



OneLogin User Guide

OneLogin
January 2023

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OneLogin, January 2023
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Activate your OHID account

This section outlines how both [migrated users](#) and [newly created users](#) can activate their OHID account.

Migrated users

If you are an active OneLogin user, you will be notified through your organizational channels when it is time to register your account in **One Healthcare ID (OHID)**. You will be notified by email when an admin user in your organization creates an OHID account for you.

Once you receive this notification, you can follow the steps below to register and activate your account. You can also click **Register** in the email notification to easily access the registration page.

- | | |
|--------------|---|
| Notes | <ul style="list-style-type: none">Do not proceed with these steps until you receive specific notification from your organization.Only use (and bookmark) the following link to access OneLogin: https://onelogin.advisory.com/signin.Contact support if you face any issues following the steps below. |
|--------------|---|

- Navigate to <https://onelogin.advisory.com/signin>.
- Enter your existing **Username** and click **Continue**.
- Enter your **Password** and click **Sign In**.
- An informational page displays with important considerations. Review this information, select **I Agree** and click **Continue**.

Important Information for your Account

- Your OneLogin Account has been designated to move into the OneHealthcare ID (OHID) platform.
- You will now be redirected to OHID's new user registration page.
- DO NOT CHANGE ANY PRE-FILLED information on the page you see.
- Create a new password when prompted as per mentioned guidelines.
- You will need access to your email and/or mobile phone to validate your OHID account. Ensure you have access to them before proceeding.
- DO NOT BOOKMARK any URL you see in OHID. You will continue to use the OneLogin page to access the OHID.

You must click on 'I Agree' check box before proceeding.

I Agree Continue

Alternately, use the browser **Back** button or close the browser page to postpone the activation. This does not impact the user registration workflow. Next time you access OneLogin, you will see this page again.

- The Create One Healthcare ID page displays. You use this page to register your OHID account profile.

Some of these fields are pre-populated with the corresponding information saved in OneLogin. These fields should not be edited, as changes to this information can result in an incorrect account configuration, which would require assistance from the support team. These fields are indicated with an asterisk (*) in the table below.

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.

i
Already have One Healthcare ID? [Sign in now](#)

Profile Information

First name

Last name

Date of birth

mm-dd-yyyy

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

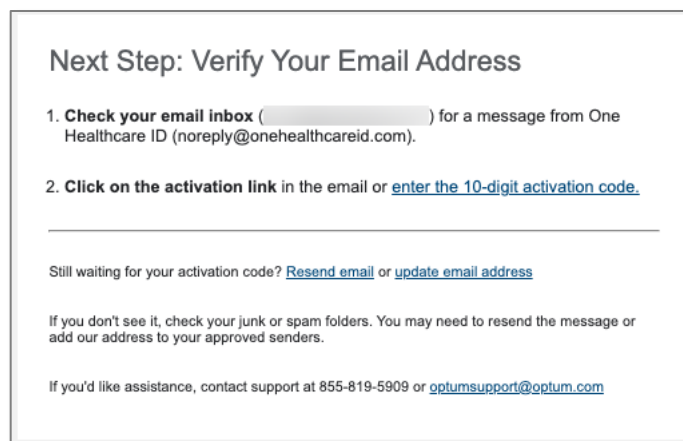
Type password again
 ?

Use the following table to complete the fields on this page.

Field	Description
First name*	This field is pre-populated with the information stored in OneLogin. Editing this field is not recommended.
Last name *	This field is pre-populated with the information stored in OneLogin. Editing this field is not recommended.
Date of birth	Enter your date of birth in MM-DD-YYYY format. For example, February 12, 1976 would be entered as 02-12-1976.
Your email address*	This field is pre-populated with your current email address saved in OneLogin. <i>Do not edit this field to avoid incorrect account creation.</i>
Create One Healthcare ID*	This field is pre-populated with your current username saved in OneLogin. <i>Do not edit this field to avoid incorrect account creation.</i>
Create password	Create a new password using the following guidelines: <ol style="list-style-type: none"> 1. Between 8 and 100 characters. 2. At least one uppercase letter. 3. At least one lowercase letter. 4. At least one number. 5. No spaces and no ampersand (&) symbol. You will have to confirm this password in the Type password again field.
Language preferences	Select your preferred language, English (default) or Spanish.

