



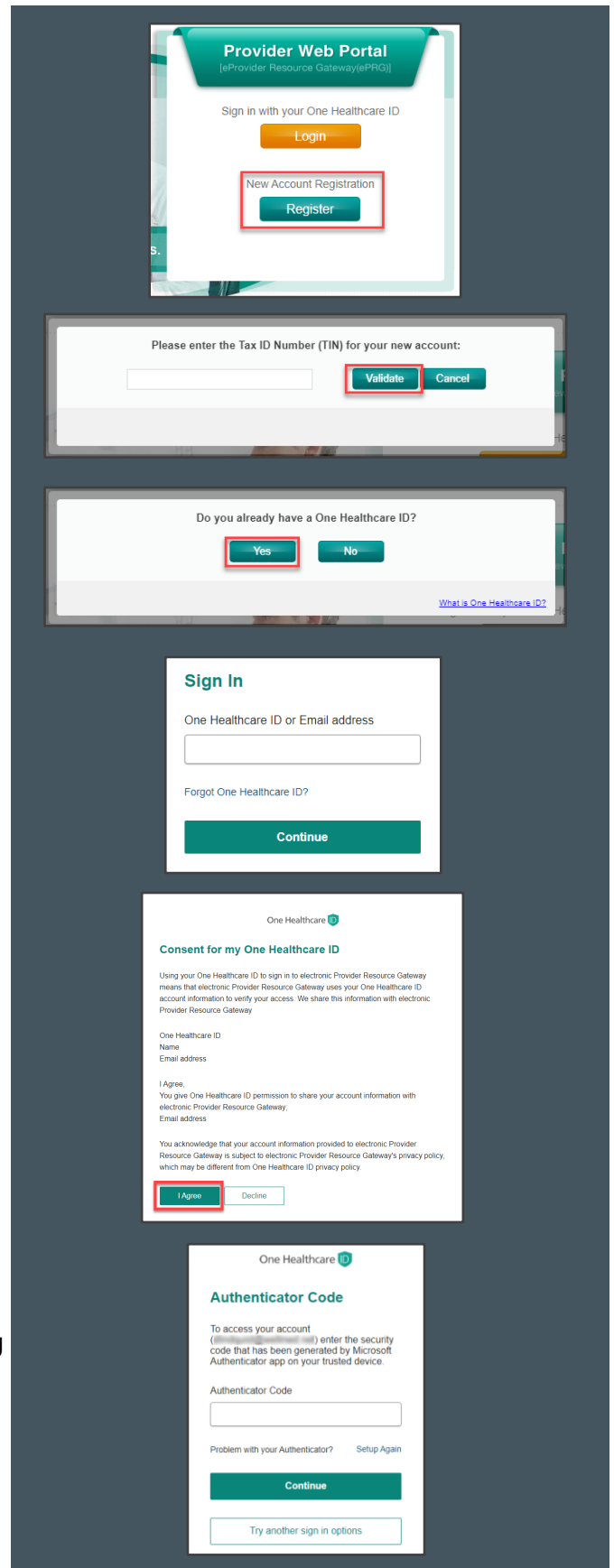
## **ePRG Sign-In Instructions**

## Contents

Signing In with an Existing One Healthcare ID.....	2
Signing In without an Existing One Healthcare ID.....	4

## Signing In with an **Existing** One Healthcare ID

- Select **New Account Registration**.
- You will be prompted to enter your Tax ID Number (TIN) for your new account. Once entered, select **Validate**.
- You will be asked if you have a One Healthcare ID. Click **Yes**. (**Note:** if you do not have a One Healthcare ID, see the process outlined in [Adding a New ePRG User without an Existing One Healthcare ID](#))
- **Sign In** to your One Healthcare ID account.
- You may need to select **I Agree** to grant permission to share your account information with ePRG if you have not done so in the past.
- You will be asked to verify your identity using the Microsoft Authenticator app.



The image displays a sequence of five screenshots from the One Healthcare ID sign-in process:

