

First Time Login Instructions – People Integration

LHC EMPLOYEE PERSONAL OR PUBLIC DEVICES

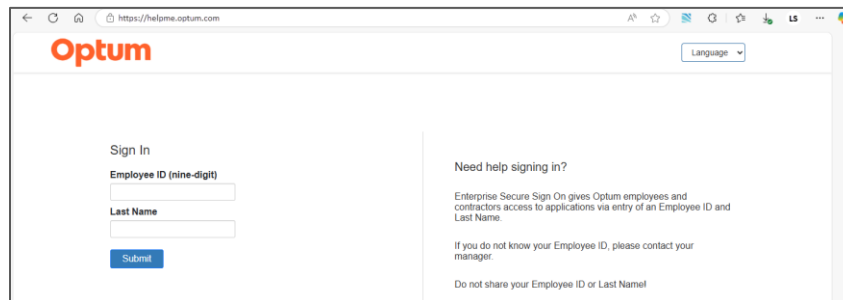
You will be required to complete a one-time MS ID password creation and a Microsoft Multi-Factor Authentication (MFA) process. This process uses SMS text to your smartphone and is necessary to allow access to certain UnitedHealth Group websites. When accessing UHG corporate websites from your personal or public device, Edge is the required browser for Optum people integration. While Edge is the required browser for Optum resources, you will continue to use your default web browser for all non-Optum activities on your personal or public device.

Prior to starting this process, ensure you have your smartphone available and that you have received an email from **No_Reply_Necessary_Secure@uhc.com**. This email will contain the following:

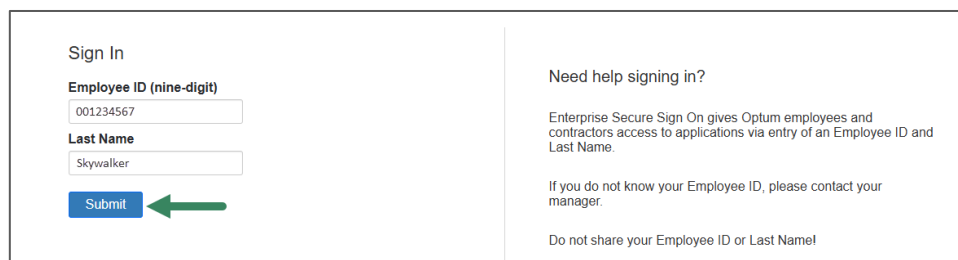
- **Person Number/Employee ID:** Your unique 9-digit number, e.g., 234567891
- **MSID:** Seven letters or a combination of letters and numbers, e.g. lskywa1.
- **User Principal Name (UPN):** Your MSID followed by @corpitsvcs.com, e.g. lskywa1@corpitsvcs.com. This is not an email address, but an account used to identify you for system access. **NOTE:** use the UPN that is referenced on the credential email

Set new MSID password

1. **On your personal or public device:** Open an **Edge** browser window and enter <https://helpme.optum.com/>.



2. Enter the **Person Number/Employee ID** provided in the email and your last name, then select **Submit**.



- You will need to complete a two-factor authentication process by requesting a one-time Access Code. Select **Mobile to receive the verification code via Text to your smartphone device.**

NOTE: While you may choose any available option, receiving the code via text message is recommended for the fastest delivery.

For Your Protection

Hello Luke, ([Click here if you are not Luke](#))

We don't recognize the device you're using.

You are attempting to access UnitedHealth Group systems from a device you don't usually use, or you have cleared your cookies.

