

First-Time Login Instructions

Follow each of these steps, in order, from your workstation/laptop based on the following:

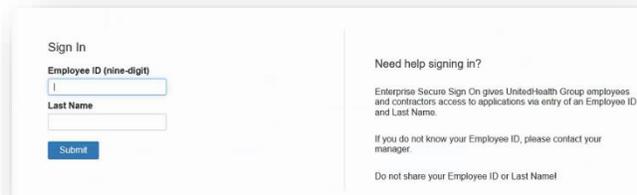
- Start at **Step 1** if you are **logging in for the very first time** with your UnitedHealth Group system credentials and do not know or have forgotten your UnitedHealth Group MSID Password or PIN.
- Start with **Step 13** if you have **already logged into UnitedHealth Group Citrix** and know your UnitedHealth Group Employee ID, MSID, MSID Password and PIN.
- If you **have an Optum laptop**, start with **Step 26** using your Optum laptop.

Please contact the UnitedHealth Group IT Service Desk at 888-848-3375 if you have questions about your UnitedHealth Group system credentials.

Step 1: Open Your Web Browser

Navigate to this site:

<https://helpme.uhc.com>



The screenshot shows a 'Sign In' form with two input fields: 'Employee ID (nine-digit)' and 'Last Name'. A blue 'Submit' button is located below the fields. To the right, there is a section titled 'Need help signing in?' with text explaining that Enterprise Secure Sign On gives access to applications via Employee ID and Last Name, and a note to contact a manager if the Employee ID is unknown. A warning at the bottom states 'Do not share your Employee ID or Last Name!'.

Step 2: Enter Credentials

On the Login screen enter:

- **Employee ID:** Type in your UnitedHealth Group Employee ID sent to you via email.*
- **Last Name:** Enter your last name **as it appears** in HR records

Click *Submit*.

**If you did not receive these credentials by email, please contact the UnitedHealth Group IT Service Desk at 888-848-3375.*



This screenshot is a closer view of the sign-in form. The 'Employee ID (nine-digit)' and 'Last Name' input fields are highlighted with a blue border. The 'Submit' button is also visible.

Step 3: Request Access Code

You will need to complete a two-factor log in process by requesting a one-time use Access Code be sent to your email. Your email address should be partial shown on the list.

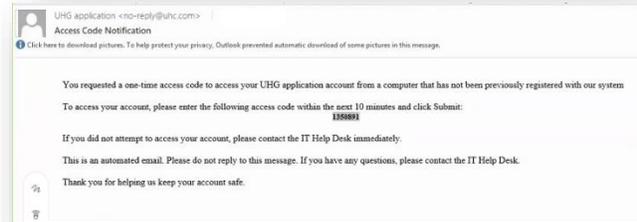
Click *Primary* next to your email address.



The screenshot shows a security screen titled 'For your protection, If you are not, then click here'. It explains that a one-time access code is needed for non-registered computers. Below this, it asks the user to provide the best way to reach them. On the left is a photo of a smiling man. On the right, under 'Email Me', there is a 'Primary' button and a partially visible email address 'G***on@reliantmedicalgroup.org'.

Step 4: Receive Access Code

You will receive an email with an access code
You should receive this email within 1 minute.



Step 5: Enter your Access Code

Type the access code from the email in the Access code box

Click *Submit*.

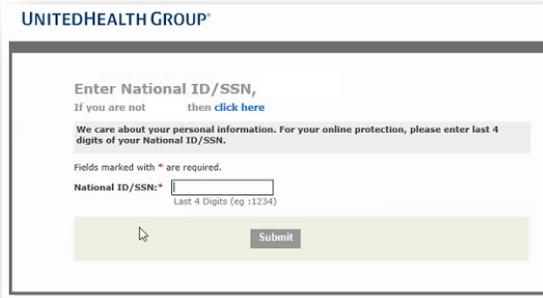
Note: You will need a new Access Code each time you access the system. Each Access Code is one-time use only.



