

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

The registration is a two-step process:

1. Optum ID registration form
2. Optum San Diego website registration form

- ❖ If you are a new user to Optum ID, please complete the Optum ID Registration Form below (PART ONE).
- ❖ If you already have an Optum ID, please go to Part Two: Optum San Diego Website Registration Form (Pg. 4)
- ❖ If you already completed steps above (PART ONE and PART TWO) and would like further assistance with the registration process, please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com

PART ONE: OPTUM ID REGISTRATION FORM

Go to www.optumsandiego.com and select the “**Register**” link which is located on the top right of each webpage. The link will take you to the first page of the **Optum ID registration**.



Sign In Information

Your Optum ID must have:

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

Your Password must have:

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

Note: The Security Questions will be used for future password reset or username recovery.

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.

 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 upper case letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again 

Security Questions and Answers

Security question 1

Security answer 1 

Security question 2

Security answer 2 

Security question 3

Security answer 3 

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.

Once you submit the Registration Form, the next step is verifying your email address.

1. Check your email inbox for your **verification email**.
 - If you haven't received the verification email in your inbox, check the spam folder.
 - If you haven't received an email after a few minutes, click on **Resend email** on the Email Verification page.
 - Still haven't received an email? Click on **Update email address** to check your email address or to use alternate email address.

2. Click on the **Activate my Optum ID** link located in the email. This link will take you to a webpage to verify your email.
3. Once you have verified 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 **enter the 10-digit activation code** field on the Email Verification webpage.
5. Copy the **Activation Code** from the email and paste it into the 10-Digit Activation Code field. Click on **Next**. You will be forwarded to the **Optum San Diego website registration form**.

1 Next Step: Verify Your Email Address

1. **Check your email inbox** (cri*****@optum.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(800)834-3792 or sdhelpdesk@optum.com.

2

Activate my Optum ID

If you prefer, copy this 10-digit code 2201700170 and paste it into the box for the activation code on the Activate Your Optum ID page. If you did not request an activation link or code, or if you have questions about setting up an Optum ID, contact us at 1(800)834-3792 or sdhelpdesk@optum.com

Thank you, Optum ID

3 Email Address Verified

Your Optum ID is ready to use. Click on the Continue button below to finish.

Continue

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

4 Next Step: Verify Your Email Address

1. **Check your email inbox** (cri*****@optum.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(800)834-3792 or sdhelpdesk@optum.com.

5 Next Step: Verify Your Email Address

1. **Check your email inbox** (fab*****@optum.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](#).

10-digit activation code

9900305479

Next Cancel

PART TWO: OPTUM SAN DIEGO WEBSITE REGISTRATION FORM

1. The Login link is on the top right of every page.
2. Sign in with your Optum ID
3. On the **Fee for Service Provider Registration** tab, enter the **FFS Verification Code** previously provided in the “Optum San Diego Website Provider Registration” letter for access to the Optum San Diego website. Click on **Submit**
4. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure site. Your request will be processed within one business day.
5. You will receive an **email** once your account has been activated.
 - *For assistance with the Optum website registration process please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com*

1 The screenshot shows the top navigation bar of the Optum San Diego website. The 'Login' link is highlighted with a red box in the top right corner.

2 The screenshot shows the 'Sign In With Your Optum ID' form. It includes fields for 'Optum ID or email address' and 'Password', a 'Sign In' button, and links for 'Forgot Optum ID' and 'Forgot Password'. Additional options include 'Create an Optum ID', 'Manage your Optum ID', and 'What is an Optum ID?'.

3 The screenshot shows the 'Registration' page with the 'Fee for service Provider Registration' tab selected. It features a field for 'FFS Verification Code' with a placeholder 'XXXXXXXXXXXX-XXXX-XXXX-XXXX-X' and a 'Submit' button.

4 The screenshot shows a 'Registration Thank you' message: 'Thank you for registration. We will review your information within 1 business day. You will receive an email once your account request is approved.'

5 The screenshot shows an email notification with the subject 'Your Optum San Diego Secure Access has been Approved'. The body text states: 'Your Secure Access for the Optum San Diego website has been approved.' It includes instructions: 'On initial launch of the San Diego Optum website (<https://www.optumsandiego.com>) please click on Logoff.' and 'Using your Optum ID, login to view Secure Documents.' It also provides contact information: 'If you require assistance or have any questions please contact us at 800-834-3792 or email us at sdhelpdesk@optum.com Thank you, Optum San Diego Support Desk'.

On initial launch of the website please **Logoff** then **Login** to view Secure Documents.

The screenshot shows the top navigation bar of the website. The 'Logoff' link is highlighted with a red box. Other links include 'Welcome' and 'Site Map'. A search bar is also visible.