

Don't Get Locked Out of Link - Prepare for Security Change by Aug. 18

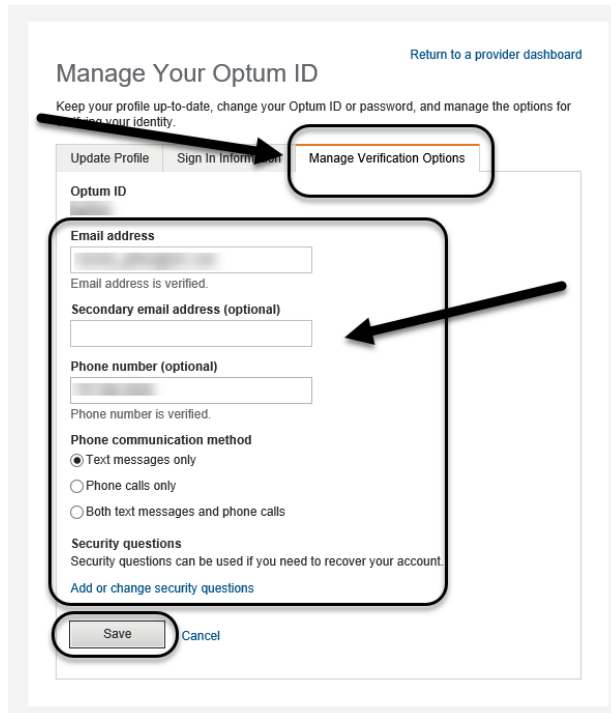
We're adding another layer of security to protect information about care providers and members.

When you first sign in to Link after our security upgrade, you'll need to obtain an authentication code by email or text message.

This is intended to be a one-time or infrequent requirement — when you sign in with the authentication code, you can check a box to skip this step on your computer going forward. If you check the box, another code won't be required unless you use another computer to sign in to Link.

Steps to Prepare

1. Sign in to [Manage Your Optum ID](#). Using a link you've bookmarked will not take you directly to your Optum ID information.
2. Click the tab "Manage Verification Options" and:
 - Verify the email address you have on file
 - Enter a phone number if you want. If you plan to receive your authentication code by phone call, don't use your organization's phone number. Add a mobile phone number to receive text messages.
 - Choose your phone method: text only, phone only or both.
 - You can also add a secondary email address and update your security questions while you are there.
3. Click Save.



Steps to Sign in With Authentication

1. [Sign in to Link](#) as usual.
2. Select a verification option and click “Next”.
 - You will not be able to update your contact information on this screen.
 - Whether you have all options (email, text message or phone call) will depend on the selection you previously made in your Manage Verification Options.

Sign In: Verify Your Identity

This application requires additional information for secure access.

Email: Send an email with access code to
pre-populated from your account

Secondary Email: Send an email with access code to
pre-populated from your account

Text Message: Text access code to ***-***1111.
You are opting to receive a text message with a one-time access code from Optum ID. Message and data rates may apply.

Call Me: Call me to enter an access code at ***-***1111.
This is not a recommended option if you are using assistive or adaptive technology.

[Cancel](#)

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

3. After receiving the code, enter it in the Access Code field. Check “Skip this step...” if you’re using the computer you regularly use for work. This ensures a code won’t be required next time unless you use another device or change location. Then, click “Next”.
 - If you don’t receive a code, click the link to resend it.
 - Click “Return to verify identity options” if you want to receive your code a different way (e.g., switch from email to text etc.)

Sign In: Access Code

We've sent you an email to message here to verify your identity and sign in. You can bypass this step in the future by checking the box.

Type the code from that

Access code

Still waiting for your access code? [Resend email](#)

Check your email for a message from Optum ID (noreply_healthid@optum.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.

Skip this step if you are logging in from a computer or device you regularly use at work or home.

Next

Cancel

We're Here to Help

If you have questions, please contact support at **855-819-5909** or optumsupport@optum.com.

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