

# TECHNOLOGY RISK OFFICE | Cyber Security IDENTITY & ACCESS MANAGEMENT

## OneLink Supplier Portal User Guide

---

# Contents

- 1** Overview.....3
  - 1.1 WHAT IS THE PURPOSE OF THIS USER GUIDE?.....3
- 2** Getting Started.....3
  - 2.1 APPLICATION LOGIN.....3
  - 2.2 FORGOT USER ID.....5
  - 2.3 FORGOT PASSWORD.....7
  - 2.4 CHANGE PASSWORD.....10

# 1 Overview

## 1.1 WHAT IS THE PURPOSE OF THIS USER GUIDE?

The OneLink eSettlements Supplier Portal, which is accessible over the public internet, has been integrated with PingOne Cloud solution using secure SAML for centralized authentication. This integration enforces multi-factor authentication (MFA), and strengthens security for supplier users, ensuring that access is controlled, monitored, and aligned with enterprise security standards.

This user guide provides the step-by-step instructions for the following processes:

- Login
- Forgot User ID
- Forgot Password
- Change Password

# 2 Getting Started

## 2.1 APPLICATION LOGIN

1. Launch the OneLink Supplier Portal application in the browser. The application logon screen will be displayed. *(Fig. 1)*

Sign on using your User ID/Email and password.

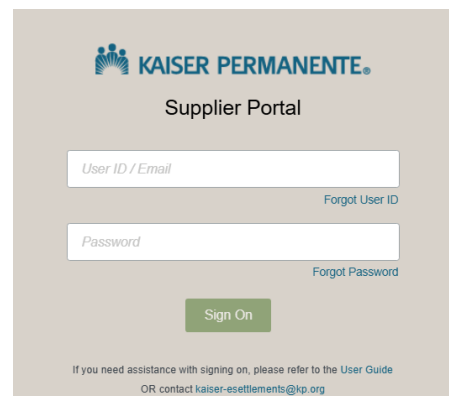


Figure 1

2. Upon successful validation of login credentials, you will be presented with the OTP page to complete the second factor authentication. (Fig. 2)

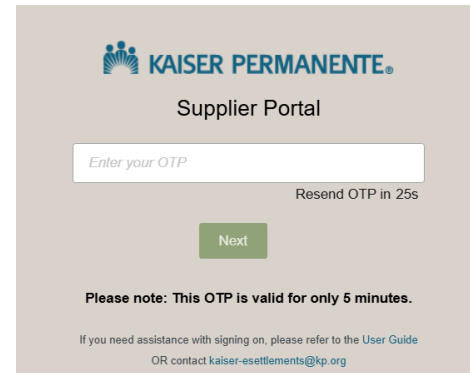


Figure 2

3. An OTP will be sent to your registered email address. (Fig.3)

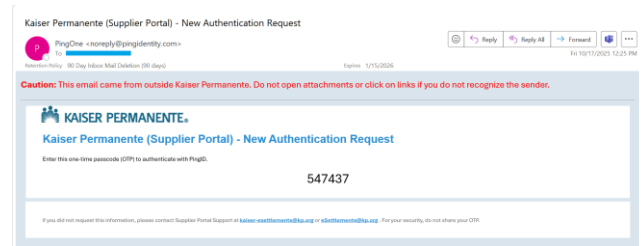
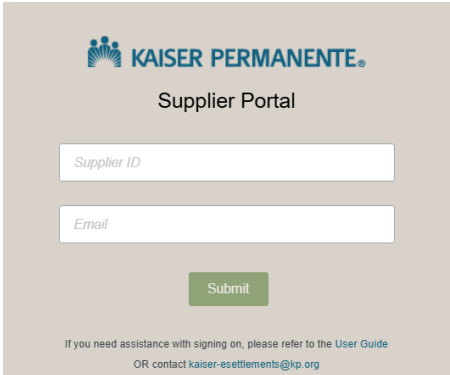


Figure 3

4. Upon successful verification of OTP, you will be logged into the application.

## 2.2 FORGOT USER ID

1. Click the “Forgot User ID” link located on the login page. (Fig.1)
2. Enter your Supplier ID and Email and, click on the “Submit” button. (Fig. 4)



The image shows a screenshot of the Kaiser Permanente Supplier Portal login page. At the top, there is the Kaiser Permanente logo and the text "Kaiser Permanente." Below this, the text "Supplier Portal" is centered. There are two input fields: the first is labeled "Supplier ID" and the second is labeled "Email". Below these fields is a green "Submit" button. At the bottom of the page, there is a small line of text: "If you need assistance with signing on, please refer to the User Guide OR contact [kaiser-esettlements@kp.org](mailto:kaiser-esettlements@kp.org)".

