

Getting started with Molina:

# Signing in on your first day

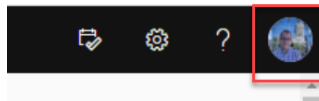
On behalf of Molina, we would like to extend a warm welcome to you on your first day. Please follow **all** of the steps in this document to log into your Molina accounts and get started.

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

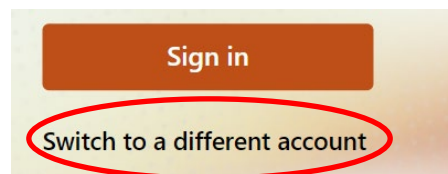
- A Windows laptop.
- Your smartphone (personal or work-issued)
- Your new Molina email address (located in the email you received from [ITOnboarding@molinahealthcare.com](mailto:ITOnboarding@molinahealthcare.com))

## Step 1: Signing into your Molina account

- Open a web browser on an available computer.
- Go to <https://office.com>.
  - If you are signed into Office 365, sign out by clicking on the profile circle on the top right-hand corner of your screen and clicking **Sign Out**.



- Open a new browser window, go to <https://office.com>, and click **Sign In**.
  - If you receive the below message saying “Sign back in as...,” 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.



- Continue to follow the prompts until you are signed into your Molina account.

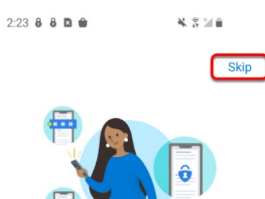
**Note:** The first time you sign in, you must set up Phone sign-in, [using a smartphone](#), following the instructions below.

#### 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: Download and install Microsoft Authenticator on your smartphone.

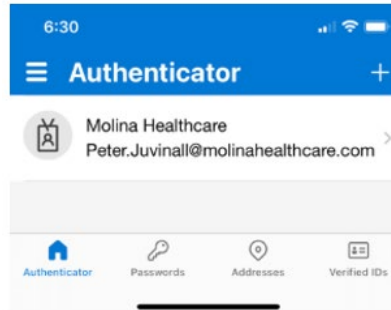
- Download and open the Microsoft Authenticator App from either the Apple App Store or Google Play.
- [On your phone](#), click Skip in the upper right-hand side of the Microsoft Authenticator App.



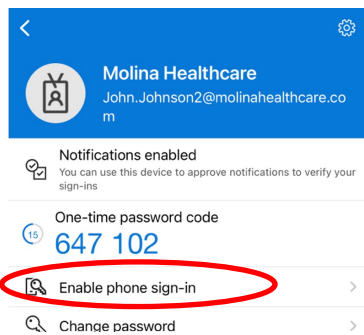
- [On your phone](#), click **Add Account**.
- [On your phone](#), select **Work or School Account**.
- [On your phone](#), select **Scan QR Code**.

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

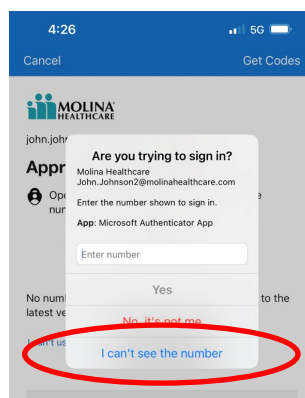
- [Return to your computer](#) and click **Next** until you see a **QR code** on your computer screen.
- [Point your phone camera](#) at the QR code on your computer screen.
- After you have scanned the QR code, the Microsoft Authenticator app should open on your phone.



- On your computer, select **Next**.
- On your Phone, 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). If prompted, enter a backup verification method such as your smartphone number.
- On your Phone, select your Molina account on Microsoft authenticator and select **Enable phone sign-in**.




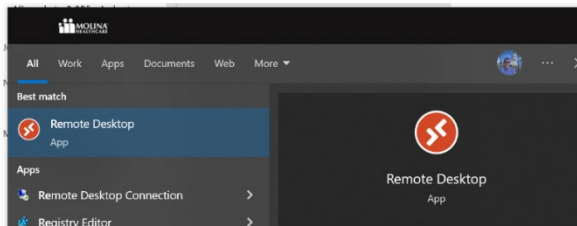
- On your Phone, select **Continue** and re-enter your password.
- On your Phone, enter the number that appears on the screen. On iPhones, you may need to select **I can't see the number**.



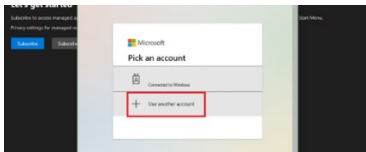
- On your Phone, finally, click **Register**. Now, you will have the ability to log into all Molina systems just by sending a 2-digit code to your phone without needing to remember a password.

## Step 3: Sign into Azure Virtual Desktop (AVD) (Molina Contractors\Vendors complete this step)

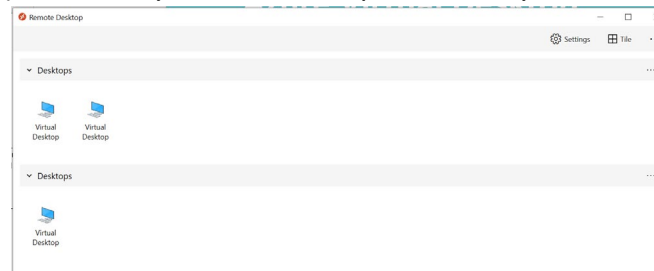
- Download and install the current Remote Desktop software by [clicking here](#).
  - Your company may have restrictions on your computer that limits your ability to do this yourself. If you encounter issues, please consult your company's IT team\the provider of your work computer.
- On your computer, 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 any of the **Virtual Desktop** icons. (Don't worry if there are duplicates, they all lead to the same place.)



- **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.

## Need technical support?

**For help connecting to Molina systems**, we have a dedicated Teams help line to assist you on your first day of employment from 8-12 p.m. To join, [click here](#) (from your laptop) or call (872) 239-5788, Phone Conference ID: 862 387 063#.