CVSHealth2fAccess.caremark.com Use Guide

This document is the user guide for the http://cvshealth2faccess.caremark.com web site. The significant items that have changed from the original cvshealthaccess.caremark.com web site are enabling the Symantec VIP Access Soft Token Security and the Client Online Access HTML5 RxClaim Sessions. Both of the items work together to enhance the security and usability of the Client Online Access application.

This guide assumes that the Symantec VIP Access Soft Token software has been installed on the user's Windows desktop. If you do not have the software installed please contact the CVS Health IT Service Center for the installation and registration guide. The software installation does need to be run by someone with local administrator rights. If you do not have administrator rights to install software to your own desktop please contact your local IT department for assistance.

Once the Symantec VIP Access software is installed it can be launched from the Windows start menu VIP Access application:
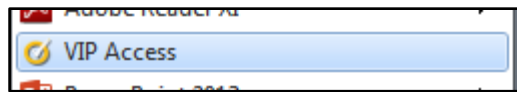
When the VIP Access application is launched it will show as a window similar to the image below in the bottom right of your Windows desktop. There will be two values shown. The top value is the unique credential ID and the value does not change. The bottom value is the Symantec Security Code (token) that does change every 30 seconds with a countdown timer clearly shown as to how long until the next token value is generated. Both values have the Copy to Clipboard buttons next to them to allow a one-click copy of the value to easily copy / paste it to any authentication screen.
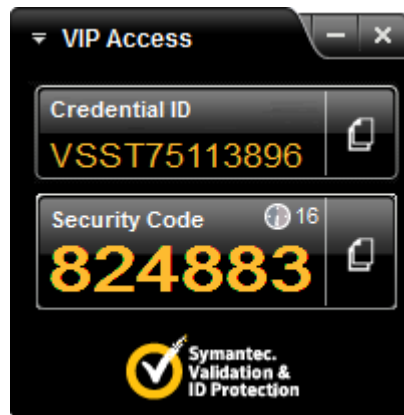

The web site URL to bring up the login screen that will ask for your user ID and the Symantec VIP Access Soft token value is located at:

