



Insurer User Manual

Chapter 3: Sign in to HCAI

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Chapter 3: Sign in to HCAI

Signing into HCAI is simple and secure. This chapter describes the sign-in process for HCAI and outlines business rules for passwords and password resets.

The sign-in process

1. To gain access to the HCAI application, you must sign in by entering a user name and password in the fields provided. If you have entered your user name or password incorrectly, an error message appears on screen.

To sign in, enter your user name and password in the respective fields



The screenshot shows the HCAI Sign-In page. At the top, there is a header with the HCAI logo and the text 'Health Claims for Auto Insurance'. Below this, the page title 'HCAI Sign-In' is displayed. The main content area contains a description of HCAI as an electronic system for transmitting auto insurance claim forms. Below the description, there are two input fields: 'User Name:' and 'Password:'. A blue 'SIGN-IN' button is positioned to the right of the password field. To the right of the input fields, there is a section titled 'Questions about HCAI?' with four bullet points, each followed by a link. At the bottom of the page, there is a footer with 'HCAI System Status' on the left and '© 2024 Health Claims for Auto Insurance Processing | Privacy' on the right.

Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario.

User Name:

Password: [SIGN-IN](#)

[Forgot your Password?](#)
[Forgot your User Name?](#)
[Password/User Name help](#)

Questions about HCAI?

- ▶ Need to know more about HCAI? [Visit HCAIinfo.](#)
- ▶ Does HCAI apply to my health care business? [Find out now.](#)
- ▶ What are the recommended computer requirements for using HCAI?
- ▶ First time submitting OCFs to insurers? [Begin enrolling.](#)

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This error message will appear when incorrect login information is entered incorrectly

The screenshot shows the HCAI Sign-In page. At the top, the HCAI logo and the text 'Health Claims for Auto Insurance' are displayed. Below this is the 'HCAI Sign-In' header. The main content area contains a message stating that HCAI is an electronic system for transmitting auto insurance claim forms. A red error message indicates that the username and password are not valid and provides a link to 'Forgot your password?'. Below the error message are input fields for 'User Name' (containing 'test12') and 'Password', followed by a 'SIGN-IN' button. There are also links for 'Forgot your Password?', 'Forgot your User Name?', and 'Password/User Name help'. On the right side, there is a section titled 'Questions about HCAI?' with several links for more information. At the bottom, there is a footer with 'HCAI System Status' and '© 2024 Health Claims for Auto Insurance Processing | Privacy'.

HCAI Sign-In

Health Claims for Auto Insurance (HCAI) is an electronic system for transmitting auto insurance claim forms between insurers and health care facilities in Ontario.

- This username and password is not valid. For more information on how to get a password reset, please click the ["Forgot your password?"](#) link.

User Name:

Password: [SIGN-IN](#)

[Forgot your Password?](#)
[Forgot your User Name?](#)
[Password/User Name help](#)

Questions about HCAI?

- Need to know more about HCAI? [Visit HCAIinfo.](#)
- Does HCAI apply to my health care business? [Find out now.](#)
- What are the recommended computer requirements for using HCAI?
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Two-factor authentication

After signing in with your user name and password, you will be prompted to enter a verification code. This process is referred to as two-factor authentication.

Retrieve the verification code from your email or text and type the code here to complete sign-in

The screenshot shows the 'Enter Verification Code' page. At the top, the HCAI logo and the text 'Health Claims for Auto Insurance' are displayed. Below this is the 'Enter Verification Code' header. The main content area contains a message stating that a verification code has been sent to the user's email. It prompts the user to enter the verification code in the space below to complete login. Below the message is a 'Verification Code' input field. There is also a checkbox for 'Trust this device for future verification'. Below the input field are 'SIGN-IN' and 'LOGOUT' buttons. At the bottom, there is a section titled 'Having trouble with the verification code?' with several links for more information. At the bottom, there is a footer with 'HCAI System Status' and '© 2023 Health Claims for Auto Insurance Processing | Privacy'.

