



Guide to TruCase Authentication using Optum ID – Bill Tracker

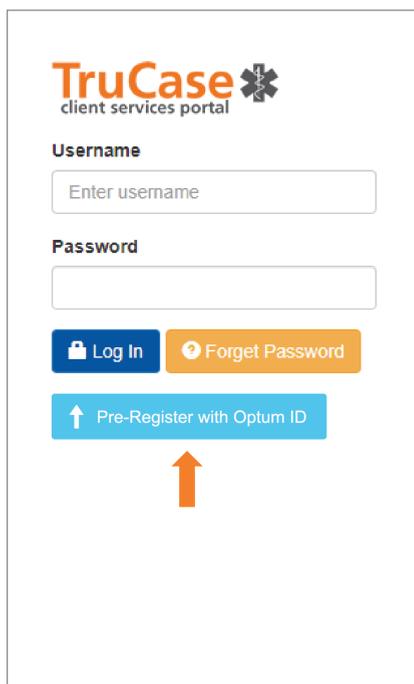
What changes are coming to Bill Tracker?

TruCase will be switching over to Optum ID. To enhance security for Bill Tracker, direct access will be removed. All users will have to access Bill Tracker by logging into TruCase. Prior to the switch, please make sure you have a TruCase account as well as access to the Bill Tracker link.



What is Optum ID?

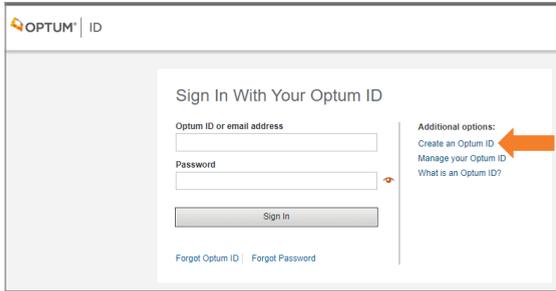
Optum ID is a Security Framework that abides by Internet Standards that you are probably already familiar with. For example, you register for a site that is not Facebook and the site says you can use your Facebook credentials to log in. Similarly, Optum ID can be used with other Optum Applications that support Optum ID. This provides you one User ID and Password for all Optum applications. The following step-by-step instructions explain how to set up an Optum ID for access to TruCase and Bill Tracker.



1. Log In Page

To set up an Optum ID from the TruCase portal page, first log in to TruCase using your existing username and password. Then, click on the blue "Pre-Register with Optum ID" button. This will direct you to the Optum ID site.

From here, you can create an Optum ID before the Optum ID go-live date (April 8, 2020). The wording of the button and notes may change. Eventually, after a month or so, the Username and Password field will be removed from this page.



2. Optum ID Log In Page

Click on the "Create an Optum ID" link.

After signing up and verifying your email address, this will be your new log in screen for TruCase.

Create an Optum ID

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

i **Already have an Optum ID? Sign in now**

Profile Information

First name

Last name

Year of birth ?

Sign In Information

Your email address

Create Optum ID ?

Your Optum ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these symbols % + " & [\] ^ { | } < > # , / ; () : * = ~

Create password ?

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again ?

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the Optum ID service. If you do not agree, click Cancel and do not use any aspect of the Optum ID service.

3. Optum ID Account Creation Form

Complete the form and click the "I Agree" button.

Save your Optum ID and Password. This will be your credentials for all Optum ID Applications.

A verification email will be sent to the email address provided on the form.

If you have an existing Optum ID, but have not yet used it to access TruCase, simply click the "Sign in now" link to log in.

Next Step: Verify Your Email Address

1. **Check your email inbox** (*****@email.com) for a message from Optum ID (noreply_healthid@optum.com)
2. **Click on the activation link** in the email or [enter the 10-digit activation code](#).

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1-855-819-5909 or optumsupport@optum.com.

4. Verify Email Address

The Verify Your Email Address window will appear after you click on the "I Agree" button.

If you do not receive a verification email after five minutes, click the "Resend Email" link.

