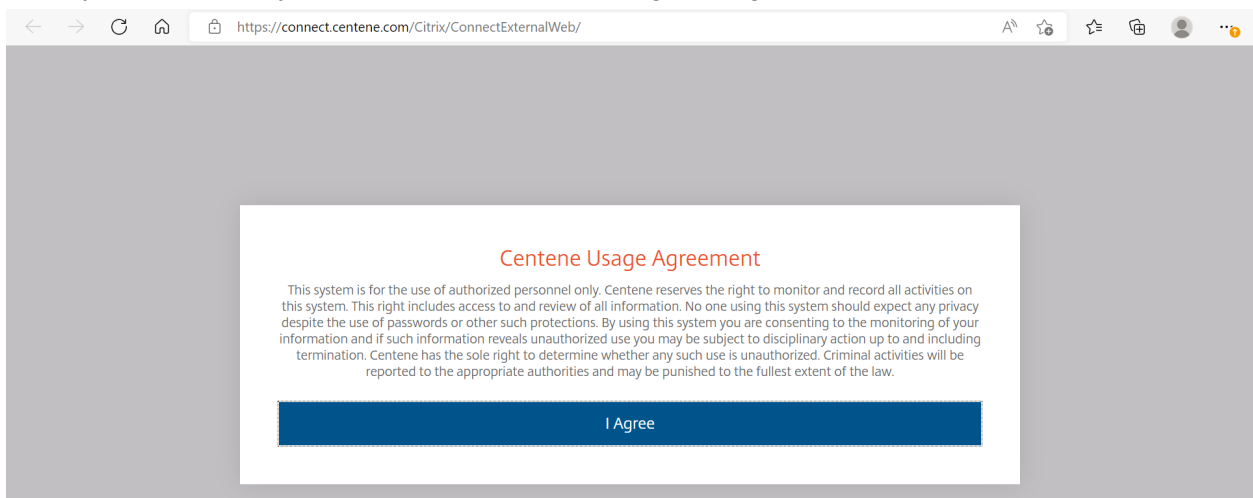
Unlock account

- d. It will then ask you to re-enter the same password
3. You will then get to the following screen: Select "send me a push"

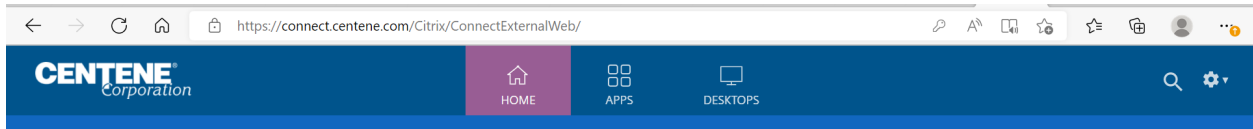


4. The phone that you installed Duo on will get a message that asks “are you logging into Centene Connect?”, hit "Approve"

5. On your computer you will then see the following, hit "agree"



6. You will be brought to the following screen, hit the “Apps” button (right next to the purple “home” button in the following picture)



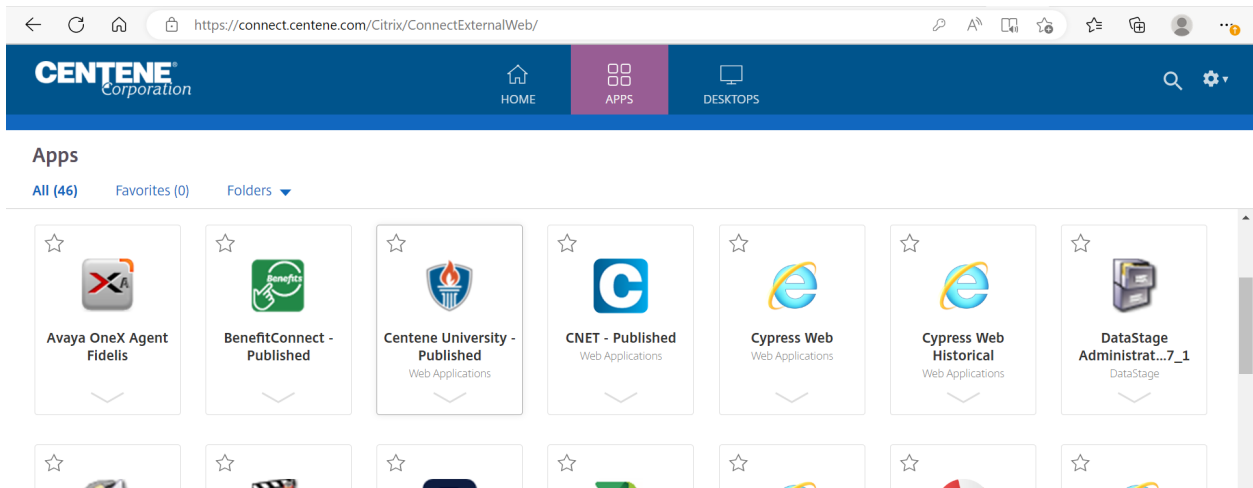
Welcome Stephanie Kovatich - External!



You do not have any favorite Apps or Desktops yet.

To get started, go to Apps or Desktops and click or tap the star to favorite an item.

7. You will see many different Apps, you will look for the one that says “Centene University-Published”



8. Click on the “Centene University-Published” app, it will begin a download, open the downloaded item and you will see the following screen

CENTENE UNIVERSITY
ESTABLISHED 2017

Stephanie Kovatich Bio **Transcript** Actions Snapshot

Stephanie Kovatich > Transcript: Stephanie Kovatich

Transcript: Stephanie Kovatich

Please complete all items assigned.

0 HRS
AGGREGATE TRAINING COMPLETED

FISCAL YEAR ENDING **12/31/2022** COST **\$0.00**

Filter by Training Status: Active | Sort by: Due Date | Filter by Training Type: All Types | Search by Keyword: [Search]

Search Results (4)

2022 Annual Compliance Learning for Contingent Workers
Due : 9/30/2022 Status : In Progress

Open Curriculum

9. Select “Open Curriculum” to the right of the training that you are being required to complete

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2022 Annual Compliance Learning for Contingent Workers

2022 Annual Compliance Learning for Contingent Workers

Options

This curriculum includes 2022 annual compliance learning for existing contingent workers. It is a one-time annual occurrence.

Compliance: Privacy and Confidentiality Contingent Annual Learning
Status : In Progress Due : 9/30/2022 Training Hours : 30 min
Upon completion of this learning, you will be able to: Define the term privacy. Recognize key data privacy regulations. Demonstrate how to safeguard and...

Compliance: Fraud, Waste, and Abuse Contingent Annual Learning
Status : Registered Due : 9/30/2022 Training Hours : 30 min
Upon completion of this learning, you will be able to: - Understand the major laws and regulations pertaining to Fraud, Waste, and Abuse. - Recognize...

Centene SECURE: Security Awareness Essentials (TO)
Status : Registered Due : 9/30/2022 Training Hours : 45 min
This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information...

10. Select “launch” next to each of the trainings and complete each training module

- Trainings are interactive and there are quizzes throughout them, please ensure you are answering all questions or it will not move to the next part of the training

11. When each module has “view certificate” next to it you are completed the process.

12. Please take a screenshot showing all trainings listed at “view certificate” and send it back so that we know you are done the training process.

If at any point in the process you encounter an issue please reach out to the help desk at 866-675-8852. You will select that you are having a "citrix" issue and then explain to your issue. If they ask for your Manager it is Stephanie Blank.