

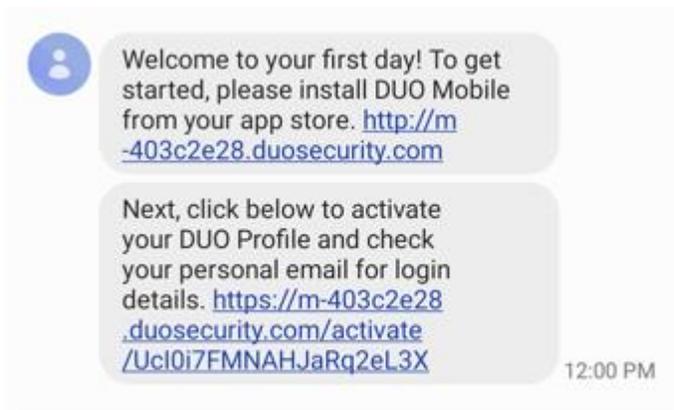
This guide will walk you through setting up Duo using the emailed activation code.

## New Full Time Employees

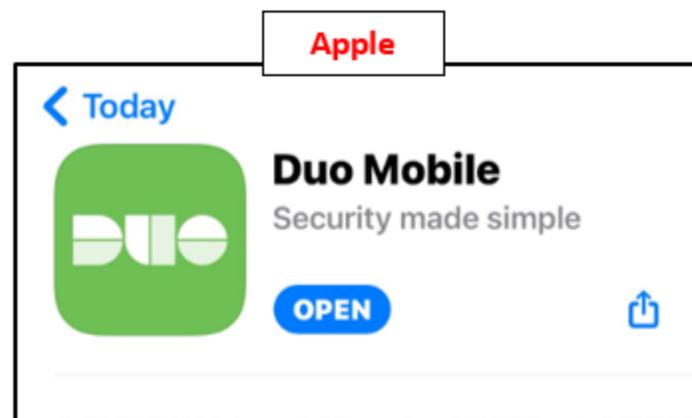
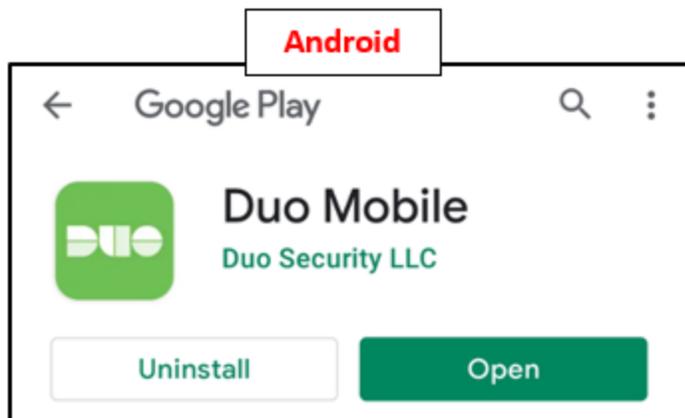
Centene FTE workers will receive a text message to their personal phone from **386732** and an e-mail to their personal e-mail address from [AccessCentral\\_noreply@centene.com](mailto:AccessCentral_noreply@centene.com) labeled “Welcome to Centene”.

### Setup via Cell Phone

1. Click on the first link to download the DUO Mobile app.



Depending on their smartphone OS, you will be directed to the appropriate app store as displayed below.

