

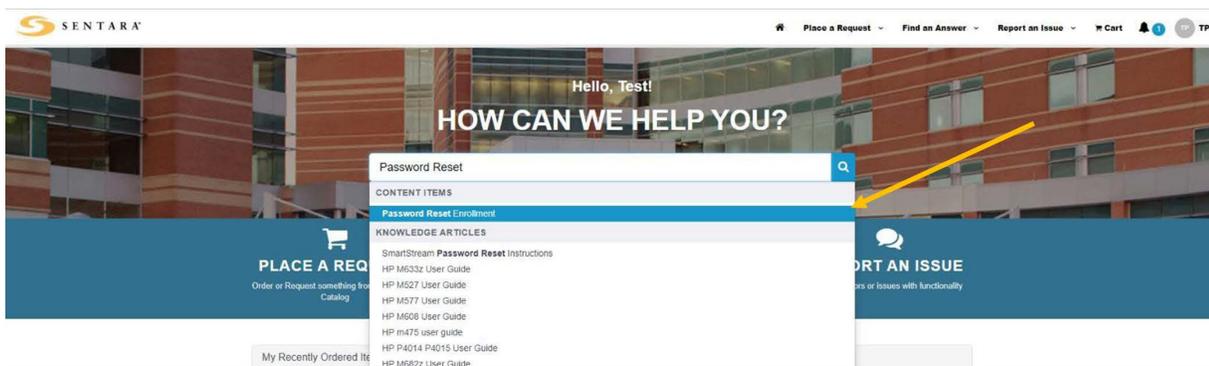
Self-Service Password Reset Setting up Security Questions

In order to use the Self-Service Password Reset for your Optima Health account, you will need to enroll in the automated password reset process. Enrollment is easy and only takes a couple of seconds!

Step 1: Access Enrollment

There are two ways that you can enroll in the question-and-answer verification process:

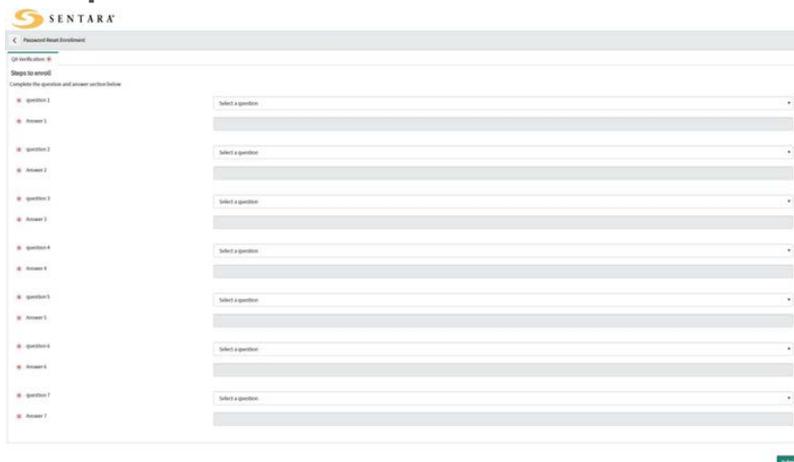
Option 1 - In the Self-service portal – you can search for “password reset” and click on “Password Reset Enrollment” which will bring you to a new tab. You must be logged in to enroll.



Option 2 – Navigate directly to the [Password Reset Enrollment Form](#)

With either option – continue to Step 2.

Step 2: Complete Enrollment Form

A screenshot of the "Password Reset Enrollment" form. The form is titled "Steps to enroll" and contains a list of seven questions, each with a corresponding answer field. The questions are numbered 1 through 7. A "Submit" button is located at the bottom right of the form.

Self-Service Password Reset

Setting up Security Questions cont.

On the enrollment screen, **you must answer 7 unique questions to successfully enroll**. Answers are case sensitive. Once you have selected 7 questions and filled in the answers, click the "Submit" button at the bottom right of the screen. You should then see the Enrollment Success screen. If you want to update your enrollment, you can do so at any time using the same process.



Resetting Your Password

There are two ways you can reset your Optima Health network password.

Step 1: Access the system and Optima Health provider portal User ID

Option 1 – Using any computer with internet connection, go to the [Password Reset Page](#) and conduct a password reset. This link will also be updated on the various Optima Health web pages and login screens.

Using the URL to the public password reset page will look like this. You will need to enter your **Optima Health User ID** and Check the "I'm not a robot" box.



Self-Service Password Reset

Setting up Security Questions cont.

When you click on the CAPTCHA checkbox, a challenge screen may appear that further verifies you are not a robot. This will be in the form of images that have a common theme, and you must select only the images that match.

Example Image:



If this additional measure shows up, once you select the appropriate images, click "Verify" to return to the prior screen and then you can proceed by clicking "Next."

Option 2 – From the Windows logon page link to reset your password, you will need to enter your Optima Health User ID and then type in the displayed CAPTCHA message, followed by clicking "Next."

Identify Verify reset

* Username

CAPTCHA 87ghe

* Type the characters you see in the image above

Next Cancel

Security Questions Verification

* What is the first name of the boy or girl that you first kissed?

* In what city did you meet your spouse/significant other?

* What was the make and model of your first car?

Next

Self-Service Password Reset

Setting up Security Questions cont.

Step 2: Change your network password

After you have successfully verified your ID, you will then be prompted to enter in a new password for your Optima Health network account.

Your new password must meet the minimum complexity requirements, and *cannot be the same* as any of your previous ten (10) passwords.

Reset Password

Account is not locked

Hint: Your new password must be at least 8 characters long and contain 1 lowercase and 1 uppercase alphabetical character, 1 numeric character, and at least one special character. It may not be the same as one of your last 10 previous passwords.

New password

Re-type password

Does not meet requirements

Reset Password