# Vendor - Logging into CVS Health Email

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**Description:** Provides vendors the steps for logging into CVS Health email to obtain temporary passwords for applications vendors use daily.

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| Process |

Complete the steps below:

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| **Step** | **Action** |
| **1** | Access Citrix and login.   * Username: CVS Network ID (C or Z ID) * Password: CVS Network Password * Domain: CaremarkRx |
| **2** | Within Citrix, open a **Chrome** browser for theSource.     * If the **Starting…** pop-up displays, allow webpage to load.      * If the blue **\*\*\*\*\*NOTICE !\*\*\*\*\*** page displays, click **OK**.     **Results:**   * + The Starting… pop-up should finish loading shortly after clicking OK and then will close.   + The browser will download. |
| **3** | 1. Access the browser from your downloads.     **Result:** The Pick an account pop-up will appear.   1. Select the account with the @CVSHealth.comemail address and then enter your password (CVS Network password previously used to log into Citrix).   **Result:** A new browser window will open to theSource. |
| **4** | Simultaneously click the **CTRL** + **T** keys on the keyboard to open a new browser.  **Result:** A new browser window opens. |
| **5** | Navigate to the following link in the new browser window: <https://Outlook.office.com>.    **Result:** Your CVS Health email displays.  **Note:** By default, emails are sorted from newest to oldest. |

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| Password Email Examples |

Passwords for the applications appropriate to your role will be sent to the CVS Health email address of the intended user.

Refer to the table below for password email examples:

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| **Application** | **Example** |
| PeopleSafe | PeopleSafe QCP ID and password emails are sent from the Identity.AccessManagement@cvshealth.com address as are many other passwords.  The link for Caremark Client Service Portal will navigate to PeopleSafe when clicked.    **QCP ID Email**    **Password Email** |
| Fazal | Fazal IDs are sent from the Fazal\_Prod@cvshealth.com email address. |

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| Mp4 Video Demo |

Refer to the [Vendor - Logging into CVS Health Email - Video Demo](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=27c5bb44-ced9-4e23-9b9e-8352cdae720f) as needed.

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| Related Documents |

[CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

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