Step 6: Enter Last 4 of your SSN

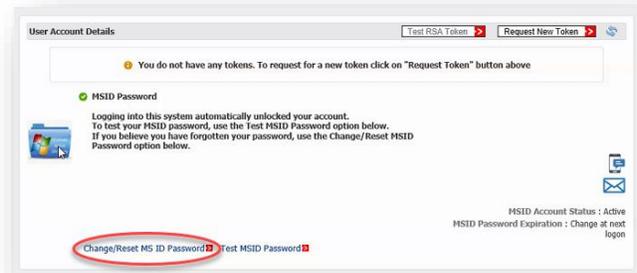
Enter the last four digits of your Social Security Number or National ID in the box.

Click *Submit*.



Step 7: Set your MSID Password

Click the link titled "Change/Reset MS ID Password," located in the Account Details section for "MSID Password."



Step 8: Create a new MSID Password

Create a new UnitedHealth Group MSID Password. Passwords must contain at least eight characters and at least three of the options below:

1. Uppercase character
2. Lowercase character
3. Numeric (0-9)
4. Non-alphanumeric (?, %, *, \$, etc.)

Please remember your new password for future use but do not document your password in a manner that is accessible to others.

Click *Update*.

Update Password

Enter New Password:

Re-enter New Password:

Update

Your password must contain:

- 8 to 32 characters
- At least 3 of the following:
 - 1 uppercase, 1 lowercase, 1 numeric character, 1 special character: =,;,:'^|'.'('_*>]-~{[%]/?\${@}<#&+!-
- Cannot contain your userid, first name, or lastname
- You may not re-use one of your last 10 passwords and passwords may be changed only once per day.

Step 9: Password Change Confirmation

You will receive a dialog indicating you have successfully changed your password.

Click *Close*.

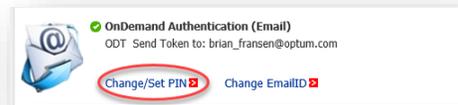
Change password Dialog

Your password has been changed successfully.

Close

Step 10: Set your PIN

Click the link titled “Change/Set PIN,” located in the Account Details section for “OnDemand Authentication (Email).”



Step 11: Set your PIN

This new PIN will become your new permanent PASSCODE for subsequent logins on the Citrix screen going forward.

If any suggested passwords are presented, do not use them.

PIN/PASSCODES must be:

- Exactly 8-digits long
- Only numbers can be used
- Cannot start with zero
- Cannot be sequential and repeating (ex. 88888888 / 12345678)
- Cannot be the 8 digits of your Employee ID

Click *Submit*.

Change/Set PIN

Change/Set PIN:

Confirm PIN:

Submit

The PIN complexity requirements are:

- Exactly 8 numbers -- no leading zero
- You may not use the last 10 PINs
- No Special Characters(1,~,@, #, \$, %, etc)
- Four repeated or sequential numbers not allowed

Step 12: Set your PIN

You will receive a dialog indicating you have successfully changed your PIN.

Click *Close*.



You have completed the setup of your MSID password and PIN, these will be used in subsequent steps.

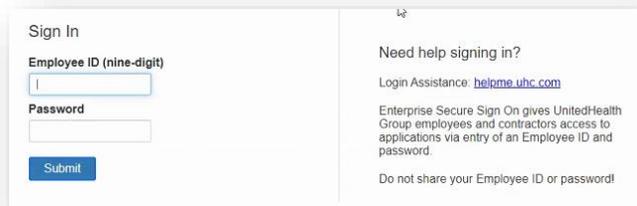
Close the tab "RSA Self Service Portal" by clicking the X.

Step 13: Open Your Web Browser

Navigate to this site:

<https://aa-selfservice.unitedhealthgroup.com/aa-selfservice/registration>

- **Employee ID:** Type in your UnitedHealth Group Employee ID sent to you via email.
- **Password:** Enter your MSID Password you set in step 8.

