



OneLogin User Guide

OneLogin
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Activate Your Account

You will receive an activation e-mail when:

- Your SIAM profile is migrated to OneLogin *or*
- An administrator creates a new account for you.

The activation e-mail contains a link for you to activate your account. Click this link to open the Activate Your Account screen.

To complete activation:

1. In the Set Your Password section, enter your **New Password**. Passwords must include the following:
 - at least 8 characters
 - a lowercase letter
 - an uppercase letter
 - a number
 - a special character (for example, %, \$, #, etc.)
2. Verify your password by entering it a second time in **Confirm Password**.
3. In the Set Your Security Question section, choose your desired security question from the **Question** menu.
4. Enter your **Answer** to the selected security question.
5. Click **Submit**.

Activate Your Account

Set Your Password

New Password

Confirm Password

Set Your Security Question

Question

Answer

Submit

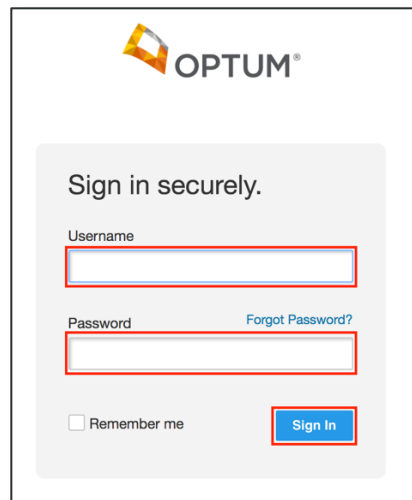
[Contact support](#) for assistance activating your account.

Sign In

After successfully activating your account, you will have seamless access to all of your Optum products using the same account credentials. You can access your Optum products through the login page at <https://performanceanalytics.optum.com/>. Optum recommends that you bookmark this URL for easy access.

To sign in to your account and access your products:

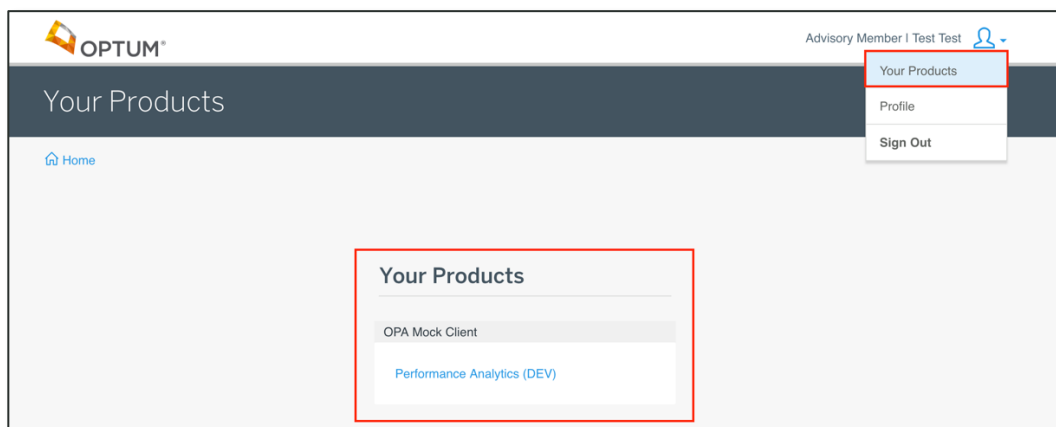
1. Navigate to <https://performanceanalytics.optum.com/>.
2. In **Username**, enter your e-mail address or username.
3. In **Password**, enter your password.
4. (Optional) Check **Remember me** to save your username for future logins.
5. Click **Sign In**.



The screenshot shows the Optum sign-in page. At the top is the Optum logo. Below it is a grey box with the text "Sign in securely." followed by two input fields: "Username" and "Password". The "Password" field has a "Forgot Password?" link to its right. Below the "Password" field is a checkbox labeled "Remember me" and a blue "Sign In" button.

6. On the dashboard, select the specific product you want to access.

You can also navigate between products by selecting **Your Products** from the top-right user menu.



Two-Factor Authentication

Two-factor authentication adds a second layer of authentication for users during the sign-in process, to make accounts more secure. If your organization uses two-factor authentication, an enrollment prompt will display after your first successful login.

To complete enrollment in two-factor authentication:

1. After your first successful login, the enrollment prompt displays.
2. Enter your preferred mobile phone number. This is where you will receive your one-time password (OTP) via text message.

