Device ID Self-Registration
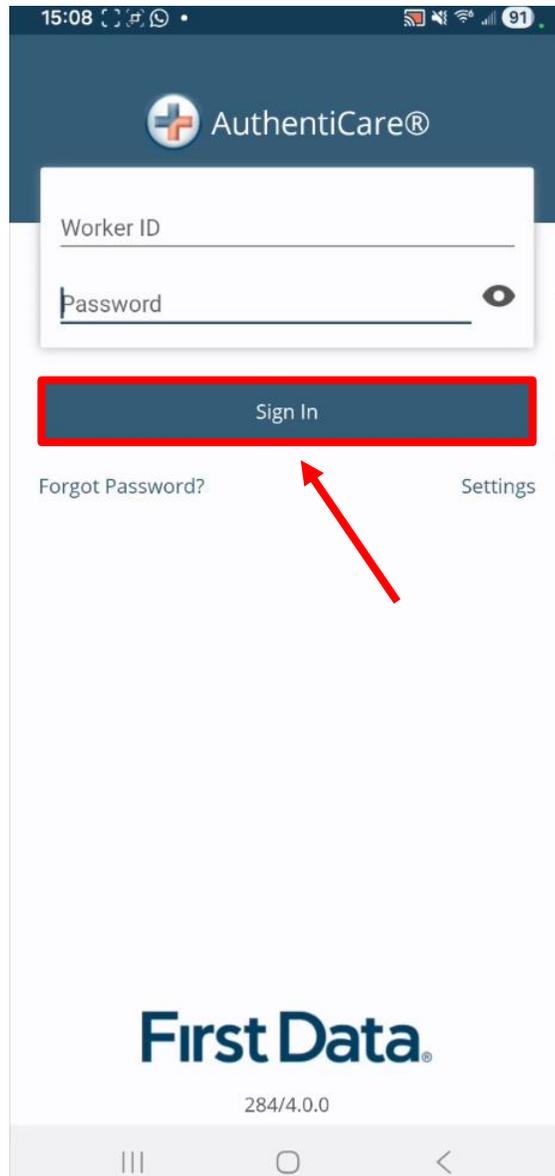
## AuthentiCare® 3.0

Welcome to AuthentiCare 3.0!

Please follow the below instructions to get logged into the new mobile application.

