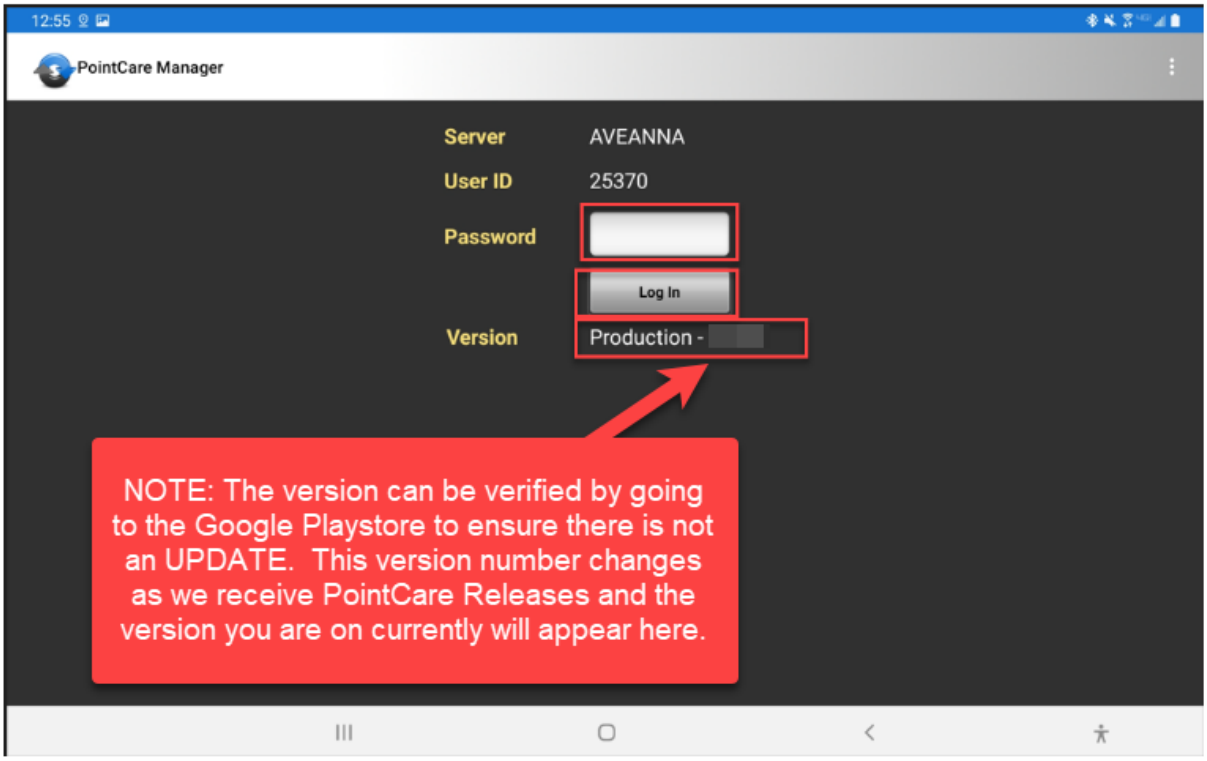
PointCare Single Sign On - SSO Login - Selective Refresh

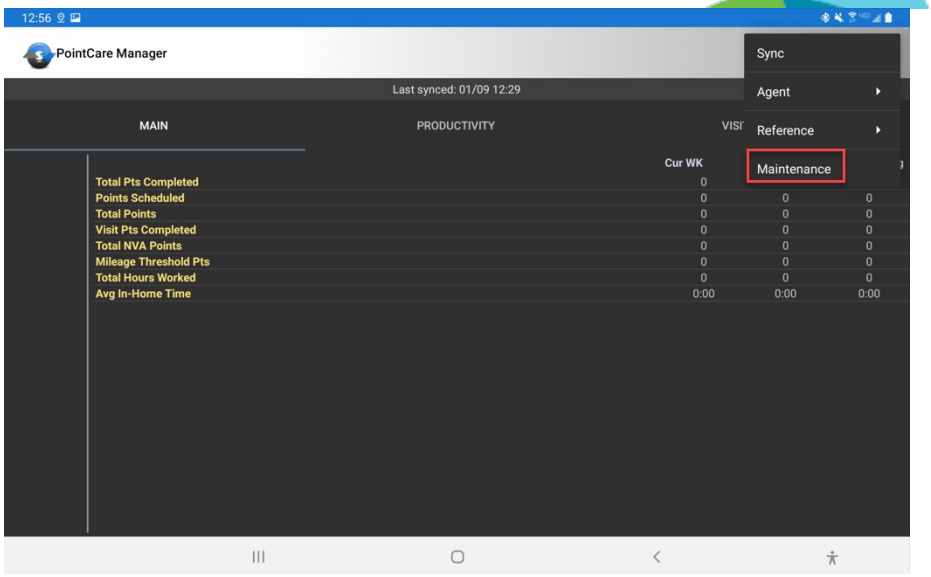
Last Modified on 04/07/2026 2:20 pm EDT

Process:

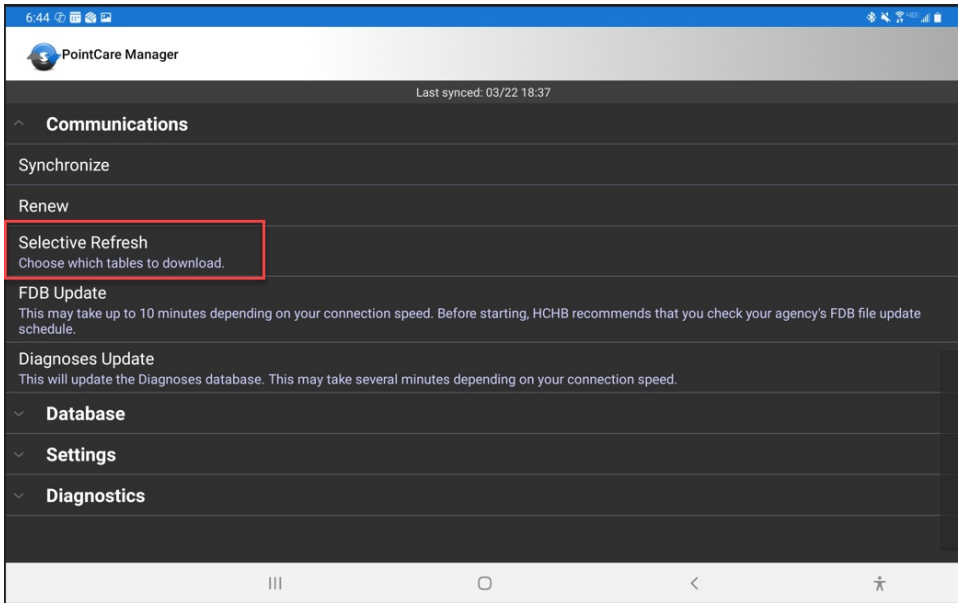
1. Make sure DUO is set up on your phone BEFORE following the process below: Enrolling Your Phone or Tablet in DUO and Resetting Your Password - Aveanna Cyber Security Group
2. Ensure your correct User ID is entered.
3. Enter your password.
    1. ***NOTE: Ensure you are on the updated PointCare Version. If not or to verify, follow this process:*** *Updating a New Version of PointCare Through Google Play on Android Devices*
4. Click on Log In



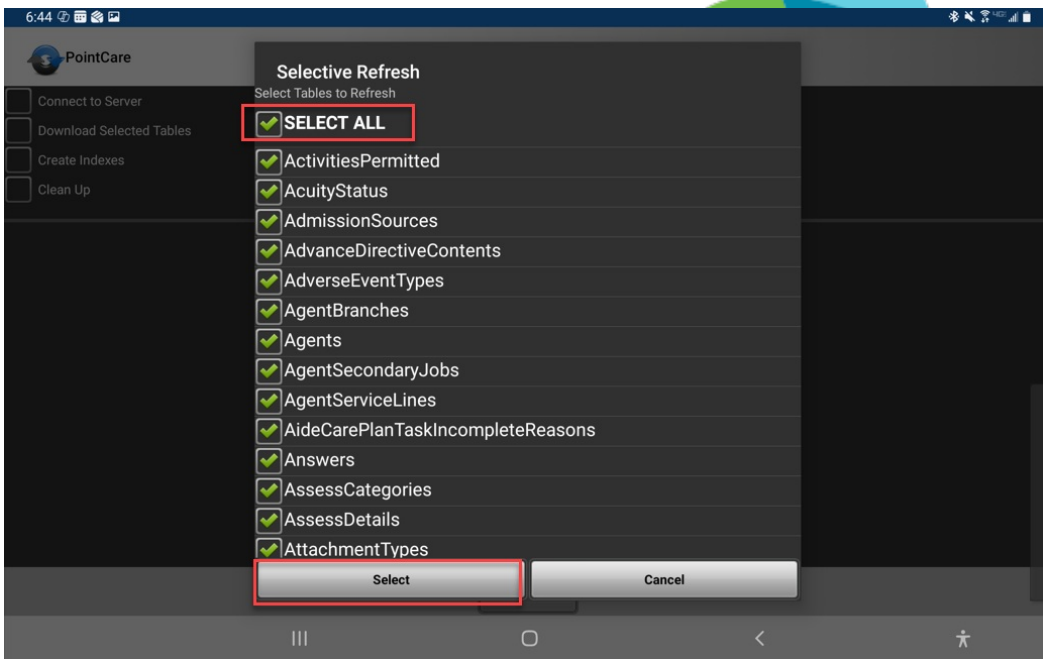
5. Click on the three dots in the upper right corner.
6. Choose Maintenance.