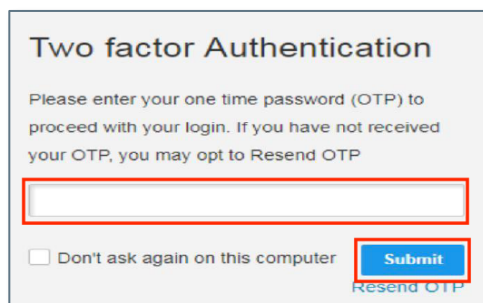
Note You must enter a U.S. phone number with the +1 prefix before the area code.

3. Click **Enroll**.



The screenshot shows a dialog box titled "Two factor Authentication". The text inside reads: "Enter the phone number you'll use to receive a One Time Password (OTP) via text message". Below this text is a text input field with a red border. To the right of the input field is a blue button labeled "Enroll".

4. The verification prompt displays. Enter the OTP you received.
If you did not receive your OTP, click **Resend OTP**.
5. (Optional) Check **Don't ask again on this computer** to trust your current device. If you select this option, you will not be prompted for the secondary authentication factor for 60 days.
6. Click **Submit**.

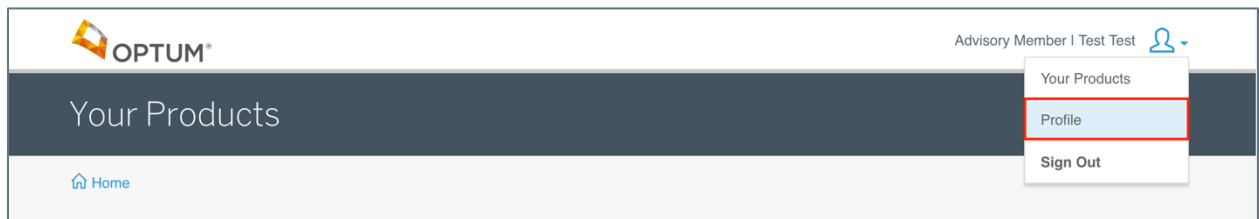


The screenshot shows a dialog box titled "Two factor Authentication". The text inside reads: "Please enter your one time password (OTP) to proceed with your login. If you have not received your OTP, you may opt to Resend OTP". Below this text is a text input field with a red border. Below the input field is a checkbox labeled "Don't ask again on this computer". To the right of the checkbox is a blue button labeled "Submit". Below the "Submit" button is a link labeled "Resend OTP".


Note You will only have to complete steps 1-3 on your first login. On subsequent logins, you will not see the enrollment prompt.

Edit Your Profile

You can access your profile at any time by selecting **Profile** from the top-right user menu to open the Edit User Account screen.

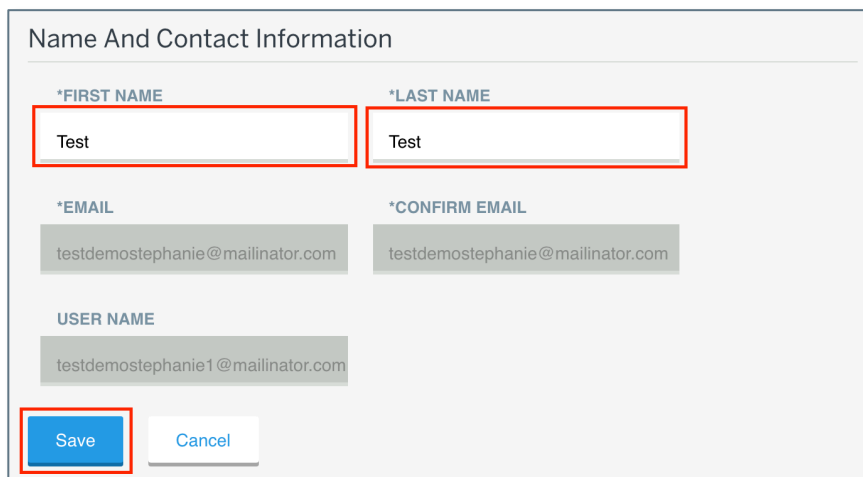


To edit your personal information:


1. Click the **Edit** icon ( Edit) next to the Name and Contact Information header.
2. Update your **First Name** and/or **Last Name**. Both fields are required.