For your security, we need to verify your identity before you can sign in to your account. **Choose one of the options below to receive your one-time access code.**

Text (standard rates apply)

Mobile (U.S.) 205*****09

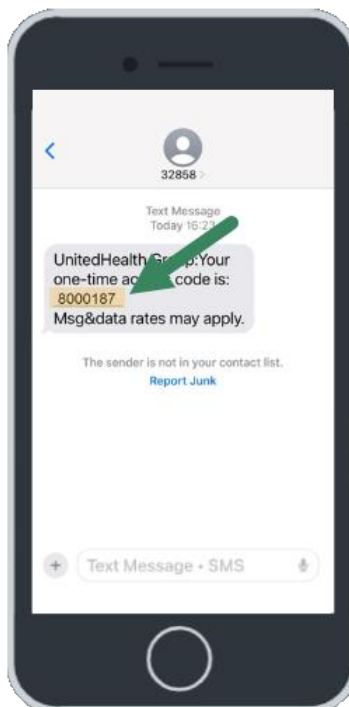
Email

Work luke.sky*****@businesspartner.com

Need help signing in?

If you need help signing in, please contact the IT HelpDesk.

- On your smartphone:** After you select the text option, you will receive a one-time access code via text. This text will be sent to the smartphone number you provided. The text typically arrives quickly, however it may take up to five minutes to receive.



IMPORTANT: Make note of the code and be aware that it will expire after 10 minutes.

5. **On your personal or public device:** Enter the **access code** in the One-time access code box and select **Next**. If you did not receive a code within five minutes, select the **send you a new access code** link to have another code sent. **Select this option only if you don't receive an access code.**

Confirm Your Access Code

Hello Luke, ([Click here if you are not Luke](#))

Text: Mobile
We sent a text message containing your one-time access code to **your mobile device**. Enter the access code below as soon as it is received. Please note that your access code is valid for only 30 minutes.

One-time access code

800187

Next

Didn't receive your access code?
We immediately send our one-time access codes. If you feel like you've waited long enough, ask us to [send you a new access code](#).

6. Enter the **last four characters/numbers of your National ID or Social Security Number** and select **Confirm**. If you receive a message indicating the numbers entered are incorrect, ask your manager to contact the Employee Center at 800-561-0861.

Confirm Your National ID / SSN

Hello Luke, ([Click here if you are not Luke](#))

We care about protecting your personal information. For your protection, please confirm the last 4 digits of your National ID / SSN.

National ID / SSN (last 4 characters/digits)

....

Confirm

7. Select **Set New MS ID Password**.

Optum HelpMe Logout

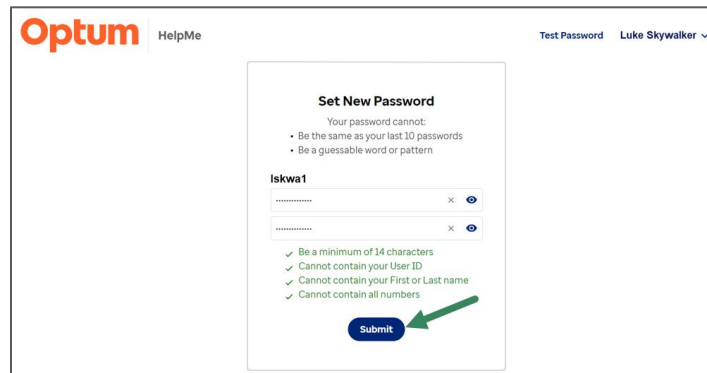
Welcome Luke Skywalker
What can we help you with?

Set New MS ID Password

Test MS ID Password

Your MS ID is not locked.
If you're having issues, please set a new password.

- Enter a **new password** using the criteria shown. Once you have entered the password and confirmed it, select **Submit**.



Optum HelpMe Test Password Luke Skywalker ▾

Set New Password

Your password cannot:

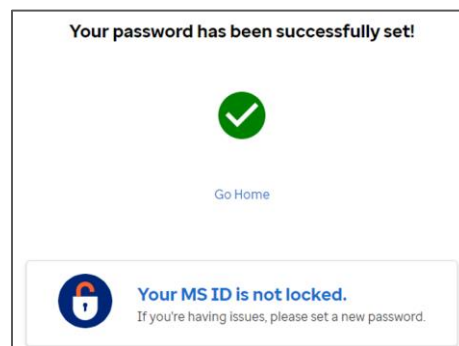
- Be the same as your last 10 passwords
- Be a guessable word or pattern

lskwa1

Be a minimum of 14 characters
 ✓ Cannot contain your User ID
 ✓ Cannot contain your First or Last name
 ✓ Cannot contain all numbers

Submit

- You will receive a message that **Your password has been successfully set**. Remember, this password will be used with your Person Number/Employee ID, MS User ID and @corpitsvcs.com account information or email address (where applicable) when logging on to different UnitedHealth Group applications.