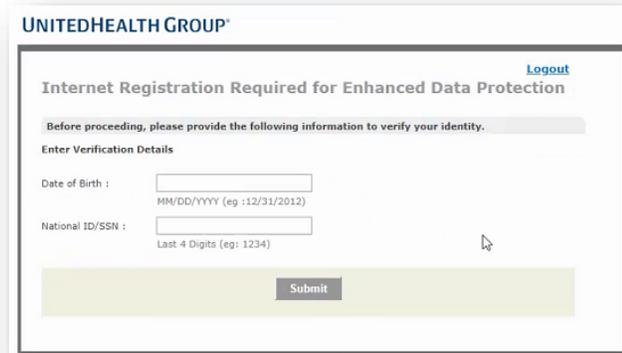


Click *Submit*.

Step 14: Internet Registration

Enter your birthdate and the last four digits of your Social Security Number or National ID in the box.

Click *Submit*.



Step 15: Security Questions

Select your security questions and provide responses.

Input at least one telephone number (cell phone preferred) to be used for identity verification when using a new computer.

Input your business email address.

Select *Yes* under *Remember this computer* only if you are using a private and trusted computer.

Click *Submit*.

Update and Confirm your information

Update/Confirm
We will use the following information to ensure you are the only one who can access your account. We may use this information to verify your identity when you access the following personal information: your full birthdate, your national ID (SSN), and any of your bank information. We will never share your security registration information.

Security Questions and Answers
Select three required Security Questions and provide your Security Answers. Security Answers are not case sensitive.

Security Question:

Security Answer:

Security Question:

Security Answer:

Security Question:

Security Answer:

For your security, we may occasionally need to verify your identity by contacting you by phone or email. We will never share your contact information, and your information is kept secure at all times.

Because you may not always access HRdirect or Global Self Service from work, please consider providing alternate contact information.

Phone Numbers
Your Cell number is required and is used for receiving one-time passwords via text or voice call. Only if you do not own a cell phone, you may enter your home phone number in the Cell phone field.

Cell
Enter complete phone number

Work
Enter complete phone number

Home
Enter complete phone number

Email Addresses

Work Email Address
eg : name@domain.com

Alternate Email Address
eg : name@domain.com

Step 16: Confirm Information Updated

Close the tab AA registration by clicking the X.

UNITEDHEALTH GROUP

Information Updated [Logout](#)

Hello, **JUDITH GAGNON**

You have successfully updated your information. To make changes, Please go to your [Account Settings](#).

To update your site to image information, Please go to [Site to Image Settings](#).

Your Information :

Email Address
Alternate:
Primary: Judy.Gagnon@reliantmedicalgroup.org

Phone Number
MOBILE: 5082547744
HOME:
WORK: 7742611090

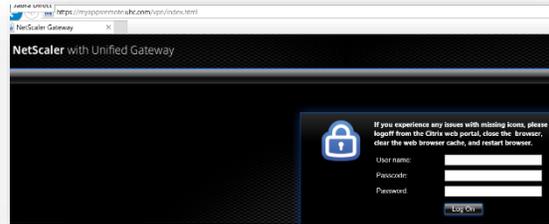
Security Questions
Question: What was the last name of your favorite teacher in final year of high school?
Question: What is your paternal grandfather's first name?
Question: What was the name of the town your grandmother lived in? (Enter full name of town only)

In case if you have forgotten your MS password or need to reset your MS password, Please go to [Reset MS Password](#).

Step 17: Log in to Citrix

Navigate to Citrix by following this link

<https://myappsremote.optum.com>

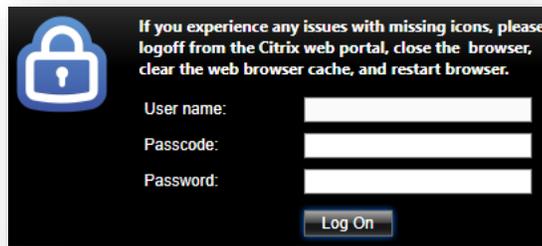


Step 18: Enter Credentials

On the login screen enter:

- **User Name:** Type your UnitedHealth Group **MS ID** (ex. fsmith, fsmith1).
- **Passcode:** Enter the **8-digit numeric PIN** you created in step 11.
- **Password:** Enter your **MSID Password** you set in step 8.