Note To change your email address or username, or to gain access to a new product, contact an administrative user from your organization or the Optum [support](#) team.

3. Click **Save**.

A screenshot of the 'Name And Contact Information' form. The form has several input fields: '*FIRST NAME' (containing 'Test'), '*LAST NAME' (containing 'Test'), '*EMAIL' (containing 'testdemostephanie@mailinator.com'), '*CONFIRM EMAIL' (containing 'testdemostephanie@mailinator.com'), and 'USER NAME' (containing 'testdemostephanie1@mailinator.com'). The 'Save' button is highlighted with a red box.

You can also enter additional, optional information to help Optum better support you:

1. Click the **Edit** icon ( Edit) next to the Additional Information header.
2. Enter the desired information. None of these fields are required – you can fill out as many fields as you would like.
3. Click **Save**.

Additional Information

GENDER
 Male Female

DATE OF BIRTH
MM/DD/YYYY

ADDRESS

CITY STATE ZIP CODE
Select Option

FAX

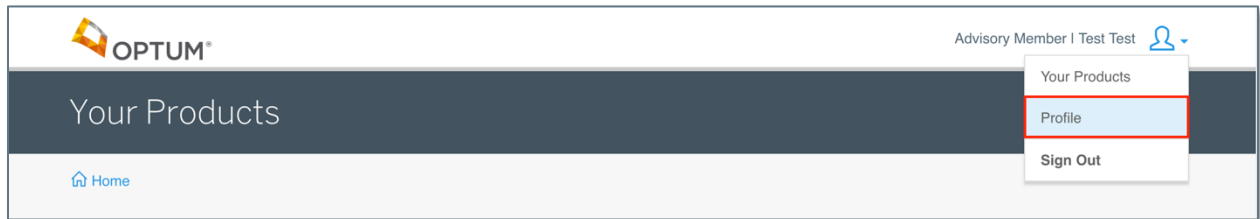
DEPARTMENT

SPECIALTY

FACILITY

Change Your Security Information

You can change your password and/or security question at any time by selecting **Profile** from the top-right user menu to open the Edit User Account screen.



To change your password:

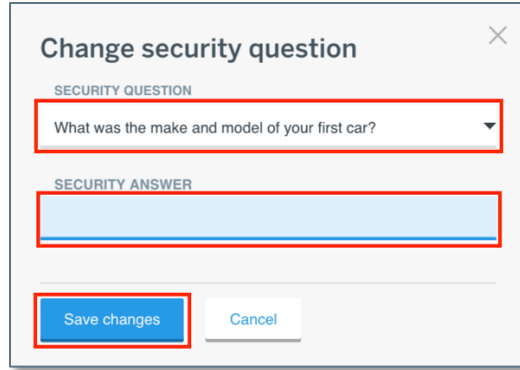
1. Click **Change my password** in the Account Actions section.
2. On the Change password pop-up:
 - a. Enter your **Current Password**.
 - b. Enter your new **Password**. Optionally, you can click the **Show** toggle to make sure you have correctly entered your new password. Remember to follow the [password guidelines](#) when creating your new password.
 - c. Click **Change Password**.

A screenshot of the 'Change password' pop-up form. The form has a title 'Change password' and a close button (X). It contains two input fields: 'CURRENT PASSWORD' and 'PASSWORD'. The 'PASSWORD' field has a 'Show' toggle switch. At the bottom, there are two buttons: 'Change Password' (highlighted with a red box) and 'Cancel'.

3. A confirmation message displays to alert you that your change was successful.

To change your security question:

1. Click **Change my security question** in the Account Actions section.
2. On the Change security question pop-up:
 - a. Select a **Security Question**. You can select the same question you configured previously and just change the answer, or you can select a new question.
 - b. Enter your **Security Answer**.
 - c. Click **Save changes**.