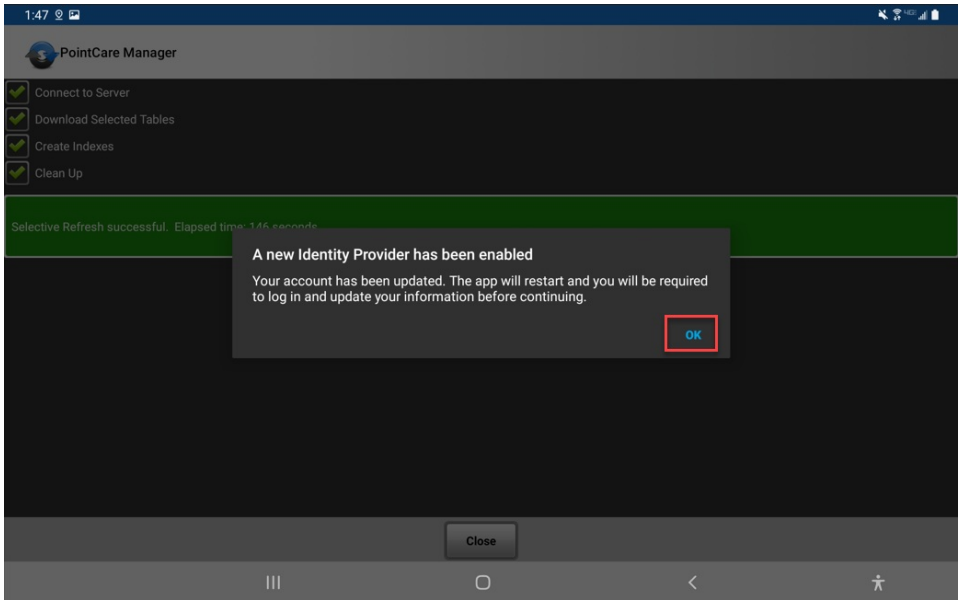
7. Click on Communications.
8. Click on Selective Refresh.



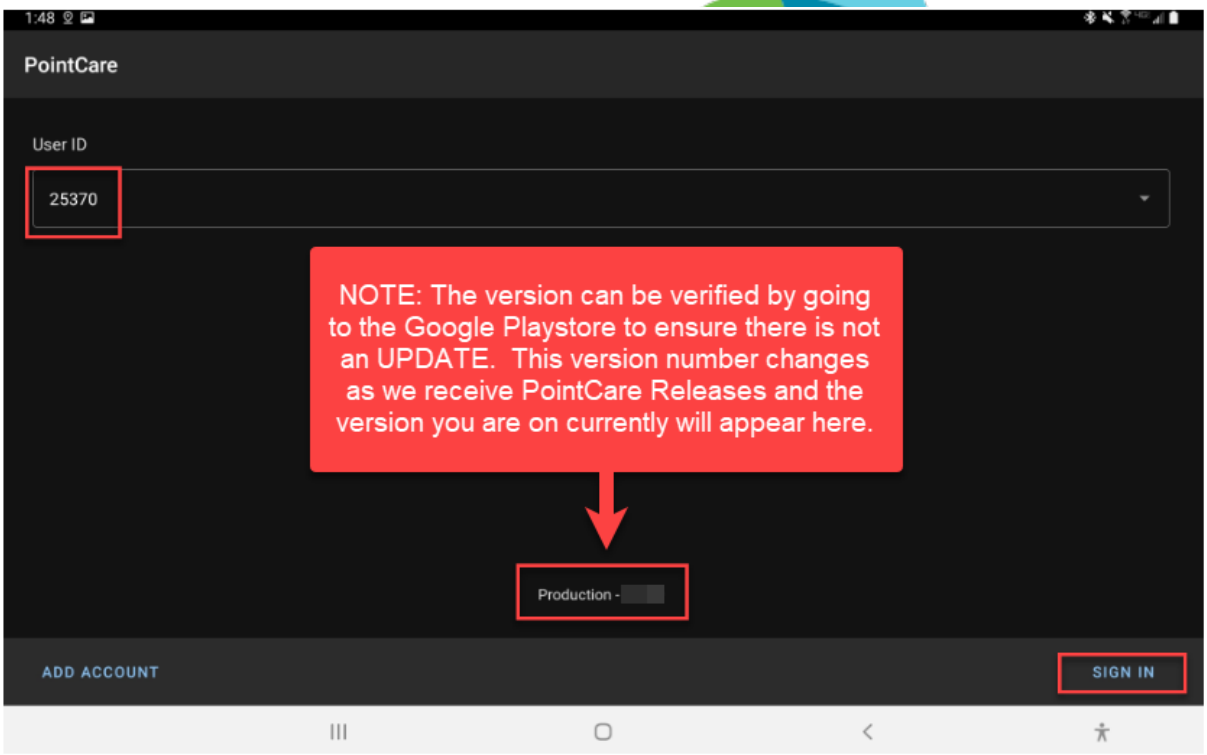
9. Check the top box "SELECT ALL"
10. Click on Select on the bottom of the screen.