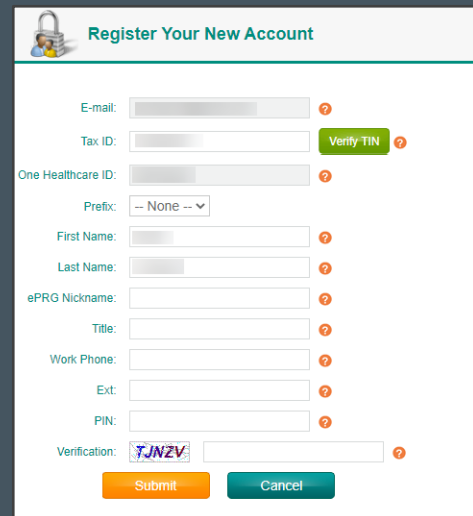
- Provider Web Portal** (eProvider Resource Gateway (ePRG)): Shows the 'Sign in with your One Healthcare ID' screen with 'Login' and 'New Account Registration' buttons. The 'New Account Registration' button is highlighted with a red box.
- Tax ID Number (TIN) Entry**: Prompts the user to enter their TIN for a new account. The 'Validate' button is highlighted with a red box.
- Do you already have a One Healthcare ID?**: Asks the user if they have an existing ID. The 'Yes' button is highlighted with a red box.
- Sign In**: Prompts the user to enter their One Healthcare ID or Email address. The 'Continue' button is highlighted with a red box.
- Consent for my One Healthcare ID**: Shows a consent screen where the user agrees to share account information. The 'I Agree' button is highlighted with a red box.
- Authenticator Code**: Prompts the user to enter a security code generated by the Microsoft Authenticator app. The 'Continue' button is highlighted with a red box.

- You will be redirected to the ePRG Registration page; review the **HIPAA Privacy Statement** and select **Agree**.

Click **Verify TIN** and select a provider.  
Continue to complete all fields and select **Submit**.

- Upon successful submission, you will be redirected to the ePRG landing page to login with your One Healthcare ID.

**Please note:** If you are not granted immediate access, your ePRG profile is still in review; you will be notified by email once the profile has been verified.



The form is titled "Register Your New Account" and includes a lock icon. It contains the following fields: E-mail, Tax ID (with a "Verify TIN" button), One Healthcare ID, Prefix (dropdown menu), First Name, Last Name, ePRG Nickname, Title, Work Phone, Ext., PIN, and Verification (with a CAPTCHA image). Each field has a red question mark icon to its right. At the bottom are "Submit" and "Cancel" buttons.



The screen is titled "Provider Web Portal" with the subtitle "[eProvider Resource Gateway(ePRG)]". It features a red-bordered box containing the text "Sign in with your One Healthcare ID" and a "Login" button. Below this is a "New Account Registration" section with a "Register" button.

## Signing In **without** an Existing One Healthcare ID

- Select **New Account Registration**.
- You will be prompted to enter your Tax ID Number (TIN) for your new account. Once entered, select **Validate**.
- You will be asked if you have a One Healthcare ID. Click **No**. (**Note:** if you have a One Healthcare ID, see the process outlined in [Adding a New ePRG User with an Existing One Healthcare ID](#))
- Enter all required fields and select **Continue**, located at the bottom of the **Create One Healthcare ID** page. You will be prompted to verify your email address by entering the 10-digit access code sent to you.



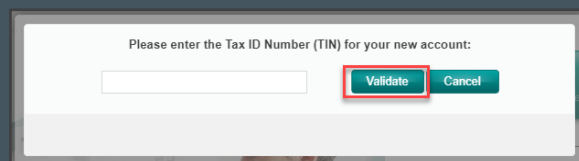
Provider Web Portal  
[eProvider Resource Gateway(ePRG)]

Sign in with your One Healthcare ID

Login

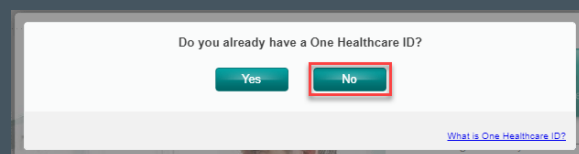
New Account Registration

Register



Please enter the Tax ID Number (TIN) for your new account:

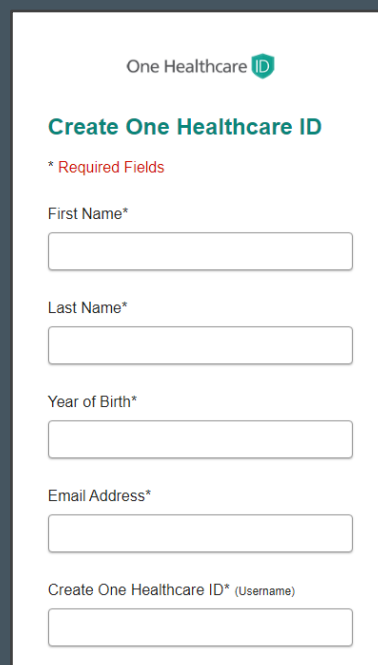
Validate Cancel



Do you already have a One Healthcare ID?

Yes No

[What is One Healthcare ID?](#)



One Healthcare ID

Create One Healthcare ID

\* Required Fields

First Name\*

Last Name\*

Year of Birth\*

Email Address\*

Create One Healthcare ID\* (Username)

- You will receive an automated email from [noreply@onehealthcareid.com](mailto:noreply@onehealthcareid.com) with your one-time access code.

