

Supplier Risk Management
One Healthcare ID Registration Guide

Step-by-Step Instructions

One Healthcare ID

Step 1: Confirm emails you received

Users will receive 2 separate emails shown below.

Notification 1

Users requiring One Healthcare ID Registration

- User notification – supplier in scope for SRM program and need to create a One Healthcare ID

From: EVP do-not-reply <evp@uhg.com>
Sent: Wednesday, April 7, 2021 4:34 PM
To: SupplierTest@testing.com
Cc: Calderon, Nancy <nancy.calderon@uhc.com>
Subject: Supplier 1 Banmedica – Sanna/Pacifico Discovery Call Results and Next Steps

Dear Banmedica, Supplier 1,

Thank you for your collaboration during the recent Discovery Call meeting to confirm services provided by Supplier 1 Banmedica to Sanna/Pacifico. We value our relationship and appreciate the work that you perform on our behalf.

We are contacting you to inform you that Supplier 1 Banmedica is in scope for the Supplier Risk Management program. This decision is based on your organization's access to personal or sensitive data* as a component of your organization's engagement with Sanna/Pacifico. As mentioned during the Discovery Call, your organization will need to complete an online External Risk Assessment (ERA).

The first step towards completing the assessment is to register for an One HealthCare ID in order to access our External Vendor Portal (EVP). This tool is used to transmit information and exchange documents in a secure environment. Please refer to the Register for the One Health Care ID Guide for step-by-step instructions. The one-time registration process will trigger an email communication that will include a link to EVP and allow you to initiate the External Risk Assessment, which consists of a questionnaire, attestations, and supporting evidence (as applicable).

Upon successful completion of the assessment process, your organization will have validated general adherence to information security requirements.

Do not hesitate to contact us nancy.calderon@uhc.com.

Regards,

Nancy

* Personal data/information: Information related to identified or an identifiable individual, which is collected, received, created, classified, processed, used, reproduced, stored, filed, maintained, disclosed or transmitted that requires controllers and processors to take technical and administrative measures to protect personal data from unauthorized access, accidental or legal destruction, loss, alteration and exposure. Depending on the jurisdiction or regulation, "Personal Information" may be referred to as "Personal Data" or "Personally Identifiable Information".

* Sensitive data/information: It is personal information about racial or ethnic origin, religious belief, philosophical or other beliefs, political opinions, affiliation to unions or organizations of a religious, philosophical or political nature, genetic or biometric data that uniquely identifies an individual or Personal Information revealing health, sex life or sexual orientation.

Notification 2

From: "UHG Vendor Profile Support" /One Healthcare ID <esp_vendor_profile_support@uhg.com>
To: Supplier Email
Subject: ACTION REQUIRED: UnitedHealth Group Vendor Portal Access
(Email sent to supplier contact associated email addresses only – forwarding will disable activation)

*****Do NOT forward this registration link to others; this is associated with your specific email only.*****

If you are unable to complete the registration process using the link provided or if someone else from your company should be the point of contact for this questionnaire, please reach out to: esp_support@uhg.com.

Why You Are Being Notified:
You are receiving this notification because your company provides products/services to UnitedHealth Group or to one of its affiliates or is being considered as a new vendor*. We have established a secure web portal that enables you to provide responses to various questionnaires and supporting documentation we are required to obtain from our vendors to meet various regulatory, accreditation, and contractual requirements. To move forward in our business partnership, please register for an Optum ID to access the portal.

Our records about your company:
Vendor:
Vendor Representative/Respondent: Supplier 1 Banmedica ID-2099

Action to Take:
It is our expectation that you complete the registration process promptly; you will receive daily reminders until you have registered**. Registering should take no more than 5 minutes of your time.

Click on this link to register: Click Here

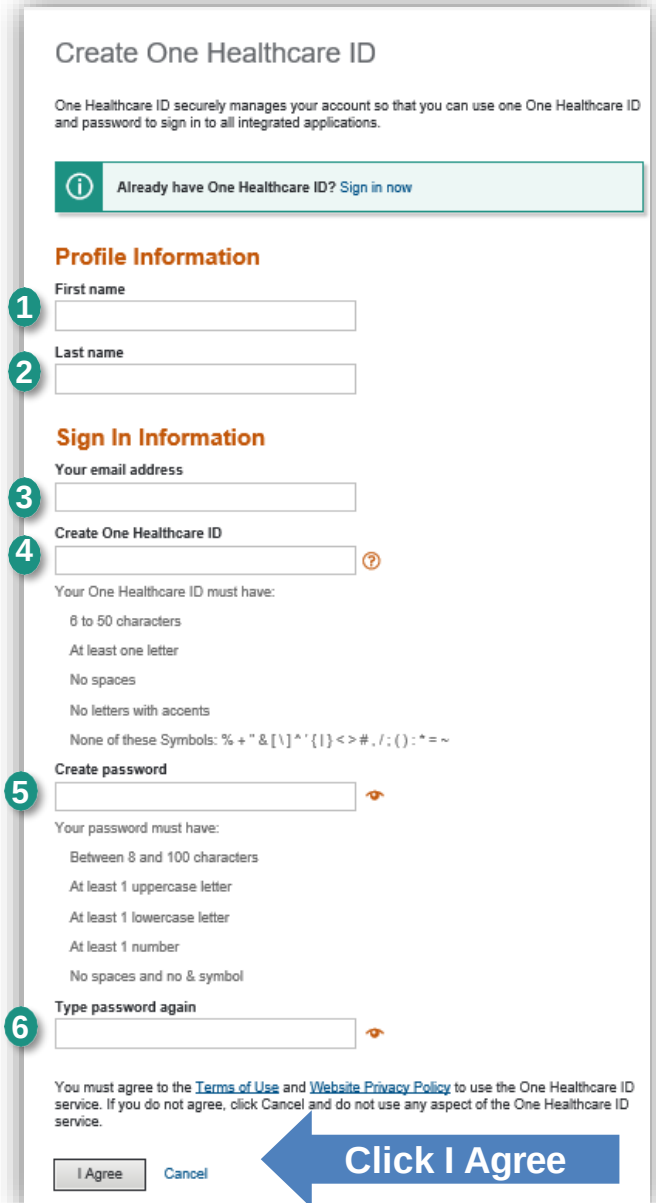
If you already have an Optum ID, click on the Sign In button on the registration page.

Please see the External Vendor Portal section of our supplier page and click on "register for an Optum ID" to review a reference guide if needed.

*This communication is not a guarantee of business.
Automated daily reminders will be sent for 14 consecutive days until the registration process is complete or until you have provided us with a more appropriate contact. **After registering allow 24 hours for processing

OHID Troubleshooting Guide

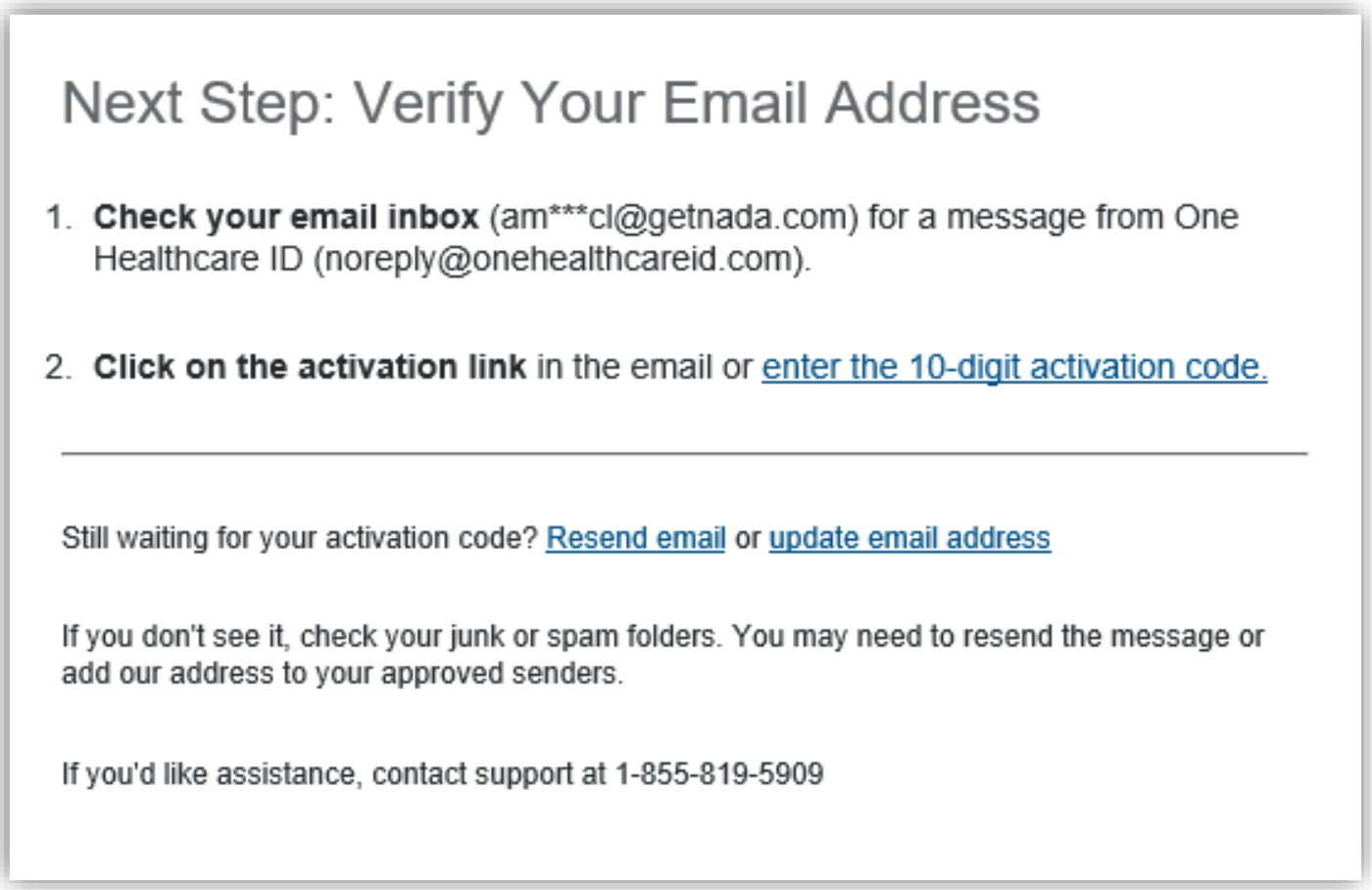
Step 2: Create your One Healthcare ID



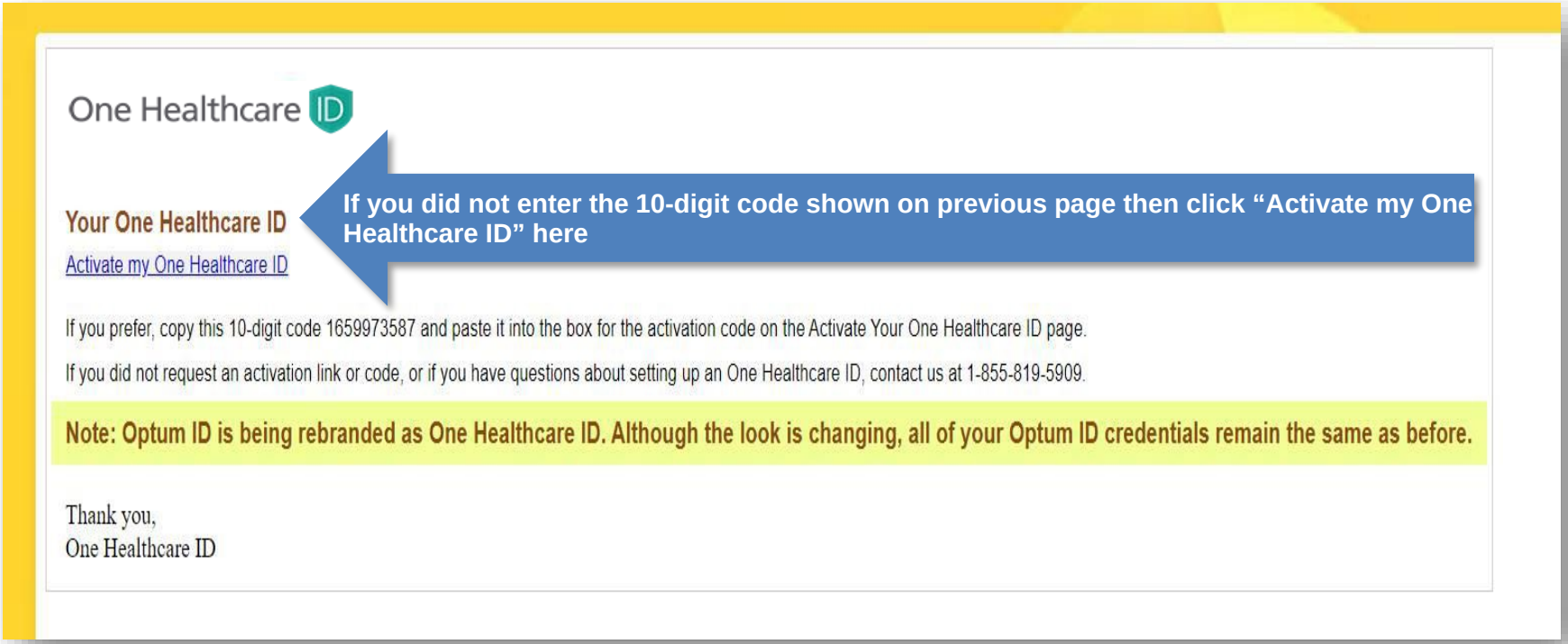
1. First Name will be pre-populated from the Invitation
2. Last Name will be pre-populated from the Invitation
3. Email address will be pre-populated from the Invitation
4. Create your One Healthcare ID
5. Create your unique password
6. Retype your newly created password