Field	Description
Additional verification	<p>This field is optional but recommended. Enter your mobile Phone number and click Add.</p> <p>You will receive a text message with your access code. Enter it in the Access Code field and click Verify.</p> <p>A “success” message displays once your phone number is verified.</p> <p>Note: Adding this extra validation changes the multi-factor authentication (MFA) login process. If you provide a mobile phone number, the MFA access code is sent to your preferred email or phone number. If you do not provide a phone number, the MFA process requires you to set and answer security questions to sign in.</p>
User Agreement	Review the Terms of Use and Website Privacy Policy information. Click Agree to proceed.

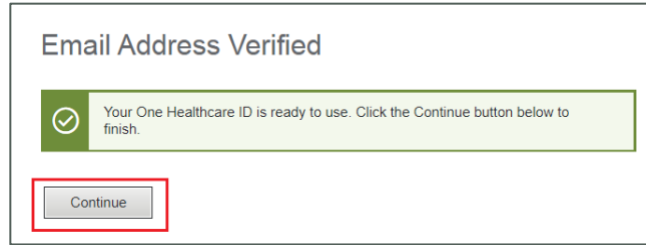
6. If registration is successful, instructions display to help you verify your email address. You will receive an email with a 10-digit activation code. You can click **enter the 10-digit activation code** from your browser or **Activate my One Healthcare ID** from the email to verify your email address with this activation code.



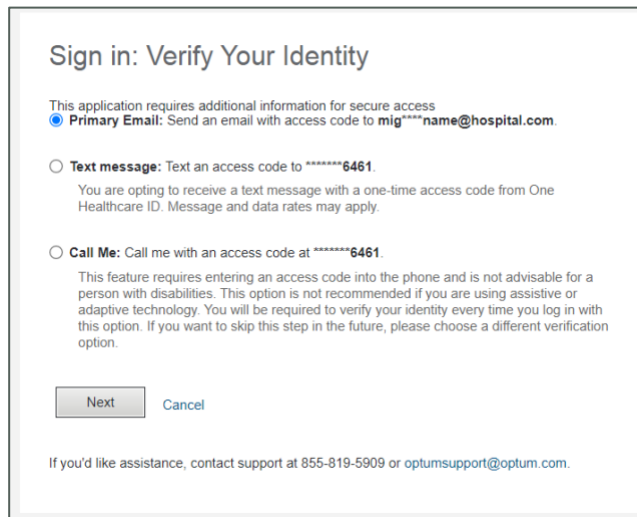
7. After entering the code, click **Next** and a message displays to confirm that your email address was verified.

At this point, your OHID account is successfully registered. However, there are a few additional steps to set your account security options.

8. Click **Continue** to be redirected to the sign-in screen.



9. Enter your OHID username and password.
10. The Verify Your Identity screen displays. You have three options for receiving an access code:
 - **Primary Email**
 - **Text Message**
 - **Call Me**
11. Select your desired option and click **Next**.



12. You will receive an access code through the selected method. Enter this code on the Sign In: Access Code screen. To skip this step in the future, select **Skip this step in future when signing in because this device is personal or private**.



- On the Sign In: Additional Information screen, you will be prompted to confirm your date of birth (in MM-DD-YYYY) format. Additionally, if you did not provide and validate a mobile phone number during registration, you will be asked to select and answer three security questions.

- Click **Next**. The Share My One Healthcare ID page displays.
- Review the disclaimer page and click **Agree**.
- You have now completed registration and activation. You can navigate to the Your Products screen in OneLogin to access your products.

Newly created users

If you are not an active OneLogin user, you will be notified by email when an admin user in your organization creates an OHID account for you. You can click **Register** in the email notification to easily access the registration page and proceed with activating your account as outlined below.

