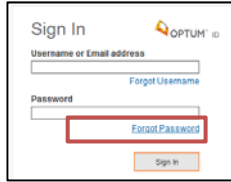


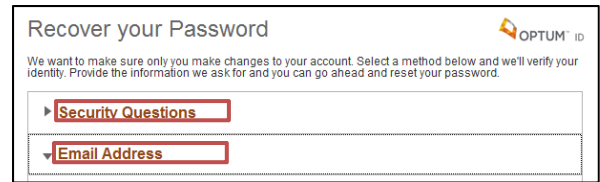
OPTUM SAN DIEGO PASSWORD RESET AND USERNAME RECOVERY

PASSWORD RESET

Proceed to the Sign In page and click on **Forgot Password**.



Sign In OPTUM ID
Username or Email address
Password
Forgot Username
Forgot Password
Sign In



Recover your Password OPTUM ID
We want to make sure only you make changes to your account. Select a method below and we'll verify your identity. Provide the information we ask for and you can go ahead and reset your password.
Security Questions
Email Address

OPTION ONE – USING SECURITY QUESTIONS:

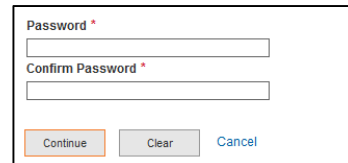
1. Answer Security Questions.
Click on **Continue**.
2. Change **Password** and click **Continue**.
3. Click on **Return to Sign In** to sign in to the Optum San Diego website.

1



Security Questions
Answer the Questions and click continue to retrieve your password.
Security Question 1 Who is your favorite sports team? Answer
Security Question 2 What is the city and state of your birth? Answer
Security Question 3 What was your dream job as a child? Answer
Continue

2



Password *
Confirm Password *
Continue Clear Cancel

3

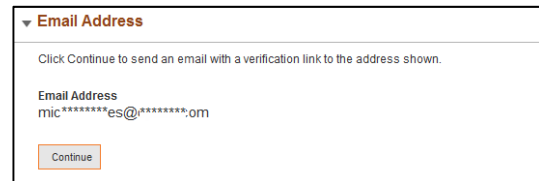


Return to Sign In

OPTION TWO – USING EMAIL ADDRESS:

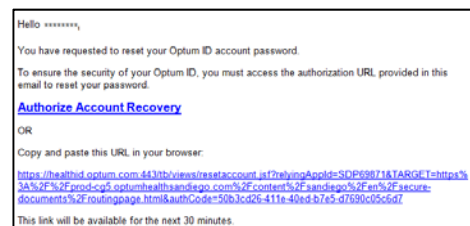
1. Click on **Email Address**.
Click on **Continue** to send email.
2. Check your inbox for an **email** from Optum ID. Click on the **Authorize Account Recovery** link or copy and paste the URL in your browser address field.
3. Change and confirm your **Password**. Then click **Continue**.
4. Click on **Return to Sign In** to sign in to the Optum San Diego website.

1



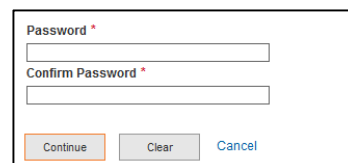
Email Address
Click Continue to send an email with a verification link to the address shown.
Email Address
mic*****es@*****.om
Continue

2



Hello *****
You have requested to reset your Optum ID account password.
To ensure the security of your Optum ID, you must access the authorization URL provided in this email to reset your password.
[Authorize Account Recovery](#)
OR
Copy and paste this URL in your browser:
<https://healthid.optum.com/4431tb/views/resetaccount.js?relyingAppId=SDP69871&TARGET=https%3A%2F%2Fprod-cp5.optumhealthsandiego.com%2Fcontent%2Fsan-diego%2Fen%2Fsecure-documents%2Froutingpage.html&authCode=50b3c926-411e-40ed-b7e5-d7690cd5c6d7>
This link will be available for the next 30 minutes.

3



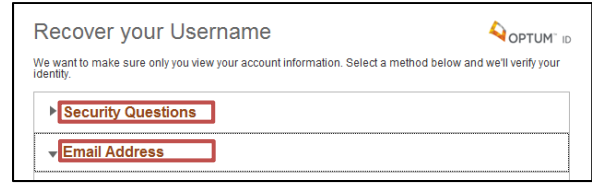
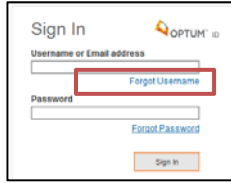
Password *
Confirm Password *
Continue Clear Cancel

4



Return to Sign In

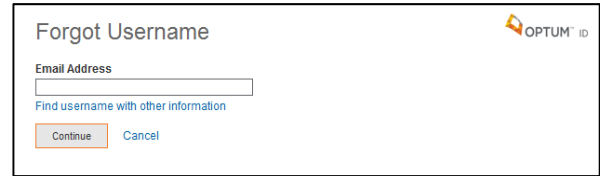
Proceed to Sign In page and click on **Forgot Username.**



OPTION ONE – USING SECURITY QUESTIONS:

1. Enter your **Email Address** and click on **Continue.**
2. Answer the **Security Questions** and click on **Continue.**
3. Your username name will be displayed. Click on **Sign In** to sign in to the Optum San Diego website.

1



2



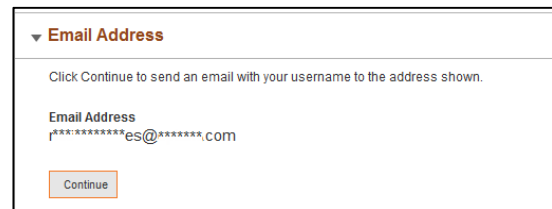
3



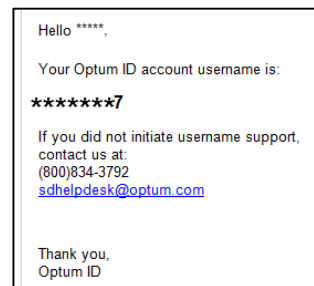
OPTION TWO – USING EMAIL ADDRESS:

1. Click on the **Email Address** option. Click on **Continue** to send the email.
2. Check your inbox for the **email** from Optum ID. Your username will be displayed in the email.
3. Click on **Sign In** to sign in to the Optum San Diego website.

1



2



3

