

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

With the launch of the new site, we have integrated the One Healthcare 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. One Healthcare ID also features self-service for password administration.

The registration process is a two-step process:

1. One Healthcare 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 One Healthcare ID

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

? Already have One Healthcare ID? Sign in now

Profile Information

First name

Last name

Year of birth
 ?

Sign In Information

Your email address

Create One Healthcare ID
 ?

Your One Healthcare 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 One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

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**.

1

Account Confirmation

Thank you! An email confirmation link has been sent to:
m**e@m**ejames.com
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.
[Show Confirmation Code field](#)

2

Hello John,

Your email confirmation is almost complete. Please click on the link below to verify your email address and continue.
[Confirm Email Address](#)

If you prefer, you can copy and enter the confirmation code in your browser.

Confirmation Code: 4896862011

If you did not request a confirmation link or code, or if you have any questions,
[\(800\)834-3792](tel:8008343792)
sdhelpdesk@optum.com

Thank you,
Optum ID

3

Email Address Confirmed

Thank you! Your email has been verified. You may now go to your application with your updated information.

For assistance, contact us at: (800)834-3792 or sdhelpdesk@optum.com

4

Account Confirmation

Thank you! An email confirmation link has been sent to:
m**e@m**ejames.com
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.
[Show Confirmation Code field](#)

5

[Hide Confirmation Code field](#)

Primary Email Confirmation Code *

Recognize this computer?

Yes, this computer or device is personal or private.

No, this is not my computer or device (public library, school).