Figure 4

3. Upon successful validation of the entered details, you will be presented with the OTP page to complete the second factor authentication. (Fig. 2)
4. An OTP will be sent to your registered email address. (Fig. 3)
5. Enter the received OTP on the OTP page and click on the “Next” button. (Fig.2)

6. Upon successful OTP verification, you will be displayed with the success page (Fig.5) and redirected to the login page. (Fig.1)

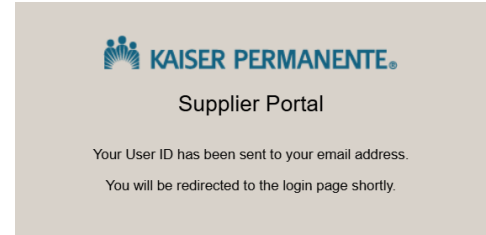


Figure 5

7. Your User ID will be sent to your registered email address. (Fig.6)

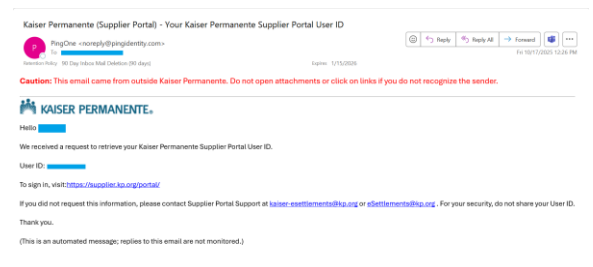
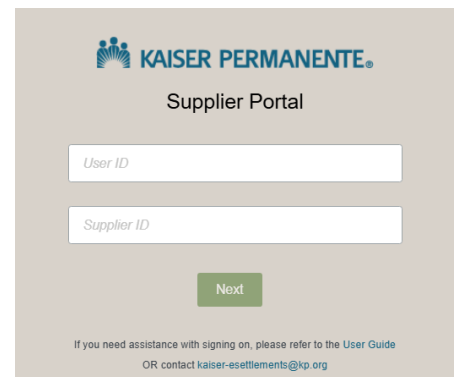


Figure 6

## 2.3 FORGOT PASSWORD

1. Click the “Forgot Password” link located on the login page. (Fig.1)
2. Enter your User ID and Supplier ID and click on the “Next” button. (Fig. 7)

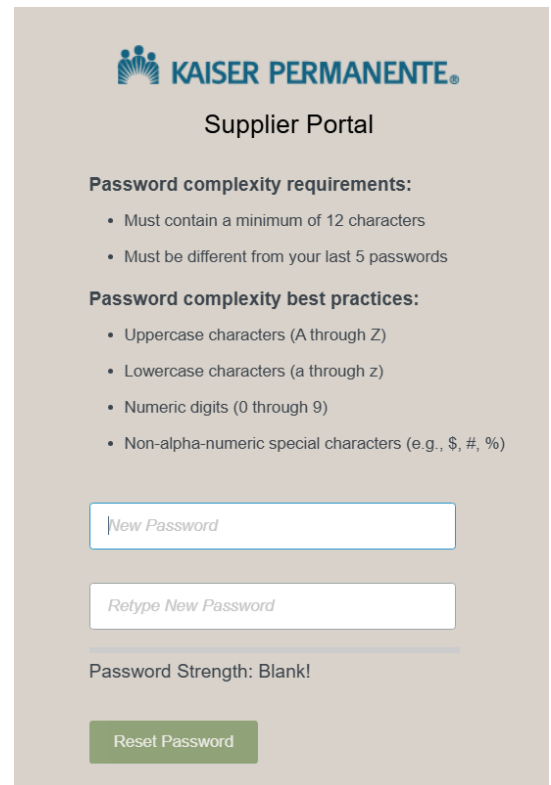


The screenshot shows the Kaiser Permanente Supplier Portal login interface. At the top, the Kaiser Permanente logo is displayed on the left, and the text "KAISER PERMANENTE." is on the right. Below the logo, the text "Supplier Portal" is centered. There are two input fields: the first is labeled "User ID" and the second is labeled "Supplier ID". Below these fields is a green button labeled "Next". At the bottom of the page, there is a small line of text: "If you need assistance with signing on, please refer to the User Guide OR contact kaiser-esettlements@kp.org".