https://cvshealth2faccess.caremark.com

Once on the site click on the red Sign-In button to access the login page. The page prompts for the user ID that your VIP Access credential was registered with and the security code that is shown on the credential screen. Remember that the code is only valid for the number of seconds listed on the countdown timer. The button next to the security code can be clicked to easily copy it to memory and then right-click and paste it in the Token Value field on the logon form (see page 2 for logon screen).
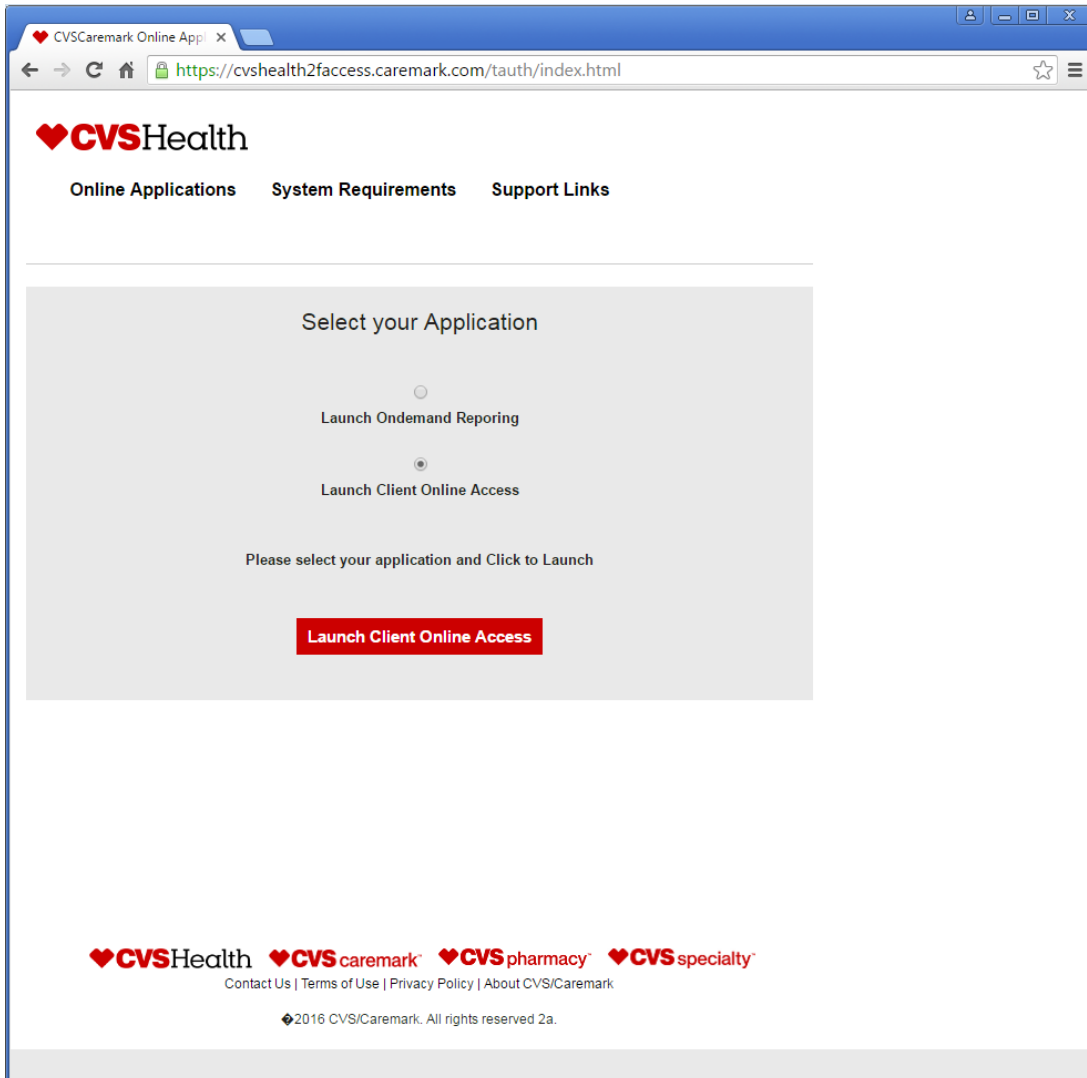
CVSHealth2fAccess.caremark.com Use Guide
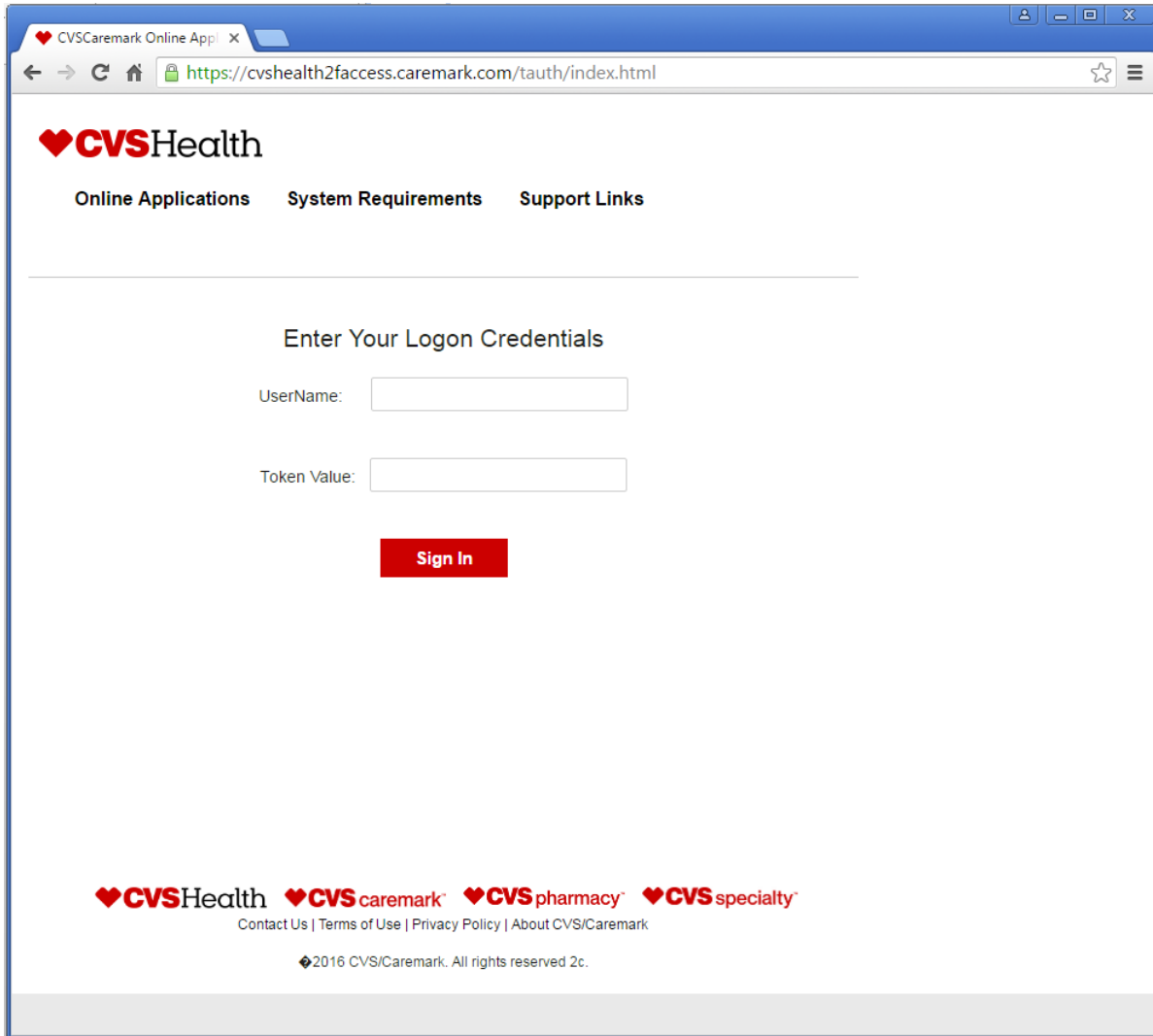
- Enter the logon id your VIP Access credential was registered with in the UserName field.
- Enter the Security Code value displayed in the Symantec Soft Token credential for the Token Value.
- Click the Sign-In button to login to the web site.
- Note: Be mindful of the countdown timer and if it is below 10 seconds wait for the next Security Code to be generated and enter that for your Token Value.