1. Open your AuthentiCare 3.0 mobile app and enter your Worker ID & Password.

2. Click '**Sign In.**'

If you have a valid email address on file with AuthentiCare, upon entering your credentials, you will receive a message on the app screen indicating a new device has been detected.
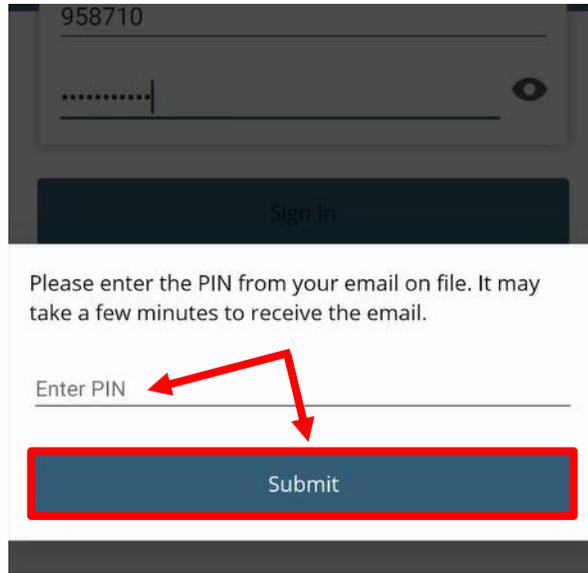
3. Click '**Continue**' to receive a new PIN via email to authenticate your device.
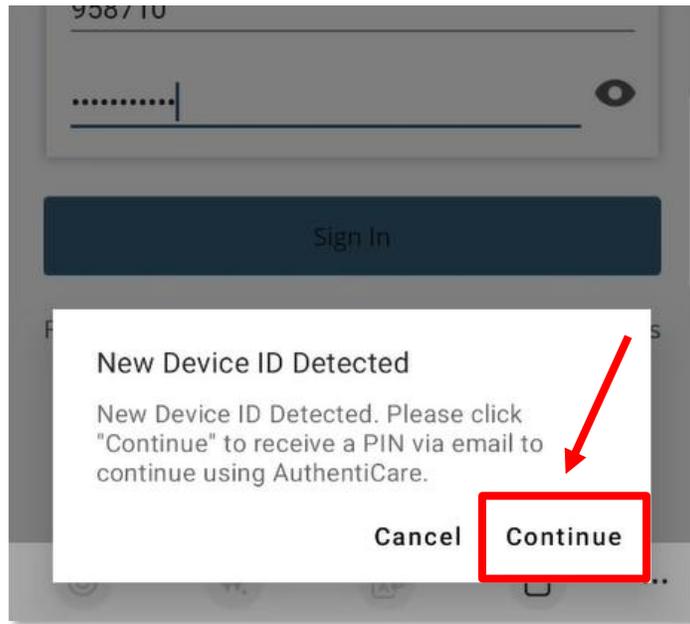
After clicking '**Continue**,' you will receive a second automated email to the email address on the worker profile that has a six-digit PIN.
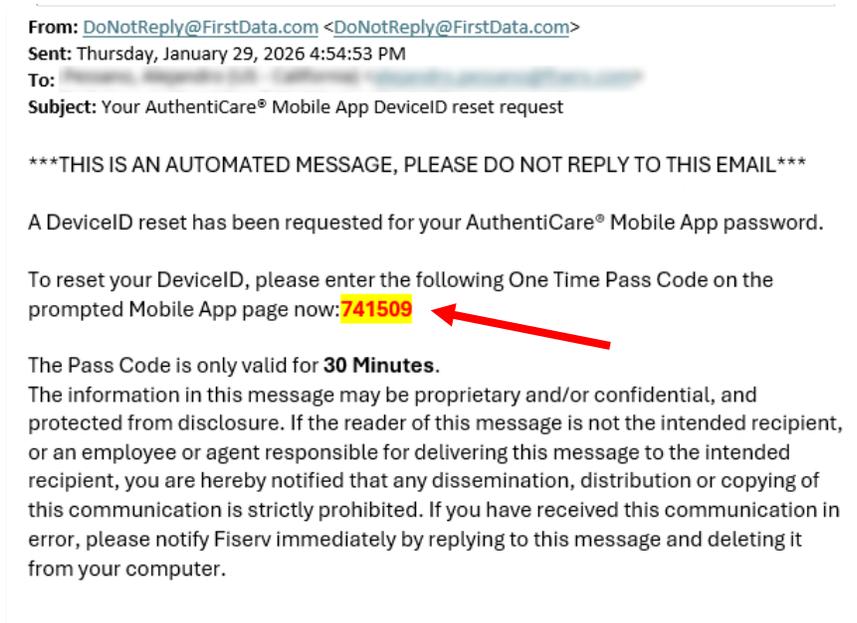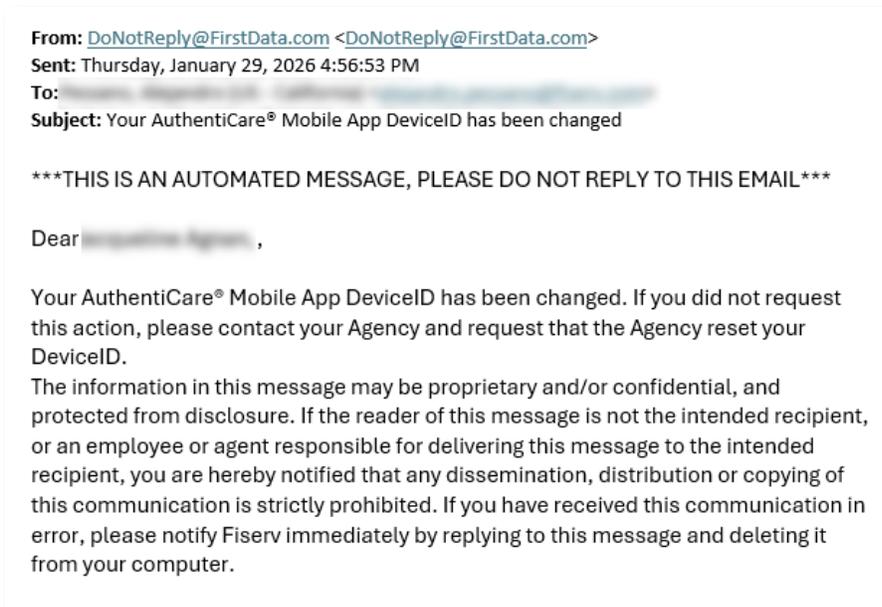

