Self-Service Phone Number Updates in CyberArk

The following job aide is to give step by step instructions on how to update the telephone number associated with an APD User account. Provider business owners can update a user account request in IDPASS to change the contact phone number for an employee. Once an account is active, users can easily update their own authentication phone numbers anytime through the User Management Portal (https://apddirect.my.idaptive.app).

Note: Users can also reset passwords through the User Management Portal or login screen - check the Updating Passwords in CyberArk *guide for simple steps.*

For a user account request (user account is *not yet* created):
Provider business owners, and those designated as user management "Agents" in IDPASS can update a User Account Request in IDPASS to change the contact number for an employee. Please note, once the user account has been created, the user account request in IDPASS will not be editable.

To access ID PASS, login to APD Direct at https://apddirect.my.idaptive.app/my and enter in your username, password, and multifactor identification.

This will open the User Management Portal where you will access ID PASS by **Clicking on the ID Proofing Admin Security** icon, **then locate the employee's record and Edit the Account Request.**

Provider business owners who require an update to their own user account request (ie., the user account is not yet created), need to reach out to their Regional Provider Enrollment Contact. Provider enrollment can update a provider business owner's User Account Request in IDPASS.

For a user account that is *already* created:

==All users== have the ability to edit their own phone numbers for themselves any time they wish in their User Management Portal (https://apddirect.my.idaptive.app).

1. In the User Portal Menu (Located on the left of the screen), **Select Account.**
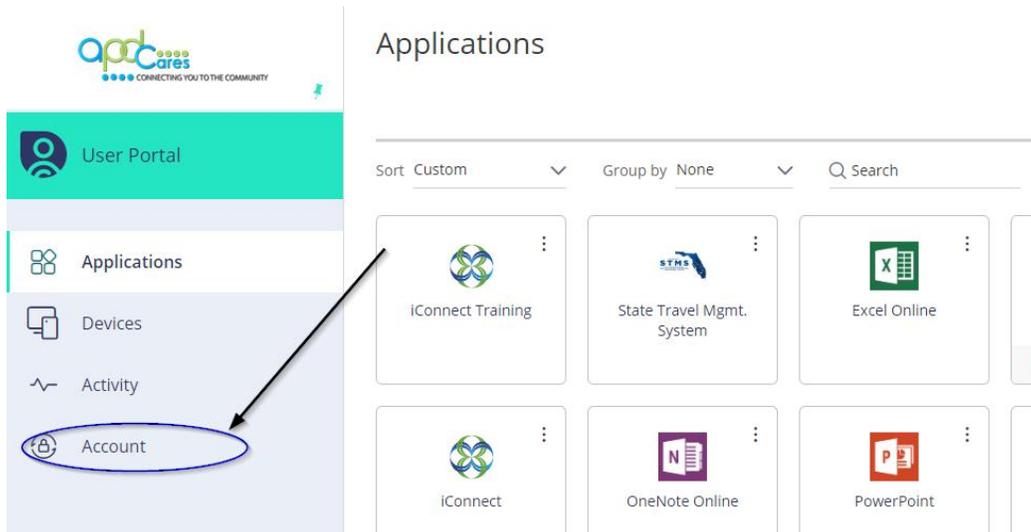
2. From the choices, select **Personal Profile.**
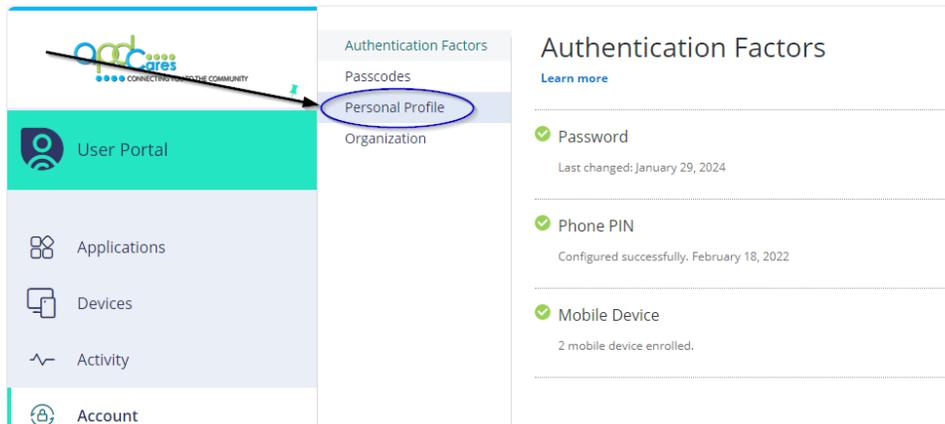
3. Select the Edit button. You will be prompted to enter your current password to advance to the next screen.
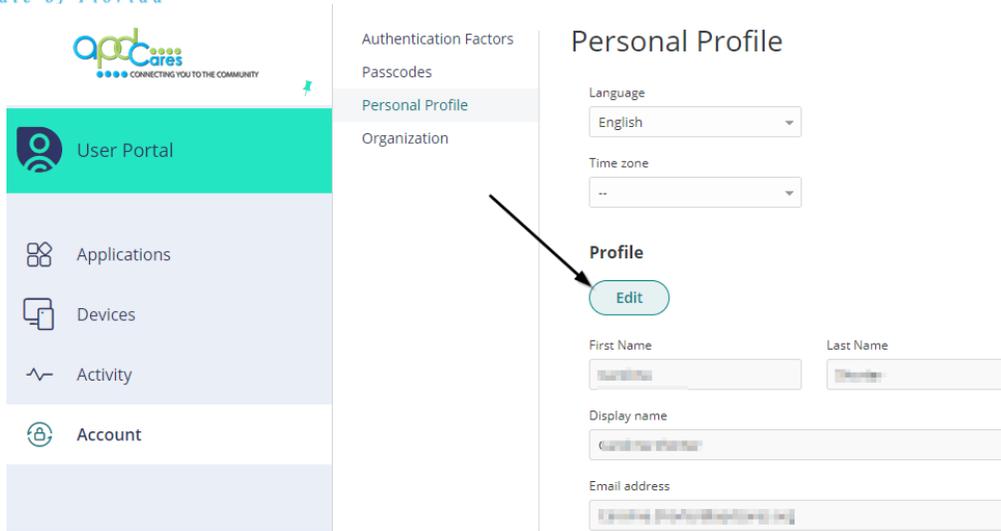
4. Edit/update the phone number associated with your account. Be sure to **SAVE** once you are complete.
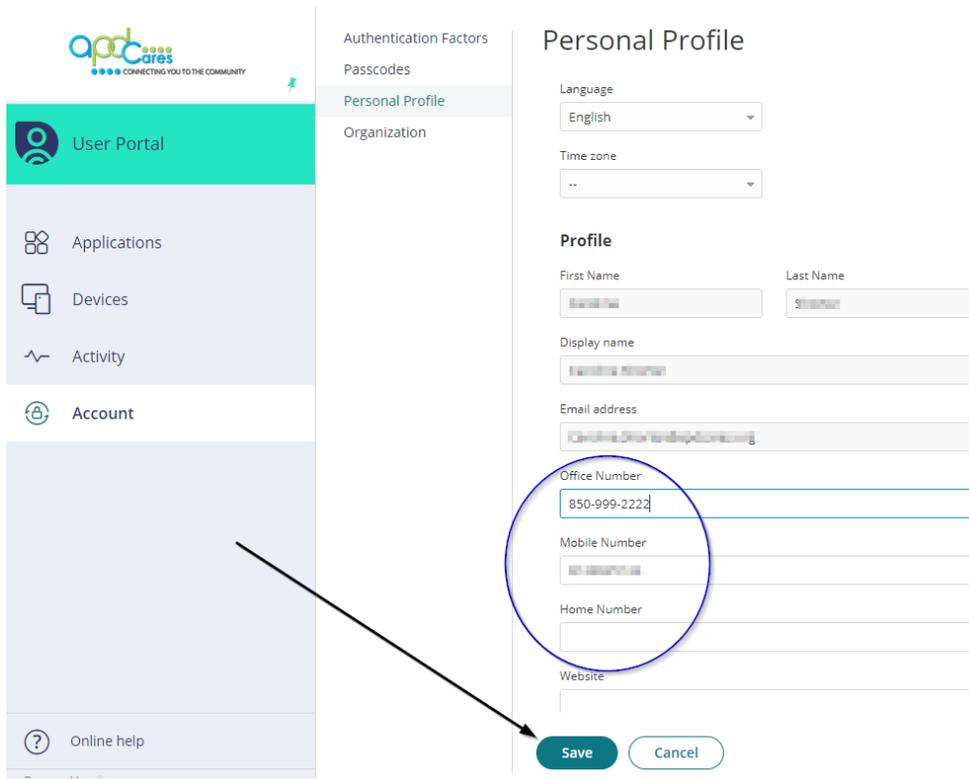
If you have any issues with updating the phone information in the User Management Portal as described above, you may submit a Help Desk ticket.