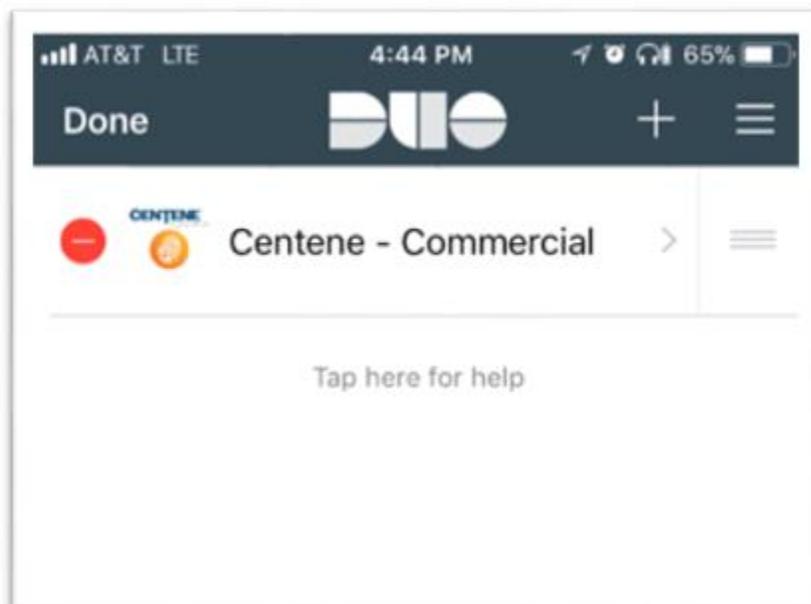


2. Once DUO Mobile is downloaded, use the activation link in the second text message to activate the DUO Profile.

(Use DUO app to open the link if prompted.)

Next, click below to activate your DUO Profile and check your personal email for login details. <https://m-403c2e28.duosecurity.com/activate/Ucl0i7FMNAHJaRq2eL3X>

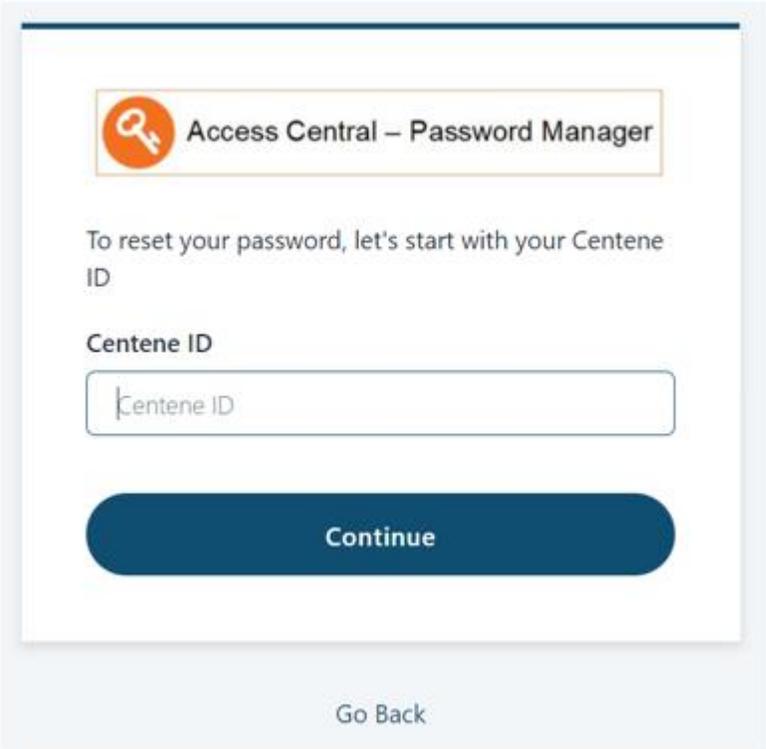
3. Confirm they are directed to the DUO Homepage with the Centene logo. DUO setup is now complete.