- After clicking **Register** in the email notification, the Create One Healthcare ID page displays. You use this page to register your OHID account profile.

Some of these fields are pre-populated by your admin during initial account creation. These fields should not be edited, as changes to this information can result in an incorrect account configuration, which would require assistance from the support team. These fields are indicated with an asterisk (*) in the table below.

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.

1 **Already have One Healthcare ID? Sign in now**

Profile Information

First name

Last name

Date of birth

mm-dd-yyyy

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
 ?

Language Preferences

Select the language in which you want to receive communications from One Healthcare ID. This can be changed at any point from Manage my One Healthcare ID.

Preferred language

English Español

Additional Verification (Recommended)

Phone number (optional)

555-555-5555

We will send you a text message to verify your phone number after you finish creating your One Healthcare ID. Message and data rates may apply.

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.

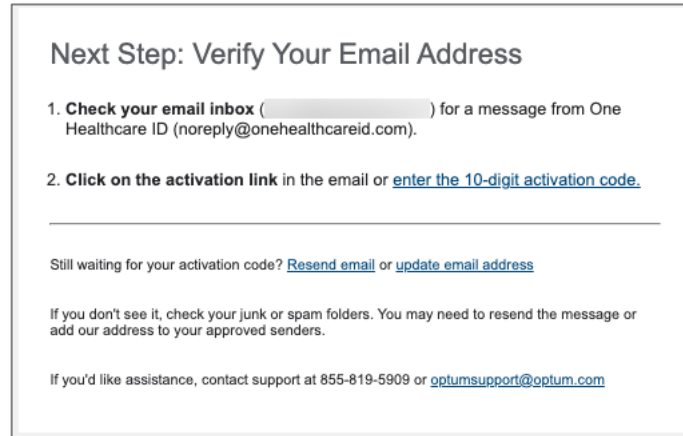
If you'd like assistance, contact support at 855-819-5909 or optumsupport@optum.com.

Use the following table to complete the fields on this page.

Field	Description
First name*	This field is pre-populated with the information stored in OneLogin. Editing this field is not recommended.
Last name *	This field is pre-populated with the information stored in OneLogin. Editing this field is not recommended.
Date of birth	Enter your date of birth in MM-DD-YYYY format. For example, February 12, 1976 would be entered as 02-12-1976.
Your email address*	This field is pre-populated with your current email address saved in OneLogin. <i>Do not edit this field to avoid incorrect account creation.</i>
Create One Healthcare ID*	This field is pre-populated with your current username saved in OneLogin. <i>Do not edit this field to avoid incorrect account creation.</i>
Create password	Create a new password using the following guidelines: <ol style="list-style-type: none"> 6. Between 8 and 100 characters. 7. At least one uppercase letter. 8. At least one lowercase letter. 9. At least one number. 10. No spaces and no ampersand (&) symbol. You will have to confirm this password in the Type password again field.
Language preferences	Select your preferred language, English (default) or Spanish.
Additional verification	This field is optional but recommended. Enter your mobile Phone number and click Add . You will receive a text message with your access code. Enter it in the Access Code field and click Verify . A “success” message displays once your phone number is verified. Note: Adding this extra validation changes the multi-factor authentication (MFA) login process. If you provide a mobile phone number, the MFA access code is sent to your preferred email or phone number. If you do not provide a phone number, the MFA process requires you to set and answer security questions to sign in.
User Agreement	Review the Terms of Use and Website Privacy Policy information. Click Agree to proceed.

2. If registration is successful, instructions display to help you verify your email address. You will receive an email with a 10-digit activation code. You can click **enter the 10-digit**

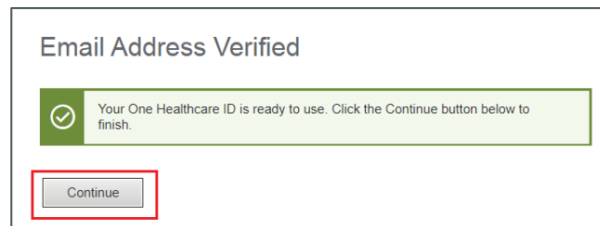
activation code from your browser or **Activate my One Healthcare ID** from the email to verify your email address with this activation code.