Enter Verification Code

Verification code sent to email n****e@.ca.

Please enter the verification code in the space below to complete login. If you do not enter the code before it expires, you will need to return to the log-in screen.

Verification Code:

☐ Trust this device for future verification

[SIGN-IN](#) [LOGOUT](#)

Having trouble with the verification code?

- To change the delivery method for the verification code, click [here](#)
- To receive another verification code, click [SEND NEW VERIFICATION CODE](#)
- For other inquiries related to the verification code, click [here](#)

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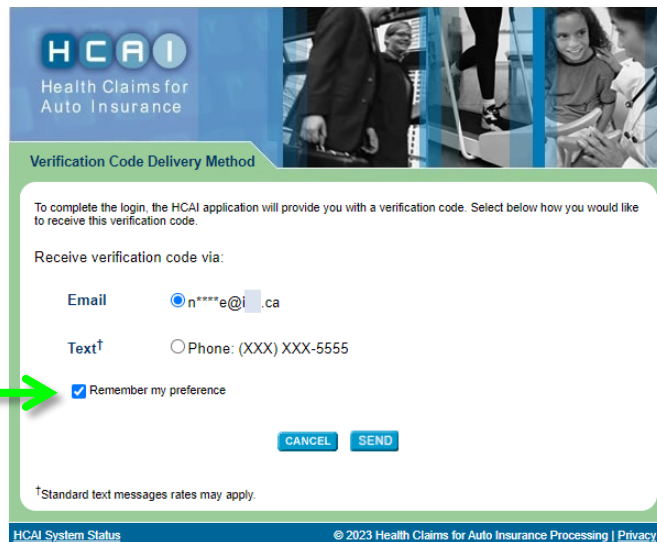
You must leave HCAI's Enter Verification Code screen open while you retrieve the code from your email. If you exit HCAI before entering your verification code, you will need to begin the sign-in process over again.

A verification code will expire after 60 minutes if received via email or 10 minutes if received via text message. If you input the verification code incorrectly, you can retry the code a limited number of times.

To log in with two-factor authentication:

1. Enter your user name and password and click Sign In.
2. The first time you sign in with two-factor authentication, you will be given the option to choose between one of two delivery methods:
 - Via email to the email address that is associated with their HCAI user account.
 - Via text to the cell phone number indicated on your My Profile tab. If you have not input a cell phone number on your My Profile tab, there will be no option to select the phone number as your delivery method when logging in. My Profile can be updated after logging in, if needed.
 - On subsequent logins this page will only display if you click the link to change your delivery method.
3. You may wish to check off "Remember my preference" to remember this delivery method for next time.
4. Click "Send".

After selecting the delivery method, you may wish to check off "Remember my preference"



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Health Claims for
Auto Insurance

Verification Code Delivery Method

To complete the login, the HCAI application will provide you with a verification code. Select below how you would like to receive this verification code.

Receive verification code via:

Email ☒ n****e@i.ca

Text† ☐ Phone: (XXX) XXX-5555

☒ Remember my preference

[CANCEL](#) [SEND](#)

†Standard text messages rates may apply.

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5. Leave HCAI's Enter Verification Code window open/minimized while you retrieve your verification code email or text. Do not exit HCAI.
6. Open your email or text to retrieve the verification code. If you are using email as the delivery method, the verification code email will be sent to you from systemdelivery@hcai.ca.
7. Type the verification code from the email or text into HCAI's Enter Verification Code screen.
 - If needed, you can change the delivery method using the link at the bottom of the page.
 - To receive another verification code, use the "Send New Verification Code" button at the bottom of the page.
8. Users without the User Administrator role will see the option to check "Trust this device for future verification". Check this box if you are using a trusted device and would like to reduce the frequency you are required to enter a code. User Administrators will not have the option to trust their device.

