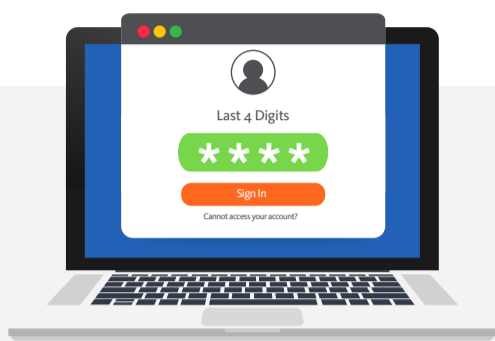


Availity Essentials for Primary Administrators

If you are an administrator for your office helping new users get their Availity Essentials account, check out answers to these common questions.

Before getting started, each user will need his/her own unique login. This is the number one thing they can do to protect their data. And, **it's free!**



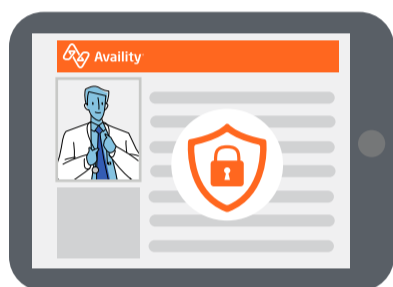
Q: Why was I asked for the last four digits of my Social Security Number?

A: We try to verify your identity using information other than your Social Security Number. However, if some of your submitted information does not match our vendors' records, you may be prompted for the last 4 digits *only* of your Social Security Number. In most situations, we expect this information will not be necessary.



Q: How is my data used?

A: We will only use the personal data you provide to authenticate in the event a forensic analysis is needed to maintain our high level of security standards.



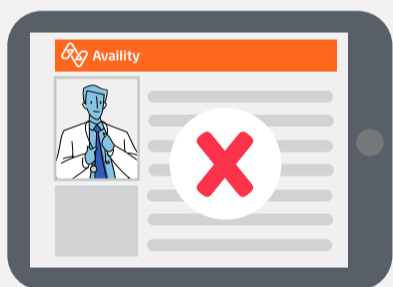
Q: How do I know that my personal data is kept safe?

A: Your data is encrypted as it is received and as it is sent to our third-party vendor. Our vendor only uses your data to match it to information they already have.



Q: How are the registration quiz questions determined?

A: During registration, random questions are generated by Availity's third-party vendor based on information they already have. These questions are similar to ones you might get if you have to ID verify with a financial institution.



Q: How is my identity validated?

A: Your identity is being validated through a third party public record source, unrelated to any Availity accounts you already have. Do not use your Availity profile information.



Q: Which address should I use?

A: During ID Verification, you will be asked for your home address. This is an identity check to ensure you are who you say you are, so this **MUST** be your home address - NOT a business address. (Your personal address must be located in the domestic US or its territories.)



Q: Do I use my company's information or my own?

A: For all other ID verification fields, use your own individual information, including your own email and user ID.



Q: What methods can I use for 2-step authentication?

A: Availity supports four methods to receive your one-time code: text, voice call, Google Authenticator app, and hard token (also known as a security token or authorization token).



Other Tips

If you have tried all the above and are still stuck, try the following:

If your legal name has changed within the past 60 days, use your previous name.

If you have moved within the past 60 days, use your previous address.

If your name or date of birth has appeared incorrectly on a legal document in the past, use the alternate information.

If you receive an error lockout message, have another authorized individual in your organization attempt to register using their own personal information.

"Availity Essentials" accounts are FREE.

For registration issues, call Availity Client Services at **1-800-AVAILITY (282-4548)**.

Assistance is available Monday through Friday from 8 a.m. ET – 8 p.m. ET.