4. You will need to enter the six-digit PIN from the automated email into the app screen and click '**Submit**.'

Upon clicking 'Submit' with the new PIN, the system will associate your current device ID with your worker profile.

Additionally, an automated e-mail confirming the change will be sent to the official email address tied to your worker profile.

From: DoNotReply@FirstData.com <DoNotReply@FirstData.com>
Sent: Thursday, January 29, 2026 4:56:53 PM
To:
Subject: Your AuthentiCare® Mobile App DeviceID has been changed

THIS IS AN AUTOMATED MESSAGE, PLEASE DO NOT REPLY TO THIS EMAIL

Dear   ,

Your AuthentiCare® Mobile App DeviceID has been changed. If you did not request this action, please contact your Agency and request that the Agency reset your DeviceID.
The information in this message may be proprietary and/or confidential, and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify Fiserv immediately by replying to this message and deleting it from your computer.

5. You will need to choose whether you want to enable biometric login, or you can click '**Cancel**.'

Upon completing these steps, you will be directed to the landing page to establish a session in AuthentiCare 3.0.
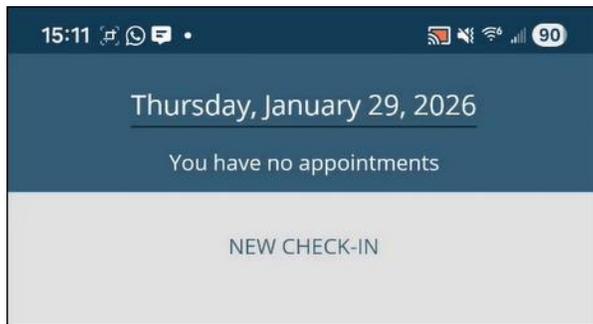
NOTE: Entering the beginning of a client's *last name* will return *all results that begin with an exact match of those letters*. For example, to look for a client with a last name of "Smith", it is possible to enter "Smi", "Smit", etc.

IMPORTANT REMINDER: Upon migration to the 3.0 application, *users will no longer be able to access the 2.0 application*, even with a valid Worker ID and Password credentials (see screenshot below).
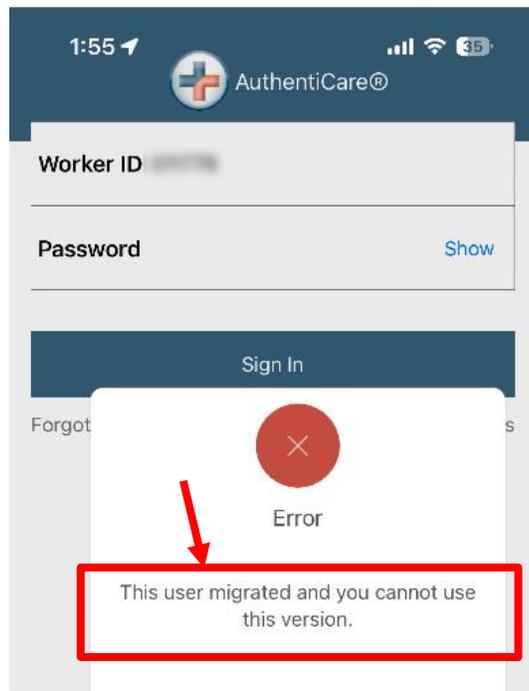
Please reach out to your provider agency contact for any questions or challenges.