Users without the User Administrator role may choose to "trust this device for future verification"



The screenshot shows the HCAI login interface. At the top, the HCAI logo and 'Health Claims for Auto Insurance' are displayed. Below this is the title 'Enter Verification Code'. The main content area states: 'Verification code sent to email n****e@ibc.ca. Please enter the verification code in the space below to complete login. If you do not enter the code before it expires, you will need to return to the log-in screen.' There is a text input field for the 'Verification Code:'. Below the input field is a checkbox labeled 'Trust this device for future verification'. At the bottom of the main area are two buttons: 'SIGN-IN' and 'LOGOUT'. A footer section contains the text 'Having trouble with the verification code?' followed by three links: 'To change the delivery method for the verification code, click here', 'To receive another verification code, click: SEND NEW VERIFICATION CODE', and 'For other inquiries related to the verification code, click here'. The very bottom of the page has a blue bar with 'HCAI System Status' on the left and '© 2023 Health Claims for Auto Insurance Processing | Privacy' on the right.

9. Click the Sign In button. If the code is correct, you will be signed in to HCAI.

If you have difficulty retrieving your verification code because you no longer have access to the email that is associated with your user account, ask someone with the User Administrator role to update your email address. To learn how to update a user account's information, review **Chapter 10: Insurer User Management**.

Please note that your User Administrator is not able to update the cell phone number on your behalf. After you log in, you can update the cell phone number on the My Profile tab under "Contact Details for Authentication" if desired.

Changing the verification code delivery method

On the Enter Verification Code screen, click [here](#) to change your code delivery method

HCAI
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Auto Insurance

Enter Verification Code

Verification code sent to email n****e@ .ca.
Please enter the verification code in the space below to complete login. If you do not enter the code before it expires, you will need to return to the log-in screen.

Verification Code:

[SIGN-IN](#) [LOGOUT](#)

Having trouble with the verification code?

- To change the delivery method for the verification code, click [here](#)
- To receive another verification code, click [SEND NEW VERIFICATION CODE](#)
- For other inquiries related to the verification code, click [here](#)

When logging in to HCAI, users will be sent a verification code for two-factor authentication either via email or by text. You can opt to change your code delivery method at any time, as long as your contact information for authentication is up-to-date.

1. Enter your user name and password and click Sign In to sign in to HCAI.
2. HCAI will immediately send a verification code via your default delivery method. On the Enter Verification Code screen, instead of entering a code, locate and click on the bullet that says: "To change the delivery method for the verification code, click [here](#)".

3. On the Verification Code Delivery Method screen, you will see the email address and phone number associated with your profile. Select your preferred delivery method.
 - Note: if you have not yet entered a cell phone number on My Profile, you will see a message indicating there is no phone number specified. You must use the email delivery method in order to log in, after which you may click on the My Profile tab to add a cell phone number to your profile.
4. Check off "Remember my preference" if you wish to use the selected delivery method moving forward each time you log in.
5. Click "Send."
6. Retrieve the verification code from your selected delivery method and input your code to log in to HCAI.

Signing in for the first time

If you are signing in for the first time (or for the first time after an Administrator resets your password), you will be emailed a link which can be used to set your password.

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Reset Password

All passwords must follow these rules:

- Passwords must contain at least 8 characters.
- New password cannot be the same as your previous five passwords.
- Passwords cannot contain your username, first name, or last name, either forward or reversed.
- Passwords must satisfy all of the following sub-rules:
 1. Contain at least one uppercase character
 2. Contain at least one lowercase character
 3. Contain at least one numeral
 4. Contain at least one symbol (characters that are not defined as letters or numerals, such as @, !, # and so on)

**Your request to have your password reset has been confirmed.
Please enter a new password in the space below.**

New Password:

Confirm New Password:

SUBMIT **CANCEL**

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To set your
password, enter and
confirm your new
password

Clicking the emailed link will bring you to the Reset Password screen. Enter and confirm the new password in the respective fields. Then press the **SUBMIT** button. To cancel your entry and exit the form without any changes, click on the **CANCEL** button at the bottom of the screen.

