

How to login to the HCHB CEP

OPEN YOUR BROWSER

HCHB recommends Chrome as the browser of choice for accessing Homecare Homebase products. Avoid using IE (Microsoft Edge/Explorer) because it often interferes with portal functionality.

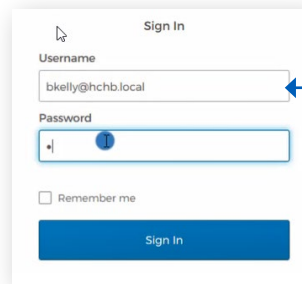
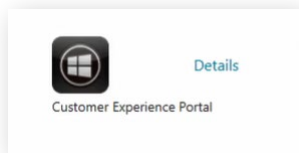
Note: If your agency is a Single Sign On (SSO) customer, then you should be able to access the CEP directly after authenticating through your organization's login page. If your agency is a Single Sign On (SSO) customer and you have trouble accessing the CEP, please contact your internal help desk or authorized user for guidance on your organization's best practices.

If your organization is not a SSO customer, there are 2 ways to access the HCHB CEP.

1. Select the CEP icon from within your HCHB CITRIX Portal
2. Use the CEP direct link and login using our Okta login

ACCESSING THE CEP FROM THE CITRIX PORTAL

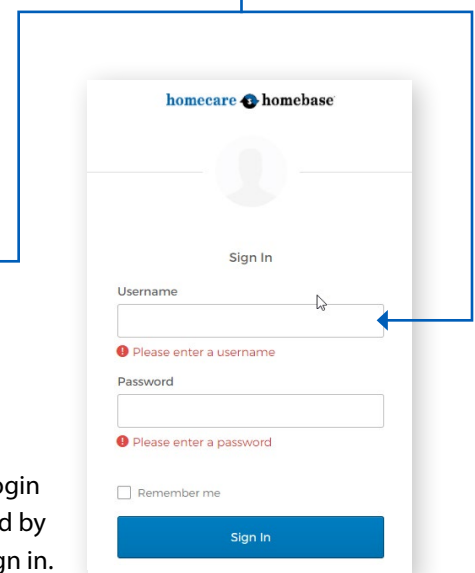
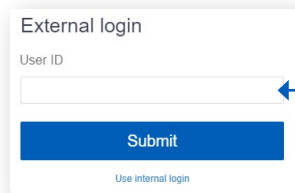
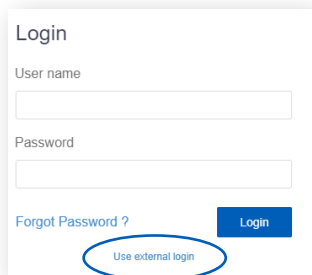
1. Click on the Customer Experience Portal icon in the left-hand corner of the Citrix portal.
2. You will be re-directed to our Okta login screen. Enter your username followed by `@hchb.local` and your password to sign in.



Add "@hchb.local" to your username

ACCESSING THE CEP FROM A DIRECT LINK

1. Enter the following URL into your browser: <https://hchb.service-now.com/csm>
2. Click "Use external login" at the bottom of the login box:
3. Enter your username followed by `@hchb.local` and click submit.



4. You will be re-directed to our Okta login screen. Enter your username followed by `@hchb.local` and your password to sign in.