3. After entering the code, click **Next** and a message displays to confirm that your email address was verified.

At this point, your OHID account is successfully registered. However, there are a few additional steps to set your account security options.

4. Click **Continue** to be redirected to the sign-in screen.



5. Enter your OHID username and password.
6. The Verify Your Identity screen displays. You have three options for receiving an access code:
 - **Primary Email**
 - **Text Message**
 - **Call Me**
7. Select your desired option and click **Next**.

Sign in: Verify Your Identity

This application requires additional information for secure access

Primary Email: Send an email with access code to **mig****name@hospital.com**

Text message: Text an access code to *******6461**
 You are opting to receive a text message with a one-time access code from One Healthcare ID. Message and data rates may apply.

Call Me: Call me with an access code at *******6461**
 This feature requires entering an access code into the phone and is not advisable for a person with disabilities. This option is not recommended if you are using assistive or adaptive technology. You will be required to verify your identity every time you log in with this option. If you want to skip this step in the future, please choose a different verification option.

If you'd like assistance, contact support at 855-819-5909 or optumsupport@optum.com.

8. You will receive an access code through the selected method. Enter this code on the Sign In: Access Code screen. To skip this step in the future, select **Skip this step in future when signing in because this device is personal or private**.

Sign In: Access Code

We've sent you an email to **mig****user@hospital.com**. Type the code from the 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 One Healthcare ID(noreply@onehealthcareid.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 list of approved senders.

Skip this step in the future when signing in because this device is personal or private.

If you'd like assistance, contact support at 1-855-819-5909 or optumsupport@optum.com.

9. On the Sign In: Additional Information screen, you will be prompted to confirm your date of birth (in MM-DD-YYYY) format. Additionally, if you did not provide and validate a mobile phone number during registration, you will be asked to select and answer three security questions.

Sign In: Additional Information

This application requires additional information for secure access. We will save this to your profile and send you to your application once you have completed this step.

Add your date of birth

We use this to verify your age and optimize your experience.

Date of birth

mm-dd-yyyy

Security Questions

We store security questions and answers with your profile to safeguard your information.

Security question 1
--Select--

Security answer 1

Security question 2
--Select--

Security answer 2

Security question 3
--Select--

Security answer 3

Next Cancel

10. Click **Next**. The Share My One Healthcare ID page displays.

11. Review the disclaimer page and click **Agree**.

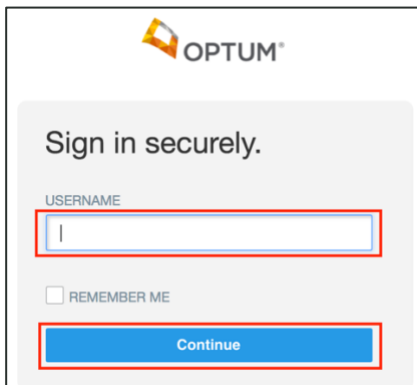
You have now completed registration and activation. You can navigate to the Your Products screen in OneLogin to access your products.

Sign in

Once you have successfully activated your OHID account, you can sign in and access your products using your OHID credentials at <https://onelogin.advisory.com/signin>. Optum recommends that you bookmark only this URL for easy access.

To sign into your account and access your products:

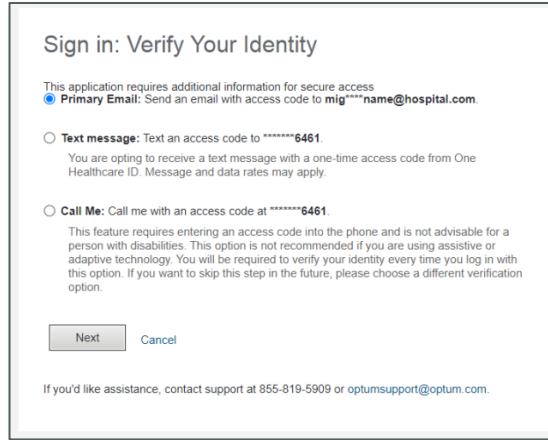
1. Navigate to <https://onelogin.advisory.com/signin>.
2. In **Username**, enter your OHID username or the email address associated with your OHID account.
3. (Optional) Check **Remember me** to save your username for future logins.
4. Click **Continue**.



