



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.

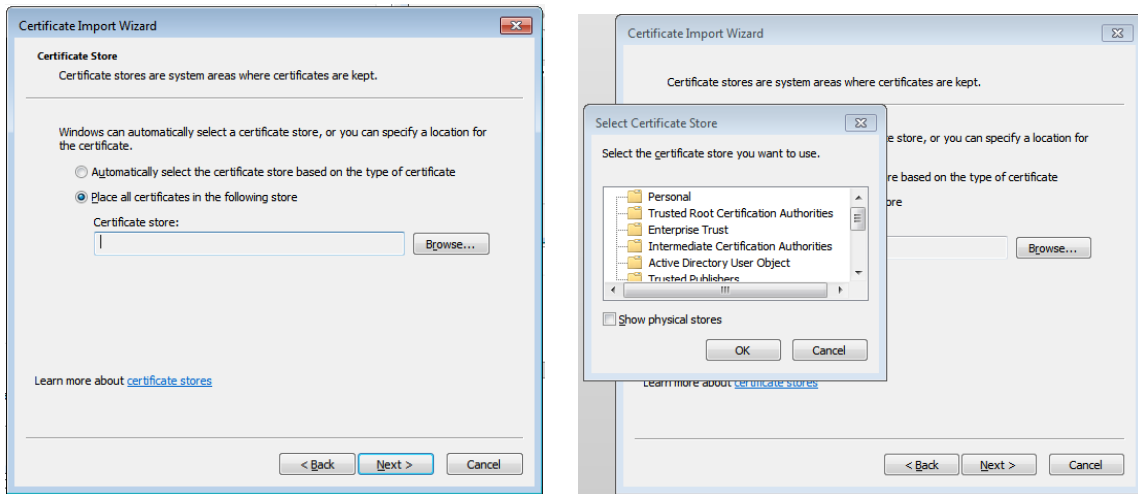
Below are the steps required to import the CVSHealth Client Certificate Authority certificate and your new end-user certificate to your browser. Note: the process will vary depending on your browser version and type.

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

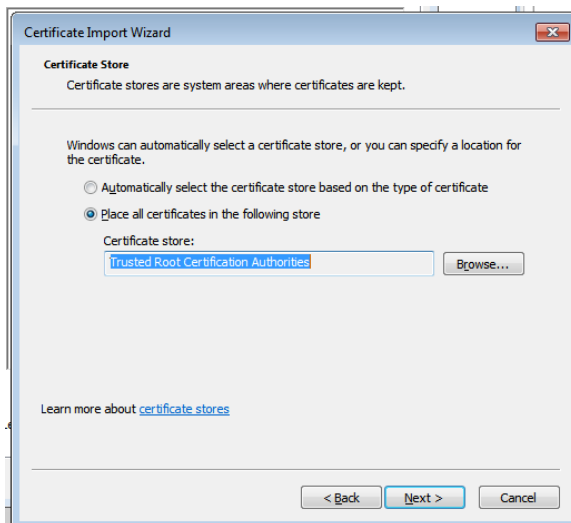
1. Save both certificate files to your desktop or another spot on your C:\ drive. The CVSHealth Client CA certificate file, CVSHealthClientCA.cer needs to be imported first.
2. Double click on the CVSHealthClientCA.cer file to import the certificate. You may receive a security pop-up regarding opening 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.



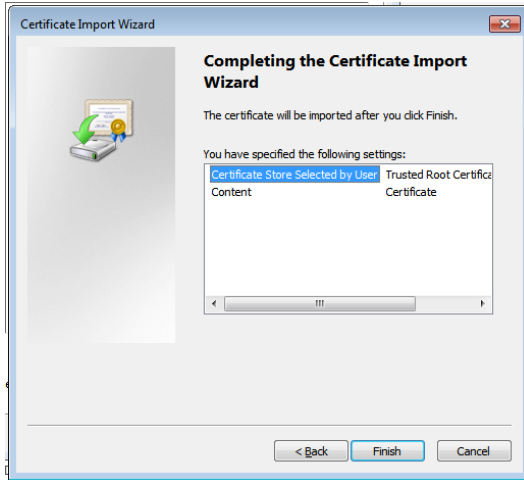
- The first screen will prompt you on which certificate store you want to import the CVSHealthClientCA Trusted Root signer certificate to. You must choose the “Place all certificates in the following store” option and click the “Browse” button to view the Microsoft certificate store options.



