OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

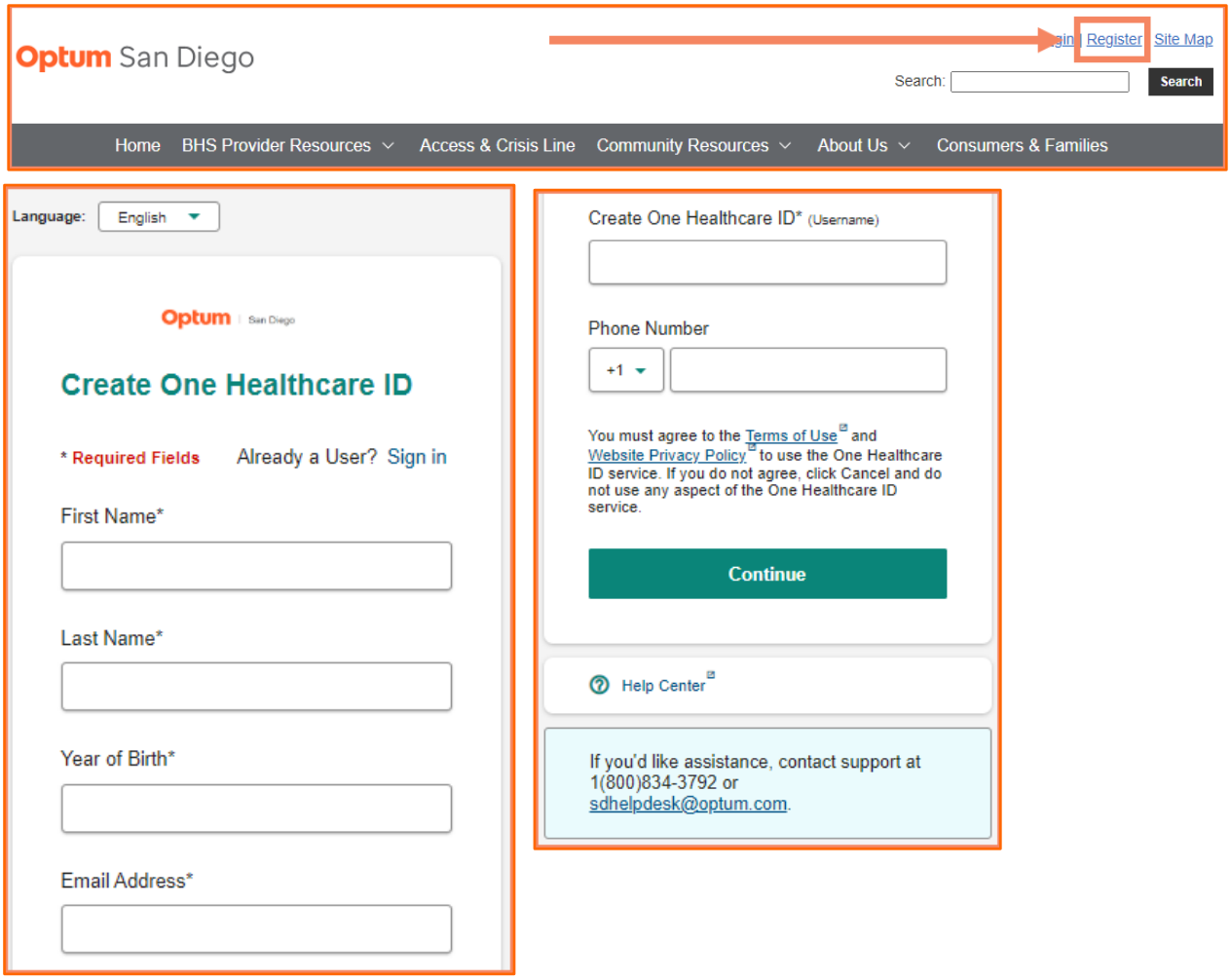
With the launch of the new User Interface (UI), we have integrated the One Healthcare ID secure login system to ensure greater protection for secure files on the website. These secure files are reserved for County of San Diego's employees and Organizational Providers who have access to the San Diego 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 One Healthcare ID registration.