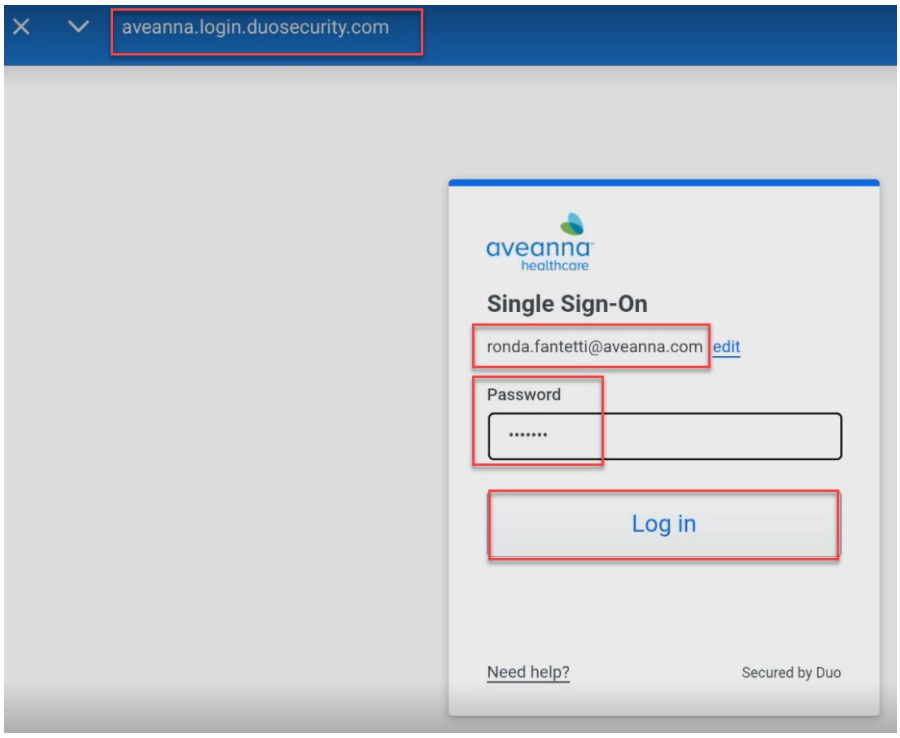
11. When you see the message ***"A new Identity Provider has been enabled"***, Click on OK



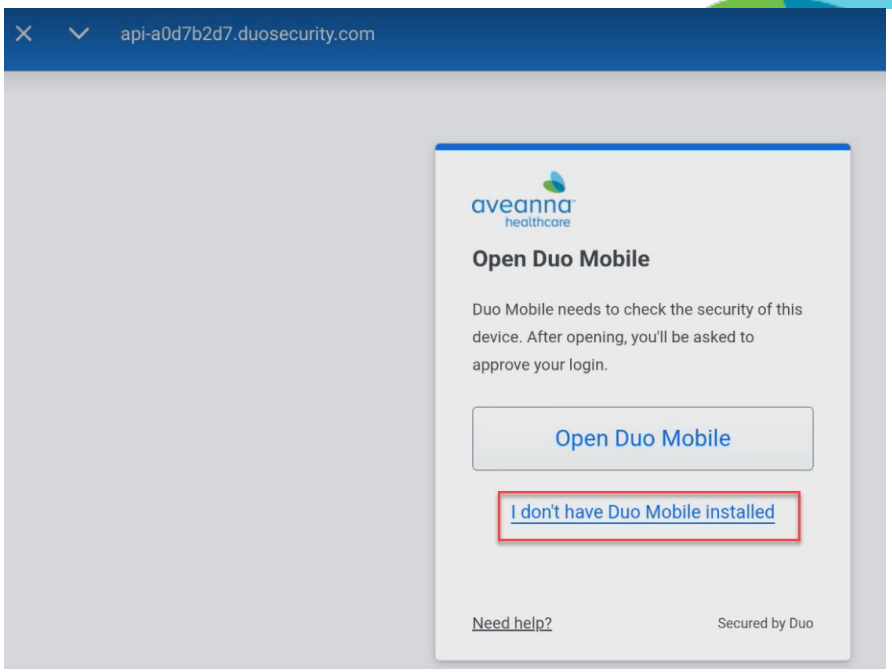
12. This screen will appear as your new log in screen. Ensure User ID and PointCare Version are correct.
    1. ***NOTE: Ensure you are on the updated PointCare Version. If not or to verify, follow this process:*** *Updating a New Version of PointCare Through Google Play on Android Devices*
13. Click on Sign In