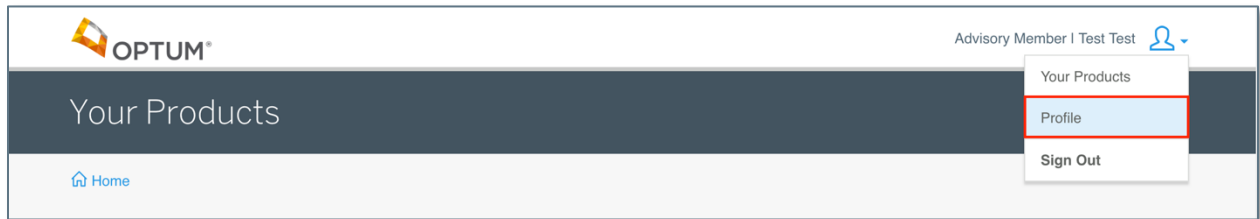


The image shows a dialog box titled "Change security question" with a close button (X) in the top right corner. It contains two main sections: "SECURITY QUESTION" and "SECURITY ANSWER". The "SECURITY QUESTION" section features a dropdown menu with the text "What was the make and model of your first car?". The "SECURITY ANSWER" section is a large, empty text input field. At the bottom of the dialog, there are two buttons: "Save changes" (highlighted in blue) and "Cancel".

3. A confirmation message displays to alert you that your change was successful.

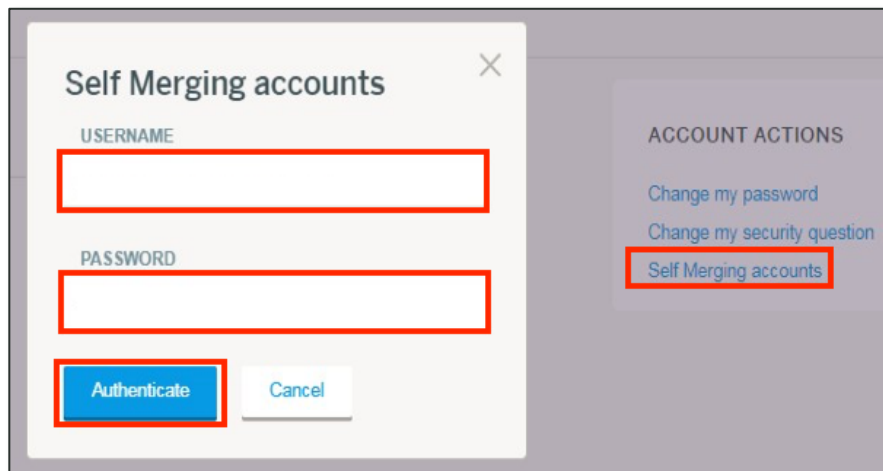
Merge Your Accounts

You can merge your primary user account with any secondary, duplicate account by selecting **Profile** from the top-right user menu to open the Edit User Account screen.



To merge accounts:

1. Click **Self merging accounts** in the Account Actions section.
2. On the Self Merging accounts pop-up, enter the **Username** and **Password** for the duplicate account you want to merge in to your primary user account.
3. Click **Authenticate**.



4. A message displays, listing the product(s) you will have access to after merging the accounts.
5. Click **Merge**.
6. A message displays, alerting you that your accounts have been successfully merged.

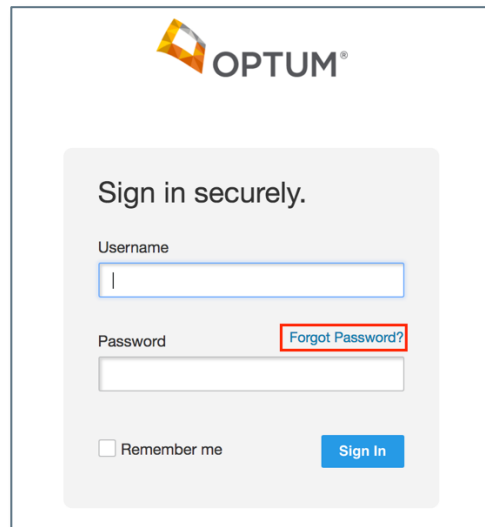
After a successful merge, the duplicate account is deactivated. The deactivated account's assigned products and associations are merged with the primary user account. You can now access the duplicate account's products, if the products are role based products. In the case of link based products, an administrative user will need to provision you to the products again.

Reset Your Forgotten Password

If you forget your password, you can easily reset it from the login screen.