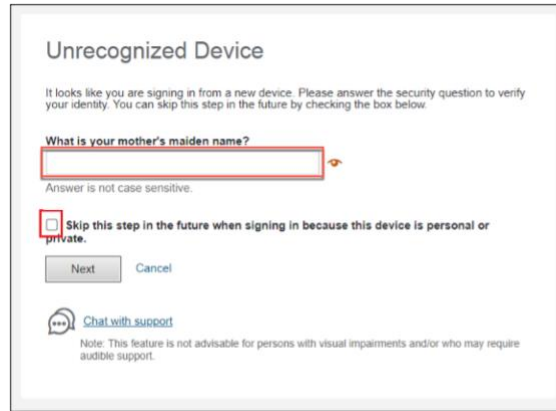
5. You are redirected to the OHID sign in page. Enter your OHID credentials and click **Sign In**.



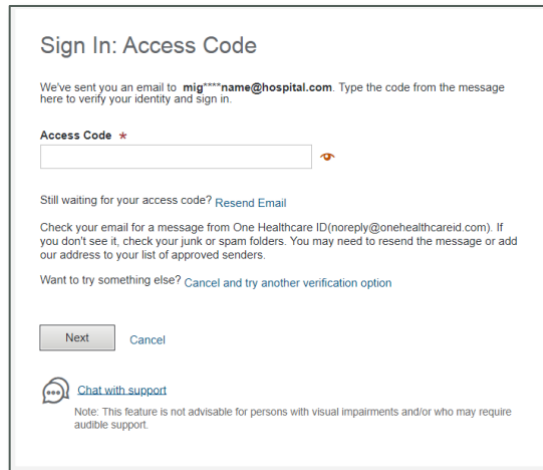
6. If you provided a mobile phone number during registration and activation, you will see the Sign In: Verify Your Identity screen. Select your preferred method and click **Next** to receive your access code.



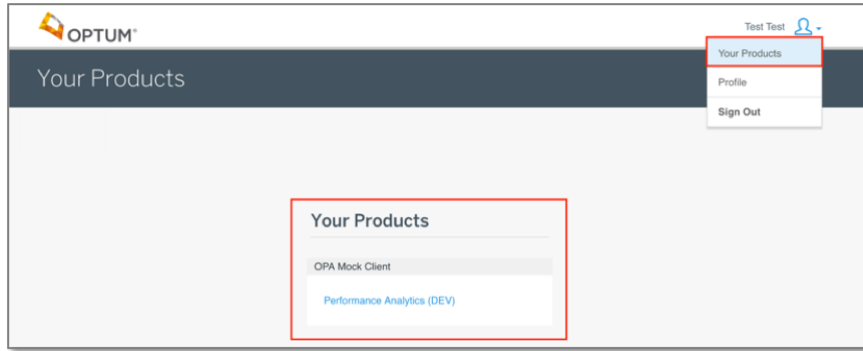
Note: If you did not provide a mobile phone number, you will be prompted to answer one of your security questions instead of using an access code. Enter your answer, optionally select **Skip this step in the future when signing in because this device is personal or private** and click **Next**.



7. On the Sign In: Access Code screen, enter your Access Code and click **Next**.

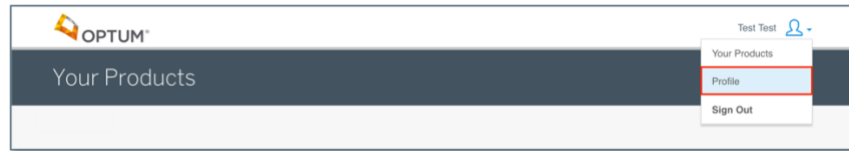


8. You are redirected to the Your Products page. Select the desired product to proceed.



Edit your profile

You can access your OHID profile at any time by selecting **Profile** from the top-right user menu to open the Manage Your One Healthcare ID page.