Enter the 10-digit access code and select **Verify**.

- Select **Try Other Authentication Options** to create your One Healthcare ID Password or you can follow the steps for the Microsoft Authenticator.

- Select **I Agree** to grant permission to share your account information with ePRG.

One Healthcare ID

## Your One Healthcare ID

[Activate my One Healthcare ID](#)

If you prefer, copy this 10-digit code 6369736042 and paste it into the box for the activation code on the Activate Your One Healthcare ID page.

If you did not request an activation link or code, or if you have questions about setting up an One Healthcare ID, contact us at 1-855-819-5909 or [optumsupport@optum.com](mailto:optumsupport@optum.com).

Thank you,

One Healthcare ID

One Healthcare ID

## Set up an Authenticator to Keep Your Account Secure

Setting up Microsoft Authenticator is quick and easy. Complete the following steps to set up Authenticator on your trusted device. [What is Authenticator](#)

**Step 1:** Download and install the Microsoft Authenticator app on mobile.

**1** If you are using shared email, please make sure to use a separate device to download the Microsoft authenticator application for each One Healthcare ID

**Step 2:**

Add your account by scanning the QR code and select continue to enter the verification code to complete the setup

[Unable to scan QR code?](#)



**1** This QR code is a secret. Don't keep a copy of this QR code or allow others to scan the same.

[Continue](#)

[Try Other Authentication Options](#)

[Set up Authenticator Guide<sup>®</sup>](#)

One Healthcare ID

## Consent for my One Healthcare ID

Using your One Healthcare ID to sign in to electronic Provider Resource Gateway means that electronic Provider Resource Gateway uses your One Healthcare ID account information to verify your access. We share this information with electronic Provider Resource Gateway

One Healthcare ID  
Name  
Email address

I Agree,

You give One Healthcare ID permission to share your account information with electronic Provider Resource Gateway.  
Email address

You acknowledge that your account information provided to electronic Provider Resource Gateway is subject to electronic Provider Resource Gateway's privacy policy, which may be different from One Healthcare ID privacy policy.

[I Agree](#)

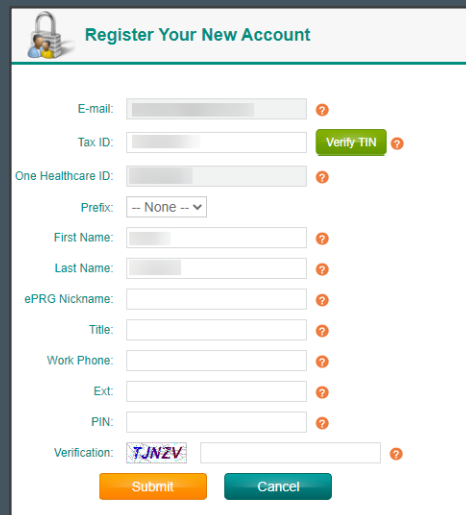
[Decline](#)

- You will be redirected to the ePRG Registration landing page; review the **HIPAA Privacy Statement** and click **Agree**.

Click **Verify TIN** and select a provider.  
Continue to complete all fields and select **Submit**.

- Upon successful submission, you will be redirected to the ePRG landing page to login with your One Healthcare ID.

**Please note:** If you are not granted immediate access, your ePRG profile is still in review and you will be notified by email once the profile has been verified.



**Register Your New Account**

E-mail:  ?

Tax ID:  **Verify TIN** ?

One Healthcare ID:  ?

Prefix: -- None -- v

First Name:  ?

Last Name:  ?


ePRG Nickname:  ?

Title:  ?

Work Phone:  ?

Ext:  ?

PIN:  ?

Verification:   ?

**Submit** **Cancel**



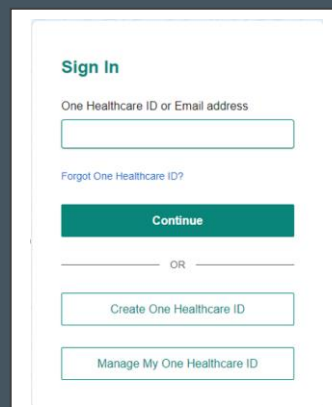
**Provider Web Portal**  
[eProvider Resource Gateway(ePRG)]

Sign in with your One Healthcare ID

**Login**

New Account Registration

**Register**



**Sign In**

One Healthcare ID or Email address

Forgot One Healthcare ID?

**Continue**

OR

Create One Healthcare ID

Manage My One Healthcare ID