



# Frequently Asked Questions

AuthentiCare® 3.0

Last Updated: 3/16/2026

# Welcome to AuthentiCare 3.0!

## Frequently Asked Questions

### 1.1 Does the minimum operating system (OS) version change with AuthentiCare 3.0?

No. The minimum operating system requirements for AuthentiCare 3.0 are the same as those for AuthentiCare 2.0. There are no new OS version requirements introduced with the 3.0 release.

### 1.2 What happens if a worker does not have an email address, or does not want to provide one?

If a worker does not have access to an email address, they will not be able to register their own Device ID in AuthentiCare 3.0. An email address is required to receive the one-time passcode (OTP) used during the Device ID registration process.

In this situation, the worker must follow the same process used today with AuthentiCare 2.0:

- The worker contacts their provider agency
- Shares the Device ID displayed in AuthentiCare 3.0
- An agency employee with portal access manually enters the Device ID into the worker's profile

### 1.3 How can I tell the difference between AuthentiCare 2.0 and AuthentiCare 3.0 on my mobile phone?

AuthentiCare 2.0 and AuthentiCare 3.0 use **different application icons and logos**. This allows users to clearly differentiate between the two applications when both are installed on the same device. The logos are:

**AuthentiCare 2.0**



**AuthentiCare 3.0**



#### 1.4 Will AuthentiCare 2.0 eventually be shut down?

Yes. AuthentiCare 2.0 will be decommissioned. However, the exact decommissioning date has not been determined at this time. Fiserv will continue to provide updates as timelines are finalized.

#### 1.5 Should workers delete AuthentiCare 2.0 after transitioning to 3.0?

Yes. Once a worker has successfully transitioned to AuthentiCare 3.0, it is expected that they will delete AuthentiCare 2.0 from their mobile device.

While leaving AuthentiCare 2.0 installed will not impact usage of AuthentiCare 3.0, workers will no longer be able to access 2.0. Removing the application also helps free up storage space on the device.

#### 1.6 Can workers log into both AuthentiCare 2.0 and 3.0 while both are available?

No. Once a worker successfully logs into AuthentiCare 3.0, their access to AuthentiCare 2.0 is automatically revoked.

If the worker attempts to log into AuthentiCare 2.0 after migrating to 3.0, they will see the following message: "Error: This user migrated and cannot use this version."

#### 1.7 How long do states have to conduct User Acceptance Testing (UAT)?

UAT will begin on **Monday 3/30/2026**, and end on **Friday 4/17/2026**. We are allowing three full business weeks to complete testing.

#### 1.8 1.8 Where can state testers download the beta version of AuthentiCare 3.0 to conduct UAT?

The beta application will be stored on Firebase for Android, and TestFlight for iOS. Access to the app will be managed by invitation, and will not be available for the public to download. Please refer to the guide included in the zip file with instructions on downloading the app.

#### 1.9 How should state testers report issues found during UAT?

Account Managers will provide specific instructions for reporting potential bugs or issues encountered during User Acceptance Testing. These instructions will be shared prior to or during the UAT phase.

### 1.10 Does the enhanced client lookup support searching for any part of a client's last name?

The enhanced client lookup in AuthentiCare 3.0 supports partial searches based on the beginning of a client's last name only.

For example:

- Searching for "Gon" or "Gonz" will return "Gonzalez"
- Searching for "zalez" will **not** return the result of "Gonzalez"

### 1.11 Is there a limit to how many times a worker can change their Device ID in AuthentiCare 3.0?

A worker's ability to register or update their Device ID without contacting their provider agency is controlled by a **configuration setting per state**.

- When the configuration is enabled, workers can register their Device ID themselves using any mobile phone
- If the configuration is disabled, the process reverts to the AuthentiCare 2.0 model, requiring the worker to contact their provider agency and have the Device ID manually entered in the portal

### 1.12 Will states receive reports showing AuthentiCare 3.0 adoption rates?

Yes. Fiserv will provide reports showing how many users have successfully logged into AuthentiCare 3.0 on a weekly basis.