

OPTUM SAN DIEGO PASSWORD RESET AND USERNAME RECOVERY

PASSWORD RESET

1. Proceed to the Sign In page and click on **Forgot Password**.
2. Fill in *Email or One Healthcare ID* and click **Next**.

Sign In With Your One Healthcare ID

One Healthcare ID or email address
Password

Sign In

Forgot One Healthcare ID **Forgot Password**

Additional options:
Create One Healthcare ID
Manage your One Healthcare ID
What is One Healthcare ID?

Forgot Password

With a little information we can help you to reset your password.

Email address or One Healthcare ID

Next Cancel

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

OPTION ONE – USING EMAIL:

3. Choose **Email** and Click **Next**
4. Confirmation
Verification Link sent to your **Email***

Reset Password: Verify Your Identity

We want to be sure only you can make changes to your account. First, select an option to verify your identity below. If your input or email corresponds to an active account, then you will receive your verification by your selected option. After verifying, you can reset your password.

Email: Send a verification link to my account's primary email.

Security questions: Answer two security questions.

Next Cancel

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

Reset Password: Verification Link

We have received your information! If your email (or account ID) corresponds to an active One Healthcare ID account, we have sent you an email with a verification link to your primary email. Click the link in that message to verify your identity and reset your password.

Still waiting for your verification link? [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 approved senders.

Want to try something else? [Return to verify identity options](#)

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

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 approved senders.

5. Click on **Confirm Password Reset**

OPTUM | ID

Confirm Your Password Reset

We have received a request from this email address to reset your Optum ID password.

Click on the link below or copy and paste the link address into your browser to confirm that you wish to reset your password.

[Confirm Password Reset](#)

<https://healthid.optum.com:443/healthid/reset-password?oidc=udeKDA%2BLAG6Lfs5Od%2FcVQI2%2BNEXaAk1FkJE%2FSPSepmbFk2hG9J%2BEUy%2B4GnkWhJN50AKX8%2BSh3HrCH6RncWzF5SQFzLXTYneUfbQTEddzhpervgtD8Wpw%2Femp0UMVso%2B1GikBLJ2PEI459No4GX8781HCKILz8hfyYdYDaegK6KNqILXdne0%2FEsTIXwshW8NISucgz9tu3Yuu75qQiaJlopAllCv2VubWad%2Bk2VZsvacihUNWsd%2FPyMMozBS1a9qbZEv%2FZGvA%3D%3D&relyingAppId=ohsd29023&TARGET=https%3A%2F%2Fwww.optumandiego.com%2Fservices%2Fmemberlanding&authCode=895d73e2-87a4-4540-ace4-6ed8ed83808>

Confirming your password reset helps us keep your Optum ID secure. If you did not make this request or if you think you received this email in error, contact us at 1(800)834-3792 or sdhelpdesk@optum.com.

Thank you,
Optum ID

6. Reset **Password**. Review Password Requirements.

Reset Password

You've successfully verified your identity, sdhelpdesk. 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

Next Cancel

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

7. You can now **Sign In** using your new **Password**.

Sign In With Your One Healthcare ID

You've successfully reset your password. Use it when signing in.

One Healthcare ID or email address

Password

Sign In

Additional options:
Create One Healthcare ID
Manage your One Healthcare ID
What is One Healthcare ID?

[Forgot One Healthcare ID](#) | [Forgot Password](#)

OPTION TWO – USING SECURITY QUESTIONS:

1. Choose **Security Question** and Click **Next**
2. Answer **Security Questions** and Click **Next**.

Reset Password: Verify Your Identity

We want to be sure only you can make changes to your account. First, select an option to verify your identity below. If your input or email corresponds to an active account, then you will receive your verification by your selected option. After verifying, you can reset your password.

Email: Send a verification link to my account's primary email.

Security questions: Answer two security questions.

Next Cancel

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

Reset Password: Security Questions

Answer the following security questions to verify your identity.

What is your favorite color?

What is the city and state of your birth?

Want to try something else? [Return to verify identity options](#)

Next Cancel

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

3. **Reset Password.** Review Password Requirements.

Reset Password

You've successfully verified your identity, sdhelpdesk. 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

Next Cancel

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

4. You can now **Sign In** using your new **Password**.

Sign In With Your One Healthcare ID

You've successfully reset your password. Use it when signing in.

One Healthcare ID or email address

Password

Sign In

Additional options:
Create One Healthcare ID
Manage your One Healthcare ID
What is One Healthcare ID?

[Forgot One Healthcare ID](#) | [Forgot Password](#)

RECOVER ONE HEALTHCARE ID

1. Click on **Forgot One Healthcare ID.**
2. Fill in **Email Address** and Click **Next.**

Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

[Forgot One Healthcare ID](#) [Forgot Password](#)

Additional options:
[Create One Healthcare ID](#)
[Manage your One Healthcare ID](#)
[What is One Healthcare ID?](#)

Forgot One Healthcare ID

With a little information we can help you retrieve your One Healthcare ID.

Email address

Find One Healthcare ID with other information
If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

3. Check your **Email** to view **your One Healthcare ID.**

 OPTUM* | ID

Your Optum ID

We recently received a request to send your Optum ID to this email address:

sdhelpdesk

If you did not make this request or if you think you received this email in error, contact us at 1(800)834-3792 or sdhelpdesk@optum.com.

Thank you,
Optum ID