# Unlock Your Molina Account

In order for you to unlock your Molina account, go to http://molinahealthcare.com/passwordreset.

1. Click **GO TO SSPR PORTAL**.
2. in **UserID,** enter your Molina email address.

For Example: John.Smith@molinahealthcare.com

3. Enter the characters in the picture or the words from the audio.
4. Click **Next**.



Figure 1. Verify your identity.

5. Select **I forgot my password** and click **Next**.



Figure 2. Reset password.

If you verified your cell phone number during registration, you can verify who you are by text message or by phone call.

If you provided answers to the security questions, you can verify who you are by correctly answering 3 security questions.

*For security reasons, neither a Molina employee nor a Microsoft employee will call, text, or email you directly to verify who you are. Calls and texts will come from the Microsoft verification system.*

## Verify who you are by text message

1. Select **Text my mobile phone**.
2. Enter your cell phone number.
3. Click **Text**.

Note: Once you enter your cell phone number, the **Text** button becomes active.



Figure 3. Text my mobile phone.

When **Text** is selected, the Microsoft system will send a text message containing a verification code to your phone.

*To prevent unwanted access to your Molina information, do not share the one-time passcode texted to you from Microsoft.*

4. Enter the verification code in the appropriate field and click **Next**.

Note: If you do not receive a text, click **try again** to have the system send a text message with a new verification code.



Figure 4. Enter verification code.

5. When prompted, enter a new password and confirm the new password.

Note: Passwords must be at least 8 characters long and include upper and lowercase letters, at least one number or one special character. Do not use personally identifiable information such as birthdate, spouse's name, children's name, etc.

6. Click **Finish**.



Figure 5. Enter and confirm your new password.

Your Molina account is now unlocked. You're done!



Figure 6. Your Molina account is unlocked.

## Log in to your workstation

When working in a Molina office, log back into your workstation using your new password.

When working remotely:

1. Go to your Windows 10 login screen.
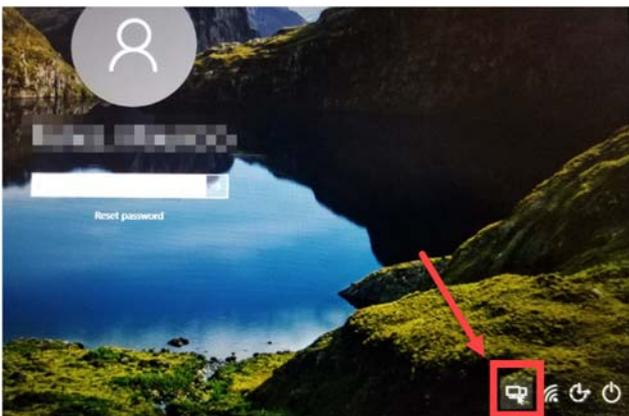2. Click the Network sign-in icon, , located in the bottom right of the screen.



Figure 1. Click the Network sign-in icon.

3. Once the Cisco AnyConnect Secure Mobility Client is visible, click **Connect**.



Figure 2. Cisco AnyConnect Secure Mobility Client.

4. When prompted, enter your new password and click **OK**.



Figure 3. Login using your new password.

5. Once connected to the VPN, log on to your workstation using your new password.

## Verify who you are by phone call

Note: Molina Healthcare does **not** call to verify your cell phone number. The call will come from the Microsoft sign-in verification system.

1. Select **Call my mobile phone**.
2. Enter your cell phone number.
3. Click **Call**.

Note: Once you enter your cell phone number, the **Call** button becomes available.

Figure 1. Call my mobile phone.

When **Call** is selected, the Microsoft sign-in verification system calls your cell phone number.

When you answer, a recording says: "Thank you for using the Microsoft sign-in verification system. Please press the pound key to finish verification."

Once you press the pound key (#), the recording says: "Your sign-in was successfully verified. Goodbye."

4. When prompted, enter a new password and confirm the new password.

Note: Passwords must be at least 8 characters long and include upper and lowercase letters, at least one number or one special character. Do not use personally identifiable information such as birthdate, spouse's name, child's name, etc.

5. Click **Finish**.



Figure 2. Enter and confirm your new password.

Your Molina account is now unlocked. You're done!



Figure 3. Your Molina account is unlocked.

See **Log in to your workstation** to log on using your new password.

## Verify who you are by answering 3 security questions

To prevent unwanted access to your Molina information, do not share the answers to your security questions.

1. Select **Answer my security questions**.
2. Enter your answers to the 3 security questions displayed.
3. Click **Next**.

Note: Once you enter your answers, the **Next** button becomes active.



Figure 1. Answer 3 security questions.

4. When prompted, enter a new password and confirm the new password.

Note: Passwords must be at least 8 characters long and include upper and lowercase letters, at least one number or one special character. Do not use personally identifiable information such as birthdate, spouse's name, children's name, etc.

5. Click **Finish**.

Figure 2. Enter and confirm your new password.

Your Molina account is now unlocked. You're done!



Figure 3. Your Molina account is unlocked.

See **Log in to your workstation** to log on using your new password.

## Issues or Questions?

Call the Service Desk at ext. 114357 or externally at 1-800-642-4230.