1. When you sign into your user portal (CyberArk), there will be an icon for the helpdesk – (APD Service Desk).
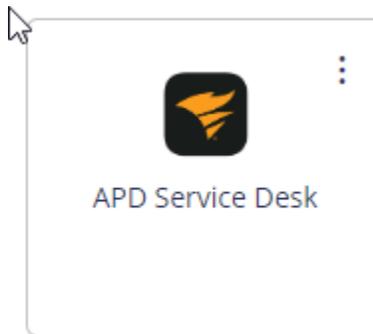
2. On the upper right side of the screen, there's a New Ticket Button.
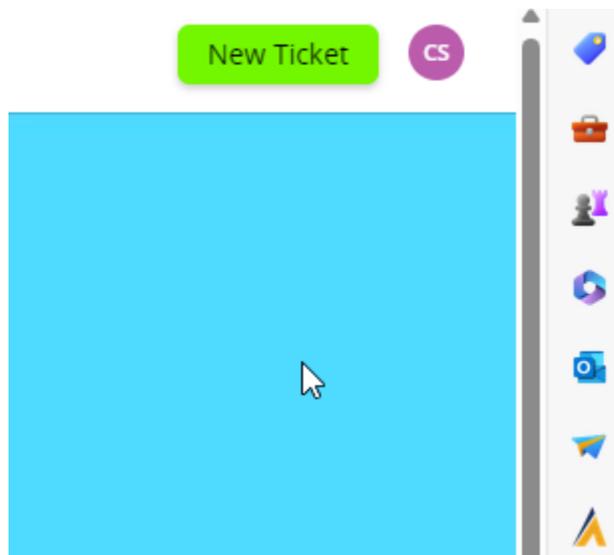
Please be sure to indicate that you are having trouble updating your telephone number within your user management portal.

If you are having issues logging in to APD systems, you must call the APD Help Desk at 1-833-400-3420 or submit a Help Desk Ticket at https://ute.apd.myflorida.com/