Optum

Once you have created your One Healthcare ID, the next step is confirming your account.

1. Check your email inbox for your **confirmation email.**
    a. If you have not received the confirmation email in your inbox, check the spam folder.
2. Click on the **Activate my One Healthcare ID** or Copy the 10-digit code and paste it into the box for the activation code.
    a. If you haven't received an email after a few minutes, click on **Resend Code** on the Account Confirmation page.
    b. Still haven't received an email. Click on **Update your email address** to check your email address or to use alternate email address.
3. Once you have confirmed your email address, you have the option to **verify your phone number** Via Text Message OR Via Call
    a. You have the option to skip this step.

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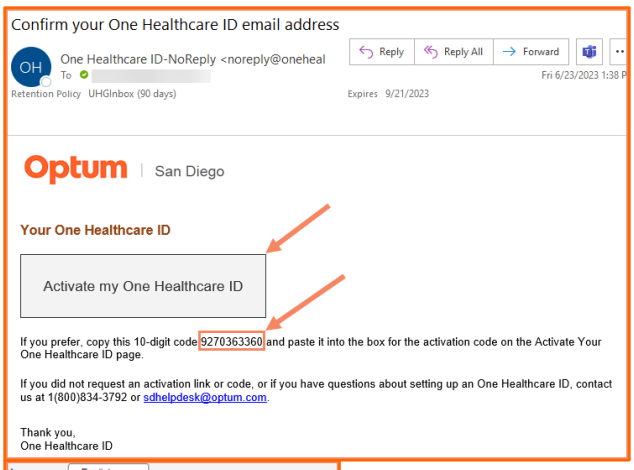

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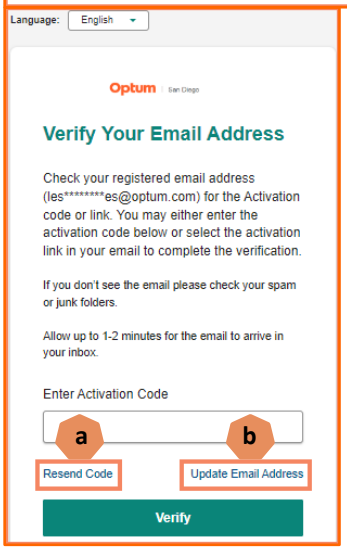

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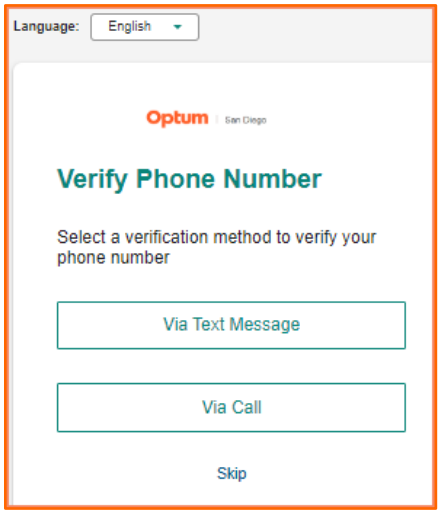

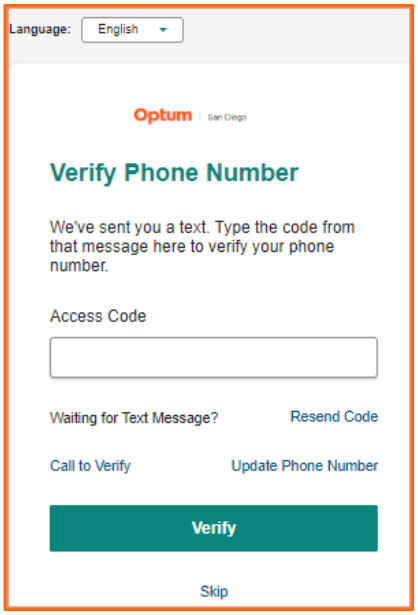

Setup an Authenticator to Keep Your Account Secure

Note: The Authenticator app will not be required at this time but may be in the future.