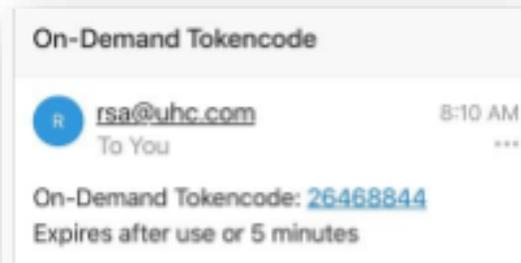
Click *Log On*.



Step 19: Receive On-Demand Tokencode (ODA)

After you complete Step 18 above, a **one-time Tokencode** will automatically be sent to your work email. It can sometimes take a few minutes to be received.

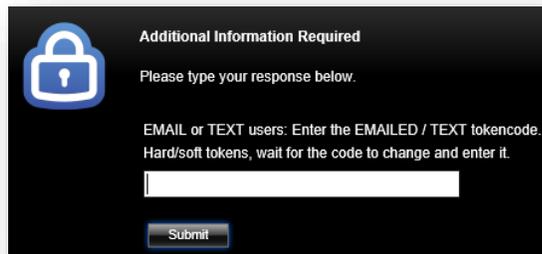
Note: You will need a new Tokencode each time you access the system. Each Tokencode is one-time-use only.



Step 20: Enter the Numeric Code Sent to Your Mobile Device or Company Email

Enter the 8-digit tokencode number received in your email message.

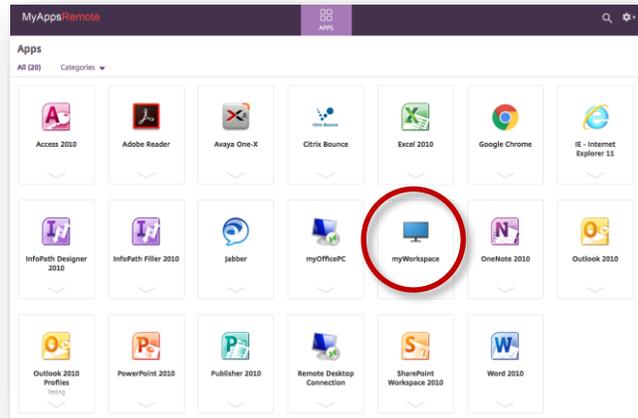
Click *Submit*.



Step 21: Complete Login

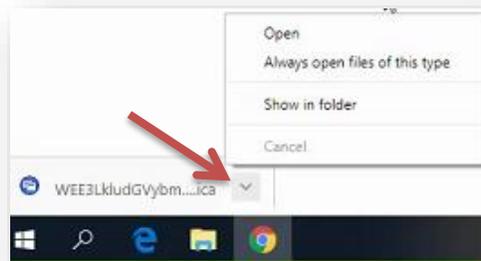
This completes the login. You should now be in the Citrix environment.

Click on myWorkspace.



Step 22: Applies if you are using Chrome to log in to Citrix

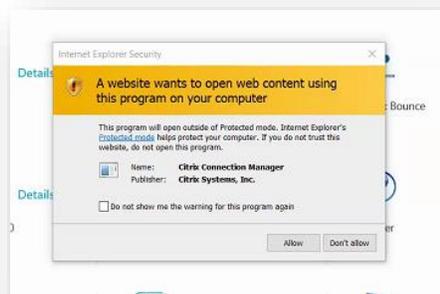
If you see a file show up in the bottom left corner of your screen, click on the drop down arrow and choose *Open* or *Always open files of this type*.



Step 23: Warning

You may receive this or other warnings depending on your operating system. If any warnings appear, select *Do not show me the warning for the program again*.

Click *Allow*.

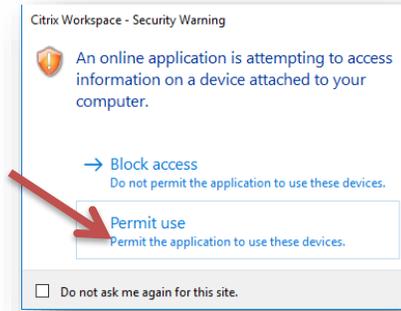


Step 24: Security Warning

You may receive this or other security warnings.