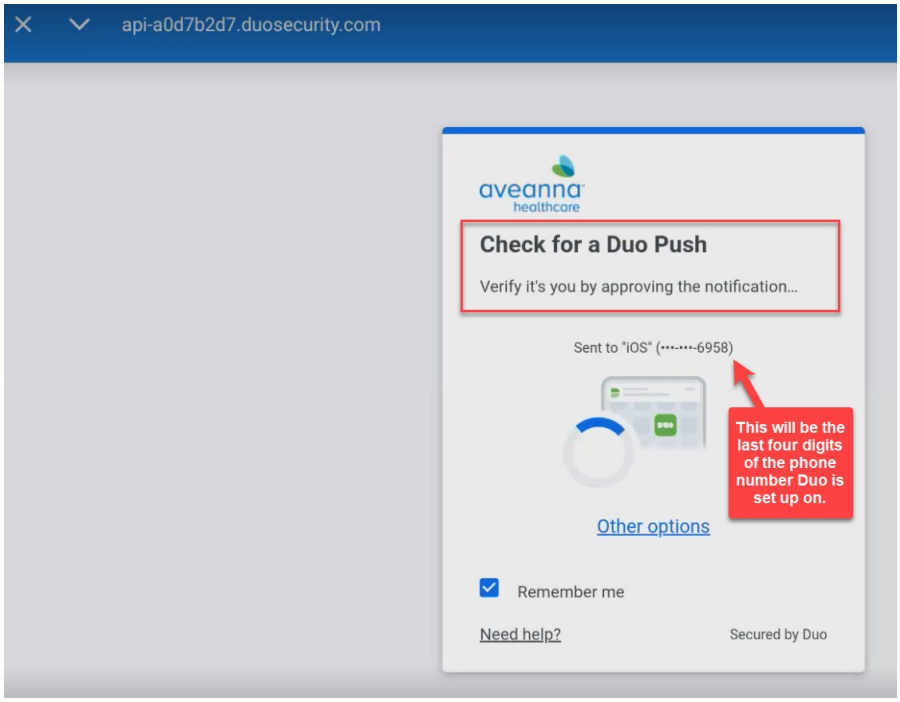
14. The Aveanna.login.duosecurity.com will appear.
15. Username: Your email
16. Password is your DUO password.
17. Click on Login.



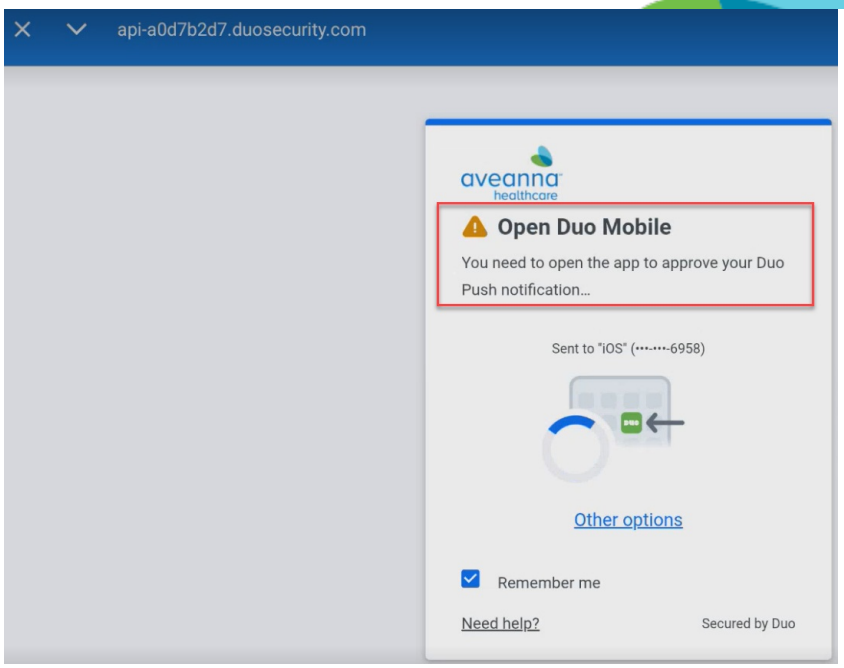
18. **Click on "I don't have Duo Mobile installed"** (as Duo is on your phone and not your android tablet).



