

Getting Started

OneLogin

This document outlines the following OneLogin user tasks:

- [Activate your account](#)
- [Sign in](#)
- [Reset your forgotten password](#)
- [Reset your expired password](#)
- [Unlock your account](#)
- [Contact support](#)

Activate your account

You will receive an activation email when:

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

The activation email 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**.

Sign in

To sign in to your account and access your products:

1. In **Username**, enter your email address or username.
2. (Optional) Check **Remember me** to save your username for future logins.
3. Click Continue.
4. In **Password**, enter your password.
5. Click **Sign In**.

Note If your organization uses its own identity provider and the FSSO+ option, you will see the **Select a Member Identity Provider** field below the **Sign In** button. Select your identity provider from the dropdown and click **Continue**. You will complete the sign-in process through the identity provider instead of entering your password in OneLogin.

If your organization uses the FSSO option, you will be directed to the identity provider's site after entering your **Username** and clicking **Continue**. You will be prompted to select your username and enter your password before being redirected back to OneLogin to view and access your products.

Two-factor authentication

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**.
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**.

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

Reset your forgotten password

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

Note	To reset your password, you need to answer your security question. If you do not remember the answer to your security question, you will need to force a password reset .
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To reset your password:

1. On the password screen (accessed during sign-in, after you enter your username and click **Continue**), click **Forgot Password?**
2. Enter your username and click **Continue**.
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 be prompted to answer your security question. Enter your answer and click **Reset Password**.
6. 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.
7. Click **Submit**.
8. A message displays to confirm that your password reset was successful.
9. Click **Sign In** to log in with your new password.

Force a password reset

If you forget the answer to your security question, which is required for resetting a forgotten password, you will need to force a password reset.

To force a password reset:

1. [Contact support](#) and alert them that you need assistance forcing a password reset.
2. You will receive a temporary password. Using this temporary password, log in to the application.
3. On the Edit User Account screen, click **Change my password** in the Account Actions section.
 - a. Enter your **Current Password** (temporary 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.
4. Click **Change Password**.

Reset your expired password

Your 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**.
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.

Contact support

Need assistance?

You can view your support options from the login screen:

1. At the bottom of the screen, click **Contact Support**.
2. The contact information for support displays.



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