UAC Registration Troubleshooting

May 19, 2021

When accessing the User Administration Console (UAC), Saba, or the Medi-Cal Rx Provider Portal, make sure to follow the suggested technical guidelines to experience the best functionality of these Medi-Cal Rx website applications. After you complete UAC registration, we recommend that you bookmark the Okta℠ Secured Portal URL. Utilize the Chrome, Firefox, or Microsoft Edge browser to access our applications. We also recommend that you disable pop-up blockers and clear your cache to help avoid further accessibility issues.

Below are possible error messages and ways you can resolve them. You can also find more information in the New Registration Quick Start Job Aid and Provider Registration and Training FAQs.

Issue / Error Message	How to Troubleshoot
Email activation link not received	The activation email will be sent to the email address listed upon registration completion. Please check your Spam/Junk folders if you did not automatically receive the confirmation email. **To request a new activation link, follow the instructions below:** 1. Go to https://uac.magellanrx.com/pin-registrations. 2. Click **Resend Confirmation Email** on the right-hand side of the screen, enter your email address, and click **Send**. 3. Check your email. The activation email should be from Magellan. 4. Click on the URL provided in the email, which should bring you to a confirmation page.

Issue / Error Message	How to Troubleshoot
User Not Assigned to the Client Application	This error message occurs for users that do not have the designated role permissions. Users need to contact their organization's Delegated Administrator to update their role permission for the account. **Note:** Please watch the [UAC Tutorial #3: Granting Access for Yourself and Staff](#) to help your organization add role permissions.
User ID Already Exists - when registering for a Personal Identification Number (PIN)	Confirm with your Admin/Manager if a Delegated Administrator account was created for your organization. If you encounter this error message, it is likely that someone else has already registered the National Provider Identifier (NPI) for your organization. If you want to **add another** organization NPI from an existing Delegated Administrator account, please follow the instructions below: 5. Log in as the Delegated Administrator. 6. On the Organization Management screen, select the **Add an Org** button. 7. From this screen, you will enter the NPI to request a PIN letter. 8. Return to the Organization Management screen once you have obtained your PIN letter and select the **Register w/PIN** button to complete your registration.
Unauthorized - when logging into UAC	This error message occurs when a standard user (non-Delegated Administrator) attempts to log into the UAC. Only Delegated Administrators are permitted to log into the UAC.
ORG ID Invalid	This error message occurs when the NPI entered is invalid or is not registered in Provider Application and Validation for Enrollment (PAVE) or with a Managed Care Plan (MCP). Please contact PAVE or the MCP to confirm that you are a participating provider. You can contact the PAVE Help Desk directly at 1-866-252-1949 or PAVE@dhcs.ca.gov. **Note:** Prescribers can only register using their NPI Type 1. Pharmacies can use either Type 1 or 2 to register.

If these suggestions do not help resolve your issue, please contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@magellanhealth.com.

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