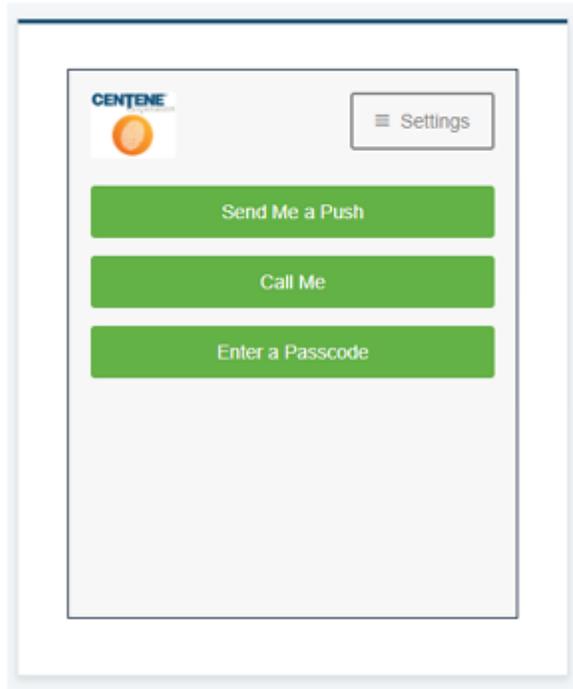
4. Your Centene Login ID (cnXXXXXX) will be in the “Welcome to Centene” e-mail sent to your personal e-mail account.



5. Follow the hyperlink in the Welcome e-mail to reset the Centene ID password. Enter the CN# in the Centene ID box and click “Continue”.



6. You will be prompted by DUO to choose your preferred method for multifactor authentication.



Options:

- 1.) Select “**Send me a Push**” - Duo sends a notification to the cell phone for them to tap “Approve” or “Deny”. Only click “Deny” if they were NOT the one to initiate the login attempt.
  - 2.) Select “**Call Me**” - Duo calls the cell phone. They will need to answer and press “1” to verify identification and gain access.
  - 3.) Select “**Enter a Passcode**” - Open the DUO app on the registered device and tap on the “Centene – Commercial” line. A code will be provided (expires after 60 seconds or so). Enter the code in the required DUO code field and press enter.
7. Create the Centene ID password by following the password requirements below.



It's time to set your new password.

New password

Confirm new password

**Your password must have:**

- At least 12 characters
- At least 1 letter
- Your password must include 3 of the 4:
  - At least 1 numeric character
  - At least 1 special character
  - At least 1 uppercase letter
  - At least 1 lowercase letter

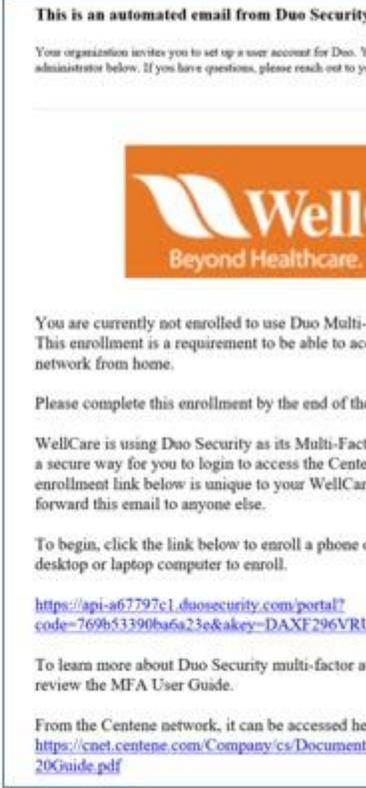
[Change password](#)

## Setup via Personal Email

### 1. Activation Email

Click on the DUO security activation link in the email that you received to begin activation for multi-factor authentication for Centene or WellCare.

Here are sample enrollment emails:



## 2. Welcome Screen

Click Start setup to begin enrolling your device.