OHID Troubleshooting Guide

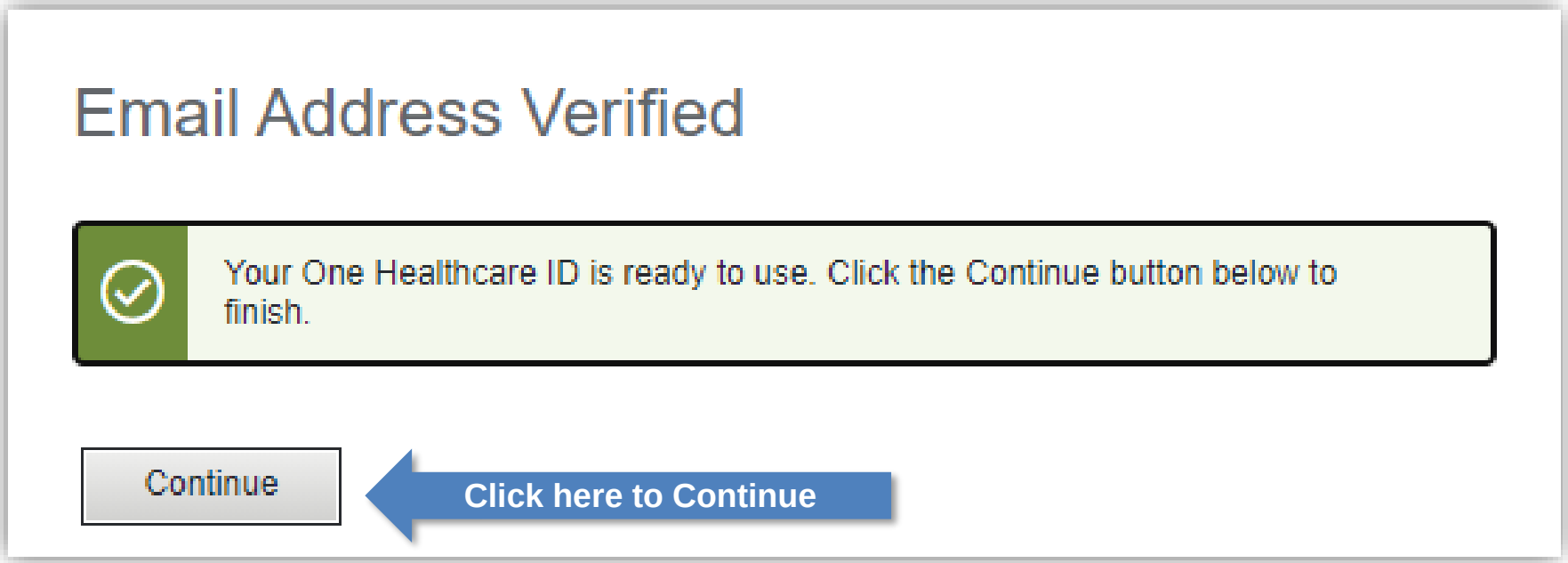
Step 3: Verify your Email Address



Step 4: Activate the new Optum ID

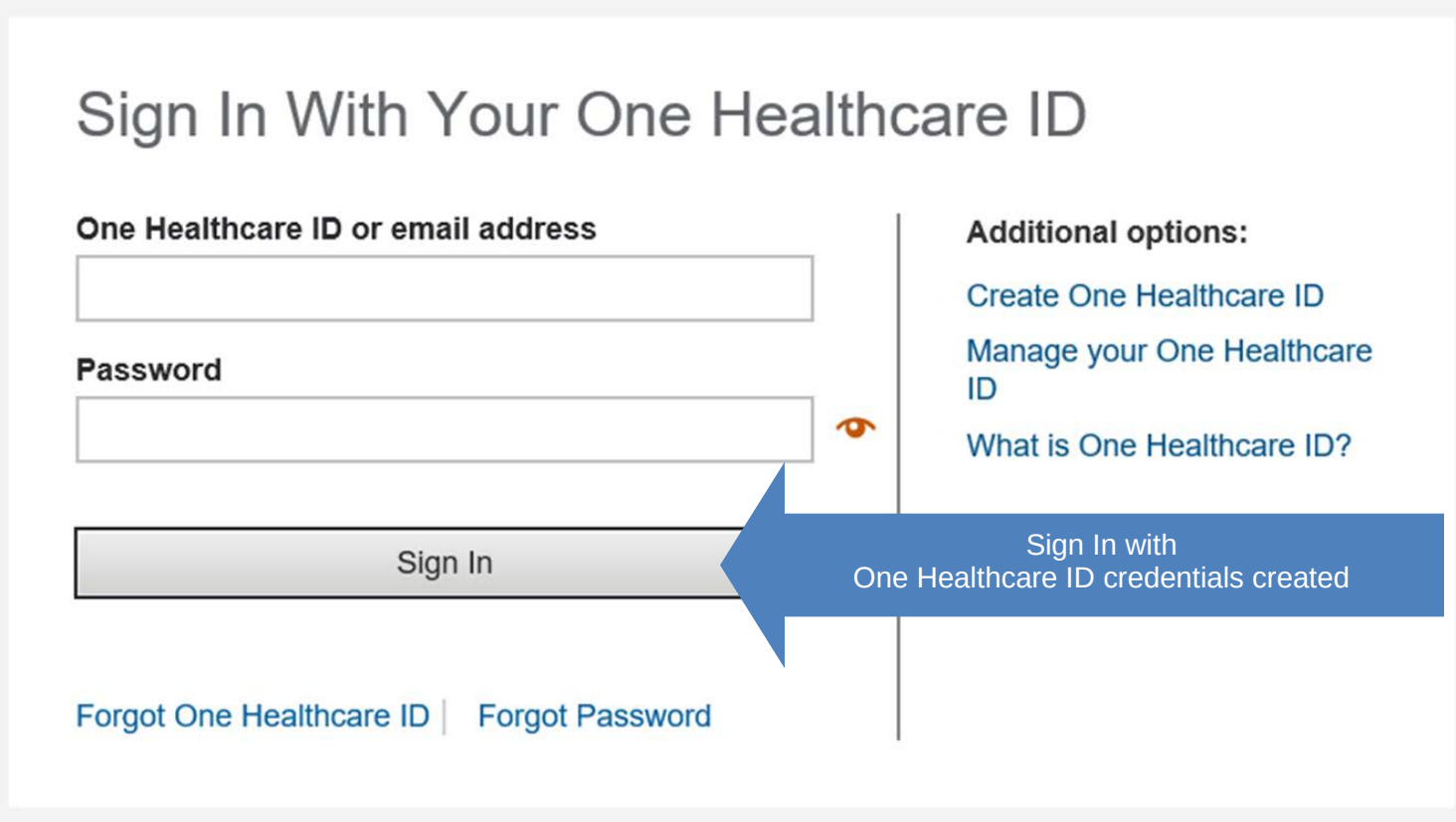


Step 5: Email has been verified



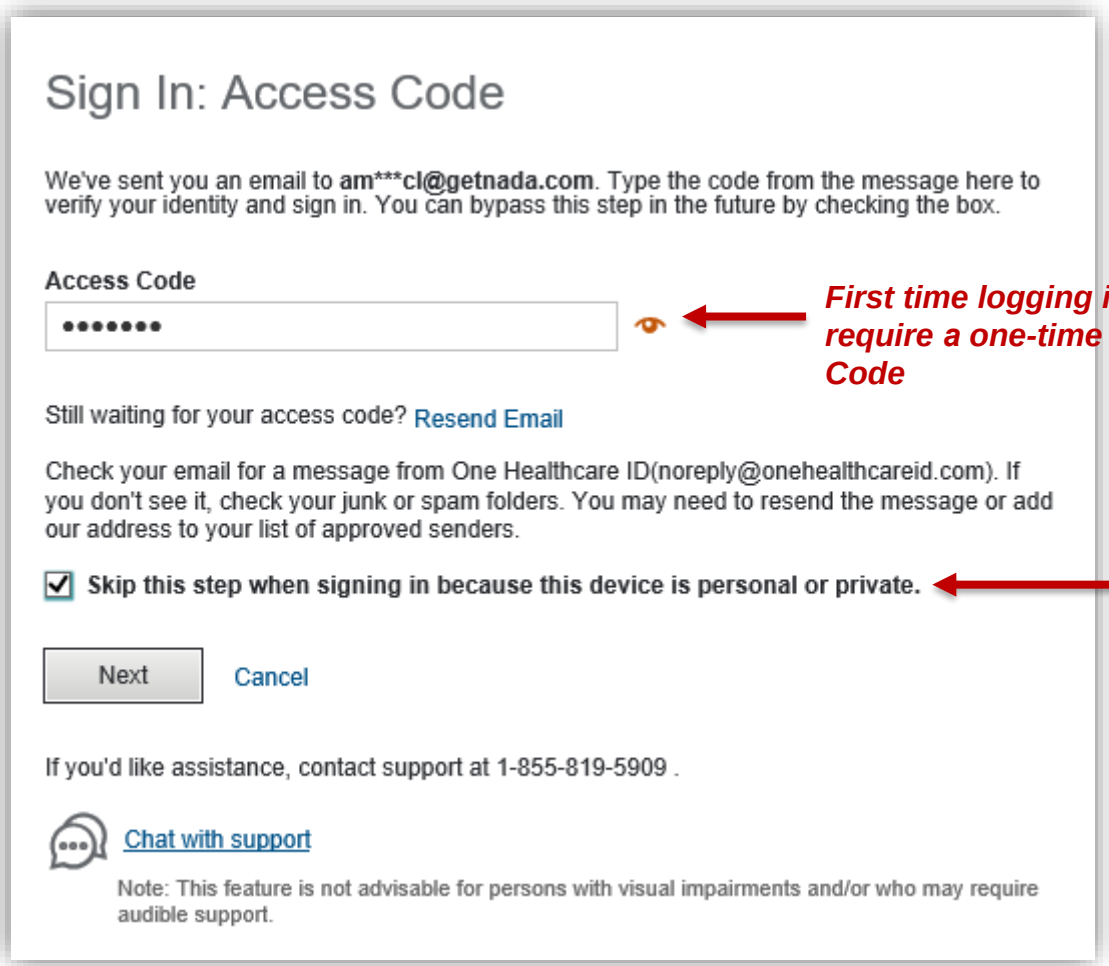
Step 6: Enter your One Healthcare ID & Password

1) Click One Healthcare ID URL
2) You will be redirected to One Healthcare ID Log-in screen
3) Enter in your One Healthcare ID and Password (shown below)
4) Click “Sign In” (shown below)



OHID Troubleshooting Guide

Step 7: One-Time Multi-Factor Authentication

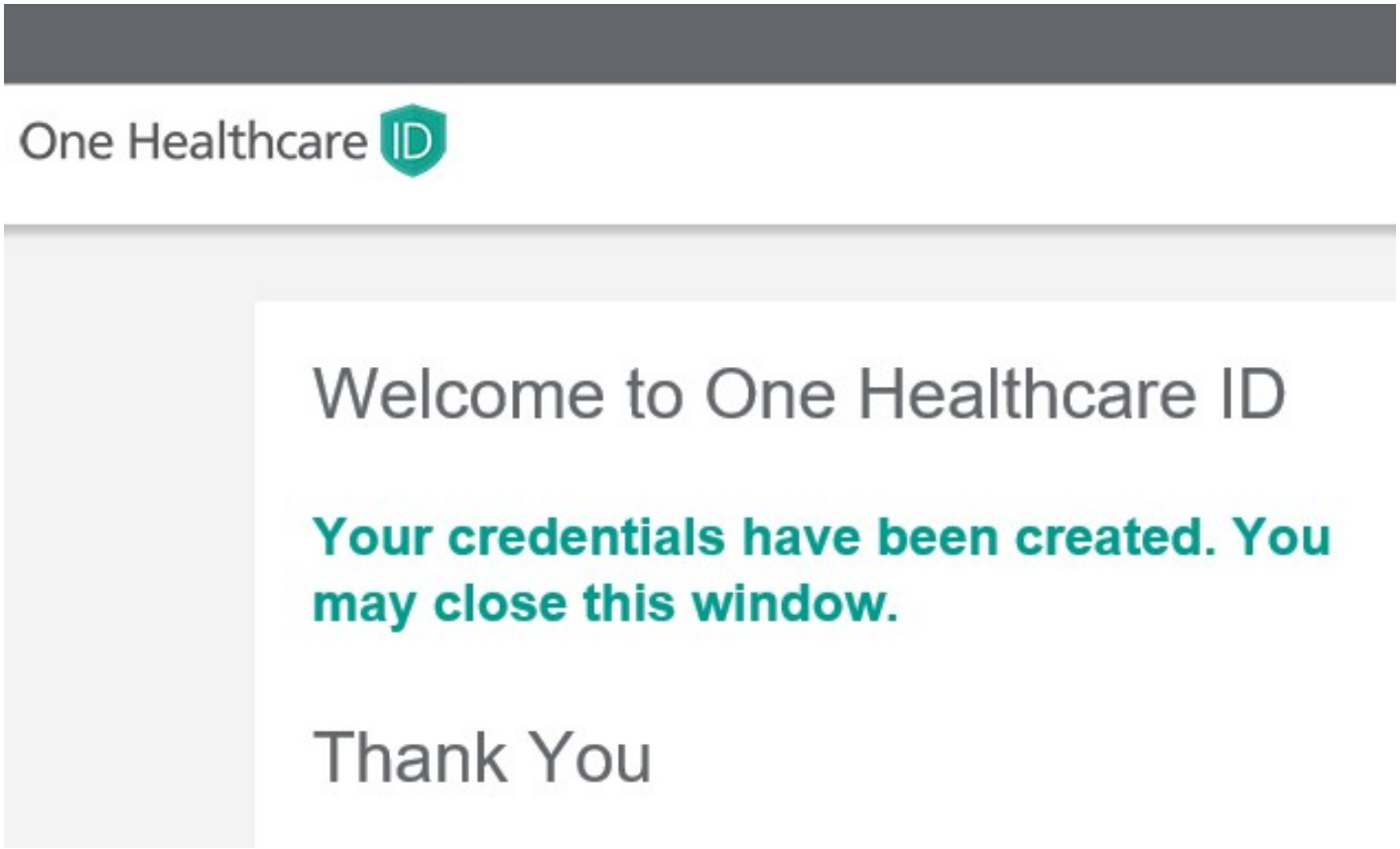


First time logging in after creation of Optum ID will require a one-time Multi-Factor Authentication Code