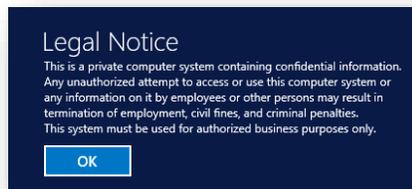
If any warnings appear, select *Do not ask me again for this site*.

Click *Permit use*.



Step 25: Legal Notice

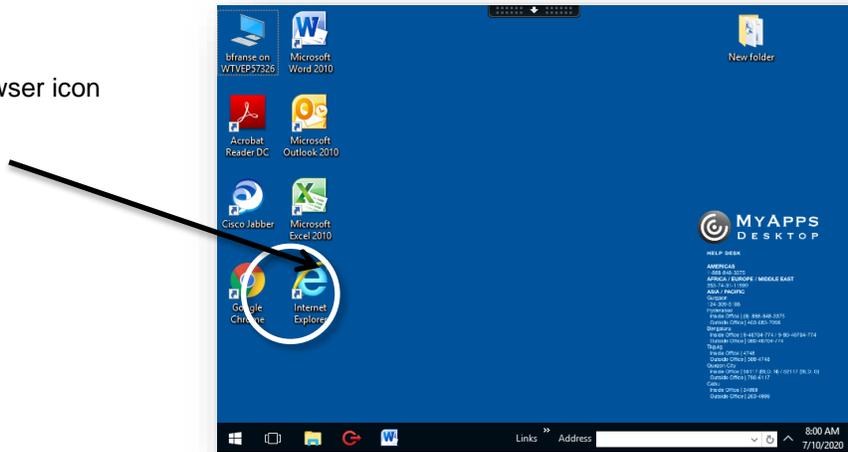
If this legal notice displays, click *OK*.



Step 26: Open Internet Explorer

A Desktop session will open

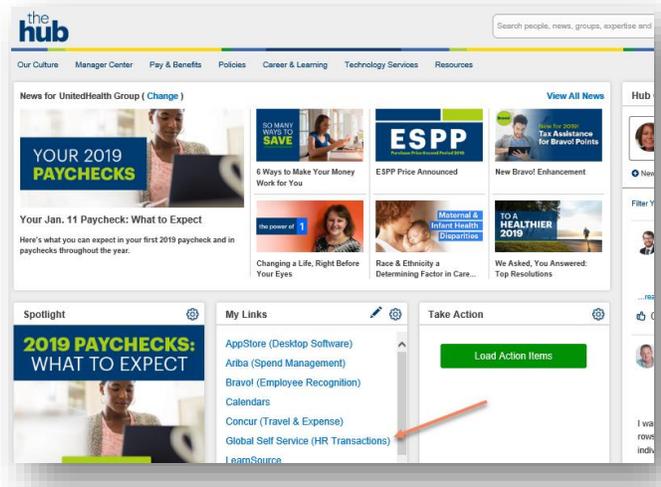
Double click on the Internet Explorer Browser icon on the left side of the screen.



Step 27: Enter The Hub

Welcome to The Hub, the UnitedHealth Group intranet. The Hub will open within your Citrix session.

Under My Links, click *Global Self Service (HR Transactions)*.

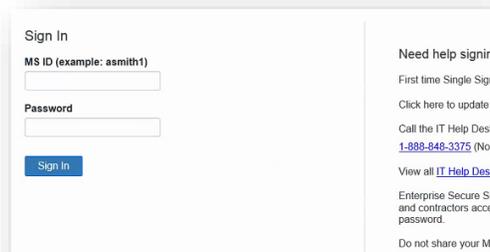


Step 28: Authenticate to Access Global Self Service

Enter your UnitedHealth Group MS ID and the MSID Password you created in Steps 8 and 9. This password is case specific.

You do not need to register again.

Click *Sign In*.



Step 29: Enter Global Self Service

The Global Self Service menu displays. Your menu may have different options. You may now complete additional HR activities, including your Form I-9.



You only need to complete steps 1-16 once. For subsequent logins start at step 17.