### 3. Choose Your Authenticator

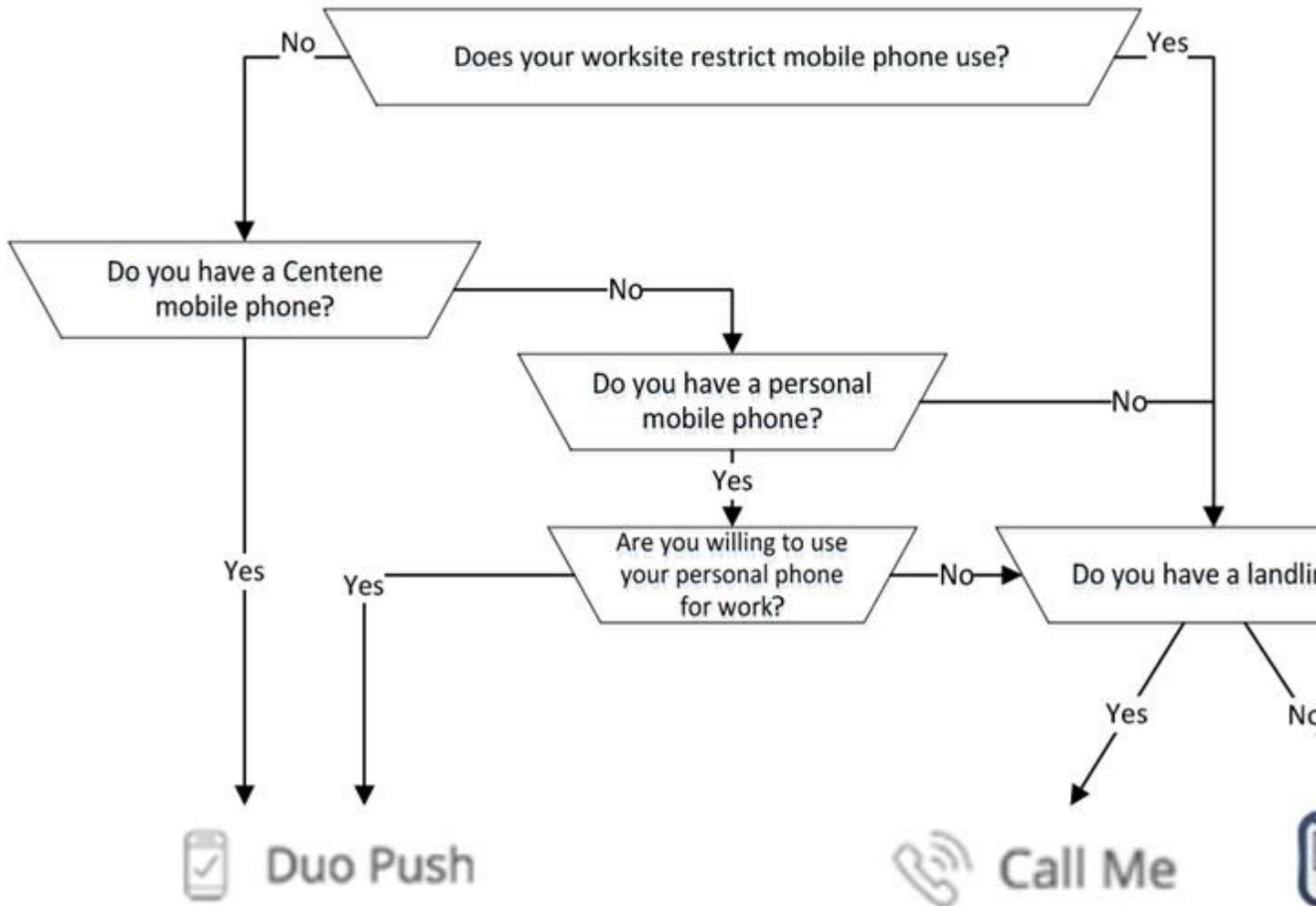
Below are the available authenticator options:

- Mobile Phone (most Secure and Convenient)
- Landline
- Hard Token

NOTE: Hard Tokens must be requested in Request Central via the [Duo MFA Hard Token request](#). After receiving your hard token, you will need to call the Service Desk for activation.



What will be your Second Factor?



Select the type of device you'd like to enroll and click Continue. We recommend using a smartphone for the best experience, either iOS or Android.

**CENTENE**  
Corporation

What type of device are you adding?

- Mobile phone** RECOMMENDED
- Tablet** (iPad, Nexus 7, etc.)
- Landline**
- U2F token**

[What is this? ↗](#)  
[Need help?](#)

Powered by Duo Security

**Continue**

#### 4. Type Your Phone Number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you'll use when you're logging in to a Duo-protected service. You can enter an extension if you choose "Landline" in the previous step.

Then double-check that you entered the phone number correctly, check the box, and click Continue.