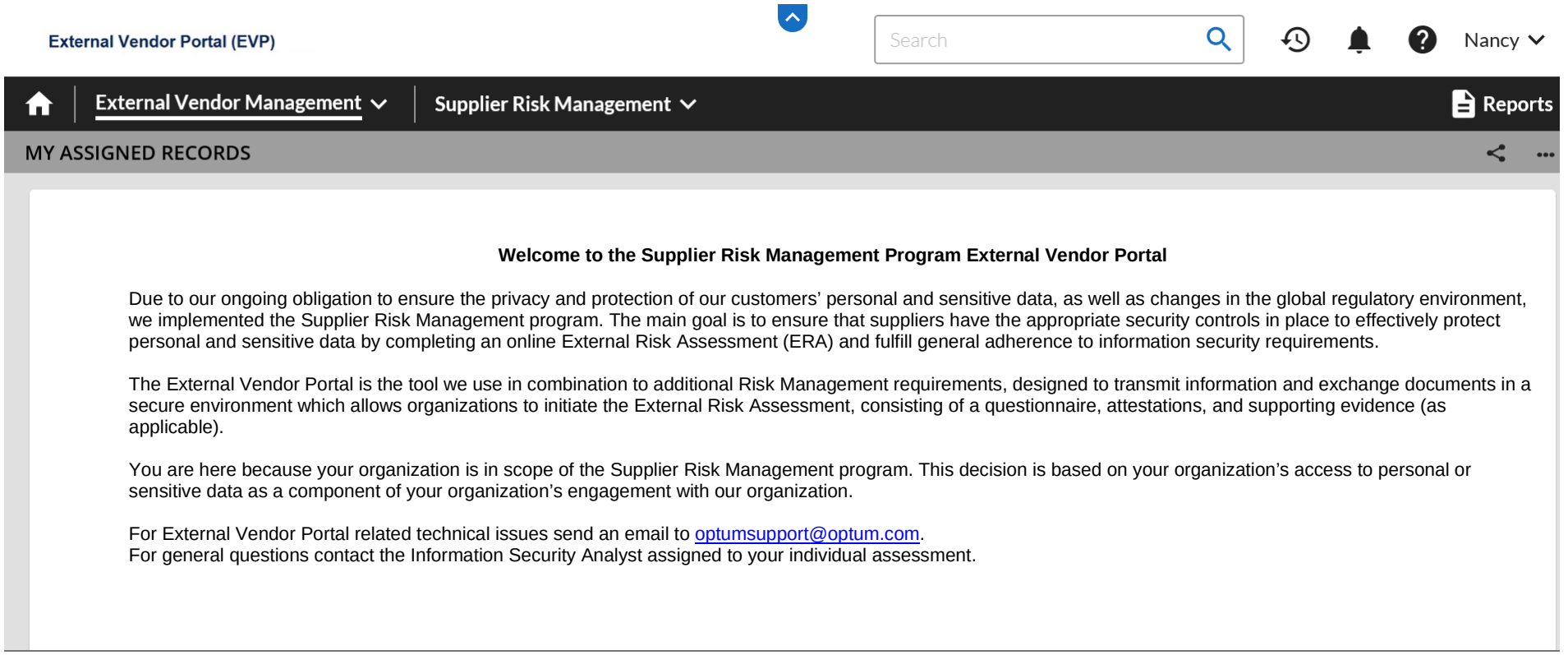
Check this box to skip this step for future sign ins from your computer

NOTE: This screen will only appear once, IF the user checks the box to "skip this step". If the box is not checked, the screen will appear in the next log in. Users will get the chance to "skip this step" during each log in.

OHID Troubleshooting Guide


One Healthcare ID
Welcome to One Healthcare ID
Your credentials have been created. You may close this window.
Thank You

Step 8: After activating One Healthcare ID email – Log into EVP



Congrats you are done! Welcome to One Healthcare ID

OHID Troubleshooting Guide

What issue are you experiencing with One Healthcare ID?

- Unlock your OHID
- Update Email Address for your OHID
- Issues with unsupported web browsers
- Forgot password or OHID
- “This email is already in use” Message
- Error 401: You are not authorized to access this system

Back to Registration Guide

Unlock your One Healthcare ID Account

Your account is locked if you enter an incorrect combination of a One Healthcare ID and password five times. In this case, you can use verified information from your profile to unlock your account. Verified information options can include:

- Email address
- Mobile phone
- Security questions

Back to Registration Guide

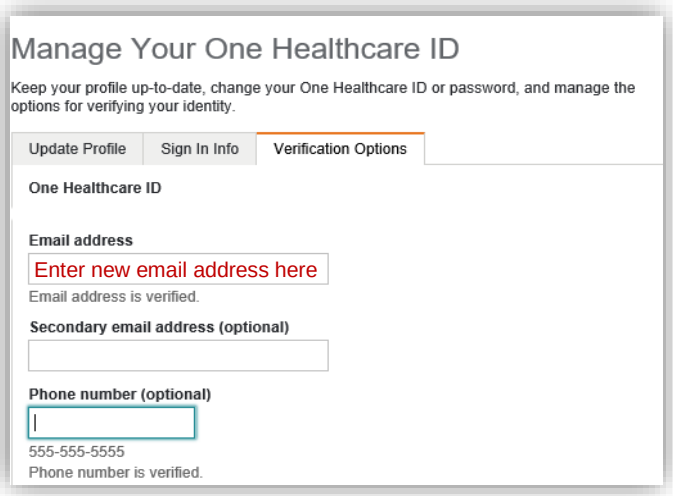
Update Email Address for your One Healthcare ID

Changing email addresses on active OHID is handled via self-service.

The change will be updated to all linked access.

1. Select Manage your One Healthcare ID and sign-in
2. Select tab: Verification Options
3. Enter new email address





Back to Registration Guide

Using unsupported web browsers (e.g. MS Edge)

Users that are stuck on "Manage your One Healthcare ID" may occur when an unsupported web browser is being used (such as MS Edge) or the user is not going directly to the destination URL. (e.g. user is using the invite link or user has bookmarked the OHID sign-in page)

Next Steps

1. Close out any active web browser session
2. Confirm supported web browser is being used (Explorer, Chrome)
3. Go directly to the URL (do not use a link from the invite or bookmarks)
4. Sign in using your One Healthcare ID
5. Sign in to EVP using EVP Credentials

Back to Registration Guide

Forgot Password or OHID

Next Steps

1. At login screen click on Forgot One Healthcare ID or Forgot Password
2. A link will be sent to your email address to initiate recovery of your OHID or Password



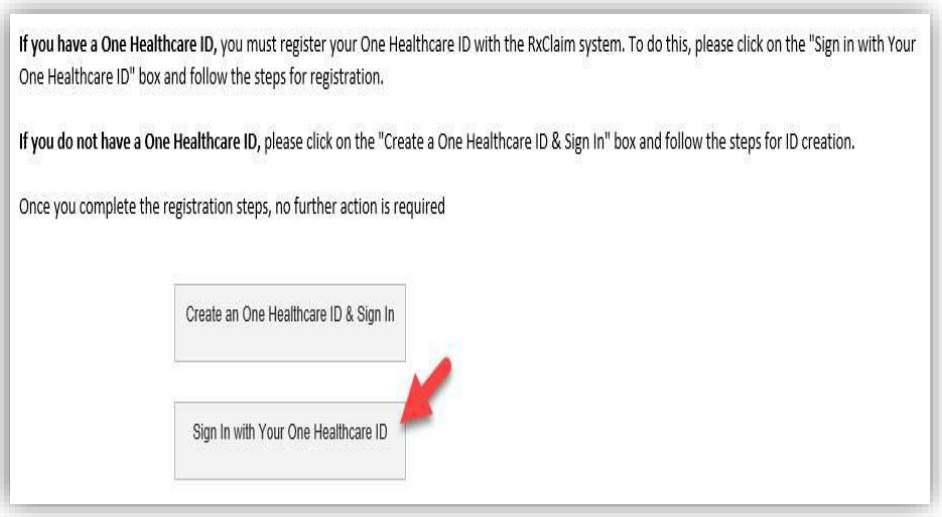
Back to Registration Guide

User received "This email is already in use" message

Users will get the "email already in use" message (shown in the screen shot below) if they already have an OHID and are trying to create another.

The user should do the following:

1. Using the invite select "Sign In with Your One Healthcare ID" button
2. At the next screen, select "Sign in now" at the top (do not fill out the form)





Back to Registration Guide

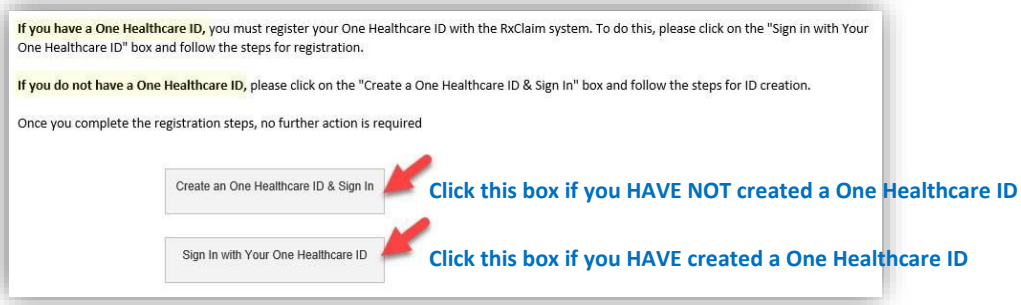
Error 401: You are not authorized to access this system



Reason: why user is getting this error message

The user hasn't completed the registration process

1. Complete registration **using the most recent invitation email** sent to you.
2. From the invite, select the box that applies to you



User can call OHID Helpdesk at 1(855) 819-5909 or optumsupport@optum.com to request their OHID be consolidated into one ID

Note: If the user is still getting Error 401 follow the steps below

1. Close out any active web browser session
2. Confirm supported web browser is being used (Explorer, Chrome)
3. Go directly to the URL (do not use a link from the invite or bookmarks)
4. Sign in using your One Healthcare ID
5. Sign in to EVP with EVP Credentials

Back to Registration Guide



Gestão de Riscos de Fornecedores
Guia de registro One Healthcare ID

Instruções passo-a-passo

One Healthcare ID

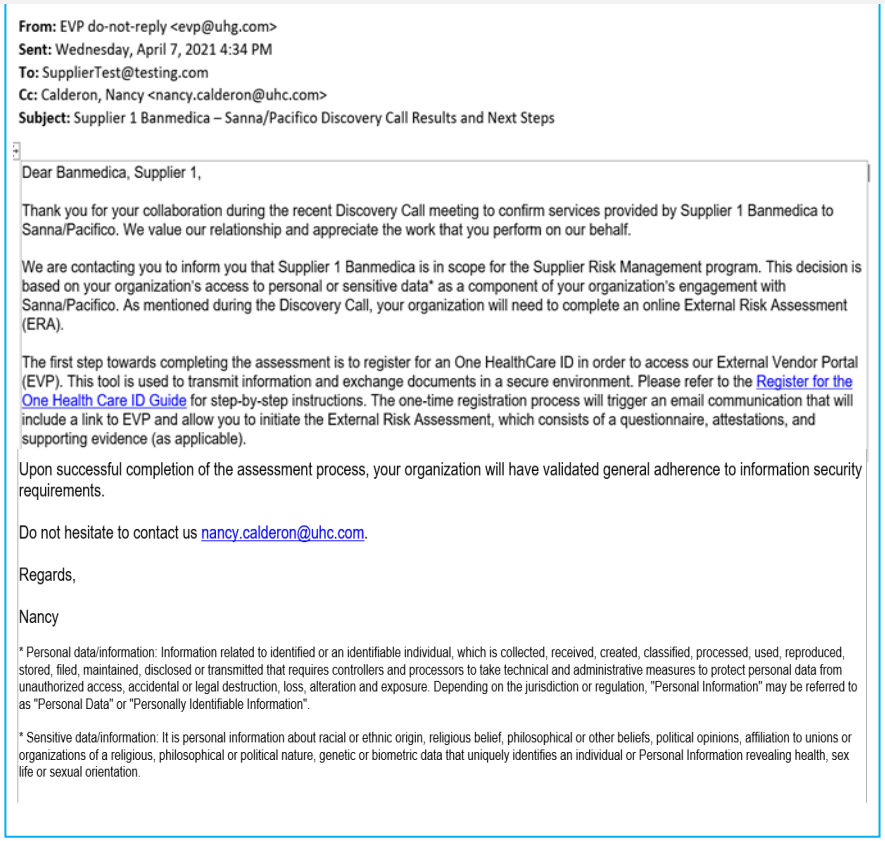
Passo 1: Confirme os e-mails que recebeu

Os usuários receberão 2 e-mails separados mostrados abaixo.

Notificação 1

Usuários que necessitam inscrição One Healthcare ID

- Notificação ao usuário - Fornecedor dentro do escopo do programa SRM e precisa criar um One Healthcare ID



From: EVP do-not-reply <evp@uhg.com>
Sent: Wednesday, April 7, 2021 4:34 PM
To: SupplierTest@testing.com
Cc: Calderon, Nancy <nancy.calderon@uhc.com>
Subject: Supplier 1 Banmedica – Sanna/Pacifico Discovery Call Results and Next Steps

Dear Banmedica, Supplier 1,

Thank you for your collaboration during the recent Discovery Call meeting to confirm services provided by Supplier 1 Banmedica to Sanna/Pacifico. We value our relationship and appreciate the work that you perform on our behalf.

We are contacting you to inform you that Supplier 1 Banmedica is in scope for the Supplier Risk Management program. This decision is based on your organization's access to personal or sensitive data* as a component of your organization's engagement with Sanna/Pacifico. As mentioned during the Discovery Call, your organization will need to complete an online External Risk Assessment (ERA).

The first step towards completing the assessment is to register for an One HealthCare ID in order to access our External Vendor Portal (EVP). This tool is used to transmit information and exchange documents in a secure environment. Please refer to the Register for the One Health Care ID Guide for step-by-step instructions. The one-time registration process will trigger an email communication that will include a link to EVP and allow you to initiate the External Risk Assessment, which consists of a questionnaire, attestations, and supporting evidence (as applicable).

Upon successful completion of the assessment process, your organization will have validated general adherence to information security requirements.

Do not hesitate to contact us nancy.calderon@uhc.com.

