



**BlueCross BlueShield
of New Mexico**

Blue Access for ProducersSM

Frequently Asked Questions (FAQs) on Two-Step Login

Cybersecurity is top of mind for everyone these days. Access to systems that require user authentication beyond entering a user name and password are more secure. That's why Blue Cross and Blue Shield of New Mexico (BCBSNM) is implementing a two-step login for users of Blue Access for Producers (BAPSM).

Q1: What does "two-step login" or "user authentication" mean?

A1: When you attempt to log in with your user name and password, we'll verify or authenticate your identity by sending a one-time passcode to your email address in your BAP profile. You must then enter it to complete the BAP login process.

Q2: Why are you requiring this extra step when I log in to BAP?

A2: Two-step login is an extra step to protect you, your clients, our members and our organization.

Q3: Which BAP users are affected?

A3: All users must authenticate during login, including **primary** and **delegate** accounts. For more on account types, see page 1 of [Managing Delegates in Blue Access for Producers](#).

Q4: I am a member of a team that uses one BAP account/login. We all use the same BAP account. How will the new authentication process affect us?

A4: Multiple people should not share one BAP account/login. For security purposes, **each user must have their own account**. Also, one-time passcodes will be sent to the email in the User Profile. It's likely these can't be accessed by multiple people to retrieve passcodes.

Instead of multiple people sharing one BAP account/login, do one or both of the following:

- The primary user of the BAP account can add each team member as a delegate. For details, see page 2 of [Managing Delegates in Blue Access for Producers](#).
- If a member of the team is a producer with a 9-digit producer ID, that producer can set up their own BAP account as a primary user. Here's how to [register for a primary BAP account](#).

Q5: Why is accurate contact information in my BAP Profile so important?

A5: We'll authenticate users by sending them a one-time passcode via email. If the email is wrong, you won't receive the passcode and won't be able to log in.

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Q6: I'm a primary user who's created delegate accounts. How do I help my delegates prepare?

A6: Delegates can now change their own contact information in their Delegate User Profile. **Encourage them to review their contact information.** Make sure they can access their email or mobile device during BAP logins to retrieve the one-time passcode needed for two-step login.

The more delegates you have, the more time it will take to make sure they have updated contact information.

Q7: I am a subproducer working for an agency. Should I have a primary or delegate BAP account?

A7: Check with your agency. We recommend all producers, including subproducers, have their own primary BAP account. Also, subproducers selling individual policies in the over-65 and ACA retail markets are required to have their own primary BAP account to submit applications, confirm they have met training requirements and more.

Q8: Can you explain how I will authenticate my identity when logging in to BAP?

A8: We'll send a one-time passcode to the email address listed in your User Profile. You then enter the passcode in BAP. Additional methods may be available after launch.

Q9: Will I have to authenticate every time I want to log in?

A9: Authentication lasts 30 days. However, there are many reasons why a user may have to re-authenticate during the 30-day window:

- 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

Q10: When will you start requiring authentication?

A10: We will start authenticating user logins within the next few weeks. We'll keep you updated via *News from the Blues for Producers*SM. **Trying to make BAP account changes after we implement authentication may disrupt your ability to quote, enroll and manage your business.**

Q12: How do I contact the Blue Access Internet Help Desk for technical support?

A12 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. They use the contact information in your BAP User Profile to verify you.

Internet Help Desk
for Blue Access for Producers and Employers

888-706-0583

Monday – Friday: 6:00 a.m. – 9:00 p.m. MT

Saturday: 6:00 a.m. – 2:30 p.m. MT