Access MyHR

Now that you have completed the First Time Login Instructions, you can access MyHR, the UnitedHealth Group Human Resource page. Follow the steps for the best experience.

- On your personal or public device:** Open a browser window and open or select on the URL: myhr.uhg.com.

2. Enter your MSID@corpitsvcs.com account, then select **Next**. Enter your MS password and select **Sign in**.

Sign in

lskywa1@corpitsvcs.com

[Can't access your account?](#)

Back
Next

Your username will be your email address or Corp IT Services address.

← lskywa1@corpitsvcs.com

Enter password

.....

[Forgot my password](#)

[Other ways to sign in](#)

Sign in

Your username will be your email address or Corp IT Services address.

3. You'll receive a pop up asking to **Verify your identity**. Select the **grey text box** to start the verification process. The last two numbers of your phone number will be shown.

lskywa1@corpitsvcs.com

Verify your identity

Text +X XXXXXXXX06

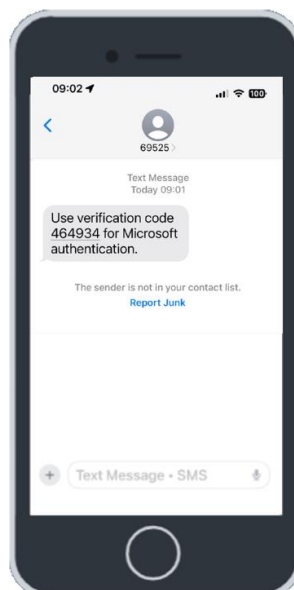
[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

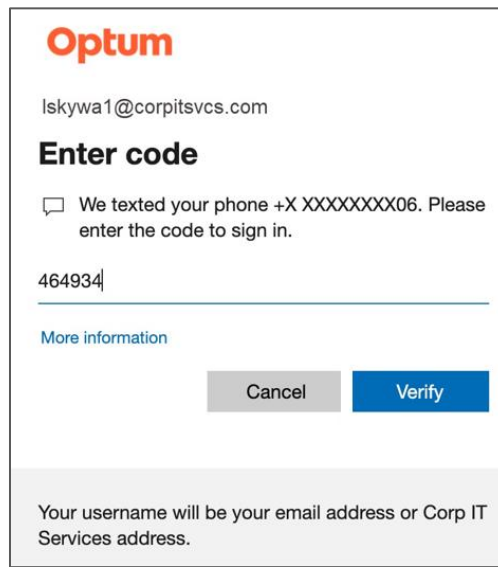
Cancel

Your username will be your email address or Corp IT Services address.

4. **On your smartphone:** You'll receive a text with the access code.



5. **On your personal or public device:** Enter the code and select **Verify**.



The image shows a mobile application interface for Optum. At the top is the Optum logo in orange. Below it is the email address 'lskywa1@corpitsvcs.com'. The main heading is 'Enter code'. A message with a speech bubble icon says: 'We texted your phone +X XXXXXXXX06. Please enter the code to sign in.' Below this is a text input field containing the code '464934'. Under the input field is a blue link that says 'More information'. At the bottom of the main content area are two buttons: a grey 'Cancel' button and a blue 'Verify' button. A footer section at the very bottom contains the text: 'Your username will be your email address or Corp IT Services address.'

This completes the MFA authentication process and you are logged into MyHR.

Future Logins and Next Steps

Some links within Employee Center and MyLearning will require MFA, while others may not require MFA.

If you have any questions or issues relating to these login instructions, call 888-848-3375. You will be required to enter your Person Number/Employee ID so that you can be routed to the support team.