

Unlock Your Molina Account

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

1. Click **RESET PASSWORD / UNLOCK ACCOUNT**.
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**.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

2. User ID: John.Smith@molinahealthcare.com
Example: user@contoso.onmicrosoft.com or user@contoso.com

3. SSPVH5
Enter the characters in the picture or the words in the audio.

4. Next Cancel

Figure 1. Verify your identity.

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



Get back into your account

Why are you having trouble signing in?

I forgot my password

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

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.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone 1.

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****88) below. You will then receive a text message with a verification code which can be used to reset your password.

88 2.

Text 3.

Cancel

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.



Get back into your account

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Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

175967

Next Try again Contact your administrator

Cancel

Figure 4. Enter verification code.

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

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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**.



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5.

6.

Figure 5. Enter and confirm your new password.

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



Get back into your account


✓ Your account has been unlocked

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.

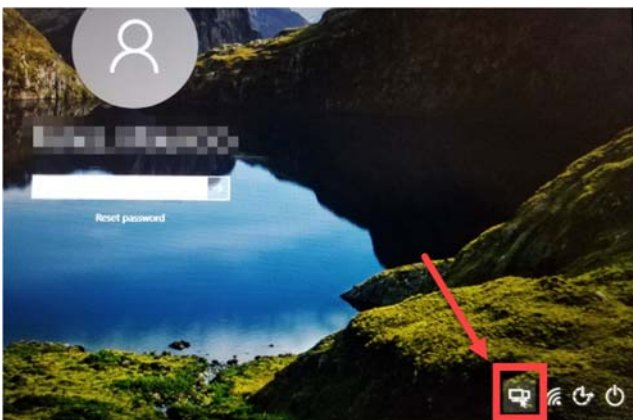


Figure 1. Click the Network sign-in icon.
Molina Internal

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

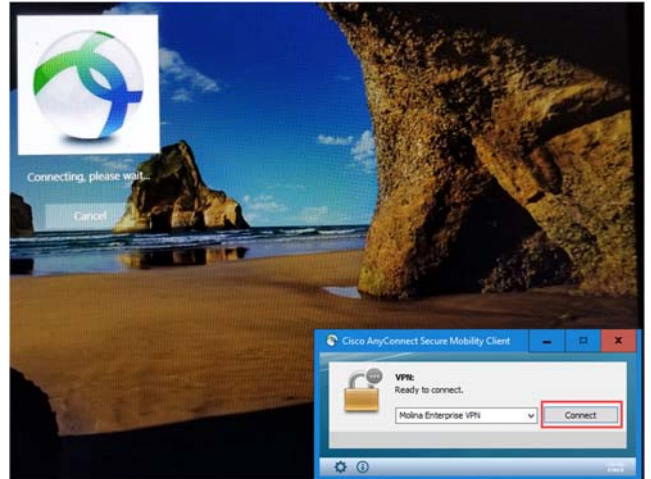


Figure 2. Cisco AnyConnect Secure Mobility Client.

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

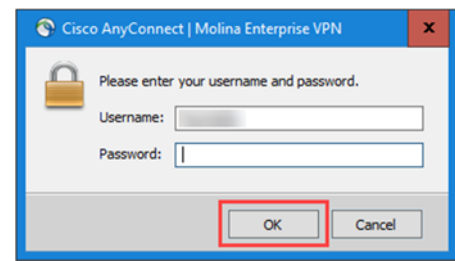


Figure 3. Login using your new password.

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.

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Please choose the contact method we should use for verification:

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**.



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Figure 2. Enter and confirm your new password.

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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.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

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**.

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Get back into your account

verification step 1 ✓ > **choose a new password**

4. * Enter new password:

5. * Confirm new password:

5.

Figure 2. Enter and confirm your new password.

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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.