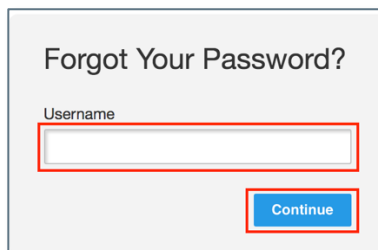
To reset your password:

1. On the login screen, click **Forgot Password?**.



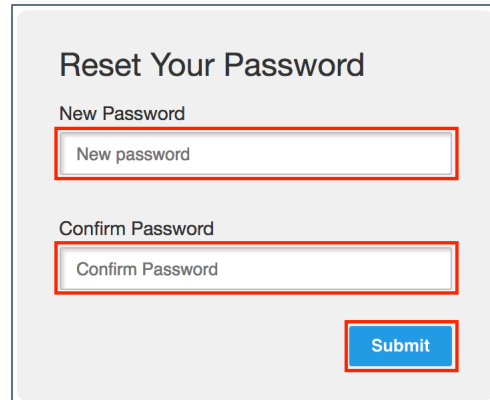
The screenshot shows the OPTUM login interface. At the top center is the OPTUM logo. Below it, the text 'Sign in securely.' is displayed. There are two input fields: 'Username' and 'Password'. The 'Forgot Password?' link is highlighted with a red box. At the bottom left is a 'Remember me' checkbox, and at the bottom right is a 'Sign In' button.

2. Enter your username and click **Continue**.



The screenshot shows the 'Forgot Your Password?' screen. It features a 'Username' input field and a 'Continue' button, both highlighted with red boxes.

3. A message displays, instructing you to check your email and follow the provided instructions to finish resetting your password.
4. In the password reset email, click **Reset your password**.
5. You will need to enter your new password in both **New Password** and **Confirm Password**. Remember to follow the [password guidelines](#) when creating your new password.
6. Click **Submit**.



Reset Your Password

New Password

Confirm Password

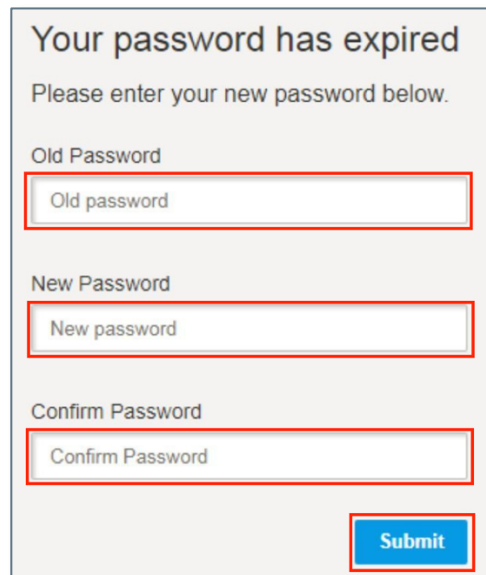
[Submit](#)

7. A message displays to confirm that your password reset was successful.
8. Click **Sign In** to log in with your new password.

Reset Your Expired Password

You password expires after 90 days. If you attempt to log in with your username and an expired password, you will be prompted to reset your password:

1. Enter your **Old Password**.
2. Enter your **New Password**. Remember to follow the [password guidelines](#) when creating your new password.
3. Enter your new password again in **Confirm Password** to verify the change.
4. Click **Submit**.



The screenshot shows a web form titled "Your password has expired" with the instruction "Please enter your new password below." The form contains three input fields: "Old Password", "New Password", and "Confirm Password", each with a red border. A blue "Submit" button is located at the bottom right of the form.

5. A message displays to confirm that your password reset was successful.
6. Click **Sign In** to log in with your new password.

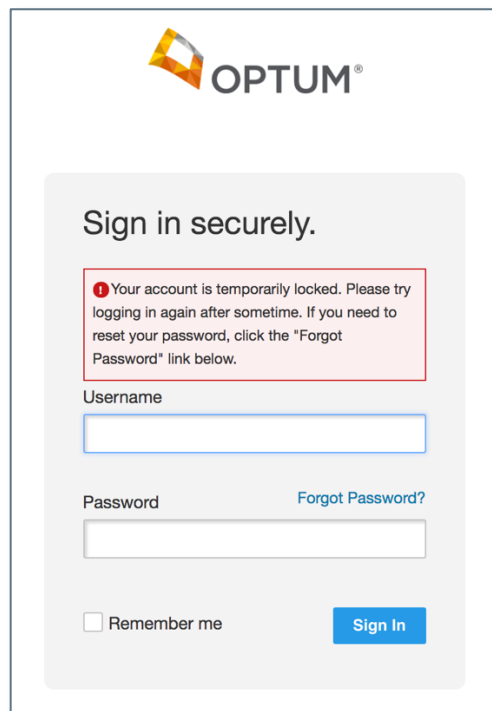
Note When your password is close to expiring, you will be alerted at login. You can defer resetting your password until it actually expires by clicking **I'll do it later**.