Regards,

Nancy

* Personal data/information: Information related to identified or an identifiable individual, which is collected, received, created, classified, processed, used, reproduced, stored, filed, maintained, disclosed or transmitted that requires controllers and processors to take technical and administrative measures to protect personal data from unauthorized access, accidental or legal destruction, loss, alteration and exposure. Depending on the jurisdiction or regulation, "Personal Information" may be referred to as "Personal Data" or "Personally Identifiable Information".

* Sensitive data/information: It is personal information about racial or ethnic origin, religious belief, philosophical or other beliefs, political opinions, affiliation to unions or organizations of a religious, philosophical or political nature, genetic or biometric data that uniquely identifies an individual or Personal Information revealing health, sex life or sexual orientation.

Notificação 2

De: "Suporte ao perfil do fornecedor uhg" /One Healthcare ID <esp_vendor_profile_support@uhg.com>
Para: fornecedor Email
Assunto: AÇÃO NECESSÁRIA: Acesso ao Portal do Fornecedor do UnitedHealth Group
(E-mail enviado para o endereço de e-mail associado ao contato do fornecedor Es apenas – o encaminhamento desativará a ativação)

NÃO encaminhe este link de registro para outros; isso está associado apenas ao seu e-mail específico.***

Se você não conseguir concluir o processo de registro usando o link fornecido ou se outra pessoa da sua empresa deve ser o ponto de contato para este questionário, entre em contato com: esp_support@uhg.com.

Por que você está sendo notificado:
Você está recebendo essa notificação porque sua empresa fornece produtos/serviços para o UnitedHealth Group ou para uma de suas afiliadas ou está sendo considerado como um novo fornecedor*. Estabelecemos um portal web seguro que permite que você forneça respostas a vários questionários e documentação de suporte que somos obrigados a obter de nossos fornecedores para atender a vários requisitos regulatórios, de credenciamento e contratuais. Para avançar em nossa parceria comercial, registre-se em um ID Optum para acessar o portal.

Nossos registros sobre sua empresa:
fornecedor:
Representante/Entrevistado do Fornecedor: Fornecedor 1 Banmedica ID-2099

Ação a tomar:
Nossa expectativa é que você complete o processo de inscrição prontamente; você receberá lembretes diários até que você tenha se registrado**. A inscrição não deve levar mais do que 5 minutos do seu tempo.

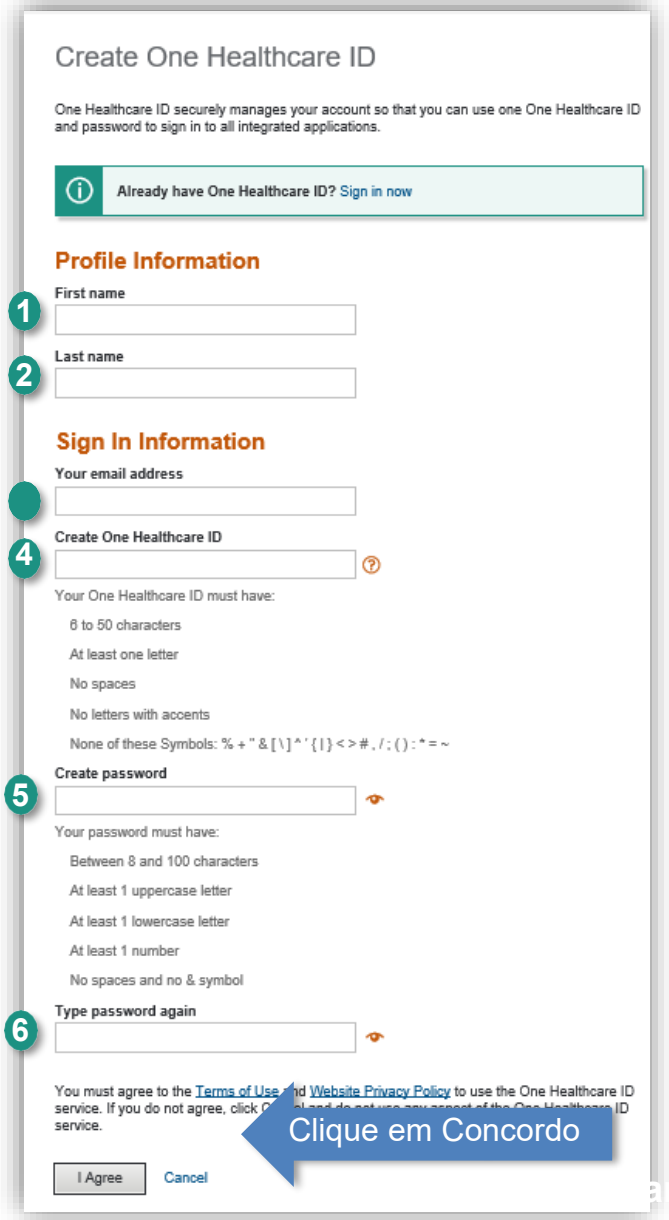
Clique neste link para se inscrever: Clique aqui

Se você já tiver um ID Optum, clique no botão Entrar na página de registro.

Por favor, veja o Portal de fornecedores externos seção da nossa página de fornecedor e clique em "registre-se para um ID Optum" para revisar um guia de referência, se necessário.

*Esta comunicação não é garantia de negócios.
**Lembretes diários automatizados serão enviados por 14 dias consecutivos até que o processo de inscrição esteja concluído ou até que você tenha nos fornecido um contato mais

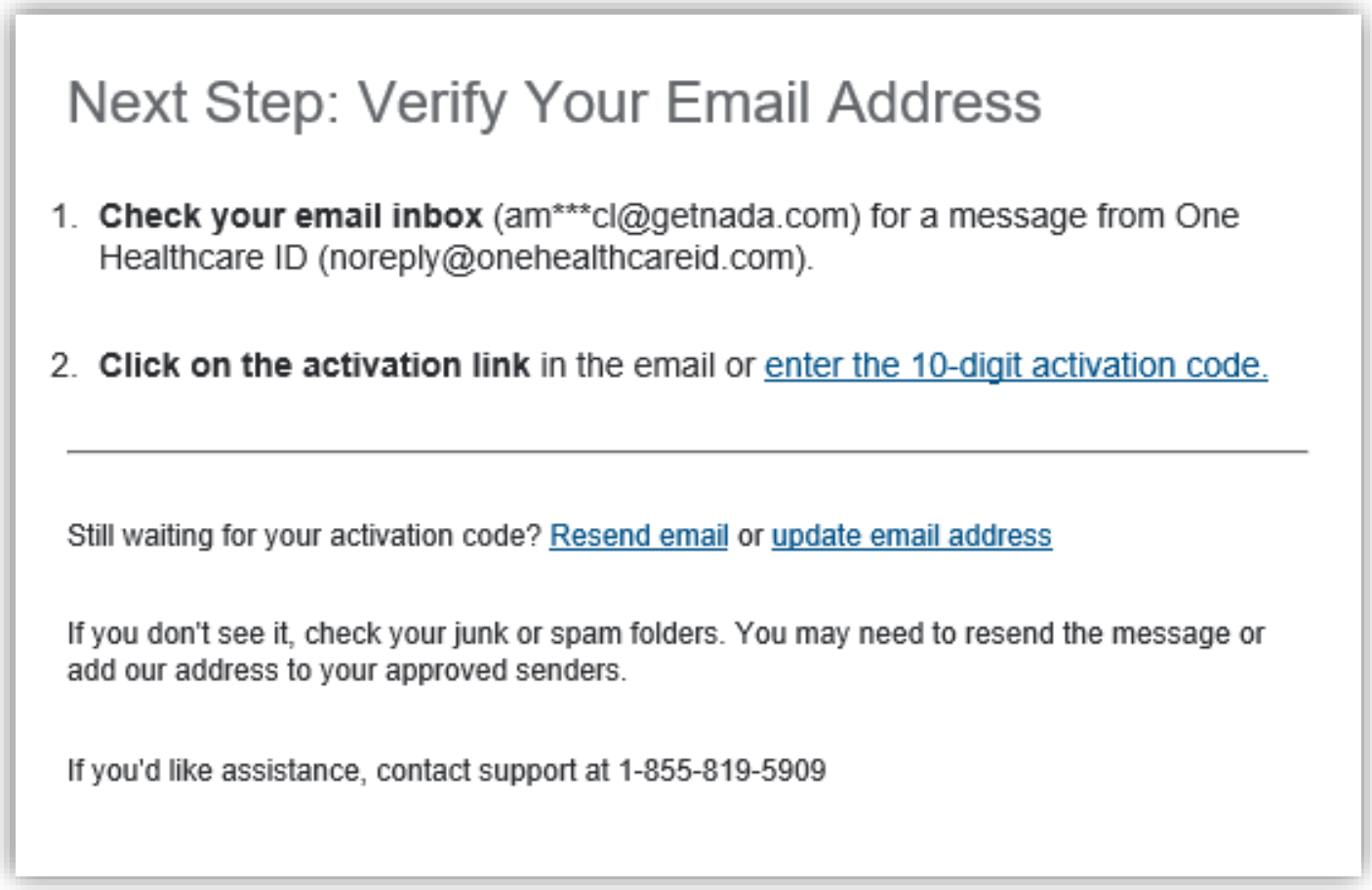
passo 2: Criar o seu One Healthcare ID



1. O primeiro nome será pré-povoado do convite
2. O sobrenome será pré-preenchido no convite.
3. O endereço de e-mail será pré-preenchido a partir de o convite
4. Crie o seu One Healthcare ID
5. Crie sua senha única
6. Digite novamente sua senha recém-criada