**CENTENE**  
Corporation

Enter your phone number

United States

+1 3148675309 ✓

ex: (201) 234-5678

(314) 867-5309 This is the correct number.

**Back** **Continue**

Enter Phone Number

Click Here

## 5. Choose Platform

Choose your device's operating system and click Continue.



**CENTENE**  
Corporation

What type of phone is 314-867-5309?

- iPhone
- Android
- BlackBerry
- Windows Phone
- Other (and cell phones)

Back Continue

What is this? Need help? Powered by Duo Security

Select one option.

Click here.

## 6. Install Duo Mobile

Why use Duo Mobile?

- It's fast & easy
- Works in any country
- Doesn't require cell service
- Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it, you'll still be able to log in using a phone call, but for the best experience we recommend that you use Duo Mobile. It's less than 7mb installed.

Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the Duo app, return to the Activation window and click I have Duo Mobile installed.

**CENTENE**  
Corporation



[What is this?](#)   
[Need help?](#)

Powered by Duo Security

### Install Duo Mobile for Android



1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.

[Back](#) [I have Duo Mobile installed](#)  **Click here**

## 7. Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

On iPhone & Android, activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Follow the platform specific instructions for your device.

The Continue button is clickable after you scan the barcode successfully.

**CENTENE**  
Corporation



[What is this?](#)   
[Need help?](#)

Powered by Duo Security

### Activate Duo Mobile for Android



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

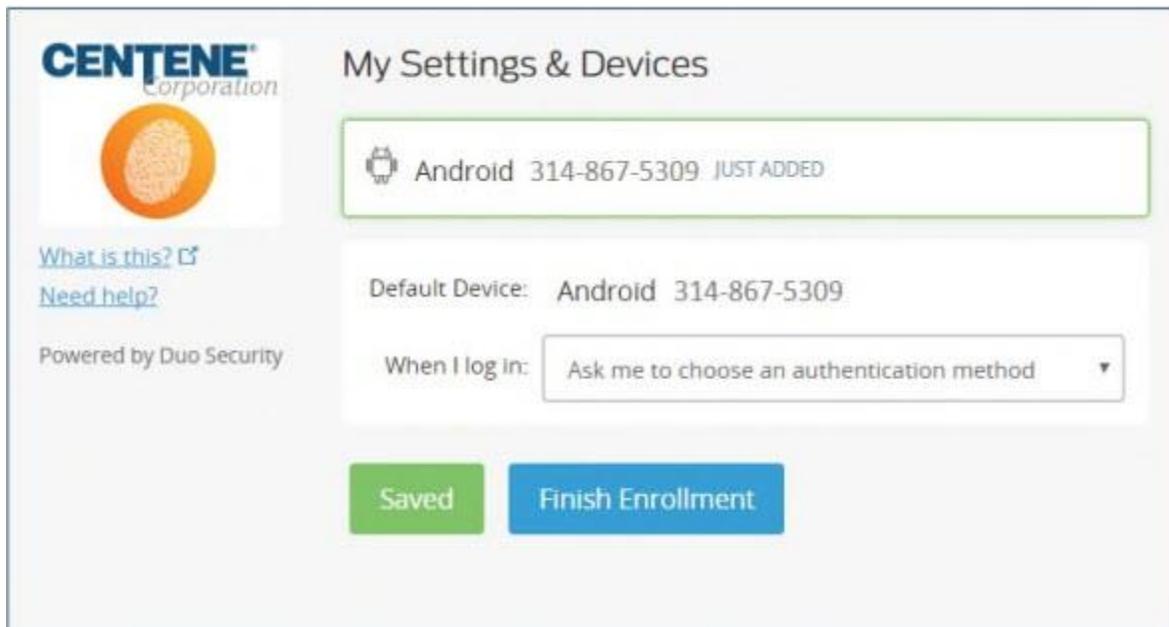
[Or, have an activation link emailed to you instead.](#)

 **Scan the bar code using the Duo app installed on your device.**

[Back](#) [Continue](#)

## 8. Configure Automatic Device Options (optional)

If this is the device you'll use most often with Duo, then you may want to enable the Automatically send me a: option and choose either Duo Push or Phone Call. Clicking the When I log in drop down will provide the options. With this option enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).



