

## **OPTUM WEBSITE REGISTRATION**

### WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

With the launch of the new User Interface (UI), we have integrated the One Healthcare ID secure login system to ensure greater protection for secure files on the website. These secure files are reserved for County of San Diego's employees and Organizational Providers who have access to the San Diego County's electronic health record. One Healthcare ID also features self-service for password administration.

The registration process is a two-step process:

- 1. One Healthcare ID registration form
- 2. Optum San Diego website registration form

#### PART ONE: OPTUM ID REGISTRATION FORM

The **Register** link is located on the top right of each webpage. The link will take you to the first page of the One Healthcare ID registration.

<b>Optum</b> San Diego	Search: Search
Home BHS Provider Resources V Access & Cris	is Line Community Resources
Language: English 💌	Create One Healthcare ID* (Username)
Create One Healthcare ID * Required Fields Already a User? Sign in First Name*	Phone Number          +1 •         You must agree to the Terms of Use and Website Privacy Policy. to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.         Continue
Last Name*	⑦ Help Center <sup>™</sup>
Year of Birth* Email Address*	If you'd like assistance, contact support at 1(800)834-3792 or <u>sdhelpdesk@optum.com</u> .

# Optum

Once you have created your One Healthcare ID, the next step is confirming your account.

- 1. Check your email inbox for your confirmation email.
  - a. If you have not received the confirmation email in your inbox, check the spam folder.
- 2. Click on the **Activate my One Healthcare ID** or Copy the 10-digit code and paste it into the box for the activation code.
  - a. If you haven't received an email after a few minutes, click on Resend Code on the Account Confirmation page.
  - Still haven't received an email. Click on Update your email address to check your email address or to use alternate email address.
- Once you have confirmed your email address, you have the option to verify your phone number Via Text Message OR Via Call
  - a. You have the option to skip this step.