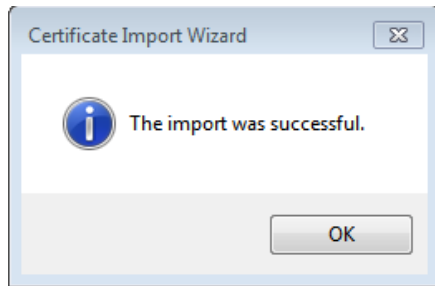
- Click once on the “Trusted Root Certification Authorities” option and click the “OK” button to continue. The screen should look like the diagram below. Click the “Next” button to continue.



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



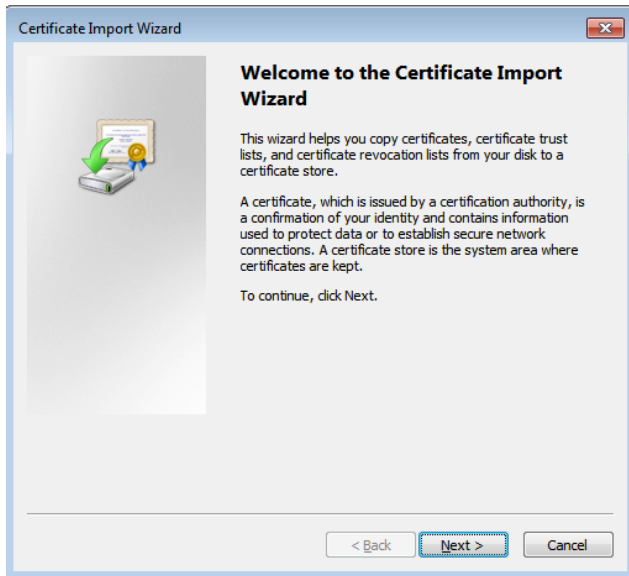
8. You will receive the following message. This signifies that you have completed Step one and have imported the CVSHealth Client CA certificate to your computer. You can now move to Step 2 to import your new personal certificate.



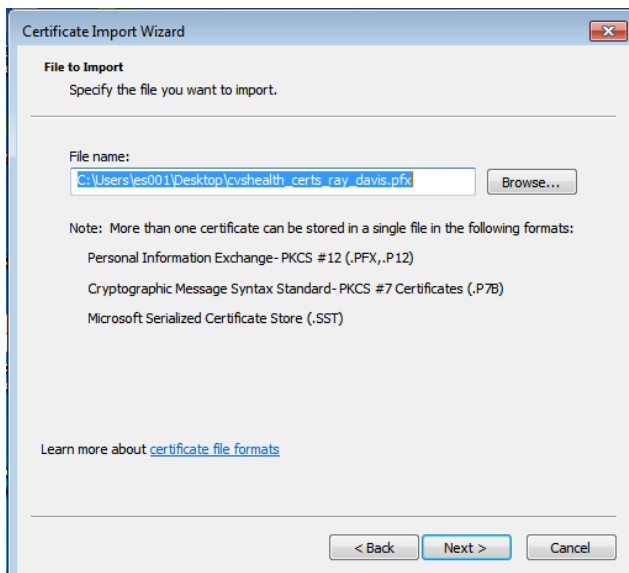
Step 2: Install your new CVSHealth CA issued personal certificate

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

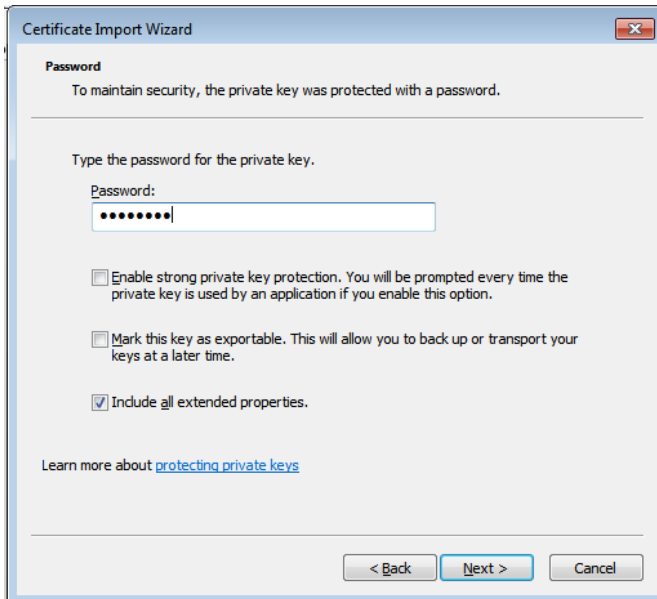
1. Double click on the second certificate file that you saved off to your desktop or another spot on your C:\ drive. It is the file that ends with a .pfx extension.
2. The certificate manager import wizard will launch. See the screen print below. Click on “Next” to continue.