To edit your personal information in OHID, including updating your security information:

1. On the Manage Your Healthcare ID page, there are three tabs: **Update Profile** (default selection), **Sign In Info** and **Verification Options**.
2. Select the desired tab and make your changes. The available options are:
 - **Update Profile** tab:
 - Update your personal information using the **First name, Middle name, Last name, Suffix, Prefix, Date of birth, Home address, City, State** and **Zip code** fields.
 - Language Preferences section: Select your **Preferred language** (English or Spanish).
 - Notification Options section: Select the notifications you want to receive and how you want to receive them using the **Failed Login, Successful Login, Account Recovery Attempt and Locked Account** fields.

 A screenshot of the 'Manage Your One Healthcare ID' page. At the top right is a 'Return to OneLogin' link. The main heading is 'Manage Your One Healthcare ID'. Below the heading is a sub-heading: 'Keep your profile up-to-date, change your One Healthcare ID or password, and manage the options for verifying your identity.' There are three tabs: 'Update Profile' (selected), 'Sign In Info', and 'Verification Options'. The 'Update Profile' tab contains several input fields: 'First name', 'Middle name (optional)', 'Last name', 'Suffix (optional)', 'Prefix (optional)', 'Date of birth' (with a date picker showing '10-14-1985' and a format 'mm-dd-yyyy'), 'Home address (optional)', 'City (optional)', 'State (optional)' (a dropdown menu with 'Select' as the current selection), and 'ZIP code (optional)'.

Language Preferences

Select the language in which you want to receive communications from One Healthcare ID.

Preferred language

English Español

Notification Options

Select the notifications you want to receive at your primary email address and by text if you added a phone number to your account.

Failed Login

Email Text Message

Successful Login

Email Text Message

Account Recovery Attempt

Email Text Message

Locked Account

Email Text Message

[Save](#) [Cancel](#)

[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

– **Sign In Info** tab:

- Change your password by entering your **Current Password** and then a **New Password**. The password guidelines display to assist you in choosing a new password.
- Re-enter your password in the **Confirm New Password** field.

[Return to OneLogin](#)

Manage Your One Healthcare ID

Keep your profile up-to-date, change your One Healthcare ID or password, and manage the options for verifying your identity.

[Update Profile](#) [Sign In Info](#) [Verification Options](#)

One Healthcare ID

Change Password

Current Password

New 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

Confirm New Password

[Save](#) [Cancel](#)

[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

– **Verification Options** tab:

- Update your preferred **Email address** and, if desired, enter a **Secondary email address**.
- Update and verify your preferred **Phone number** and change your preferred **Phone communication method**. Options are **Text Message only**, **Phone Calls only** and **Both text messages and phone calls**.

- Click **Add or change security questions** to open the security questions dialog where you can change previously created questions or define new ones.

[Return to OneLogin](#)

Manage Your One Healthcare ID

Keep your profile up-to-date, change your One Healthcare ID or password, and manage the options for verifying your identity.

Update Profile | Sign In Info | **Verification Options**

One Healthcare ID
[Redacted]

Email address
[Redacted]
Email address is verified.

Secondary email address (optional)
[Redacted]

Phone number (optional)
[Redacted]
555-555-5555
Phone number is verified.

Phone communication method

Text messages only

Phone calls only

Both text messages and phone calls

Security questions
Security questions can be used if you need to recover your account.

[Add or change security questions](#)

Save **Cancel**

[Chat with support](#)

Note: This feature is not advisable for persons with visual impairments and/or who may require audible support.

Add or Change Security Questions

Complete the security questions below. If you previously created security questions, you must re-enter all three to override your previous answers.

