

**From:** "AuthentiCare.TXSupport" <[authenticaretxsupport@fiserv.com](mailto:authenticaretxsupport@fiserv.com)>

**Date:** Tuesday, October 19, 2021 at 5:06 PM

**To:** "AuthentiCare.TXSupport" <[authenticaretxsupport@fiserv.com](mailto:authenticaretxsupport@fiserv.com)>

**Subject:** AuthentiCare Texas Maintenance Notice

Good Afternoon,

This is a notice of upcoming maintenance for AuthentiCare SSL Certificate Updates. To prepare for the SSL Certificate updates, Fiserv will be forcing AuthentiCare mobile upgrades to the latest mobile version for all AuthentiCare users.

- **Mobile Forced Upgrade: 10/26 at 7:30pm CDT**
  - Mobile users will be prompted to update to the latest AuthentiCare version of iOS (2.0.14) and/or Android (3.0.3/120)
  - Users who are already on the latest version will have no impact
- SSL Certificate Update: 10/28 from 7:00pm - 9:00pm CDT

Month	Date	Day	Start Time	Stop Time	Potential Interruption
October	28	Thursday	7:00pm CDT	9:00pm CDT	Web & Mobile

**An Intermittent service disruption for Web and Mobile users may occur between 7pm CT – 9 pm CT.** Interactive Voice Response (IVR), AuthentiCare Mobile and AuthentiCare Website may become unavailable during the time listed.

- Service attendants and CDS employees can still use the offline Mobile method to clock in/out.
- Service attendants and CDS employees using an Alternative Device will need to document all necessary information for the visit and call the IVR once the interruption period is over.
- Service attendants and CDS employees using a member's home phone landline who attempt to clock in or clock out during the 10-minute interruption will need to document all necessary information for the visit, and provide that information to their program provider, CDS employer, or FMSA in order for a manual visit to be created using the AuthentiCare Website. (see below for the message you will hear in the event of an outage)
- AuthentiCare Website users: if you encounter an error when logging in, please wait 10 minutes and try again (see below for the message that will appear on AuthentiCare Website in the event of an outage).
- Contact AuthentiCare Support for options if a visit was not captured, or if you need to perform visit maintenance due to this outage.

**If the 10-minute interruption occurs, you will hear or see the following messages:**

Application	Outage Message
IVR	We're sorry, this service is currently unavailable. Please try your call again later.
Web	We're sorry, this service is currently unavailable. Please try to login to your account again later.

For any questions or concerns please contact AuthentiCare Texas Support at 877-829-2002 (7:00 am CT – 7:00 pm CT) or by email [AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com).

Thank you,

AuthentiCare Team