

Client Online Access Migration Guide

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Client Online Access Migration Guide

Step 1: Install new CVSHealth Client CA Trusted Root certificate

You will receive two new certificates and a password needed to import the end-user certificate in separate emails. One of the certificates files is the new CVSHealth Client CA Trusted Root certificate (CVSHealthClientCA.cer). The other certificate file is your new personal certificate issued by the CVS Health Client CA. The certificates need to be imported to your browser and can be used to access the new http://cvshealthaccess.caremark.com website and the new version of the Client Online Access application.

You will need to import both of the certificates to your browser before attempting to access the site. If your computer is locked down to the point that you do not have access to import certificates, please contact your company IT support for assistance.

Below are the steps required to import the CVSHealth Client Certificate Authority certificate and your new end-user certificate to your browser. Note: the process will vary depending on your browser version and type.

The CVSHealthClientCA.cer certificate must be imported <u>first</u> before you end user certificate. The steps to import the CVSHealth Client CA certificate to your computer are:

- 1. Save both certificate files to your desktop or another spot on your C:\ drive. The CVSHealth Client CA certificate file, CVSHealthClientCA.cer needs to be imported first.
- 2. Double click on the CVSHealthClientCA.cer file to import the certificate. You may receive a security pop-up regarding opening a certificate file, click "Open" to continue.
- 3. This will open the Microsoft Certificate viewer with the "Install Certificate" button on the viewer dialog. Click the Install Certificate button to continue.
- 4. The certificate manager import wizard will launch. See the screen print below. Click on "Next" to continue.

Certificate Import Wizard	
	Welcome to the Certificate Import Wizard
<u>s</u>	This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.
~	A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.
	To continue, dick Next.
	< Back Next > Cancel



5. The first screen will prompt you on which certificate store you want to import the CVSHealthClientCA Trusted Root signer certificate to. You must choose the "Place all certificates in the following store" option and click the "Browse" button to view the Microsoft certificate store options.

Certificate Import Wizard	Certificate Import Wizard
Certificate Store Certificate stores are system areas where certificates are kept.	Certificate stores are system areas where certificates are kept.
Windows can automatically select a certificate store, or you can specify a location for the certificate. Automatically select the certificate store based on the type of certificate Place all certificates in the following store Certificate store: Browse	Select Certificate Store Select the certificate store you want to use. Personal e store, or you can specify a location for Trusted Root Certification Authorities e store, or you can specify a location for Enterprise Trust e Intermediate Certification Authorities e Active Directory User Object e
Learn more about <u>certificate stores</u> 	CK Cance CK Cance Ceantmore about <u>certificate stores</u> Cance Cance CEanter CEANTMORE about <u>certificate stores</u> CEANTER CEANT

6. Click once on the "Trusted Root Certification Authorities" option and click the "OK" button to continue. The screen should like the diagram below. Click the "Next" button to continue.

Certificate Import Wizard		
Certificate Store		
Certificate stores are system areas where certificates are kept.		
Windows can automatically select a certificate store, or you can specify a location for the certificate.		
Automatically select the certificate store based on the type of certificate		
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Certificate store:		
Trusted Root Certification Authorities Browse		
Learn more about <u>certificate stores</u>		
< <u>B</u> ack <u>N</u> ext > Cancel		



7. Click on the "Finish" button to import the CVSHealthClientCA.cer Trusted Root Certificate Authority certificate to your computer.

Certificate Import Wizard	
Completing the Certificate Import Wizard The certificate will be imported after you click Finish.	
	You have specified the following settings:
	Content Certificate
	۰ III ا
	< Back Finish Cancel

 You will receive the following message. This signifies that you have completed Step one and have imported the CVSHealth Client CA certificate to your computer. You can now move to Step 2 to import your new personal certificate.

•
The import was successful.
ОК



Step 2: Install your new CVSHealth CA issued personal certificate

The procedures to install your new CVSHealth issued personal certificate are:

- 1. Double click on the second certificate file that you saved off to your desktop or another spot on your C:\ drive. It is the file that ends with a .pfx extension.
- 2. The certificate manager import wizard will launch. See the screen print below. Click on "Next" to continue.