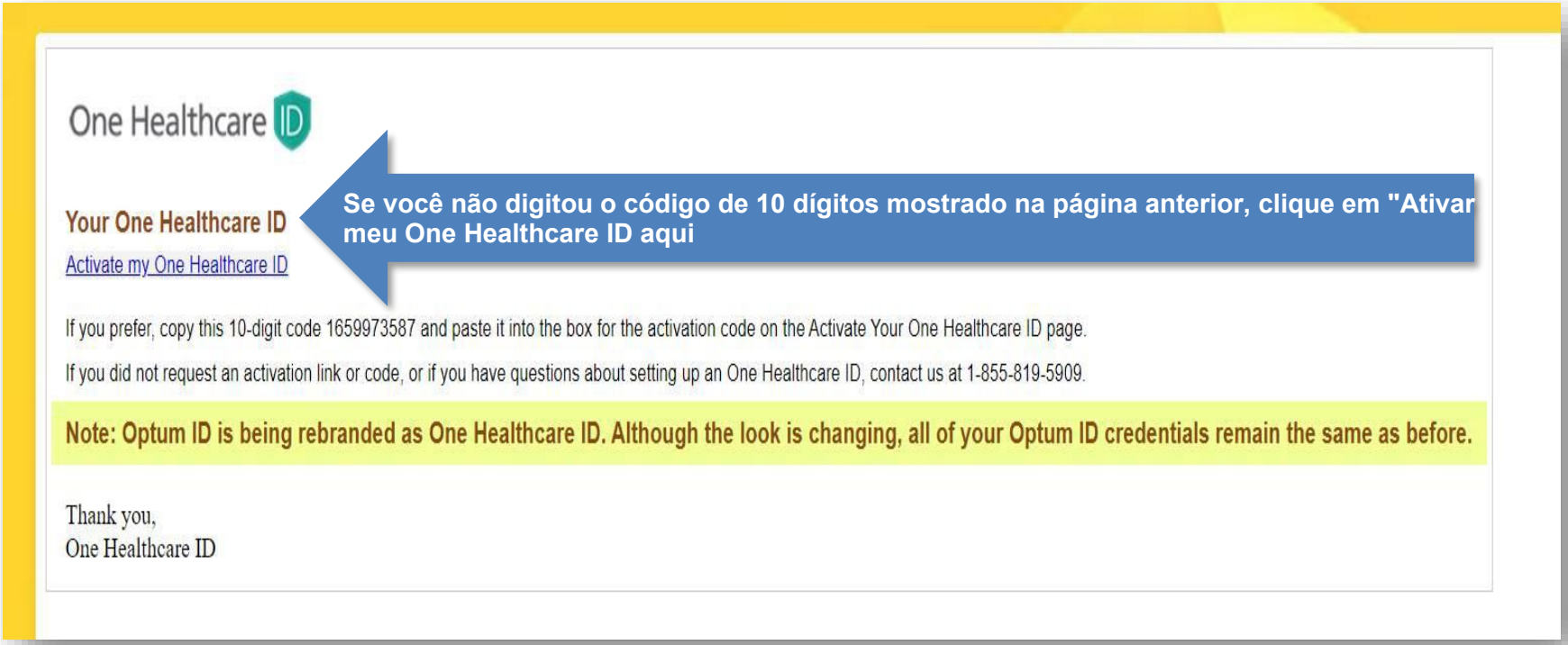
Solução de problemas OHID

passo 3: Verifique seu endereço de e-mail



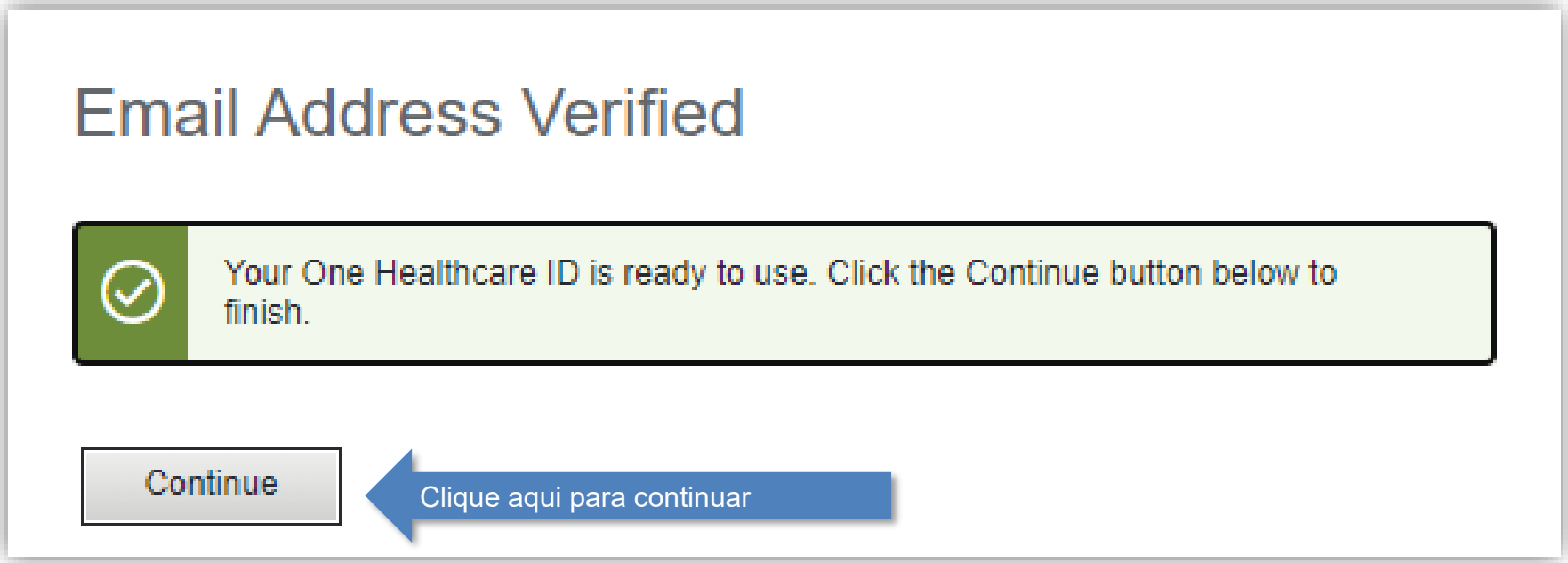
Guia de solução de problemas

passo 4: Ative o novo Optum id



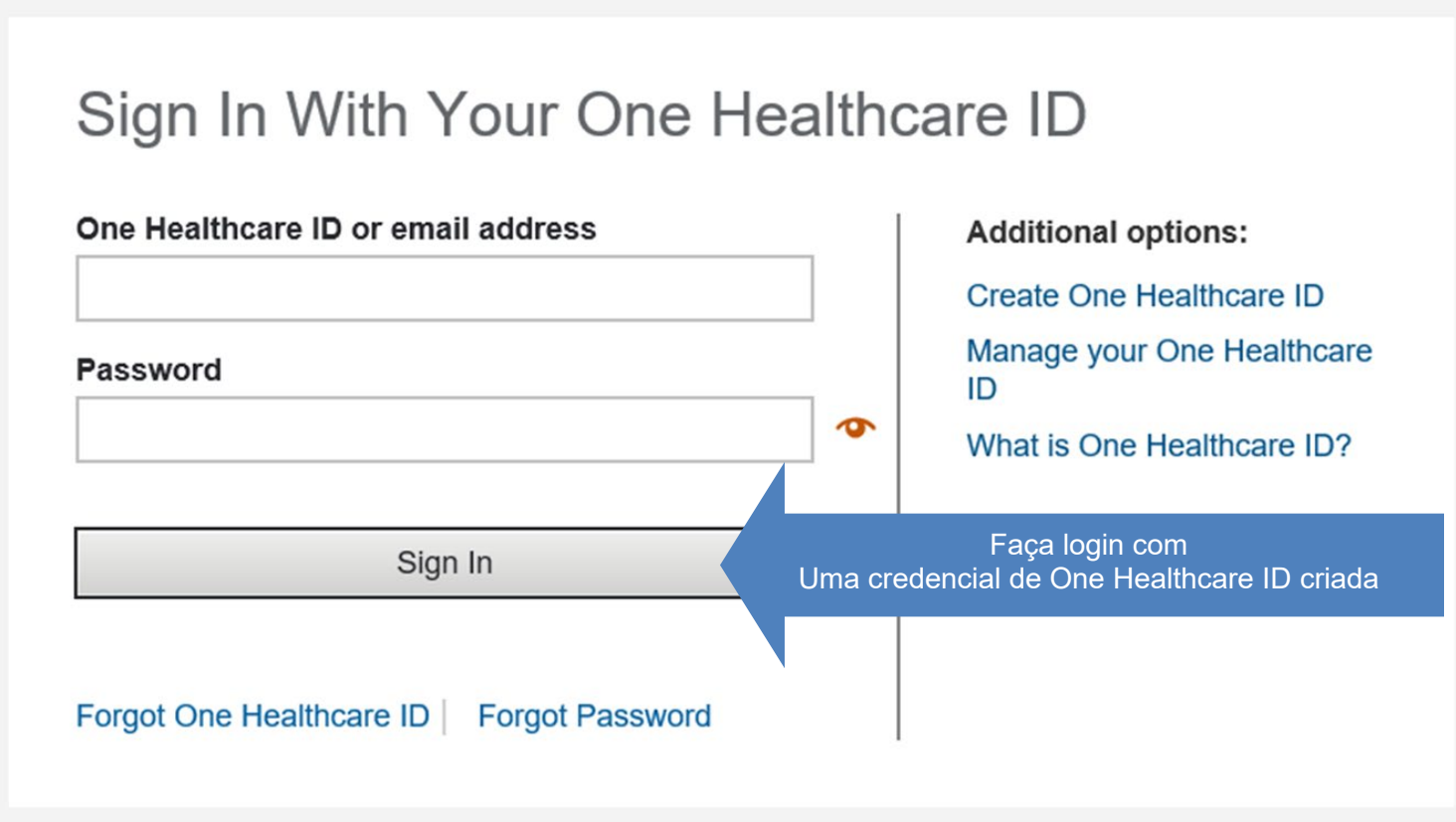
Guia de solução de problemas

passo 5: O e-mail foi Verificado



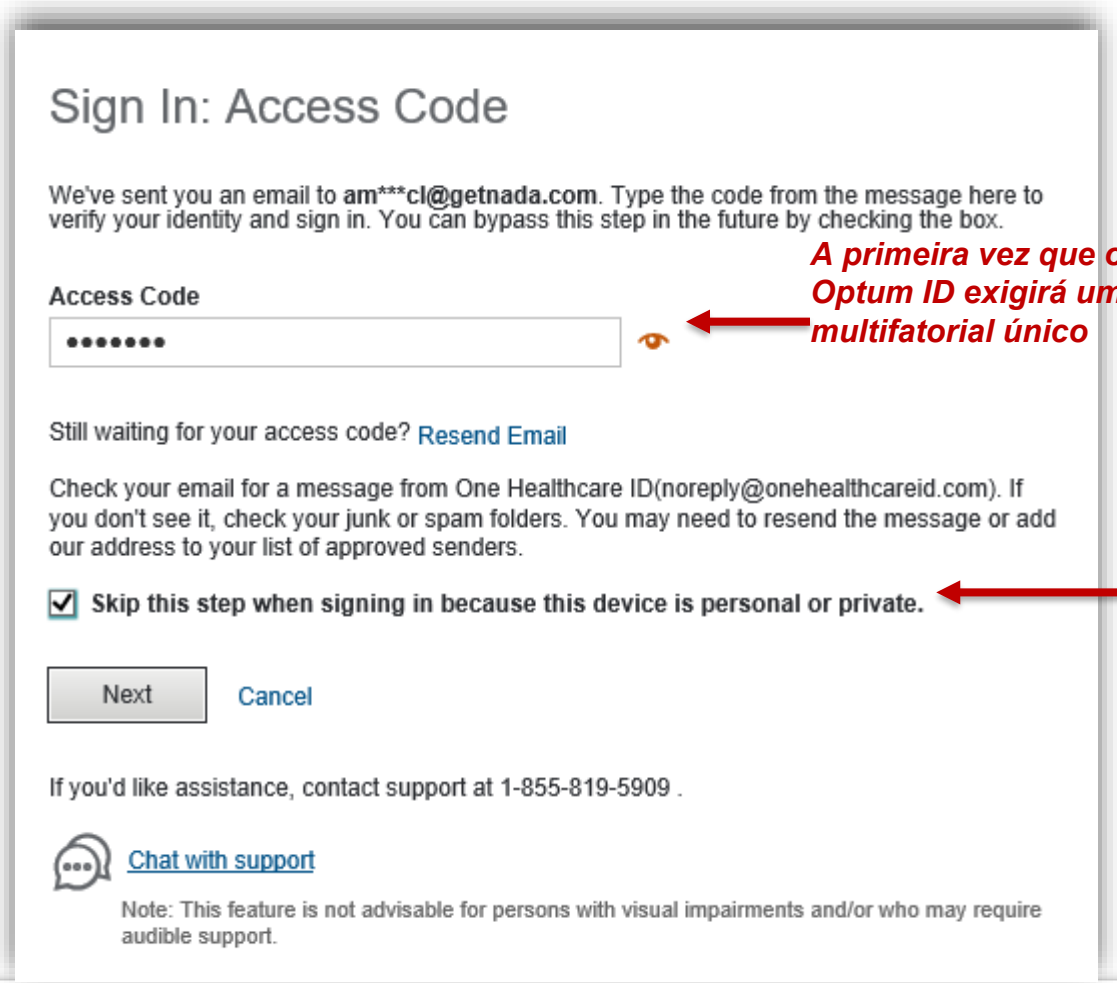
passo 6: Digite seu One Healthcare ID & senha

1) Clique em One Healthcare ID URL
2) Você será redirecionado para o One Healthcare ID Log-in tela
3) Digite em sua One Healthcare ID única e senha (mostrado abaixo)
4) Clique em "Entrar" (mostrado abaixo)



Guia de solução de problemas

passo 7: Multifatorial único autenticação

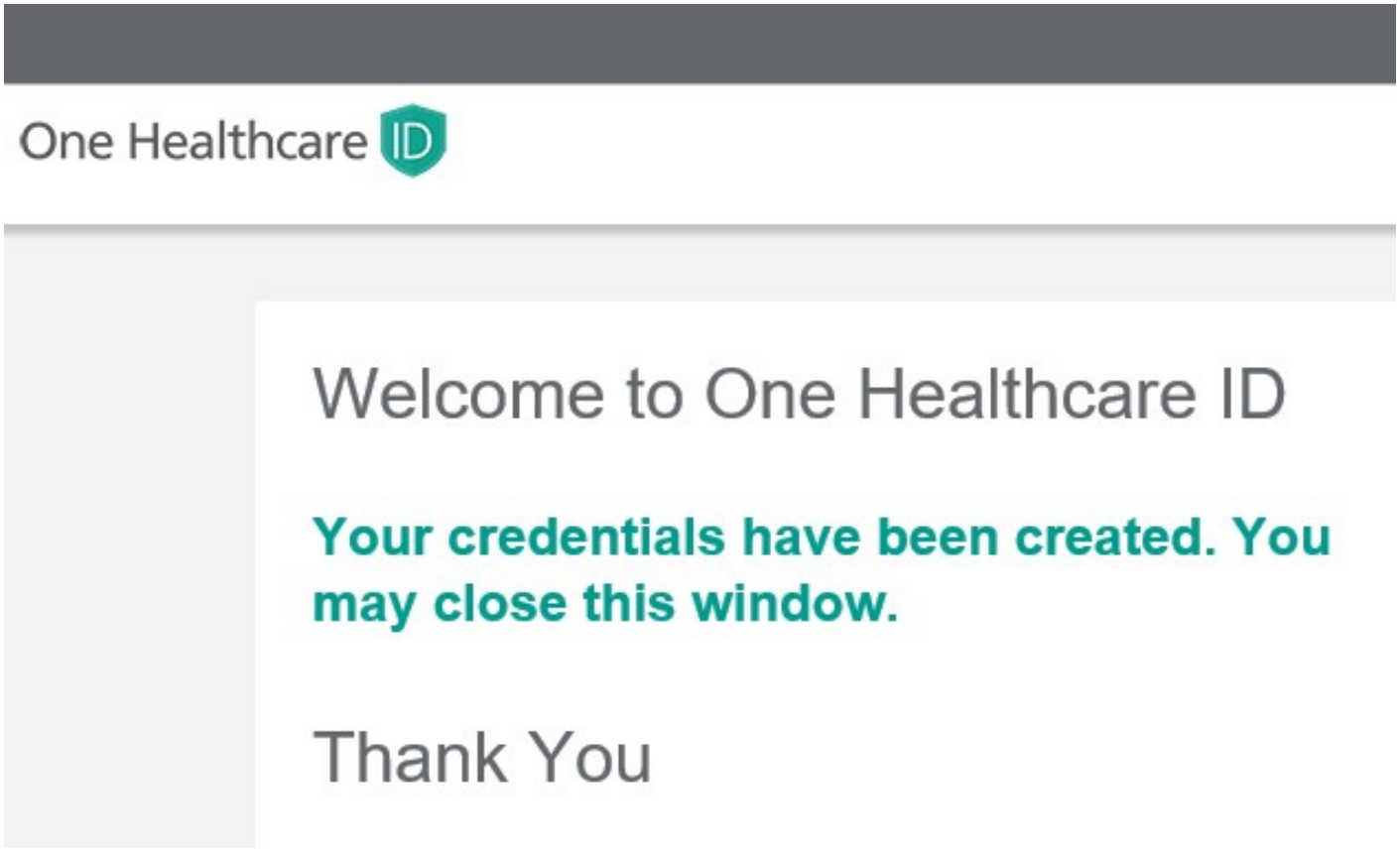


A primeira vez que o login após a criação do Optum ID exigirá um código de autenticação multifatorial único

Verifique esta caixa para pular esta etapa para entradas futuras do seu computador

NOTA: Esta tela só aparecerá uma vez, se o usuário verificar a caixa para "pular esta etapa". Se a caixa não é verificado, a tela aparecerá no próximo login. Os usuários terão a chance de "pular essa etapa" durante cada login.

Guia de solução de problemas


One Healthcare ID
Welcome to One Healthcare ID
Your credentials have been created. You may close this window.
Thank You

Passo 8: Depois de ativar um e-mail de One Healthcare ID – Faça login no EVP



Parabéns! Bem-vindo ao One Healthcare ID

Guia de solução de problemas OHID

Que problema você está enfrentando com o One Healthcare ID?