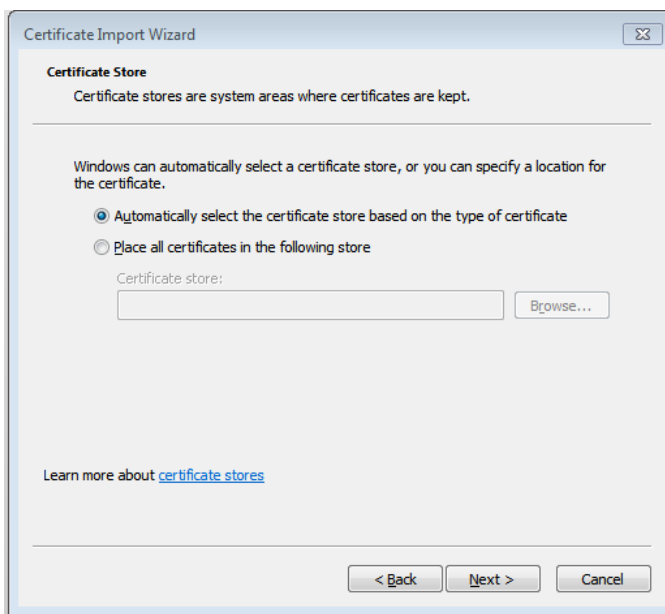
3. The certificate file will already be populated in the File Name field. Click “Next” to continue.



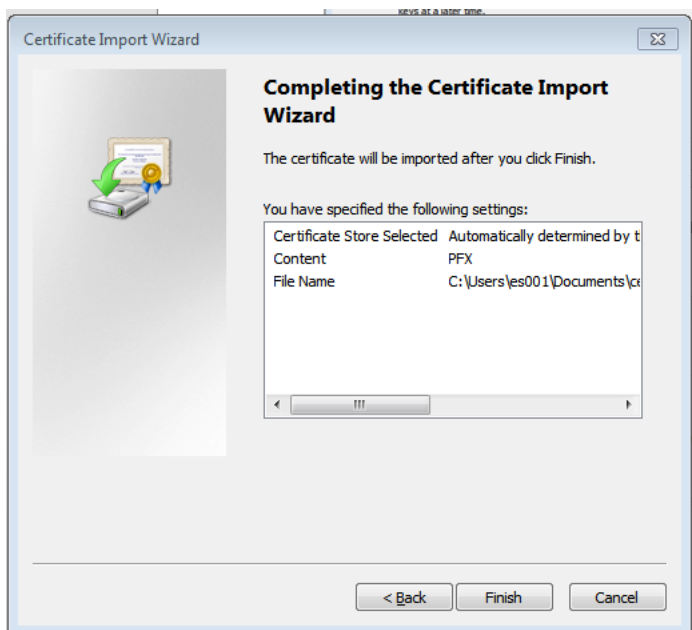
4. Enter the password provided to you via email. The options for “Enable Strong Private Key protection” and “Include All extended properties for the certificate” will be defaulted to be checked. *When checked, the “Enable Strong Private key protection” option will require you to enter your windows LAN 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.



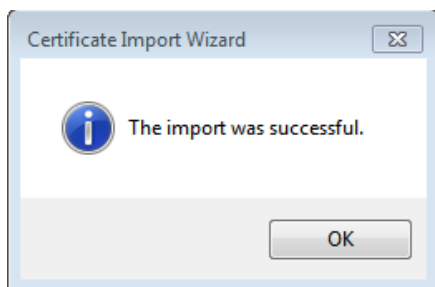
5. The next screen will default to automatically select the certificate store based on the type of certificate. Click “Next” to Continue.



6. Click on Finish to complete the certificate import wizard.



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





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

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

CVSCaremark Online Applications | CVS Health - Windows Internet Explorer

http://cvshealthaccess.caremark.com/main/index.html

File Edit View Favorites Tools Help

CVS Health

[Online Applications](#) [System Requirements](#) [Support Links](#)

Welcome to the CVSCaremark Online Applications Portal

Click to access the
CVSCaremark
Online Applications

Sign In

You have reached the gateway to CVSCaremark Online Applications. This is a secure web site for use by CVSCaremark clients. Access is restricted to users who have been pre-approved and have received and installed the required credentials. If you are a registered user please click the Sign In button to access the CVSCaremark Online Applications.