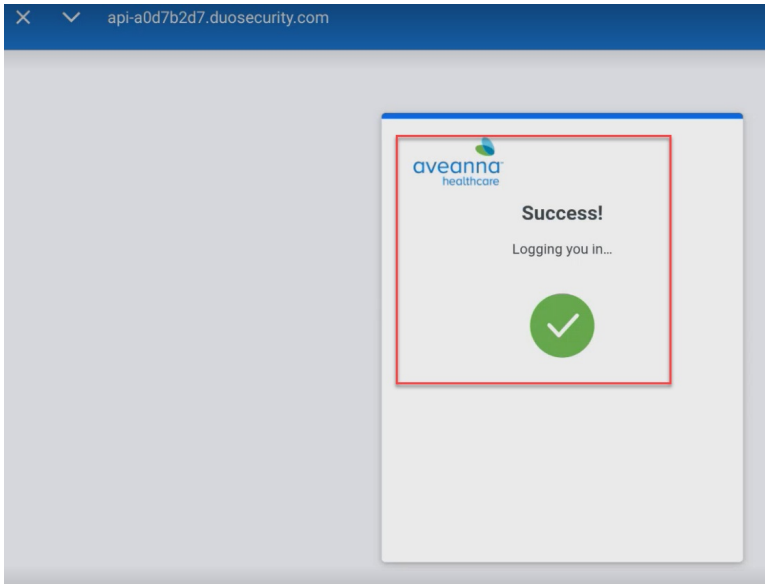
19. When you see this screen, Accept the DUO push sent to your mobile phone.



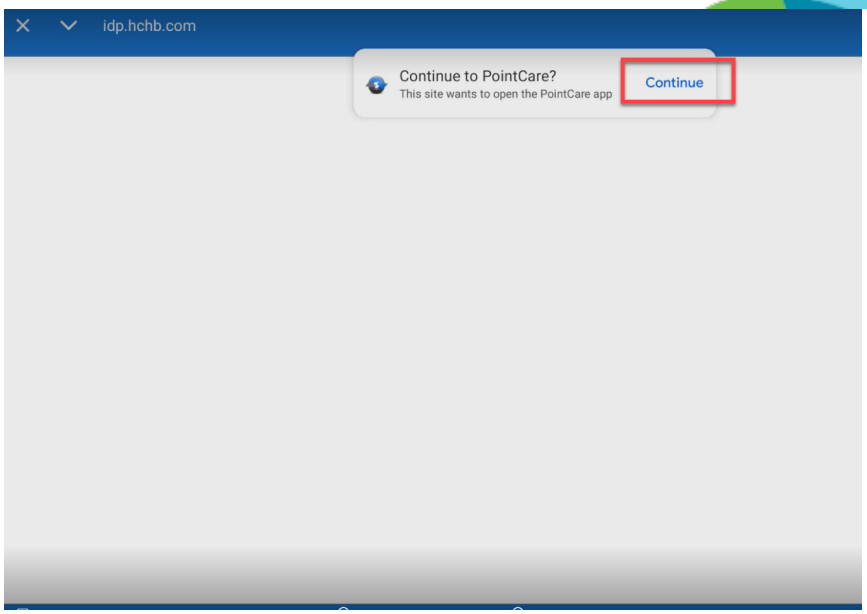
1. *NOTE: Open Duo on your phone if you receive this message and Duo is not prompted on your phone.*



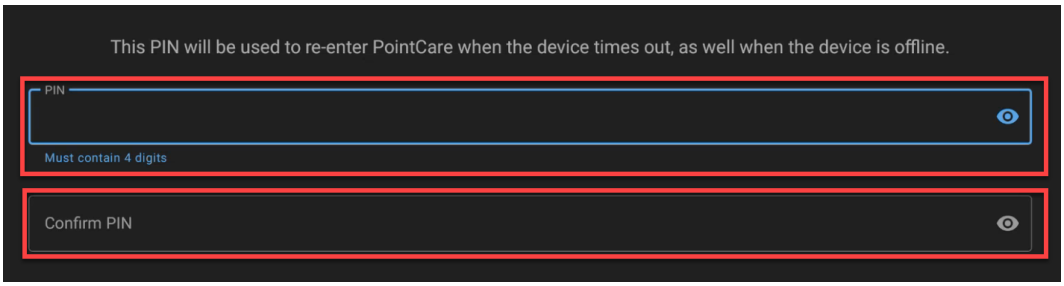
20. You will receive this screen once the Duo push is successful