CVSHealth2fAccess.caremark.com Use Guide

Select your Application page

- The application selection page is displayed immediately after every successful logon. The two applications hosted from the cvshealthaccess.caremark.com web site are the OnDemand Reporting and the Client Online Access web applications.
- Select the application that you want to launch. When the radio button for the application is checked it will update the text in the launch button to specify the application that will be launched.
- Click the Launch Client Online Access or Launch OnDemand Reporting depending on the application selected.

CVSHealth2fAccess.caremark.com Use Guide

## Client Online Access Session Launch page
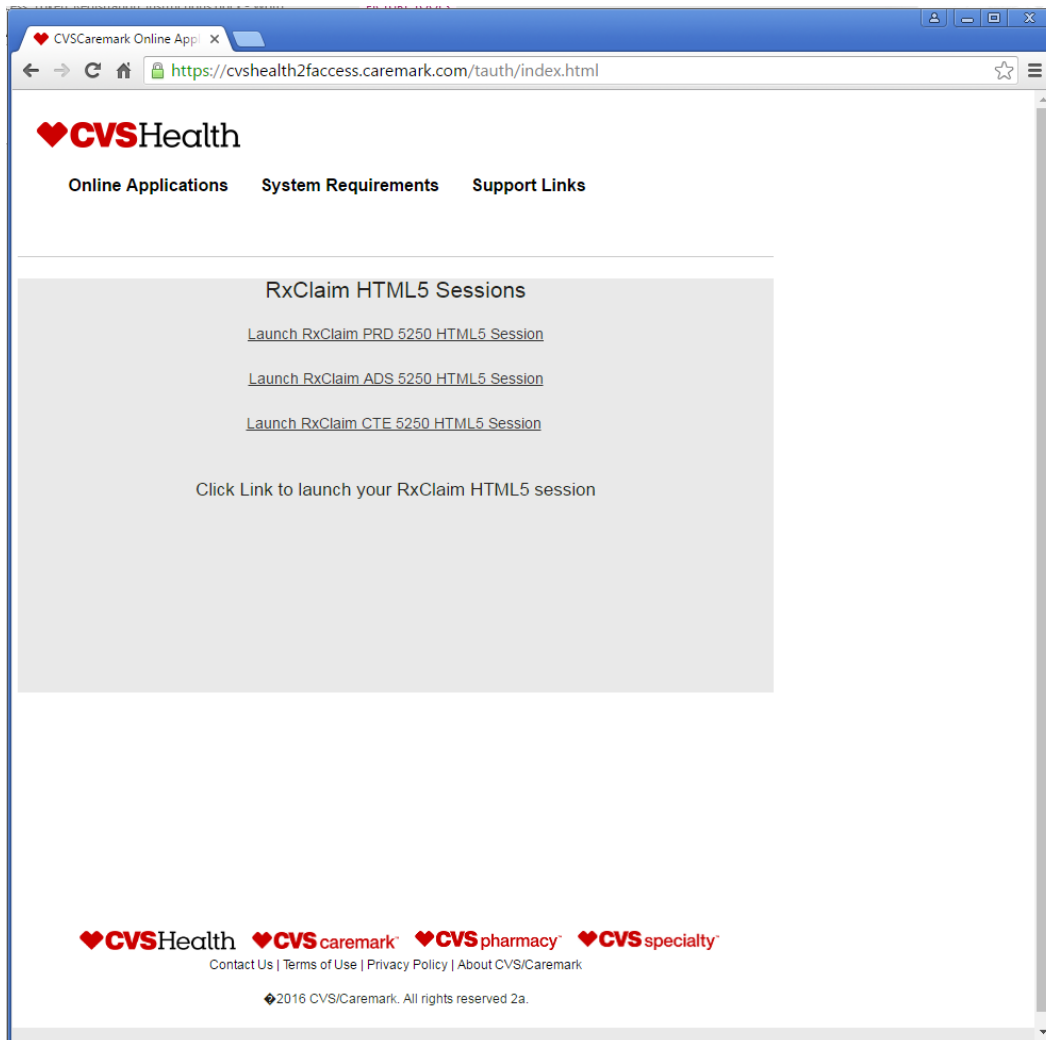
The links on the Client Online Access session launch page will launch an HTML5 5250 terminal emulator and open a session to the RxClaim region that is clicked. The user can click each link up to two times to launch two RxClaim PRD 5250 Sessions, two RxClaim ADS 5250 sessions or two RxClaim CTE 5250 sessions. The system will limit the number of open sessions to two per region and a maximum of four sessions open at one time.

- The HTML5 sessions are bound by a 30-minute inactivity timeouts. They do not need to maintain a persistent connection and therefore are not subject to the issues with the java client connections being dropped by any network, proxy server or internet filtering device. The HTML5 session will maintain your connection with the server as long as there is activity sent across the line at least once every 30 minutes to avoid the inactivity timeout. If your Symantec VIP Access authentication does time out you would need to close the HTML5 RxClaim terminal emulator window and click on the CVSHealth graphic (Home) to log in again.