General password rules

Passwords must contain at least eight characters.

Passwords must meet all of the following sub-rules:

- At least one uppercase character
- At least one lowercase character
- At least one numeral
- At least one symbol (characters such as #, @, ! and so on).

Passwords must not contain the user's first name, last name, or user name, either forward or backward. Passwords expire in 90 days, upon which the system will prompt the User to reset his or her password. A new password cannot be the same as your previous five passwords.

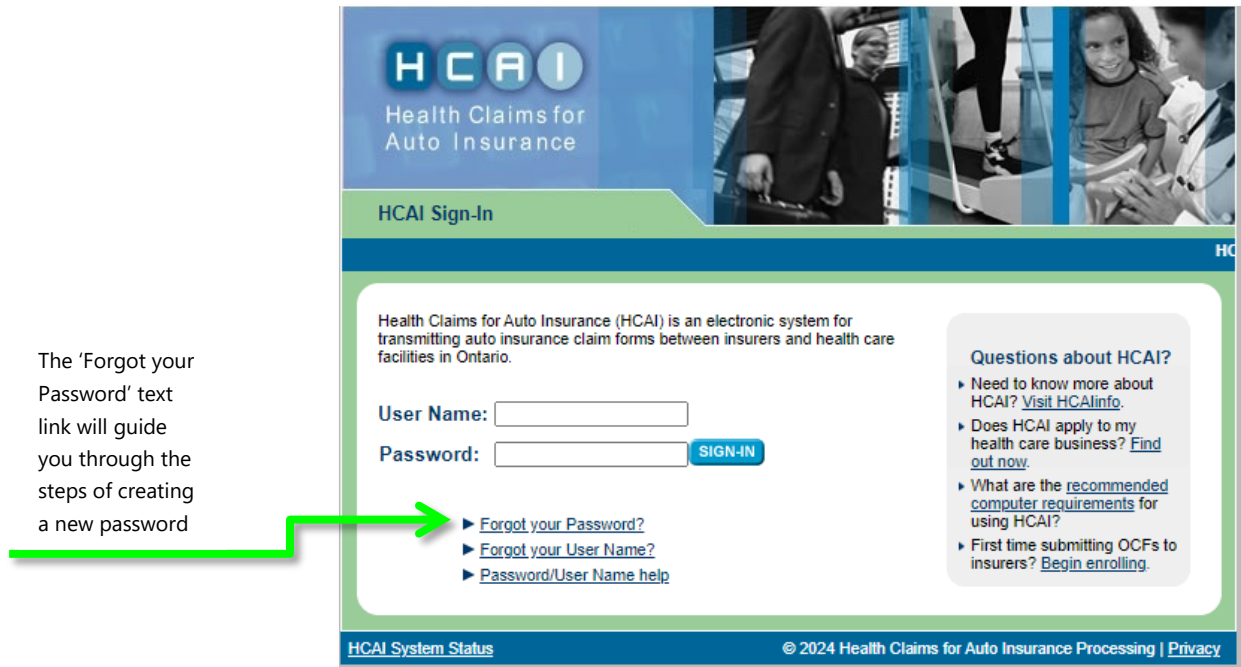
If the password and confirmation fields do not match, an error message notifies you and asks you to try again. If the password you have entered in the "New Password" field does not comply with the rules noted above, you will receive an error message and will need to modify your password so that it meets the password rules.

Forgetting your password / suspended password

If you forget your password, click on the 'Forgot your password?' text link towards the bottom of the HCAI login screen. This opens a new screen where you are provided with instructions on how to recover a lost password.

You are allowed five consecutive attempts at signing in to HCAI. After five attempts, your account will be suspended.

To remove your HCAI account from the suspended state, click on the 'Forgot your Password?' text link and follow the instructions to reset your password.