Security question 1
Select [v]
Security answer 1
[Redacted]

Security question 2
Select [v]
Security answer 2
[Redacted]

Security question 3
Select [v]
Security answer 3
[Redacted]

Save **Cancel**

3. Click **Save** at the bottom of the desired tab. A message displays confirming your changes were successful.
4. Click **Return to OneLogin** in the upper-right corner to return to the OneLogin Your Products screen.

Important reminder

Optum strongly recommends that you avoid making changes in certain fields, such as **First name**, **Last name** and **Email address**. If these changes are unavoidable, reach out to the [support team](#) for additional direction. Changing this information may lead to an incorrect account creation and loss of existing product subscriptions.

Reset your forgotten password

If you forget your password, you can easily reset it from the OHID sign in page via email, mobile phone or security question answers.

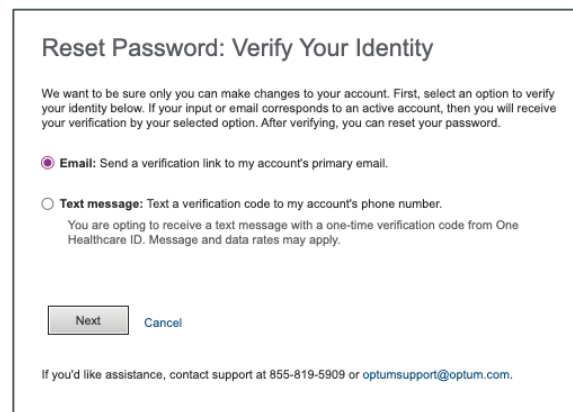
Reset password with phone or email

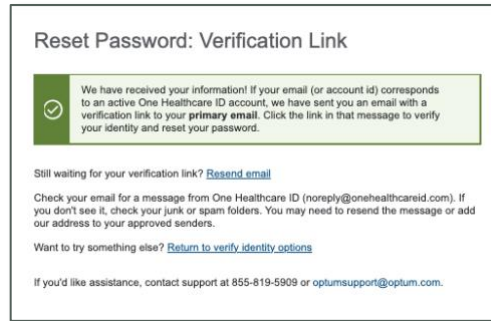
1. Navigate to <https://onelogin.advisory.com/signin>.
2. In **Username**, enter your OHID username or the email address associated with your OHID account and click **Continue**.
3. You are redirected to the OHID sign in page. Click **Forgot Password**.



4. The Forgot Password page displays. Enter your email address or OHID username and click **Next**.
5. The Reset Password: Verification Link page displays.

Alternatively, if you entered a mobile phone number for your account, the Reset Password: Verify Your Identity page displays. Select your preferred method, **Email** or **Text Message**, to receive a verification code. Click **Next** and then the Reset Password: Verification Link page displays.





6. Click the **Confirm Password Reset** link from the reset request email to open the Reset Password page.

Alternatively, if you entered a mobile phone number for your account, you will see the Reset Password: Verification Code page. You will need to enter the **Verification code** that was sent to you through either email or text message, based on your selection in the previous step. Click **Next** to open the Reset Password page.

7. On the Reset Password page, enter your **New password** and confirm it in the **Type password again** field.

Important: You cannot reuse any of your previous ten passwords.

8. Click **Next**. A message displays to alert you that you successfully reset your password. You can now use this updated password to log in.

Reset password using security questions

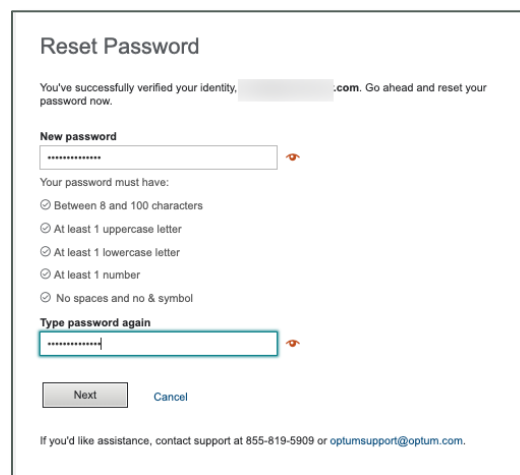
If you set up security questions in your OHID profile, you can also reset your password by answering a security question:

1. Navigate to <https://onelogin.advisory.com/signin>.
2. In **Username**, enter your OHID username or the email address associated with your OHID account and click **Continue**.
3. You are redirected to the OHID sign in page. Click **Forgot Password**.



