OPTUM SAN DIEGO PASSWORD RESET AND USERNAME RECOVERY

PASSWORD RESET

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

**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.

**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.
USERNAME RECOVERY

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.

**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.