The 'Forgot your Password' text link will guide you through the steps of creating a new password

Resetting user passwords

If a user is not receiving password reset emails when using the Forgot Your Password? link, the User Administrator for the insurer can reset the user's password using the following steps:

1. Click on the Manage tab > User Management subtab
2. Enter the search criteria for the user whose password you wish to reset.
3. On the 'Search Results' screen, click on the user's name to open their profile
4. On the Add/Edit/View User Details screen, click the 'Reset Password' button located next to the username.
5. HCAI will send a password reset email to both the user and the User Administrator.
6. If needed, the User Administrator can provide the user with the password reset email, which contains a link where they can select a new password and log in to HCAI. The password reset link must be used within 24 hours or it will expire and the User Administrator will need to reset the password again.

Press the 'Reset Password' button to reset a user's password

The screenshot shows the HCAI User Management interface. The top navigation bar includes links for DASHBOARD, PLANS, INVOICES, CLAIMS, SEARCH, MANAGE, and HCAIinfo. The 'MANAGE' tab is active. Below the navigation bar, there is a search bar for 'Claim Number' and a 'LOGOUT' button. The main content area is titled 'User Management > User Search > Add/Edit User'. The 'Add/Edit/View User Details' form is displayed, with a green box highlighting the 'RESET PASSWORD' button. The form includes fields for Organization Type (Insurer), Organization (Nova Insurance), User Status (Active), Last Name (Flayes), First Name (Carissa), Title, User Name (236), Employee ID (35738), E-mail (carissah@novainsurance.com), Confirm E-mail (carissah@novainsurance.com), and Phone. Below the form, there are radio buttons for 'Allow this user to search and filter by all other users in the company?' (Yes - Allow access to all users) and 'No - Allow this user to search and filter only by users with whom the user shares a team.' A dropdown menu for 'What level of access do you want to give the user?' is set to 'Insurer'. At the bottom, there is a section for 'Assign Roles to the User' with a note about Management & Administrator Roles.

Changing your password

A user is required to set or change their password in the following cases:

- Upon first sign-in;
- Every 90 days;
- After the user has requested to reset his/her password using the 'Forgot Your Password?' text link; and
- After an Administrator changes the user's password on their behalf

A user is able to change their password at any time by clicking the 'Change Password' link located at the bottom right corner of the application. This will bring you to the *Change Password* screen.

If you want to reset your password, click the <Change Password> text link at the bottom-right corner of your screen

Search for Claim Number in ☒ Exact Match [Advanced](#)

DOCUMENT SEARCH Welcome, Nate, to HCAI. 2022/04/18

OCF Search
Enter your search criteria and click "Search". Click the checkbox next to the search criteria value for an exact match.

Document Number: <input type="text"/> <input checked="" type="checkbox"/>	Date Submitted - From: <input type="text"/> <input type="button" value="v"/>
Claim Number: <input type="text"/> <input checked="" type="checkbox"/>	Date Submitted - To: <input type="text"/> <input type="button" value="v"/>
Policy Number: <input type="text"/> <input checked="" type="checkbox"/>	Claimant Last Name: <input type="text"/> <input checked="" type="checkbox"/>
Date of Accident: <input type="text"/> <input type="button" value="v"/>	Claimant First Name: <input type="text"/> <input checked="" type="checkbox"/>
Insurer: <input type="text"/> <input type="button" value="v"/>	Claimant Phone Number: <input type="text"/> <input checked="" type="checkbox"/>
Branch/Claim Group: <input type="text"/> <input type="button" value="v"/>	Date of Birth: <input type="text"/> <input type="button" value="v"/>
	Team: <input type="text"/> <input type="button" value="v"/>
	Claimant File Owner: <input type="text"/> <input type="button" value="v"/>

[Advanced Options >>](#)

[Change Password](#)

To change your password

1. Enter your previous password into the "Old Password" field, then your new password into the "New Password" field
2. Confirm your entry by retyping the new password in the "Confirm New Password" field
3. Click the button to proceed or to exit without changing the password.

If you are successful, the next screen is displayed. If you made an error entering your previous or new password, you are returned to the Change Password screen to try again.