Signing in on your first day

On behalf of Molina, we would like to extend a warm welcome to you on your first day. Please follow all the steps in this document to log into your Molina account.

Before you get started: Please have the following items available:

- Your work laptop
- A smartphone (iPhone\Android) (Required for multi-factor authentication)
- Your new Molina email address (located in the email you received from ITOnboarding@molinahealthcare.com)
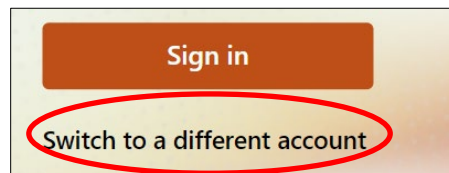
Step 1: Signing into your Molina account

On your computer

- Open a web browser and go to https://office.com.
- Sign out by clicking on the profile circle on the top right-hand corner of your screen and select **Sign Out**. *This will sign you out of Bright Office so you can sign into your Molina account.
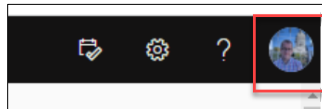
- Select **Switch to a different account**.

- In the sign in dialog box, enter your **Molina email address** in the username field.

- When prompted to enter your password, select **Forgot my password.**
- **Note:** The password you created to open the email is different and is only used for that purpose. The password you create in this step will be for your Molina account.

Enter password

Password

~~Forgot my password~~

- Continue to follow the prompts until you are signed into your Molina account.
- **Note:** The first time you sign in, you must set up multi-factor authentication for Molina, **using a smartphone**, with the instructions below.

Password Requirements:
- **Minimum 15 characters in length**
- At least one uppercase letter
- May not contain your name or any part of your user ID or email address
- May not be changed again until 24 hours has passed

Step 2: Add your Molina account to Microsoft Authenticator on your smartphone.

- Open the Microsoft Authenticator app on your smartphone. You will be prompted to test and approve an Authenticator request using the authentication method that you normally use to unlock your phone (e.g., fingerprint, FaceID, or pass code). You may be prompted to also enter a backup verification method such as your smartphone number.

On your phone

- Click the **+ button to add a new account**.

- Select **Work or School Account**.

- Select **Scan QR Code**.

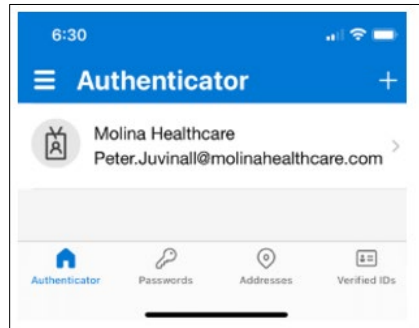 **Note:** It may ask you to allow access to your camera. If so, please approve it.

On your computer

- Click **Next** until you see a **QR code** on your computer screen.

On your phone

- Point your phone camera at the QR code on your computer screen.

- After you have scanned the QR code, an entry for Molina should display within the app on your phone:


- Select **Next.**

On your phone

- You will be prompted to test and approve an Authenticator request with the method that you normally use to unlock your phone (e.g., fingerprint, FaceID, or passcode).
- Select your Molina account on Microsoft Authenticator and select **Enable phone sign-in.**
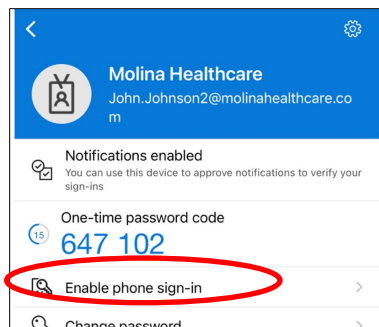
- Select **Continue** and re-enter your password.
- **Enter** the number that appears on the screen. On iPhones, you may need to select **I can't see the number**.
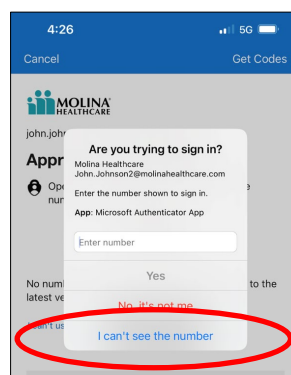
- **Click Register.** Now, you will have the ability to log into all Molina systems just by sending a 2-digit code to your phone without needing to remember a password.

# Step 3: Sign into Azure Virtual Desktop (AVD)

- On your computer, go to **Windows Start (   )** in the bottom left-hand corner of your screen and search for **Remote Desktop.**
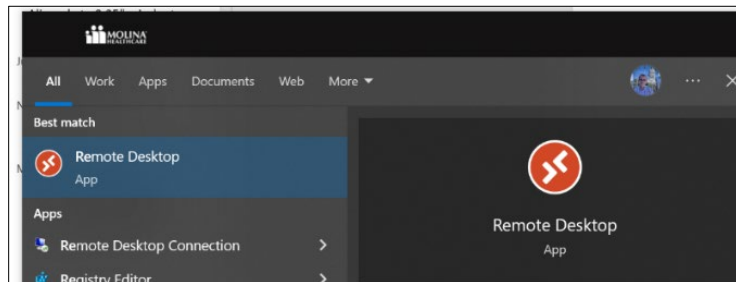
- Click on the app to open it.
- When Remote Desktop opens, select **Subscribe**.
- Choose **Use another account** and enter your Molina email address when prompted.
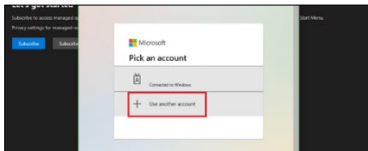
- Once logged in, any applications or desktops displayed can be used. Select the **Virtual Desktop** icon**.**
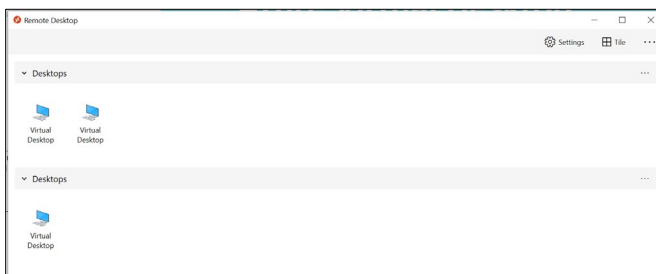
Note: If no desktops are visible, click on 3 dots on top right corner and click **Refresh.** The Remote Desktop client will take few seconds and refresh your resource feed.

- Follow the prompts to log in and use the connection to Molina like a normal laptop.

- The virtual desktop will be able to use your laptop's microphone, video camera, and any screens attached for meetings. If you want to only use one screen, select the **Restore Down** button.
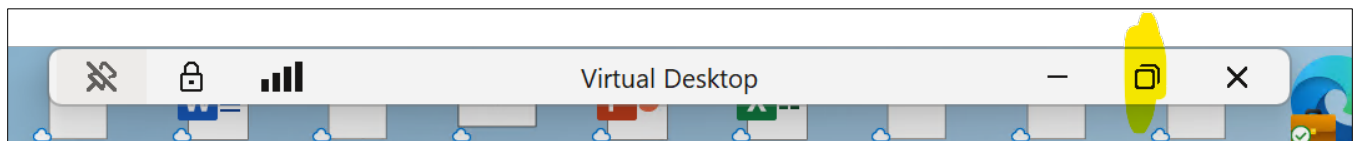
Need technical support?

For help connecting to Molina systems from your work computer please contact the Molina Enterprise Service Desk (800) 642-4230.