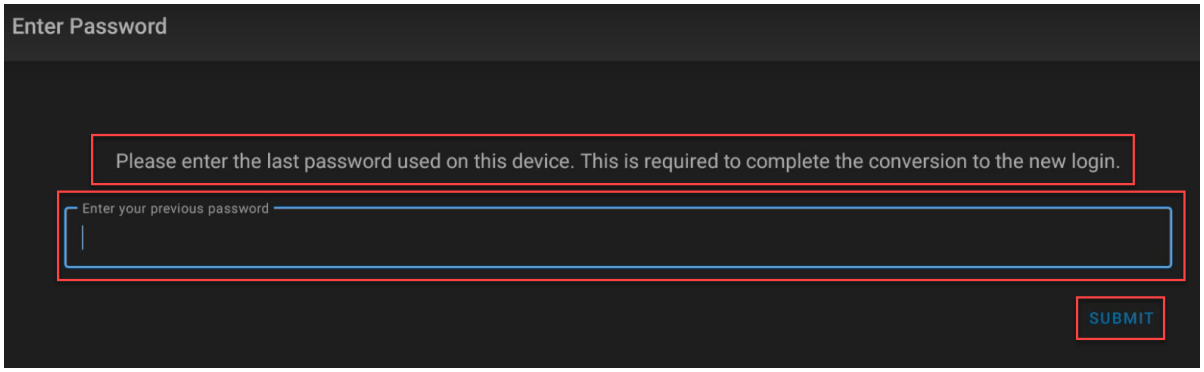
21. ***If this box appears***, click on Continue.



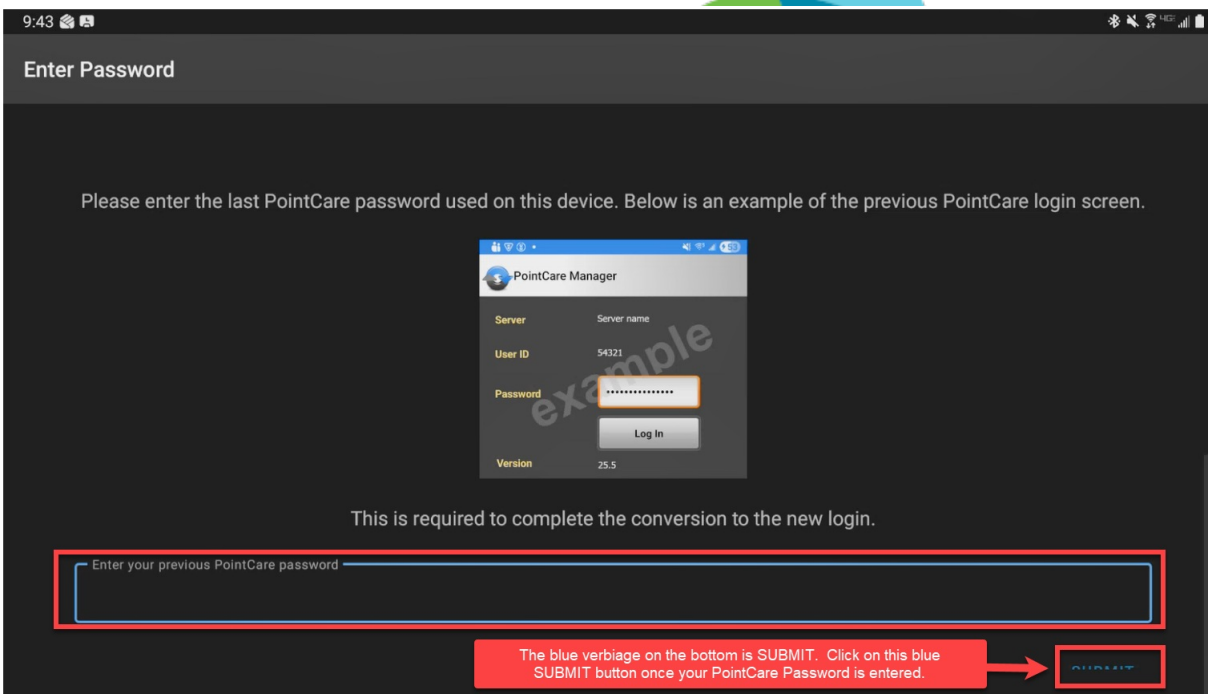
22. You will receive a screen asking you to ***set up a PIN. (This will only occur one time).*** The PIN will be used to log in for the next 12 hours. PointCare will require you to login using your password after that time is passed. Once your password is entered, the device will request you to add your PIN for another 12 hours.
    1. Enter a 4-digit PIN.
    2. Confirm a 4-digit PIN.
        1. Your PIN can only be reset by you.
    3. Click on Enter or DONE on your keyboard
        1. **NOTE: Logging on using the PIN will last for 12 hours. When the pin timer expires a password login will be required to log back in. The user will need to authenticate via login and MFA (requires connectivity). A pin can be reset by the user if the user forgets their pin (requires connectivity).**