Image: State of the second state o	Confirm your One Healthcare ID email address				
The Original Status of the second status	One Healthcare ID-NoReply <noreply@oneheal< th=""><th>← Reply</th><th>≪ Reply All</th><th><math>\rightarrow</math> Forward</th><th>ů ·</th></noreply@oneheal<>	← Reply	≪ Reply All	$\rightarrow$ Forward	ů ·
Vour One Healthcare ID Activate my One Healthcare ID Activate my One Healthcare ID Hyou prefer, copy this 10-digit code 0270363360 and paste it into the box for the activation code on the Activate You One Healthcare ID Page. If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, conti us at 1800/0343792 or adheipdesk@aptum.com. Thank you. Optum come Verify Your Email Address (lest*******e@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code Update Email Address (Lestence Code Update Email Address (Lestence Code Update Email Address Code of Laminutes for the email to arrive in your inbox. Enter Activation Code	Retention Policy UHGInbox (90 days)	Expires 9/21/2	023	Fri 6/2	3/2023 1:38
Your One Healthcare ID Activate my One Healthcare ID If you prefer, copy this 10-figit code 9270363360 and paste it into the box for the activation code on the Activate You One Healthcare ID page. If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contu at 1(800)834-3792 or <u>schelpdesk@optum.com</u> . Tank you, Oreftent To The To Th	Optum   San Diego				
Activate my One Healthcare ID If you prefer, copy this 10-digit code 2270363360 and paste it into the box for the activation code on the Activate You One Healthcare ID page. If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, cont us at 1(800)834-3792 or <u>achelpdesk@optum.com</u> . Thank you, One Healthcare ID Immune ID Immun	Your One Healthcare ID				
If you prefer, copy this 10-digit code \$270363360 and paste it into the box for the activation code on the Activate You one Healthcare ID page. If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contu us at (1800)834-3792 or <u>adhelpdesk@optum.com</u> . Thank you, One Healthcare ID Ianguage: English • Verify Your Email Address (les*******es@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code Verify Verify	Activate my One Healthcare ID	•			
If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contu us at (1800)834-3792 or <u>schelpdesk@optum.com</u> . Thank.you, Ore Healthcare ID Language: English • Optum: twoqe Verify Your Email Address (les*******es@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code Update Email Address (Verify	If you prefer, copy this 10-digit code 9270363360 and paste it into One Healthcare ID page.	o the box for th	e activation cod	le on the Activat	e Your
Thankyou, Dee Healthcare ID Language: English Optum: texteen Verify Your Email Address (les******es@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code Update Email Address Verify	If you did not request an activation link or code, or if you have qu us at 1(800)834-3792 or <u>sdhelpdesk@optum.com</u> .	estions about s	etting up an On	e Healthcare ID	, contact
Language:       English         Cptum       Immunol         Check your registered email address       (leg*******es@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification.         If you don't see the email please check your spam or junk folders.         Allow up to 1-2 minutes for the email to arrive in your inbox.         Enter Activation Code         Update Email Address         Update Email Address	Thank you, One Healthcare ID				
<section-header></section-header>	Language: English 👻				
Verify Your Email Address         (les******e@optum.com) for the Activation         code or link. You may either enter the         activation code below or select the activation         link in your email to complete the verification.         If you don't see the email please check your spam         or junk folders.         Allow up to 1-2 minutes for the email to arrive in         your inbox.         Enter Activation Code         Image: Code         Update Email Address         Verify	Optum   Ser Dego				
Check your registered email address (les******es@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link in your email to complete the verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code	Verify Your Email Address				
In the flyour dentain to Complete the Verification. If you don't see the email please check your spam or junk folders. Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code B Resend Code Update Email Address Verify	Check your registered email address (les******e@optum.com) for the Activation code or link. You may either enter the activation code below or select the activation link is urus emptils to exploit the activation				
Allow up to 1-2 minutes for the email to arrive in your inbox. Enter Activation Code Resend Code Update Email Address Verify	If you don't see the email please check your spam or junk folders.				
Enter Activation Code  Resend Code Update Email Address Verify	Allow up to 1-2 minutes for the email to arrive in your inbox.				
a b Resend Code Update Email Address Verify	Enter Activation Code				
Verify	a b Resend Code Update Email Address				
	Verify				

Optum   San Diego	Optum   Sen Diego
Verify Phone Number	Verify Phone Number
Select a verification method to verify your phone number	We've sent you a text. Type the code from that message here to verify your phone number.
Via Text Message	Access Code
Via Call	Waiting for Text Message? Resend Co
Skip	Call to Verify Update Phone Numt
	Verify

# Optum

### Setup an Authenticator to Keep Your Account Secure

Note: The Authenticator app will not be required at this time but may be in the future.

- 1. Download Microsoft Authenticator application on your mobile device
  - a. Add account
  - b. Select work or school account
  - c. On your Microsoft Authenticator app scan QR code
    - Note: If you are not able to scan the QR code on your mobile phone, Zoom in the QR code on your browser screen.

1

- d. Enter Authenticator code
  - Note: You have 30 seconds to type the present code from the application, if you do not enter the code within 30 seconds you will receive a new code.
- 2. Try other Authentication Options
  - a. If you wish to not set up the Microsoft Authenticator App, you can set up a Password Authentication.

Language: English 💌	Language: English 💌
Optum   San Diego	Optum : San Diego
Authenticator Code To access your account (ltorresr) enter the security code that has been generated by Microsoft Authenticator app on your trusted device. Authenticator Code	Setup Password Authentication Setup your password for your One Healthcare ID as second Authentication method. New Password
Problem with your Reset Authenticator Authenticator?	Confirm Password
Continue Try another sign in options Back to Sign in	Submit Back to Sign in
Help Center <sup>®</sup>	Help Center <sup>28</sup>
If you'd like assistance, contact support at 1(800)834-3792 or <u>sdhelpdesk@optum.com</u> .	If you'd like assistance, contact support at 1(800)834-3792 or <u>sdhelpdesk@optum.com</u> .

