## Optum

## PASSWORD RESET & ONE HEALTHCARE ID RECOVERY TIP SHEET

## PASSWORD RESET

- 1. Proceed to the Sign In page and enter your One Healthcare ID or Email Address.
- 2. Click on Try Another Sign In Options
- 3. Click on the Forgot Password link
  - a. Enter your One Healthcare ID or Email Address
  - b. Reset Password: Verify Your Identity
    - i. Via Microsoft Authenticator
    - ii. Via Text Message
    - iii. Via Primary Email
    - iv. Via Call
- 4. Reset Password

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_	Sign In		Optum San Diego
			Authenticator Code
	One Healthcare ID or Email address		To access your account ( ) onter the
ess			security code that has been generated by
	Forgot One Healthcare ID?		device.
	Continue		Authenticator Code
	OR		Problem with your Reset Authenticator
	Create One Healthcare ID		Autrenicator
			Continue
	Manage your One Healthcare ID		
			Try Another Sign In Options
			Back to Sign in
	Help Center		Dack to Sign in
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	- con unge		Forgot Password
	Enter Your Password		With a little information we can help you reset your password.
	To access your account () enter your		One Healthcare ID or Email Address
	Password		Continue
	Forgot Password?		Back to Sign in
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	Try Another Sign In Options		San Diego
			Reset Password: Verify
	Back to Sign in		
			Forgot your password? To reset your password select your verification method.
4	⊕ en ▼		Via Microsoff Authenticator
	Optum   Sen Diego		Via Text Message
	Reset Password		
	You have successfully verified your identity		Via Primary Email
	for account Go ahead and reset your password.		Via Call
	New Password		
			Back to Sign in
	Confirm Password		
	80		
	Submit		
	Back to Sign in		

## **ONE HEALTHCARE ID RECOVERY**

- 1. Proceed to the Sign In page and click on the Forgot One Healthcare ID link
- 2. Enter your Email address
  - a. If you do NOT want to enter your email address, click on Retrieve Via Other Information. Once you have entered your information the system will locate your email address and you will receive your One Healthcare ID Via
- 3. Retrieve One Healthcare II
  - a. Via Microsoft Authe
  - b. Via Text Message
  - c. Via Primary Email

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d. Via Call

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			Retrieve Via Oth	e One Healthcare ID			
	Forgot One F	lealthcare ID	First name				
	With a little information retrieve your One He	With a little information we can help you retrieve your One Healthcare ID.					
	Email address		Last name				
			Date of birth	(optional) мм-dd-үүүү			
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				Phone number (optional)			
N 🔻	Retrieve Via (	Other Information					
	Back	to Sign in		Continue			
Optum   San Diego							
Retrieve One Healthcare ID:	Your One Healthcare ID						
Verify Your Identity	OH One Healthcare ID-Nol	Reply <noreply@onehealthcarei< td=""><td>d.com&gt;</td><td></td></noreply@onehealthcarei<>	d.com>				
Forgot your One Healthcare ID? To retrieve your One Healthcare ID select your verification method.	Retention Policy UHGInbox (90 days) External Email	Retention Policy UHGInbox (90 days) Expin					
Via Microsoft Authenticator	One Healthcare D						
Via Text Message	Your One Healthcare ID	Your One Healthcare ID					
	We recently received a request to send your One Healthcare ID to this email address:						
Via Primary Email	If you did not make this request or if you think you received this email in error, contact us at 1-855-819-5909 or optumsupport@optum.com.						
Via Call	Thank you, One Healthcare ID						
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Sign In

One Healthcare ID or Email address

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OR

Forgot One Healthcare ID?

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