Desbloqueie seu OHID

Atualize o endereço de e-mail para o seu OHID

Problemas com navegadores da Web sem suporte

Esqueci a senha ou OHID

"Este e-mail é já em uso" Mensagem

Error 401: Você não estão autorizados a acessar este sistema

Guia de volta ao registro

Desbloqueie sua conta de One Healthcare ID

Teu conta é bloqueada se você inserir uma combinação incorreta de um ID e senha One Healthcare cinco vezes. Neste caso, você pode usar informações verificadas do seu perfil para desbloquear sua conta. As opções de informações verificadas podem incluir:

- Email endereço
- Telemóvel Telefone
- Segurança Perguntas

Guia de volta ao registro

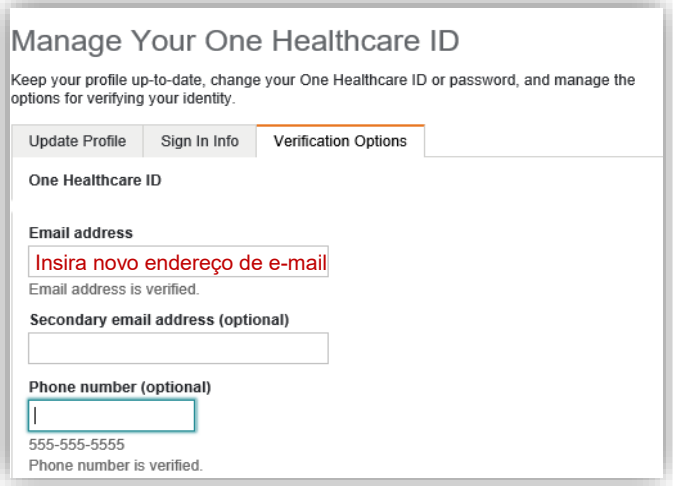
Atualize o endereço de e-mail para o seu One Healthcare ID único

A alteração dos endereços de e-mail no OHID ativo é tratada via autoatendimento.

A alteração será atualizada para todos os acessos vinculados.

1. Selecione Gerenciar seu One Healthcare ID único e login
2. Selecione a guia: Verificação Opções
3. Digite novo e-mail endereço





Guia de volta ao registro

Usando navegadores web sem suporte (por exemplo, MS Edge)

Usuários que estão presos no "Gerenciar seu One Healthcare ID único" podem ocorrer quando um navegador da Web sem suporte está sendo usado (tais como Ms Borda) ou o utilizador e não vai diretamente para o destino URL (por exemplo, usuário e usando o convidar link ou usuário marcou o login OHID página)

Próximos passos

1. Feche qualquer navegador ativo da Web sessão
2. Confirme o navegador da Web suportado está sendo usado (Explorer, Chrome)
3. Vá diretamente para a URL (não use um link do convite ou marcadores)
4. Faça login usando seu One Healthcare Id
5. Faça login no EVP usando EVP credenciais

Guia de volta ao registro

Senha esquecida ou OHID

Próximos passos

1. Na tela de login clique em "Esqueci One Healthcare ID" ou Esqueci senha
2. Um link será enviado para o seu endereço de e-mail para iniciar a recuperação ou seu OHID ou senha



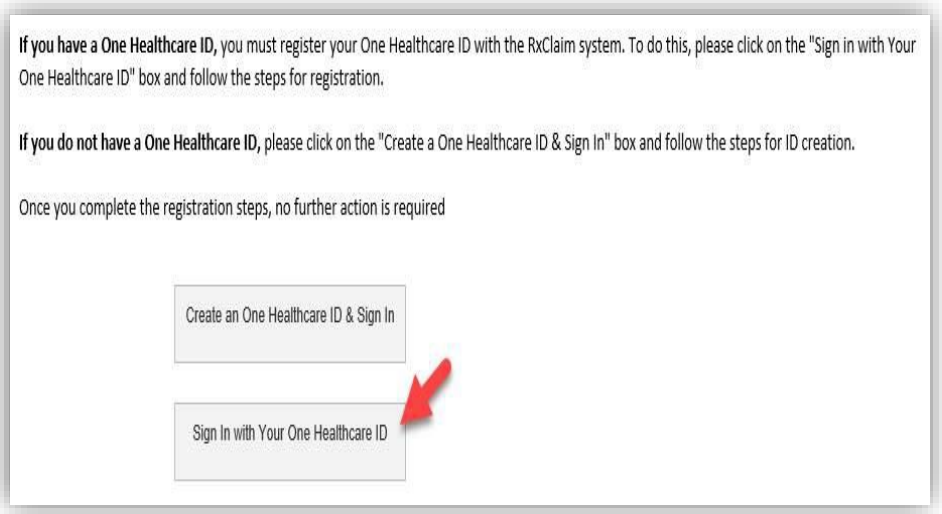
Guia de volta ao registro

Usuário recebido "Este e-mail já está em uso" Mensagem

Os usuários receberão o "e-mail já em uso" mensagem (mostrada a captura de tela abaixo) se eles já têm um OHID e estão tentando criar outro.

O usuário deve fazer o seguinte:

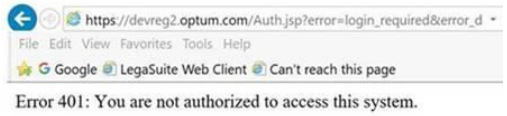
1. Usando o convite selecionar "Faça login com teu One Healthcare ID" botão
2. Na próxima tela, selecione "Faça login agora" no topo (não preencha o forma)





Guia de volta ao registro

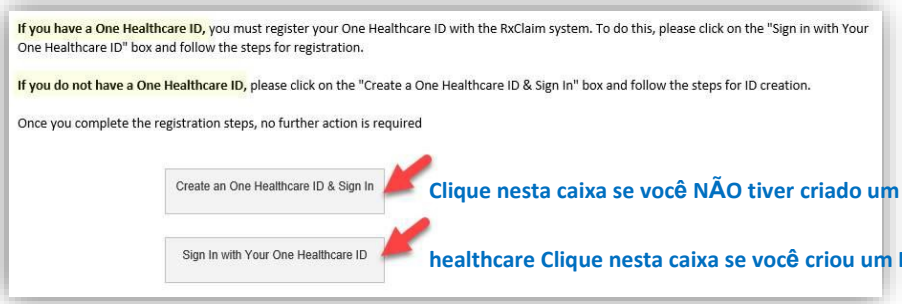
Erro 401: Não está autorizado a acessar este sistema



Razão #1 por que o usuário está recebendo essa mensagem de erro

O usuário tem't completou o processo de registro

1. Inscrição completa **usando o e-mail convite mais recente** enviado para você.
2. A partir do convite, selecione a caixa que se aplica a você



nota: Se o usuário ainda estiver recebendo o Erro 401 siga os passos abaixo

1. Feche qualquer ativo navegador sessão
2. Confirme o navegador da Web suportado está sendo usado (Explorer, Chrome)
3. Vá diretamente para a URL (faça não use um link do convite ou marcadores)
4. Faça login usando o seu One Healthcare ID
5. Sinal em para EVP com EVP credenciais

O usuário pode ligar para o OHID Helpdesk em 1(855) 819-5909 ou optumsupport@optum.com para solicitar seu OHID ser consolidação em um ID

Guia de volta ao registro



Gestión de Riesgos de Proveedores
Guía de registro One Healthcare ID

Instrucciones paso-a-paso

One Healthcare ID

Paso 1: Confirmar correos electrónicos recibidos

Los usuarios recibirán 2 correos electrónicos separados que se muestran a continuación.

Notificación 1

Usuarios que requieren un One Healthcare ID

- Notificación a usuario – proveedor incluido en programa SRM crea un ID de One Healthcare

From: EVP do-not-reply <evp@uhg.com>
Sent: Wednesday, April 7, 2021 4:34 PM
To: SupplierTest@testing.com
Cc: Calderon, Nancy <nancy.calderon@uhc.com>
Subject: Supplier 1 Banmedica – Sanna/Pacifico Discovery Call Results and Next Steps

Dear Banmedica, Supplier 1,

Thank you for your collaboration during the recent Discovery Call meeting to confirm services provided by Supplier 1 Banmedica to Sanna/Pacifico. We value our relationship and appreciate the work that you perform on our behalf.

We are contacting you to inform you that Supplier 1 Banmedica is in scope for the Supplier Risk Management program. This decision is based on your organization's access to personal or sensitive data* as a component of your organization's engagement with Sanna/Pacifico. As mentioned during the Discovery Call, your organization will need to complete an online External Risk Assessment (ERA).

The first step towards completing the assessment is to register for an One HealthCare ID in order to access our External Vendor Portal (EVP). This tool is used to transmit information and exchange documents in a secure environment. Please refer to the Register for the One Health Care ID Guide for step-by-step instructions. The one-time registration process will trigger an email communication that will include a link to EVP and allow you to initiate the External Risk Assessment, which consists of a questionnaire, attestations, and supporting evidence (as applicable).

Upon successful completion of the assessment process, your organization will have validated general adherence to information security requirements.

Do not hesitate to contact us nancy.calderon@uhc.com.

Regards,

Nancy

* Personal data/information: Information related to identified or an identifiable individual, which is collected, received, created, classified, processed, used, reproduced, stored, filed, maintained, disclosed or transmitted that requires controllers and processors to take technical and administrative measures to protect personal data from unauthorized access, accidental or legal destruction, loss, alteration and exposure. Depending on the jurisdiction or regulation, "Personal Information" may be referred to as "Personal Data" or "Personally Identifiable Information".

* Sensitive data/information: It is personal information about racial or ethnic origin, religious belief, philosophical or other beliefs, political opinions, affiliation to unions or organizations of a religious, philosophical or political nature, genetic or biometric data that uniquely identifies an individual or Personal Information revealing health, sex life or sexual orientation.

Notificación 2

De: "Soporte de perfil de proveedor UHG" /One IHealthcare ID <esp_vendor_profile_support@uhg.com>
Para: proveedor Correo electrónico
Asunto: ACCIÓN REQUERIDA: Acceso al Portal de Proveedores de UnitedHealth Group
(Correo electrónico enviado a la dirección de correo electrónico asociada al contacto del proveedores sólo – el reenvío desactivará la activación)

NO reenvíe este enlace de registro a otros; esto se asocia con su correo electrónico específico solamente.***

Si no puede completar el proceso de registro utilizando el enlace proporcionado o si otra persona de su empresa debe ser el punto de contacto para este cuestionario, comuníquese con: esp_support@uhg.com.

Por qué se le notifica:
Está recibiendo esta notificación porque su empresa proporciona productos/servicios a UnitedHealth Group o a uno de sus afiliados o está siendo considerado como un nuevo proveedor*. Hemos establecido un portal web seguro que le permite proporcionar respuestas a varios cuestionarios y documentación de apoyo que estamos obligados a obtener de nuestros proveedores para cumplir con diversos requisitos regulatorios, de acreditación y contractuales. Para avanzar en nuestra asociación comercial, regístrese para obtener un ID de Optum para acceder al portal.

Nuestros registros sobre su empresa:
vendedor:
Representante/Demandado del Proveedor: Proveedor 1 Banmedica ID-2099

Acción a tomar:
Esperamos que complete el proceso de registro con prontitud; recibirá recordatorios diarios hasta que se haya registrado**. Registrarse no debe tomar más de 5 minutos de su tiempo.

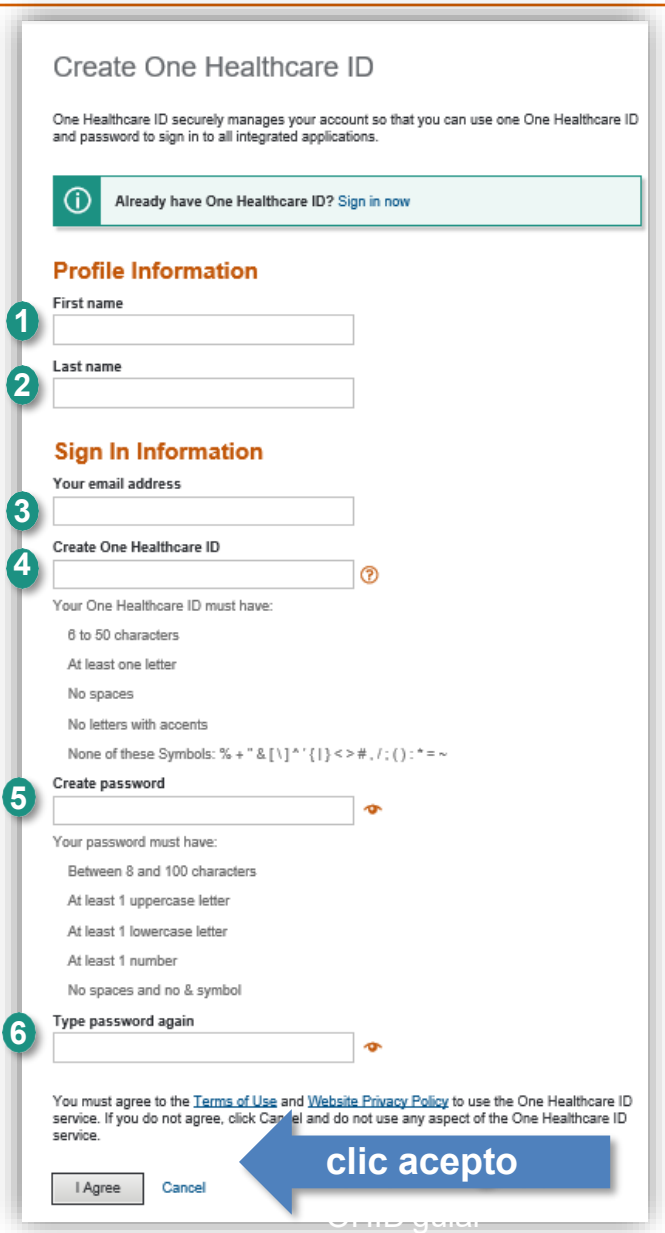
Haga clic en este enlace para registrarse: Haga clic aquí

Si ya tiene un ID de Optum, haga clic en el botón Iniciar sesión en la página de registro.

Por favor, vea el Portal de proveedores externos sección de nuestra página de proveedores y haga clic en "registrarse para un ID de Optum" para revisar una guía de referencia si es necesario.

