Please Prepare for Link Security Change by March 27

We’re adding another layer of security to Link 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 clear your cache or use another computer to sign in to Link.

**Steps to Prepare**

1. Click My Account and then “here”. If you don’t see the left navigation as below, click on the Menu.

2. Click the tab “Manage Verification Options” and:
   - Verify the email address you have on file
   - 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.
   - 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.
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 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.)
We're Here to Help
If you have questions, please contact the Link Support Help Desk at 855-349-1375 or linksupport@optum.com.


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