1. Download Microsoft Authenticator application on your mobile device
    a. Add account
    b. Select work or school account
    c. On your Microsoft Authenticator app scan QR code
        i. **Note:** If you are not able to scan the QR code on your mobile phone, Zoom in the QR code on your browser screen.
    d. Enter Authenticator code
        i. **Note**: You have 30 seconds to type the present code from the application, if you do not enter the code within 30 seconds you will receive a new code.
2. Try other Authentication Options
    a. If you wish to not set up the Microsoft Authenticator App, you can set up a Password Authentication.

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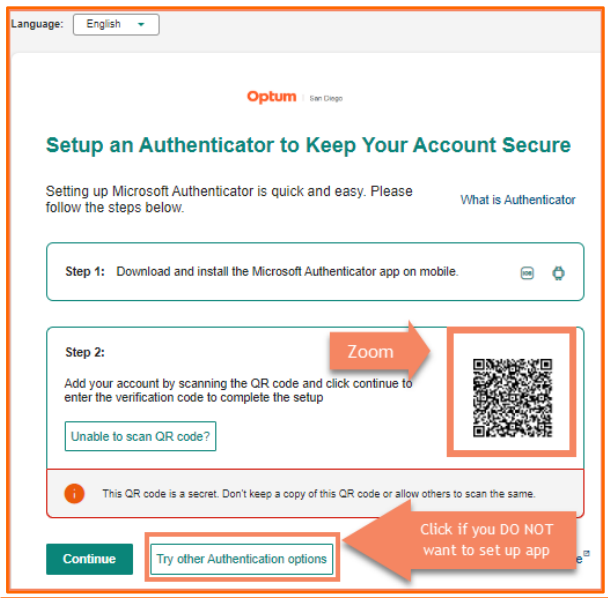

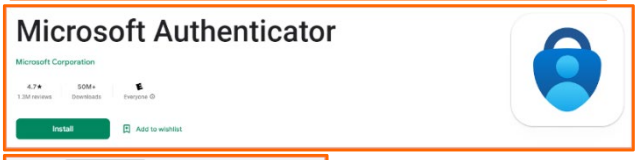

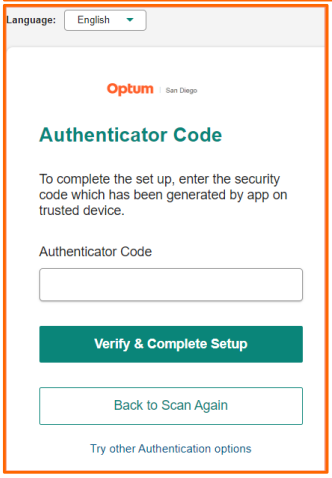
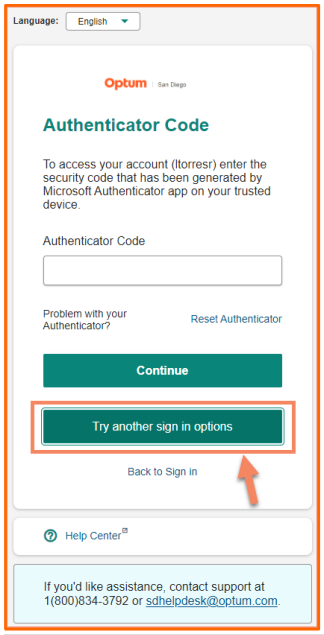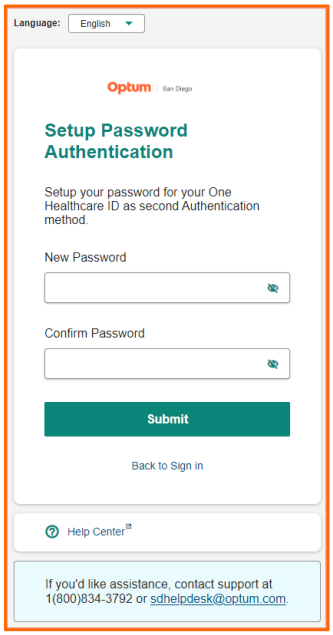
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