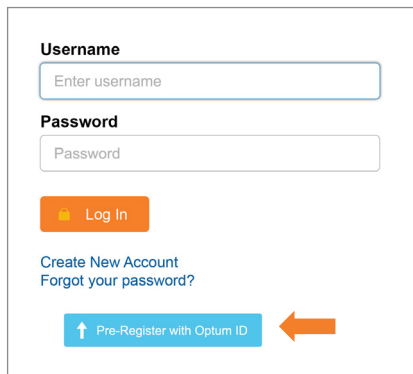




# Guide to Provider Portal Authentication using Optum ID

## What is Optum ID?

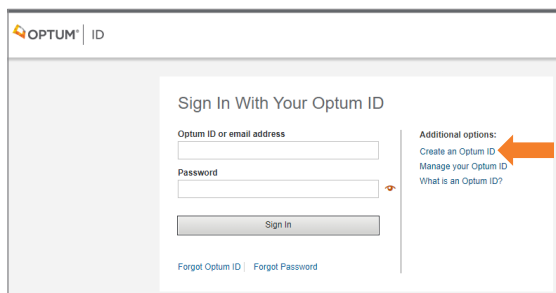
Optum ID is a Security Framework that abides by Internet Standards that you are probably already familiar with. For example, you register for a site that is not Facebook and the site says you can use your Facebook credentials to log in. Similarly, Optum ID can be used with other Optum Applications that support Optum ID. This provides you one User ID and Password for all Optum applications. The following step-by-step instructions explain how to set up an Optum ID for Provider Portal access.



## 1. Provider Portal Log In Page

To set up an Optum ID from the Provider Portal page, first log in to the Provider Portal using your existing username and password. Then, click on the blue “Pre-Register with Optum ID” button. This will direct you to the Optum ID site.

*From here, you can create an Optum ID before the Optum ID go-live date (April 8, 2020). The wording of the button and notes may change. Eventually, after a month or so, the Username and Password field will be removed from this page.*



## 2. Optum ID Log In Page

Click on the “Create an Optum ID” link.

*After signing up and verifying your email address, this will be your new log in screen for Provider Portal.*

## 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.

i **Already have an Optum ID? Sign in now**

### Profile Information

**First name**

**Last name**

**Year of birth**

### Sign In Information

**Your email address**

**Create Optum ID**

Your Optum ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these symbols % + " & [ \ ] ^ ' { } < > # , / ; ( ) : \* = -

**Create password**

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

**Type password again**

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.

### 3. Optum ID Account Creation Form

Complete the form and click the "I Agree" button.

Save your Optum ID and Password. This will be your credentials for all Optum ID Applications.

A verification email will be sent to the email address provided on the form.

If you have an existing Optum ID, but have not yet used it to access the Provider Portal, simply click the "Sign in now" link to log in.

### 4. Verify Email Address

The Verify Your Email Address window will appear after you click on the "I Agree" button.

If you do not receive a verification email after five minutes, click the "Resend Email" link.

## Next Step: Verify Your Email Address

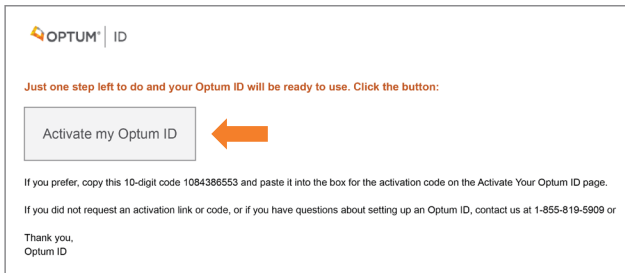
1. **Check your email inbox** (\*\*\*\*\*@email.com) for a message from Optum ID (noreply\_healthid@optum.com)
2. **Click on the activation link** in the email or [enter the 10-digit activation code](#).

---

Still waiting for your activation code? [Resend email](#) or [update email address](#)

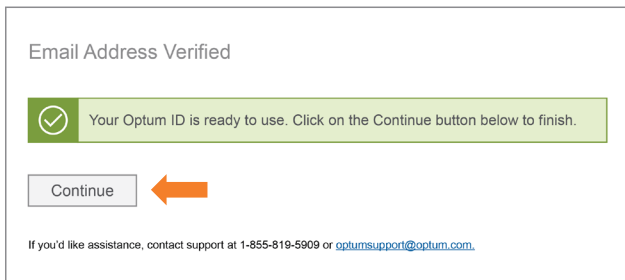
If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com).



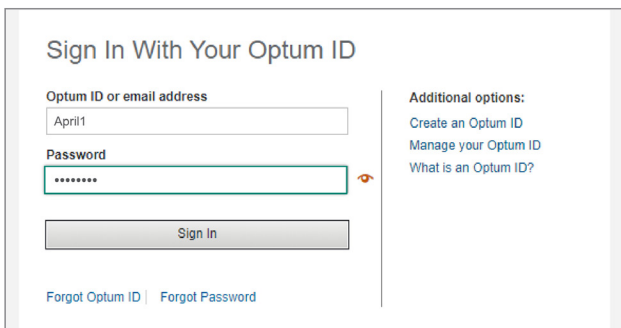
## 5. Verification Email

Click the "Activate my Optum ID" button.



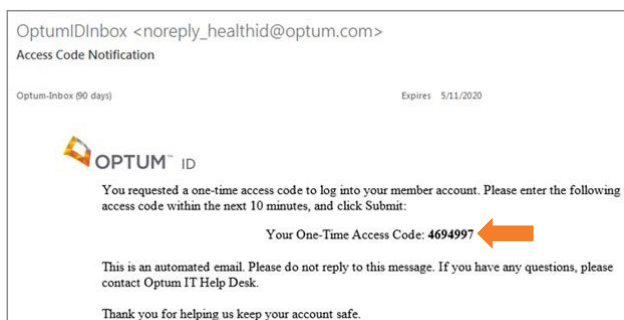
## 6. Email Address Verified

Click the "Continue" button.



## 7. Sign In

Use your new Optum ID credentials to log in.



## 8. Access Code Notification Email

When you first log in using your Optum ID, you will receive an Access Code Notification email. Use the code provided in the email for the Access Code Sign In page.

## Sign In: Access Code

We've sent you an email to \*\*\*\*\*@email.com. Type the code from that message here to verify your identity and sign in. You can bypass this step in the future by checking the box.

Access code

Still waiting for your access code? [Resend email](#)

Check your email for a message from Optum Id (noreply\_healthid@optum.com). If you don't see it, check your junk or spam folders. you may need to resend the message or add our address to your approved senders.

Skip this step if you are logging in from a computer or device you regularly use at work or home.

[Cancel](#)

If you'd like assistance, contact support at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com).

## 9. Access Code Sign In Page

Enter the access code you received from the Access Code Notification email.

Check the "Skip this step..." check box to avoid this step the next time you log in.

Click the "Next" button.

Please enter your login information one final time using your Provider Portal login. If you do not have a login, click "Create New Account."

Username

Password

[Create New Account](#)

## 10. Final Log In Screen

Use your Provider Portal credentials to log in. This step is used to tie your Optum ID profile to your Provider Portal identity. After successfully logging in, you will no longer have to complete this step.