 OPTUM ID

Just one step left to do and your Optum ID will be ready to use. Click the button:

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If you prefer, copy this 10-digit code 1084386553 and paste it into the box for the activation code on the Activate Your Optum ID page.

If you did not request an activation link or code, or if you have questions about setting up an Optum ID, contact us at 1-855-819-5909 or

Thank you,
Optum ID

5. Verification Email

Click the "Activate my Optum ID" button.

Email Address Verified

 Your Optum ID is ready to use. Click on the Continue button below to finish.

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If you'd like assistance, contact support at 1-855-819-5909 or optumsupport@optum.com.

6. Email Address Verified

Click the "Continue" button.

Sign In With Your Optum ID

Optum ID or email address

Password

[Forgot Optum ID](#) | [Forgot Password](#)

Additional options:
[Create an Optum ID](#)
[Manage your Optum ID](#)
[What is an Optum ID?](#)

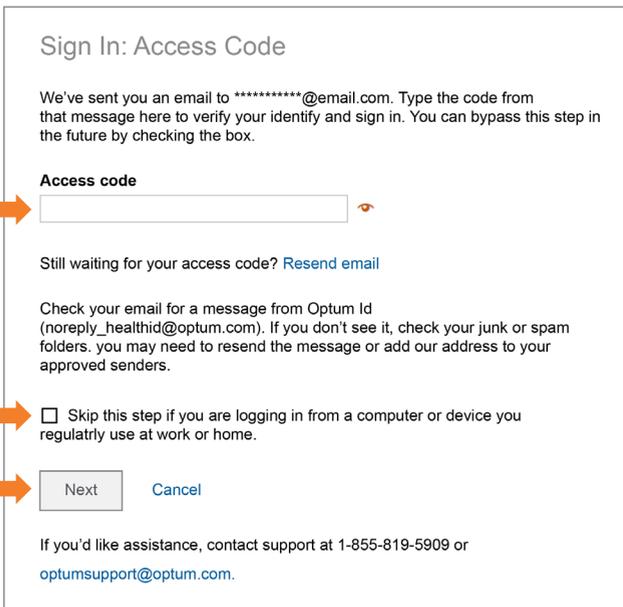
7. Sign In

Use your new Optum ID credentials to log in.



8. Access Code Notification Email

When you first log in using your Optum ID, you will receive an Access Code Notification email. Use the code provided in the email for the Access Code Sign In page.

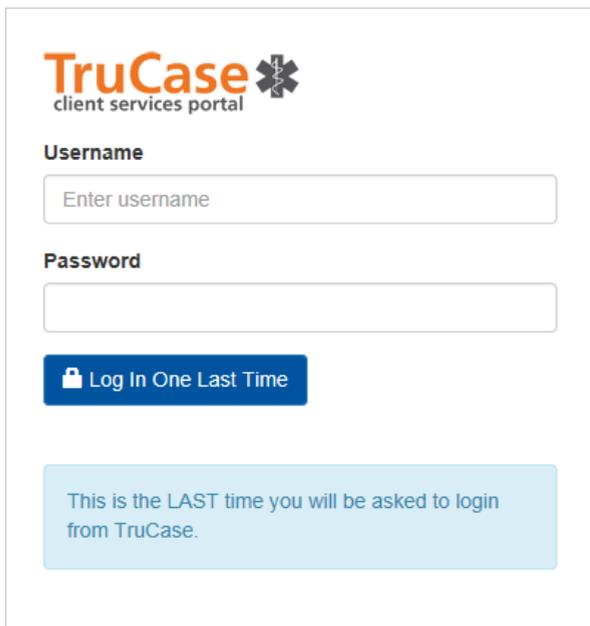


9. Access Code Sign In Page

Enter the access code you received from the Access Code Notification email.

Check the "Skip this step..." check box to avoid this step the next time you sign on.

Click the "Next" button.



10. Final Log In Screen

Use your TruCase credentials to log in. This step is used to tie your Optum ID profile to your TruCase identity. After successfully logging in, you will no longer have to complete this step.