

Username and Password Emails for the Licensed/Approved Facility COVID Data Collection Tool will come from: PW, Unified Security inbox (ra-unifiedsecurity@pa.gov)

Sample Username Email



Hello <FirstName>

This email is to confirm that a business partner account has been created for you. Your Business Partner username is: <Username>

This is the name you enter into the “Username” box to sign into your business systems. Please memorize or keep your username in a completely secure location.

In addition to this email, you should receive a separate email that confirms your temporary password to use the first time you sign in. Please note the below:

1. You are required to create a personal password for future use. Refer attached Business Partner User Initial Logon guide for first time sign in instructions.
2. Upon login into your business system, you will be prompted for Risk-based authentication. Refer attached RBA Business Partner User Guide.

If you experience the below issues, please reach out to following,

- Issues with your temporary password, please send an email to the PW, Unified Security inbox (ra-unifiedsecurity@pa.gov).
- Issues with Risk-based authentication set up, please send an email to RA-PWDHSMFAHELPDESK@pa.gov.

Please contact Account Administration (800 281 5340) if you forgot your security questions/answers after the initial setup.

Sample Password Email



Hello <FirstName>

This e-mail is to confirm that a business partner account has been created for you. Your temporary password is <Password>.

Please use this temporary password the first time you sign in. When you sign in for the first time, you will be required to create a personal password for future use.

In addition to this e-mail, you should receive a separate e-mail that confirms your business partner account username.