Certificate Import Wizard	
	Welcome to the Certificate Import Wizard
	This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.
~	A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.
	To continue, dick Next.
	< <u>Back</u> <u>Next</u> Cancel

3. The certificate file will already be populated in the File Name field. Click "Next" to continue.

Certificate Import Wizard		
File to Import		
Specify the file you want to import.		
File name:		
C:\Users\es001\Desktop\cvshealth_certs_ray_davis.pfx Browse		
Note: More than one certificate can be stored in a single file in the following formats:		
Personal Information Exchange- PKCS #12 (.PFX,.P12)		
Cryptographic Message Syntax Standard- PKCS #7 Certificates (.P7B)		
Microsoft Serialized Certificate Store (.SST)		
Learn more about <u>certificate file formats</u>		
< Back Next > Cancel		



4. Enter the password provided to you via email. The options for "Enable Strong Private Key protection" and "Include All extended properties for the certificate" will be defaulted to be checked. When checked, the "Enable Strong Private key protection" option will require you to enter your windows LAN password every time you need to present your certificate for authentication. Uncheck that checkbox at per your company IT Security Policies regarding desktop security and access credentials. Click "Next" to continue.

Certificate Import Wizard
Password To maintain security, the private key was protected with a password.
Type the password for the private key.
Password:
Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.
Mark this key as exportable. This will allow you to back up or transport your keys at a later time.
☑ Indude <u>a</u> ll extended properties.
Learn more about protecting private keys
< <u>Back</u> <u>Next</u> > Cancel

5. The next screen will default to automatically select the certificate store based on the type of certificate. Click "Next" to Continue.

Certificate	Import Wizard	23
Certifica	te Store	
Cert	thicate stores are system areas where certificates are kept.	
Win	dows can automatically select a certificate store, or you can specify a location for	
the (Automatically select the certificate store based on the type of certificate 	
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6. Click on Finish to complete the certificate import wizard.

	Keys at a	later time.	
Certificate Import Wizard		2	
Completing the Certificate Import Wizard			
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	< <u>B</u> ack	Finish Cancel	

7. The final screen will show the certificate will have been imported successfully.





How to access the <u>http://cvshealthaccess.caremark.com</u> site to launch a Client Online Access session

Open the <u>http://cvshealthaccess.caremark.com</u> web site. Note the URL begins with http and not https.





Click on the "Sign In" button to Access the CVS Health Online Applications

You will be prompted for your new CVS Health Client CA issued certificate you imported in Step #2. The site is set up to only display and accept certificates that have been issued by the CVSHealth Client CA. The certificate that you present for access to the older pcsaccess or cvscaccess.caremark.com sites will not be shown as an option and cannot be used for authentication to the new cvshealthaccess.caremark.com web site.

Select your new certificate and "OK".

Windows Securit	у	×
Select a Ce	rtificate	
	ICC Monitor Issuer: CVSHealth Client CA Valid From: 11/11/2016 to 11/9/2019 Click here to view certificate prope	•

Select the Client Online Access Application and click launch:

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Launch Client Online Access	
Please select your application and Click to Launch	Ξ
Launch Client Online Access	



To display the three available RxClaim regions. Click on the link for the region you want to launch a session for:



This will launch the Client Online Access session for the Prod, ADS, or CTE RxClaim system.

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	F10): 77 F09
F21 F22 F23 F24 SysReq RollUp RollDn Help Reset	F10 F20): 77 F09 F19



Note: If you need to launch another RxClaim session for the same region or for a different region click anywhere on the white page of the cvshealthaccess.caremark.com web site and click the link again to launch a second window and new session. The session will show up in a new window and can be positioned on the screen to compare values with both screens viewable at the same time. The copy/paste functions of the session windows will allow data to be copied from one session window and pasted into the other session window.

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If you have any trouble with importing your certificate or launching the new http://cvshealthaccess.caremark.com site or the RxClaim sessions please contact the CVS Health IT Service Center at (855) 280-4872 (ITSC) for assistance.