4. The Reset Password: Verify Your Identity page displays. Select **Security Questions**.
5. Click **Next**.
6. The Reset Password: Security Questions page displays. Provide answers to the two questions and click **Next**.
7. The Reset Password page displays. Enter your **New password** and confirm it in the **Type password again** field.

Important: You cannot reuse any of your previous ten passwords.



8. Click **Next**. A message displays to alert you that you successfully reset your password. You can now use this updated password to log in.

Reset your expired password

Your OHID password expires after 90 days. If you attempt to log in with your username and an expired password, you are prompted to reset your password. Additionally, you are prompted to change your password a few days prior to the password expiration date.


Password expiration alert

1. You are prompted to change your password before it expires, upon attempting to log in. The Change Password page displays.
2. Enter your **Current Password**.
3. Enter your new **Password**. The password guidelines display to assist you in selecting a new password.
4. Confirm your new password in **Type Password Again** field.
5. Click **Save**.


Change Password

Your password expires in 1 day. You can change it now, or we'll remind you the next time you sign in.

Current password




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



[Cancel](#)

If you'd like assistance, contact support at 855-819-5909 or optumsupport@optum.com

6. A message displays to confirm that your password reset was successful. You can now click **Sign In** and use your new password to access OneLogin.

Expired password

1. When you attempt to log in, you are alerted that your password is expired, and you must change your password.
2. If prompted, answer your security questions or enter your access code.
3. On the Change Password page, enter your new **Password**. The password guidelines display to assist you in selecting a new password.
4. Confirm your new password in **Type Password Again** field.
5. Click **Save**.
6. A message displays to confirm that your password reset was successful. You can now click **Sign In** and use your new password to access OneLogin.

Unlock your account

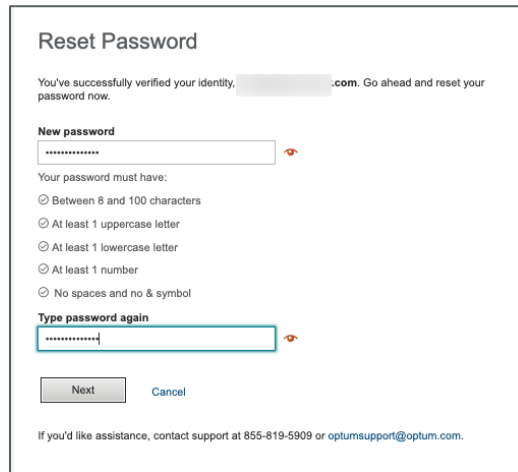
Your OHID account can be locked due to:

- Three failed login attempts (incorrect username and/or password),
- Three failed security question answer attempts, *or*
- Five invalid access code entries.

A message displays on the login screen to notify you when your account is locked.

To unlock your account:

1. Click **Continue** on the Account Locked page.
2. Based on the security options you selected, you can unlock your OHID account by **Primary email**, **Text message**, or **Security questions**.
3. Select your preferred method and click **Next**.
4. After verifying your identity (for example, by clicking **Confirm Password Reset** if you selected **Primary email**), you will be able to access the Reset Password page.
5. Enter your **New password** and confirm it in the **Type password again** field.
Important: You cannot reuse any of your previous ten passwords.



Reset Password

You've successfully verified your identity, [redacted].com. Go ahead and reset your password now.

New 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

If you'd like assistance, contact support at 855-819-5909 or optumsupport@optum.com.

6. Click **Next**. A message displays to alert you that you successfully reset your password. You can now use this updated password to log in.

Contact support

Need assistance? You can view your support options from the OneLogin sign-in page, by clicking **Contact Support** at the bottom of the page:

1. **Email:** Click **Reach out to us** to complete and send the email form to support.
2. **Call:** (+1) 855-372-8896