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.

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Navigate to this site:	Sign In	Need help signing in?
https://helpme.uhc.com	Employee ID (nine-digit) I Last Name	Enterprise Secure Sign On gives UnitedHealth Group employees and contractors access to applications via entry of an Employee ID and Last Name.
	Submit	If you do not know your Employee ID, please contact your manager.
		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.

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.

Employee ID (nine-digit)	
1	
Last Name	
Submit	

FOF YOUF PFC If you are not	then click here	
We care about you need a one-time a	or online security. To acc access code that you will	ess your account from this non-registered computer, you need to enter on the following screen.
Please provide the	e best way to reach you n	iow with this access code:
and the second s	Email Me	G***on@reliantmedicalgroup.org
		I

Step 4: Receive Access Code

You will receive an email with an access code You should receive this email within 1 minute. Or de straftenders meno-reduption constraints
 Cast better the demonstrated protents;
 Cast better the demonstrated protent;
 Cast bette

UNITED HEALTH GROUP

Submit

Enter Access Code, Judith If you are not Judith then click here An email message with your access code has been sent to the

ked with * are requ

w while you wait to re

Your access code is valid for a limited time. Please enter the code belo

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.

(EDHE)	LTH GROUP			
Ente	National ID/SSN	l,		
If you	re not then click he	ere		
We can digits o	about your personal inform your National ID/SSN.	ation. For your online pro	stection, please enter last	4
Fields m	rked with * are required.			
Nationa	ID/SSN:* Last 4 Digits (eg :	:1234)		

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 <u>do not document</u> your password in a manner that is accessible to others.

Click Update.

Step 9: Password Change Confirmation

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

Click Close.



OnDemand Authentication (Email)

ODT Send Token to: brian_fransen@optum.con

Change/Set PINE Change EmailID

×

Update Password

Enter New Password: Re-enter New Password:

Your password must contain:

8 to 32 characters
At least 3 of the following:

Update >>

passwords may be changed only once per day.

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
- <u>Cannot</u> be sequential and repeating (ex. 88888888 / 12345678)
- <u>Cannot</u> be the 8 digits of your Employee ID

Click Submit.



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/aaselfservice/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.

PIN Set Confirmation	×
PIN has been set successful	y.
Close >	



internet Re	gistration Required for Er	hanced Data Protection
Before proceeding	, please provide the following information	n to verify your identity.
Enter Verification [Details	
Date of Birth :	MM/DD/YYYY (eg :12/31/2012)	
National ID/SSN :	Last 4 Digits (eg: 1234)	€3
	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/Confir	m								
We will use th We may use th birthdate, you We will never	e followin is inform r national share you	information to en tion to verify your ID (SSN), and any security registrati	sure you are the identity when yo of your bank info ion information.	only one ou access ormation.	who can the follow	access you ving perso	ir account nal inforn	ation: you	r full
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Security Answer For your secur never share yo Because you n contact inform Phone Number four Cell number your again with phone, you may Cell U.S. (1 Work U.S. (1 Home U.S. (1	ty, we may ur contact ay not alv ation. s r is require enter your Ente Ente	y occasionally need information, and y ays access HRdired and is used for rece home phone number complete phone num	I to verify your in rour information ct or Global Self : iving one-time pas in the Cell phone ! mber mber	dentity by is kept se Service fr isswords via field.	contactin cure at al om work, i text or vo	ng you by Il times. please co	phone or o	email. We t	will crnate
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Step 16: Confirm Information Updated

Close the tab AA registration by clicking the X.

nformation Updated	Logout
ello, JUDITH GAGNON	
ou have successfully updated your information. To make cl	nanges, Please go to your Account Settings.
o update your site to image information, Please go to Site 1	o Image Settings.
our 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 grandmoth	er lived in? (Enter full name of town only)
case if you have forgotten your MS password or need to n	eset your MS password, Please go to <u>Reset MS Password.</u>

Step 17: Log in to Citrix

Navigate to Citrix by following this link

https://myappsremote.optum.com



If you experience any issues with missing icons, pleas

Log On

logoff from the Citrix web portal, close the brows clear the web browser cache, and restart browser.

User name

Passcode

Password:

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.

Details	
Detans	A website wants to open web content using this program on your computer Bounce
Details	This program will apon activity of Protected mode. Internet Deployer's model and phage protect protections of the start the security of the s
	er Allow Don't slow

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.

Û	An online application is attempting to access information on a device attached to your computer.
	→ Block access Do not permit the application to use these devices.
	Permit use Permit the application to use these devices.
	o not ask me again for this site.

vunauthorized attempt to access or use this compu vinformation on it by employees or other persons n mination of employment, civil fines, and criminal pe s system must be used for authorized business purp

Legal Notice This is a private computer system conta

ок

Step 25: Legal Notice

If this legal notice displays, click OK.

Step 26: Open Internet Explorer



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.

MS ID (example: asmith1)	Need help signing
	First time Single Sign-0
Password	Click here to update yo
	Call the IT Help Desk a
	1-888-848-3375 (North
Sign In	View all IT Help Desk F
	Enterprise Secure Sign and contractors access password.
	Do not share your MS

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.

View W-2/W-2c Forms View electronic W-2 and W-2c forms.	
Complete Section 1 of Form I-9 Complete and submit an electronic based I-9 Form	
View Manager Evaluations View Manager Evaluations	
My Development Plan Create and maintain your individual development goals.	
My MAP Goals Review your organizational goals and create your individu	ual performance goals.
My Professional Profile Update your profile of skills, competencies, licenses and a	accomplishments.
My Time Away From Work View my time away from work balance information.	
Career Opportunities/Referral Search/Apply for Internal Positions	
Personal Information Summary Review a summary of your personal information	

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