OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

With the launch of the new site, we have integrated the Optum 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 Cerner Community Behavioral Health (CCBH), the San Diego County’s electronic health record. Optum ID also features self-service for password administration.

The registration process is a two-step process:

1. Optum 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 Optum ID registration.

Create an Optum ID

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

Profile Information

First name

Last name

Year of birth

Sign In Information

Your email address

Create Optum ID

Create password

Type password again

Security Questions and Answers

Security question 1

Security answer 1

Security question 2

Security answer 2

Security question 3

Security answer 3

You must agree to the Terms of Use and Website Privacy Policy to use the Optum ID service. If you do not agree, click Cancel and do not use any aspect of the Optum ID service.

I Agree

Cancel
Once you submit the Registration Form, the next step is confirming your account.

1. Check your email inbox for your confirmation email.
   - If you haven’t received the confirmation email in your inbox, check the spam folder.
   - If you haven’t received an email after a few minutes, click on Resend 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.

2. Click on the Confirm Email Address link located in the email. This link will take you to a webpage to verify your email.

3. Once you have confirmed your account, click on Continue to forward to the Optum San Diego website Registration form.

OR

4. If the email link fails, click on the Show Confirmation Code field on the Account Confirmation webpage.

5. Copy the Confirmation Code from the email and paste it into the Primary Email Confirmation Code field. Click on Confirm. You will be forwarded to the Optum San Diego website registration form.
You will need to complete the registration form for access to the Optum San Diego website. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure files.

Your request will be processed within one business day. You will receive an email once your account has been activated.

On initial launch of the website please Logoff then Login to view Secure Documents or the SOC application.