Access to the CVSCaremark Online Applications Portal is restricted to CVSCaremark clients. If you work for a client of CVSCaremark and would like more information about the applications available through this portal or to learn how to become a registered user please click on the information links down above.

If are having difficulties installing or authenticating with your credential or have questions regarding your access please click on the support link for information on how to contact the CVSCaremark IT Service Center for assistance.

All requests for access are thoroughly reviewed by the CVSCaremark Information Security Department. CVSCaremark reserves the right to approve or refuse requests for access to this site at its discretion. CVSCaremark also reserves the right to revoke any access where necessary.

* All access to this site is actively monitored and recorded.

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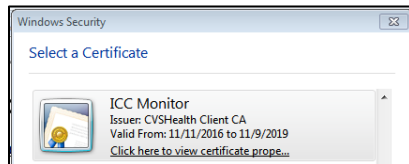
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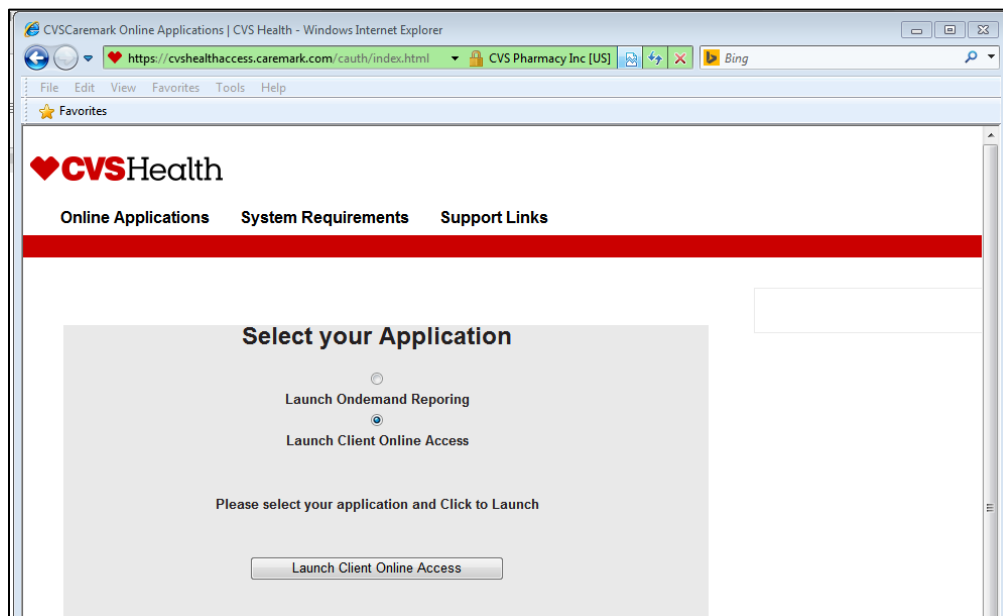
Click on the “Sign In” button to Access the CVS Health Online Applications

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 cvsaccess.caremark.com sites will not be shown as an option and cannot be used for authentication to the new cvshealthaccess.caremark.com web site.

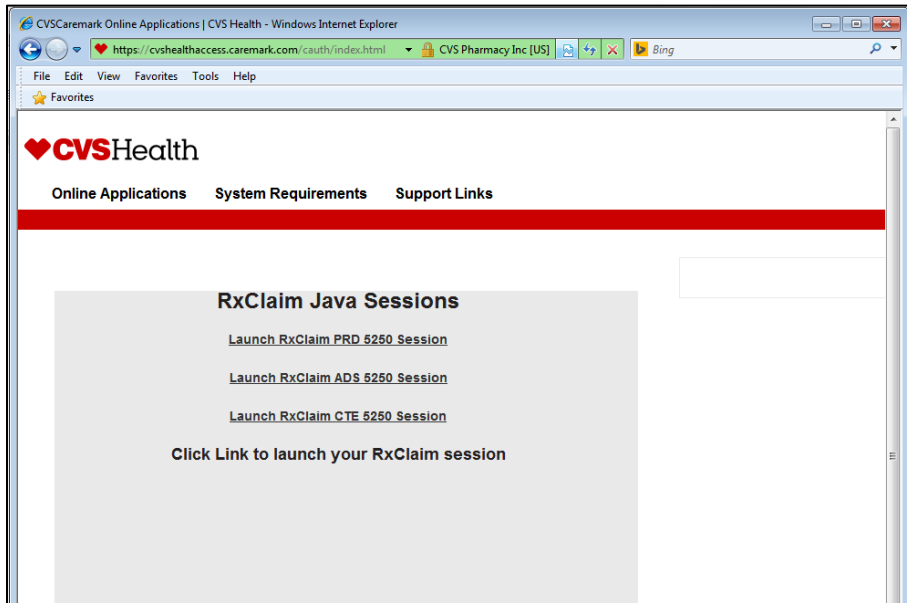
Select your new certificate and “OK”.