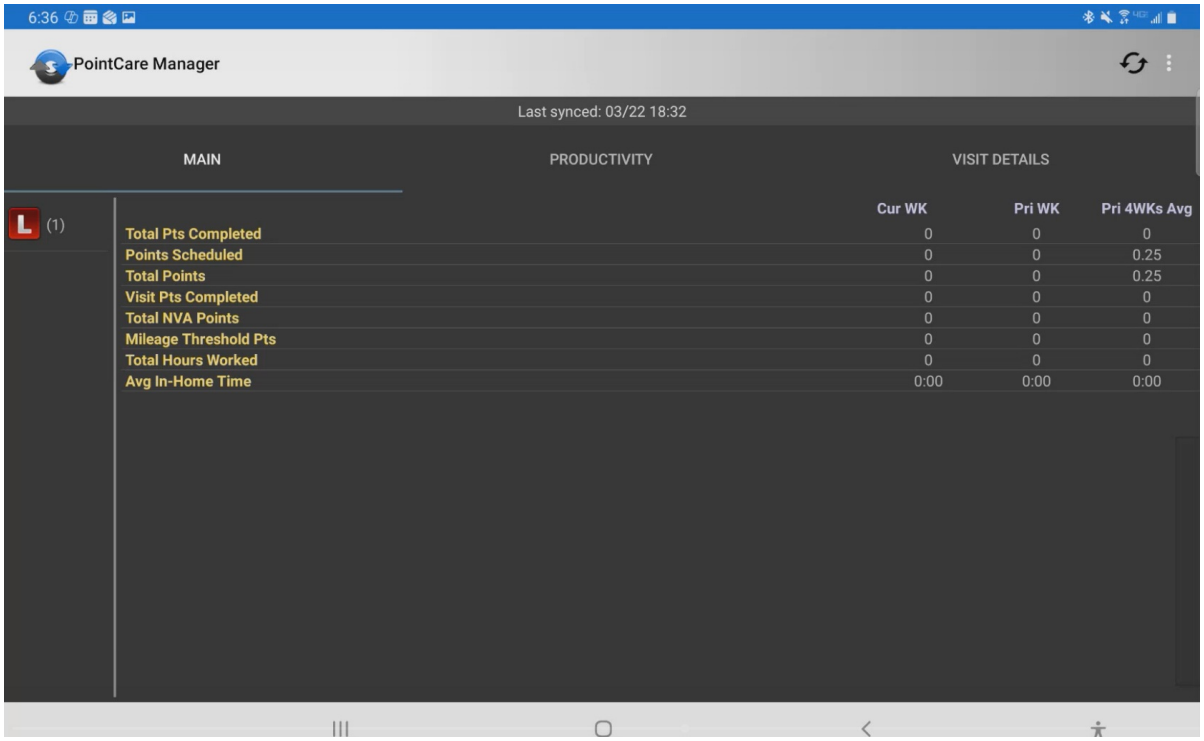
23. When you first log in, you will receive a screen that states "Please enter the last password used on this device. This is required to complete the conversion to the new login."
    - ***Enter the last password used to log into PointCare (not DUO). NOTE: If your screen does not look like this, look at the screenshot in STEP 24 below this step.***



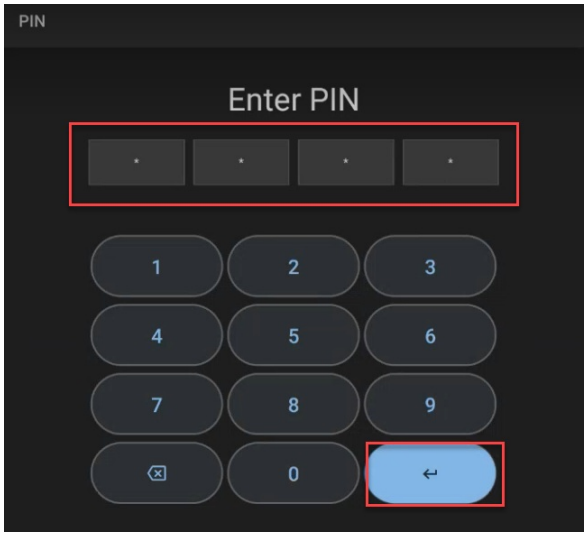
24. ***NOTE: Your screen may look like the one below and you can barely see the word SUBMIT on the bottom right. Still, after entering your last PointCare password, you will click on SUBMIT as shown below:***



25. You will then be logged into PointCare.



26. Once you "Sync", when you log back into PointCare for the next 12 hours, you will just enter your PIN as your password.
    1. After 12 hours, you will be required to enter your password to log in.
27. Enter your 4-digit pin.
28. Click on the blue arrow.



29. If you are unsure of your PIN number, you will reset your own PIN (see process below). The PIN will not change unless you change it.
    1. Resetting Your PIN in PointCare - Single Sign On - SSO

From article: PointCare Single Sign On - SSO Login - Selective Refresh | Last Modified on 04/07/2026 2:20 pm EDT