Unlock Your Account

User accounts can be locked due to:

- Three failed login attempts (incorrect username and/or password)
- An invalid security question answer
- An invalid one-time password entry (when using [two-factor authentication](#))

A message displays on the login screen to notify you when your account is locked. Your account is automatically unlocked at the end of a five minute waiting period.



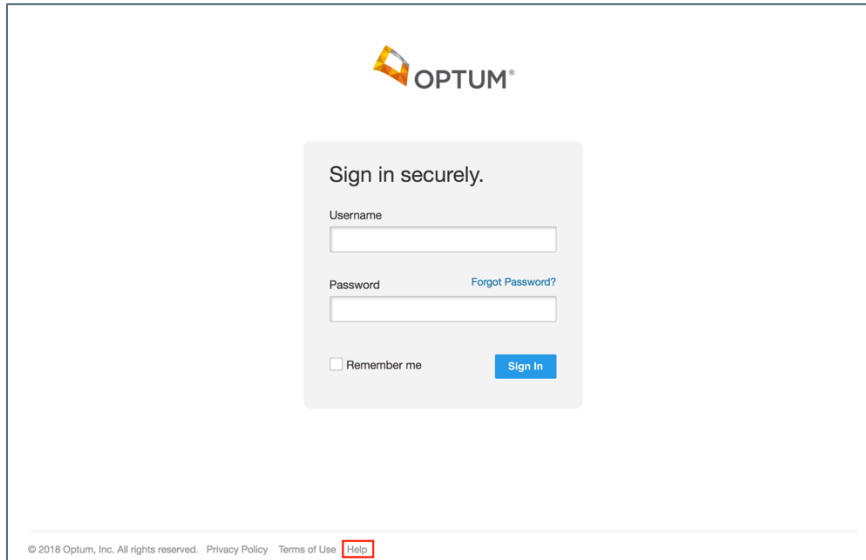
The screenshot shows the Optum login interface. At the top is the Optum logo. Below it is the heading "Sign in securely." A red-bordered message box contains the text: "Your account is temporarily locked. Please try logging in again after sometime. If you need to reset your password, click the 'Forgot Password' link below." Below the message are input fields for "Username" and "Password". A "Forgot Password?" link is positioned to the right of the password field. At the bottom left is a "Remember me" checkbox, and at the bottom right is a blue "Sign In" button.

Contact Support

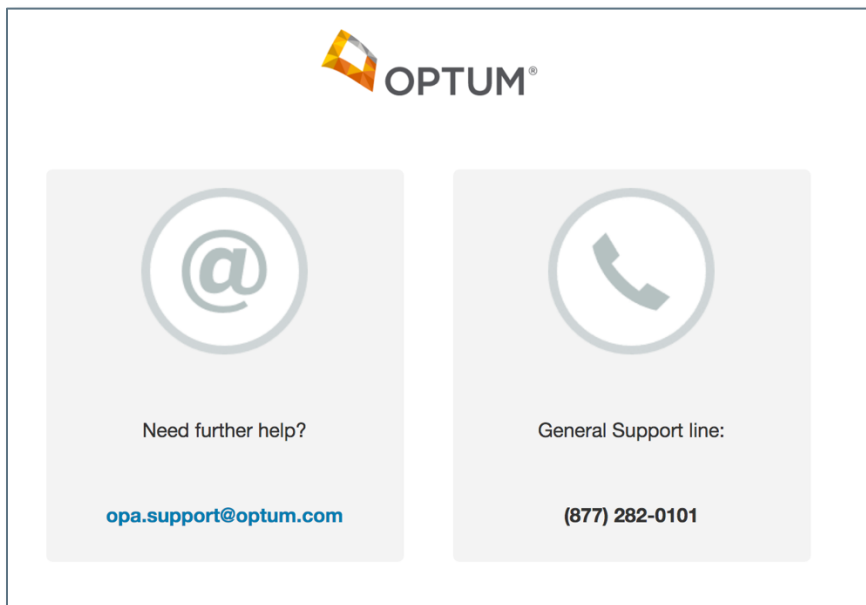
Need assistance? You can contact support at opa.support@optum.com or 1-877-282-0101.

You can view your support options from the login screen:

1. At the bottom of the screen, click **Help**.



2. The contact information for support displays.





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