*Figure 7*

3. Upon successful validation of the entered details, you will be presented with the OTP page to complete the second factor authentication. (Fig.2)
4. An OTP will be sent your registered email address. (Fig.3)
5. Enter the received OTP on the OTP page and click on the “Next” button. (Fig.2)

6. Upon successful OTP verification, you will be displayed with the password reset page (Fig.8). Enter a new password applying the rules, retype password and click on the “Reset Password” button.



The screenshot shows the Kaiser Permanente Supplier Portal password reset interface. At the top is the Kaiser Permanente logo. Below it is the heading "Supplier Portal". The page lists "Password complexity requirements" and "Password complexity best practices". There are two input fields: "New Password" and "Retype New Password". Below the fields is a "Password Strength" indicator showing "Blank!". At the bottom is a green "Reset Password" button.

**KAISER PERMANENTE®**

### Supplier Portal

**Password complexity requirements:**

- Must contain a minimum of 12 characters
- Must be different from your last 5 passwords

**Password complexity best practices:**

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Numeric digits (0 through 9)
- Non-alpha-numeric special characters (e.g., \$, #, %)

New Password

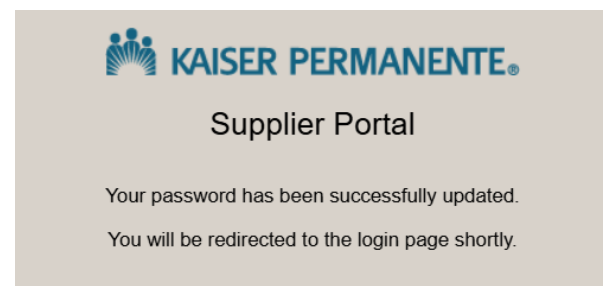
Retype New Password

Password Strength: Blank!

Reset Password

Figure 8

7. Upon successful password reset, you will be displayed with the success page (Fig.9) and redirected to the login page. (Fig.1)



The screenshot shows the Kaiser Permanente Supplier Portal success page. At the top is the Kaiser Permanente logo. Below it is the heading "Supplier Portal". The page contains two lines of text: "Your password has been successfully updated." and "You will be redirected to the login page shortly."

**KAISER PERMANENTE®**

### Supplier Portal

Your password has been successfully updated.

You will be redirected to the login page shortly.

Figure 9

8. Password reset confirmation email will be sent to you registered email address. (Fig.10)

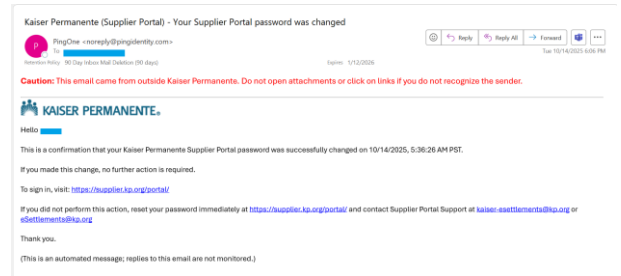


Figure 10

## 2.4 CHANGE PASSWORD

This scenario occurs when your password has expired after a certain period of time.

1. Click on the “Reset Password” button. (Fig.11)

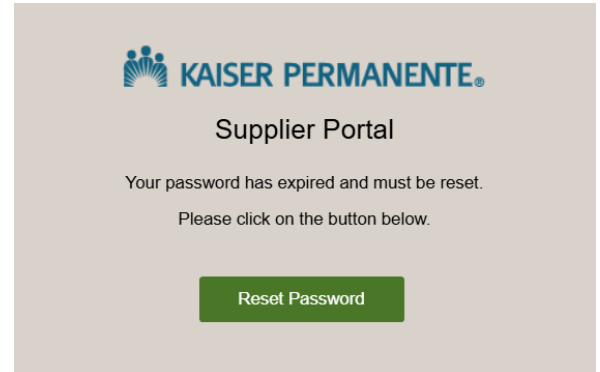


Figure 11

2. Enter your User ID and Supplier ID and click on the “Next” button. (Fig. 7)
3. Upon successful validation of the entered details, you will be presented with the OTP page to complete the second factor authentication. (Fig.2)
4. An OTP will be sent your registered email address. (Fig.3)

5. Enter the received OTP on the OTP page and click on the "Next" button. *(Fig.2)*
  
6. Upon successful OTP verification, you will be displayed with the password reset page *(Fig.8)*. Enter a new password applying the rules, retype password and click on the "Reset Password" button.
  
7. Upon successful password reset, you will be displayed with the success page *(Fig.9)* and redirected to the login page. *(Fig.1)*
  
8. Password reset confirmation email will be sent to you registered email address. *(Fig.10)*