*Esta comunicación no es una garantía de negocio.
**Los recordatorios diarios automatizados se enviarán durante 14 días consecutivos hasta que

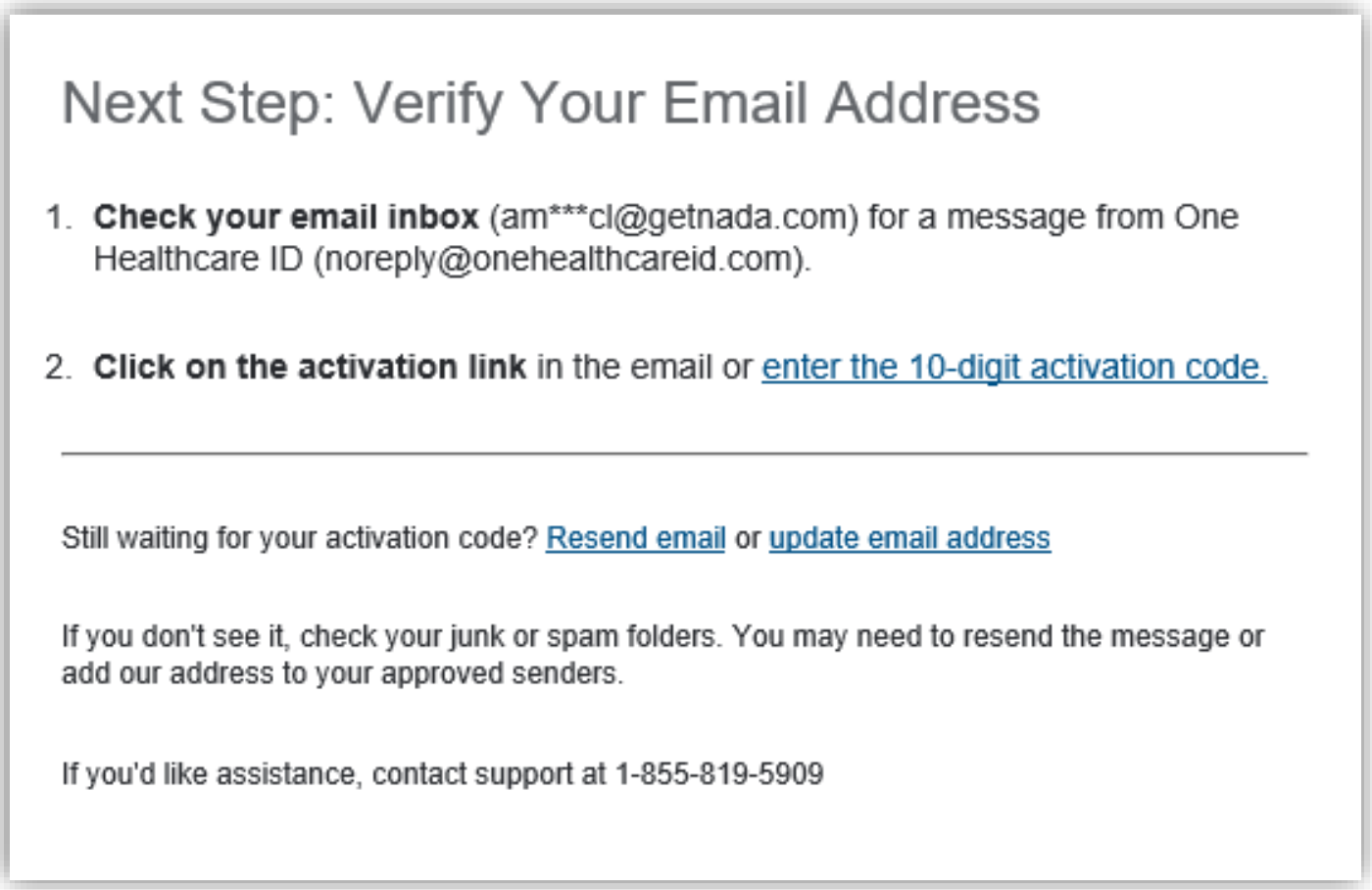
Paso 2: Crear One Healthcare ID



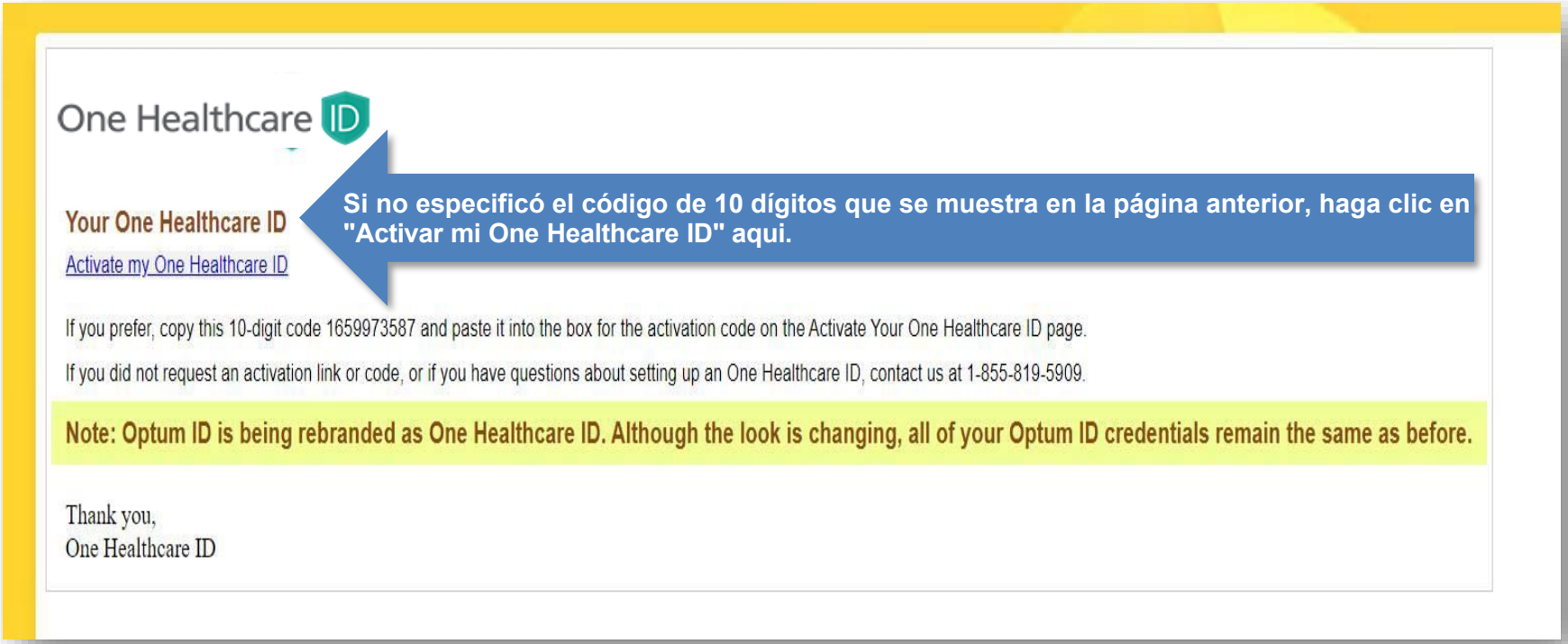
1. Nombre se rellenará previamente desde invitación
2. Apellido se rellenará previamente desde invitación
3. Dirección de correo electrónico se rellenará previamente desde la invitación
4. Crear su ID de One Healthcare
5. Crear contraseña única
6. Vuelva a escribir su contraseña recién creada

Guía de soluciones

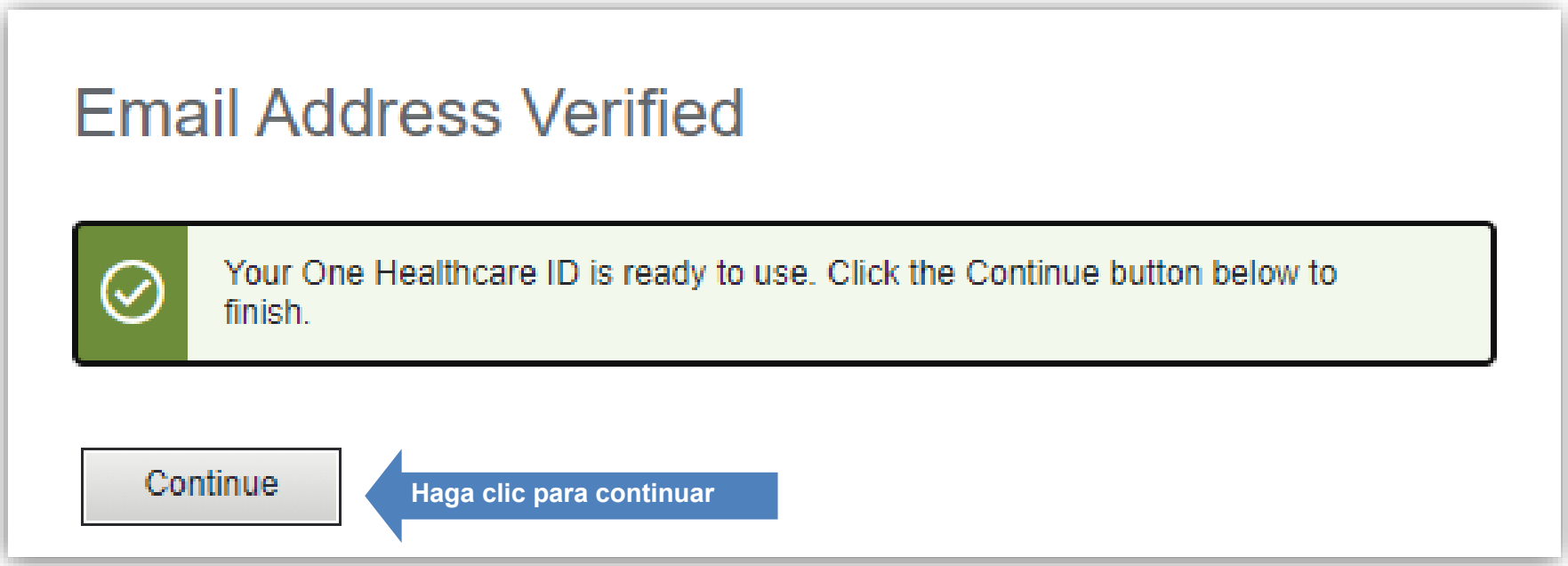
Paso 3: Verifique su dirección de correo electrónico