CVSHealth2fAccess.caremark.com Use Guide

OnDemand Reporting Login page
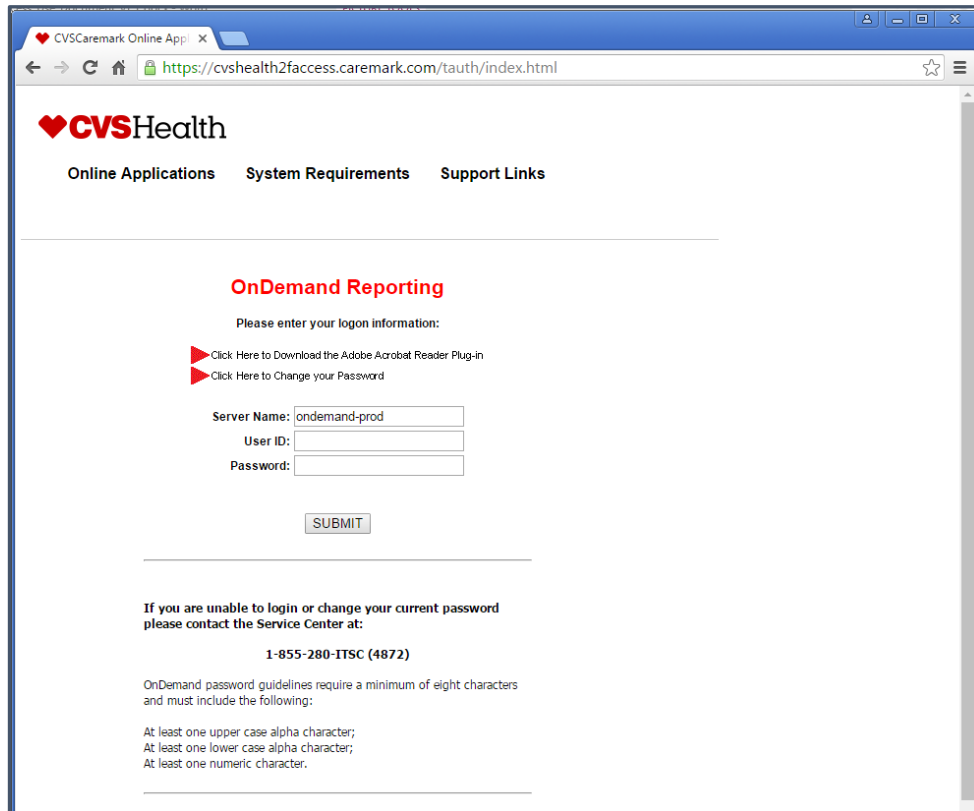
The OnDemand Reporting login page requires the user enter their UserId and password that is set up specifically for the OnDemand Reporting application. Once logged in the application will run full screen in the same window as the web site to display the specific Folders and Reports that the user's OnDemand id was set up with rights to view.

- The OnDemand Reporting application takes AS400 data in AFP format and converts it to a .pdf report. The data is converted in its entirety before it is send back to the server and sent to the browser to spawn an Adobe Acrobat PDF viewer or browser pdf add-on to display the report data.
- Once the report is delivered in PDF form the user can choose to print or save the report from viewer window.
- Make sure that there is a limit to the amount of data that will be converted to .pdf format and sent back to be displayed as a .pdf document. PDF reports that are less than 500 pages will be typically processed in less than 30 seconds. Larger reports that take more than a minute to compile on the server will also take longer to deliver to the browser.
- Although it is not predictable, if a report would take more than 30 minutes to convert to a .pdf document and be fed back to the user that report is too big to efficiently process by the server and to view in as an Adobe pdf document. Please limit the ranges and dates to what data is needed without setting very large search ranges to avoid the 30-minute session inactivity timeout.
- If the OnDemand window is left idle or there is no activity across the line the session will time out at 30 minutes and the user will need to log back in at the main web site logon screen and again at the OnDemand Reporting login screen to access the application. Any reports that were still compiling may be lost.