**CENTENE**  
Corporation

**My Settings & Devices**

Android 314-867-5309 JUST ADDED

Default Device: Android 314-867-5309

When I log in: Ask me to choose an authentication method ▼

What is this? ⓘ  
Need help?

Powered by Duo Security

Saved Finish Enrollment

Click Continue to login to proceed to the authentication prompt.

**CENTENE**  
Corporation

## My Settings & Devices

Android 314-867-5309 JUST ADDED

Default Device: Android 314-867-5309

When I log in: Ask me to choose an authentication method ▼

- Ask me to choose an authentication method
- Automatically send this device a Duo Push**
- Automatically call this device

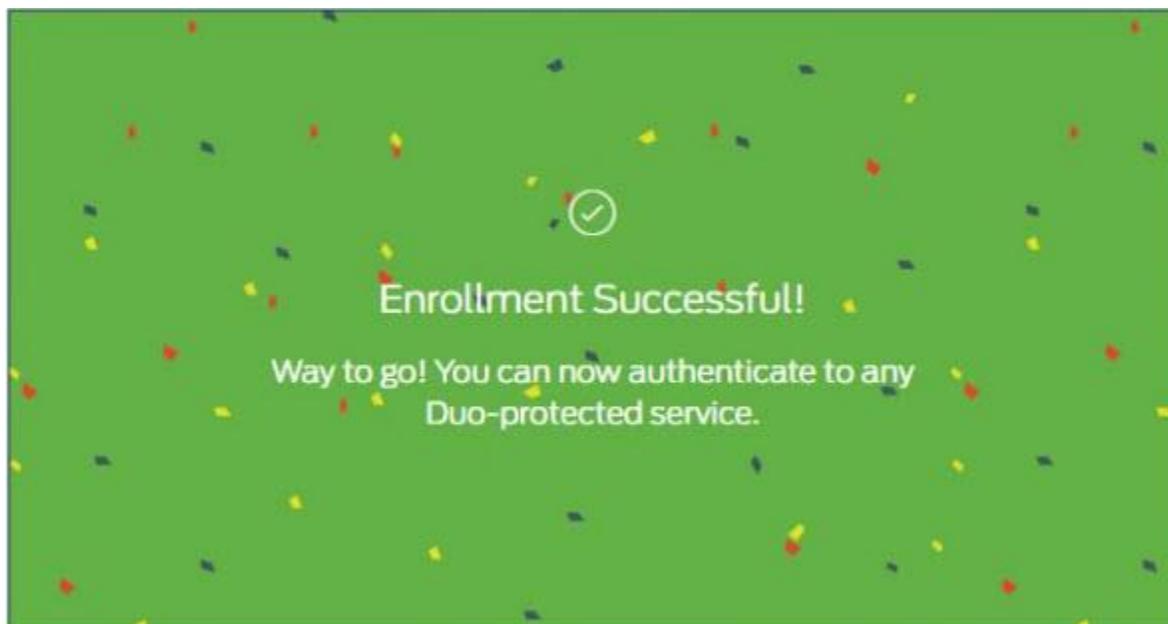
Saved

[What is this?](#) [Need help?](#)

Powered by Duo Security

## 9. Congratulations!

Your device is ready to approve Duo authentication requests. Click Send me a Push to give it a try. All you need to do is tap Approve on the Duo login request received at your phone.



For more information, check out the [Duo User guide](#), which includes instructions for using Duo to log into the Centene network.

### Still Need Help?



Have a technical question? **Max – Centene’s virtual assistant**, found on any [CNET\\_page](#) – delivers answers 24/7.

If Max doesn’t have an answer, you will be connected to a Service Desk agent to chat live (during normal operating hours, Monday-Friday, 7 a.m. - 7 p.m. CDT).