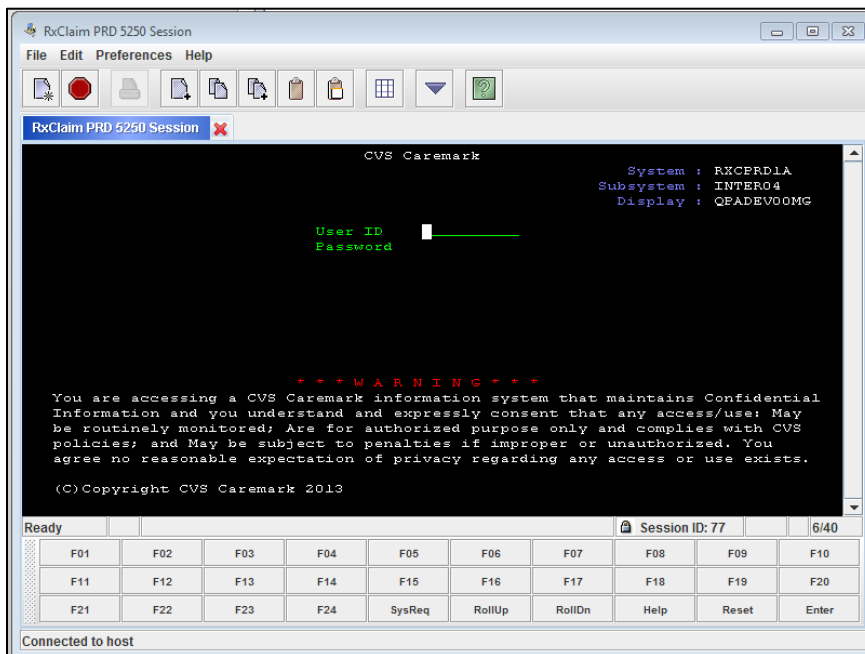
Select the Client Online Access Application and click launch:



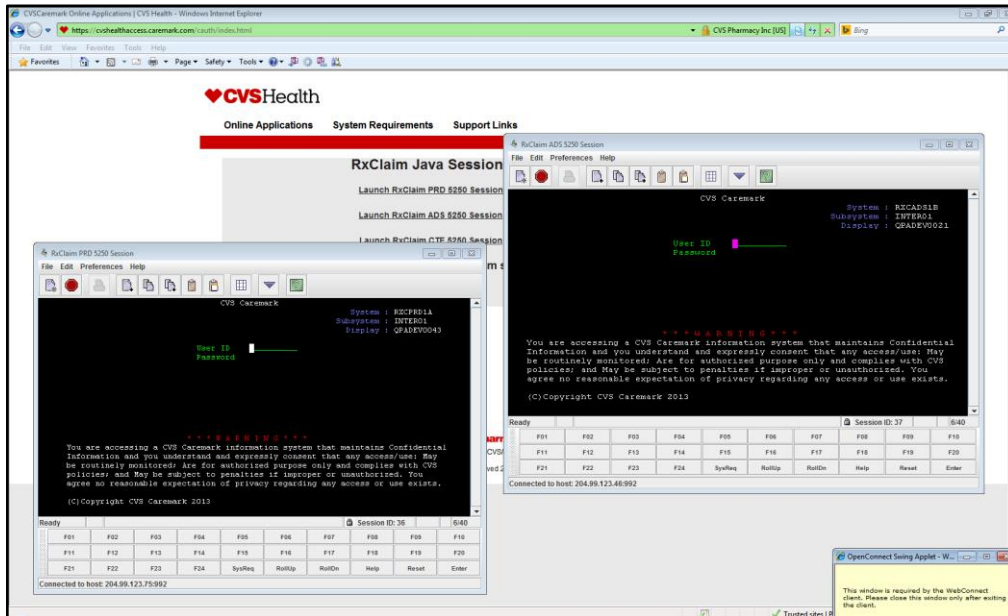
To display the three available RxClaim regions. Click on the link for the region you want to launch a session for:



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



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.



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.