Paso 4: Activar identificación One Healthcare ID

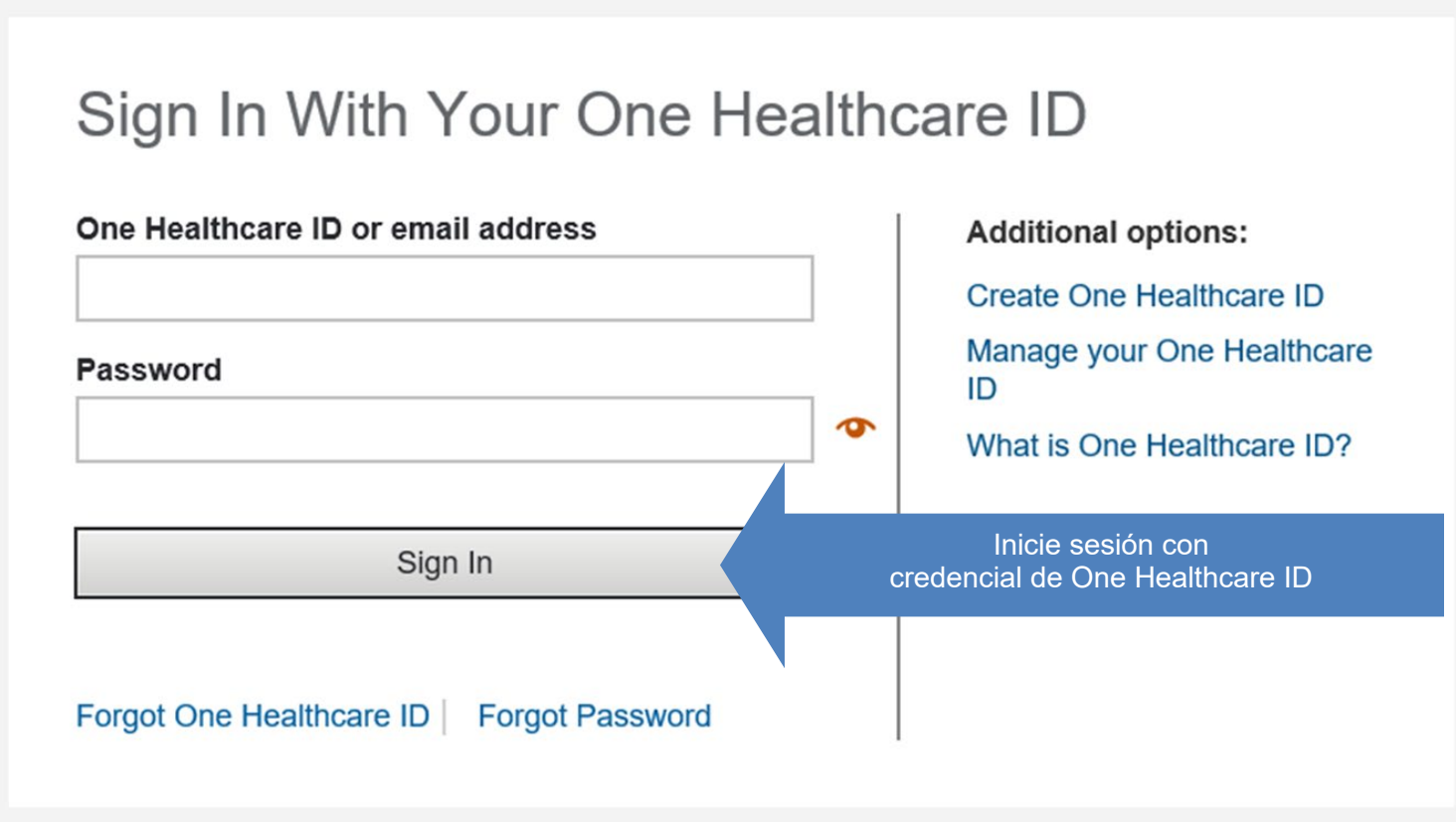


Paso 5: Su correo electrónico ha sido verificado

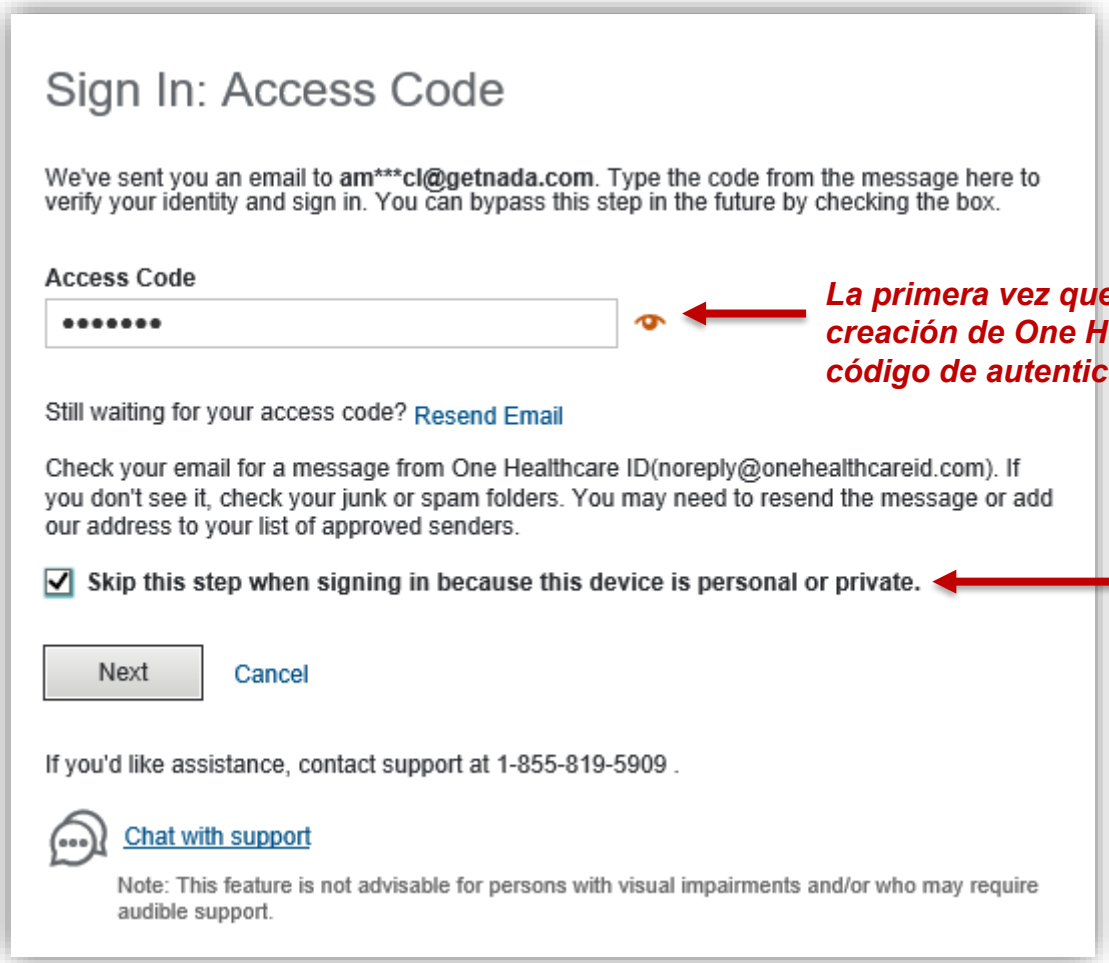


Paso 6: Introduzca su ID de One Healthcare & contraseña

1) Haga clic en URL de One Healthcare ID
2) Será redirigido al inicio de sesión de One Healthcare ID
3) Introduzca su One Healthcare ID y contraseña (se muestra a continuación)
4) Haga clic en "Iniciar sesión" (se muestra a continuación)



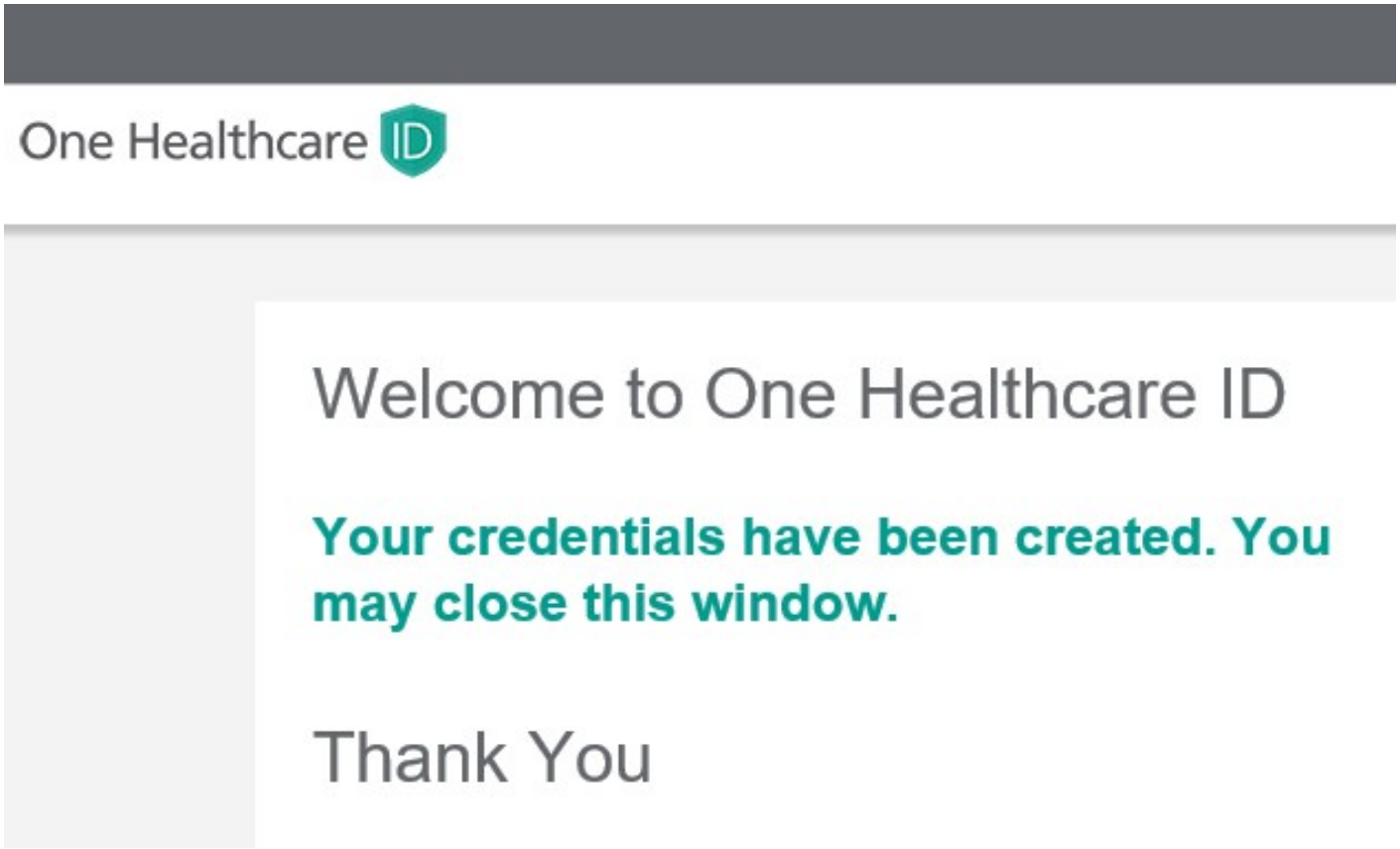
Paso 7: Autenticación multifactor única



La primera vez que inicie sesión después de la creación de One Healthcare ID requerirá un código de autenticación multifactorial único

Marque esta casilla para omitir este paso para futuros inicios de sesión desde su ordenador

NOTA: Esta pantalla solo aparecerá una vez, SI el usuario marca la casilla para "omitir este paso". Si no es seleccionado, la pantalla aparecerá el siguiente inicio de sesión. Los usuarios tendrán la oportunidad de "omitir este paso" durante cada inicio de sesión.


One Healthcare ID
Welcome to One Healthcare ID
Your credentials have been created. You may close this window.
Thank You

Paso 8: Después de activar el correo electrónico de One Healthcare ID: inicie sesión en EVP



¡Felicitaciones, usted a terminado! Bienvenido a One Healthcare ID

¿Qué problema está experimentando con One Healthcare ID?

Desbloquee su OHID

Actualizar dirección de correo electrónico para su OHID

Problemas con navegadores web no compatibles

Contraseña olvidada o OHID

"Este correo electrónico ya está en uso"

Error 401: No está autorizado para acceder este sistema

Guía de regreso al registro

Desbloquee su cuenta de One Healthcare ID

Su cuenta está bloqueada si introduce una combinación incorrecta de One Healthcare ID y contraseña cinco veces. Sin embargo, puede usar información verificada de su perfil para desbloquear su cuenta. Las opciones de información verificadas pueden incluir:

- Dirección correo electrónico
- Teléfono móvil
- Preguntas de seguridad

Guía de regreso al registro

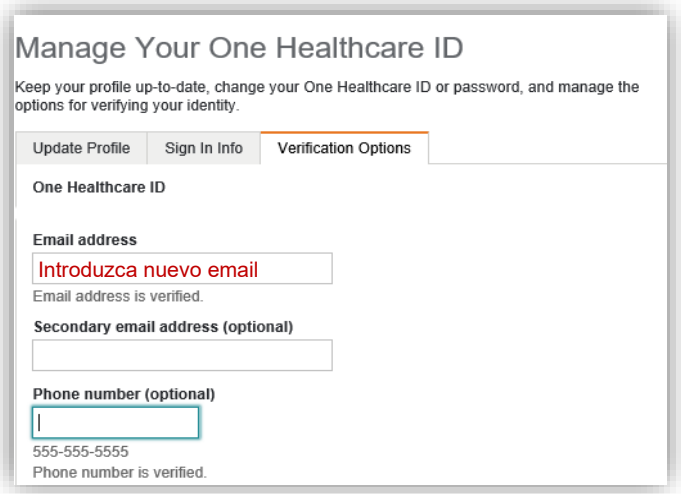
Actualice la dirección de correo electrónico de su One Healthcare ID

El cambio de direcciones de correo electrónico en OHID activo se gestiona a través del autoservicio.

El cambio se actualizará a todos los accesos vinculados.

1. Seleccione Administrar su One Healthcare ID e inicio de sesión
2. Seleccionar pestaña: Opciones de verificación
3. Introduzca un nuevo correo electrónico o email





Guía de regreso al registro

Uso de navegadores web no compatibles (por ejemplo, MS Edge)

Usuarios con dificultad durante proceso de "Administrar su One Healthcare ID" puede ocurrir cuando se utiliza un navegador web no compatible (tales como MS Edge) o el usuario es no se ha dirigido directamente al destino de URL (por ejemplo, usuario esta usando el enlace de invitación o usuario ha marcado el inicio de sesión de OHID)

Próximos pasos

1. Cierre cualquier sesión de navegador web activo
2. Confirmar que se está utilizando el explorador web compatible (Explorer, Chrome)
3. Vaya directamente al URL (no utilice un enlace de la invitación o marcadores)
4. Inicie sesión con su One Healthcare ID
5. Inicie sesión en EVP utilizando credenciales de EVP

Guía de regreso al registro

Contraseña olvidada o OHID

Próximos pasos

1. En la pantalla de inicio de sesión, haga clic en olvidó contraseña
2. Se enviará un enlace a su dirección de correo electrónico para iniciar la recuperación de su OHID o contraseña



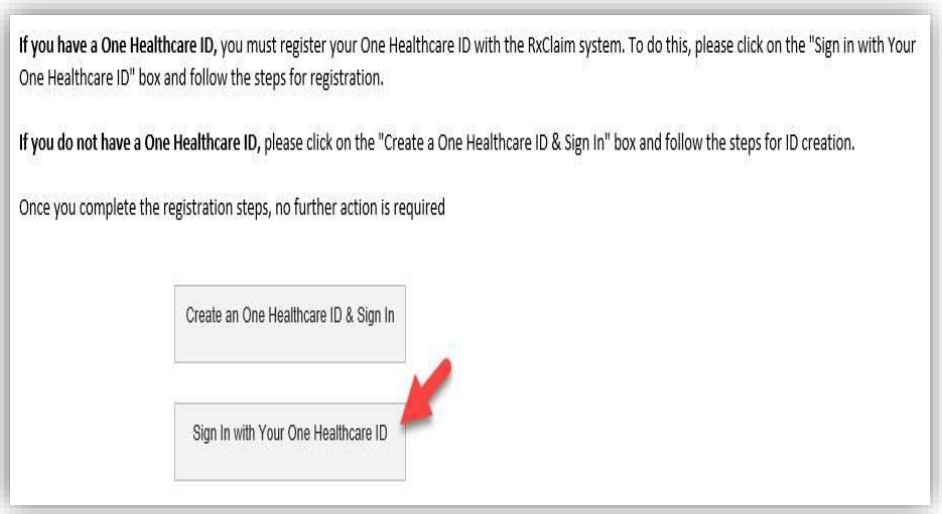
Guía de regreso al registro

Usuario recibió "Mensaje, este correo electrónico ya está en uso"

Los usuarios obtendrán el "correo electrónico ya en uso" (se muestra la captura de pantalla a continuación) si ya tienen un OHID y están tratando de crear otro.

El usuario debe hacer lo siguiente:

1. Uso de selección de invitación "Inicie sesión con su One Heatlhcare ID'
2. En la siguiente pantalla, seleccione "Iniciae sesión ahora" en la parte superior (no llene la forma)





Guía de soluciones

Error 401: No está autorizado para acceder este sistema



Razón #1 por la que el usuario está recibiendo este mensaje de error

El usuario no ha completado el proceso de registro

1. Complete el registro **utilizando el correo electrónico de invitación más reciente**
2. En la invitación, seleccione el cuadro que le aplique



Usuario puede llamar a OHID Helpdesk al 1(855) 819-5909

o optumsupport@optum.com para solicitar ayuda

nota: Si el usuario sigue recibiendo el Error 401 siga los pasos a continuacion:

1. Cierre cualquier sesión de navegador activa
2. Confirmar que se está utilizando el explorador web compatible (Explorer, Chrome)
3. Ir directamente al URL (no utilizar enlace de la invitación o marcadores)
4. Inicie sesión con su One Healthcare ID

Guía de soluciones