



## Provider Connection Registration

[www.optimahealth.com/providers](http://www.optimahealth.com/providers)

**Step #1** Click on “Sign In/Register”

**Step #2** Select Register Now

**Step #3** Complete the Provider Connection registration form.

#1

#2

**Please note: All users need to sign up individually, passwords must not be shared.**

**Step #4** Wait for email with username and temporary password, usually received in 5-7 business days. Check your Spam or Junk email if email is not received.

**Step #5** Change temporary password (must be changed within 24 hours of receipt).

### Step #6 Added Security – Required

Optima Health uses Duo to add an extra layer of security.



- Duo Two-Step Login provides an extra layer of security by requiring a user to log in with a username and password, plus a second method of verifying the user's identity.
- The second method is something the user has physical access to like a cell phone, smart phone, tablet, or access to a landline with a direct extension. This prevents anyone but the user from logging in even if they know the user's username and password.

**Step #7** Enroll in Duo by going to [optimahealth.com/MDEnroll](http://optimahealth.com/MDEnroll) and logging in with your optimahealth.com username and password.

ENROLL NOW OR MANAGE YOUR DEVICE

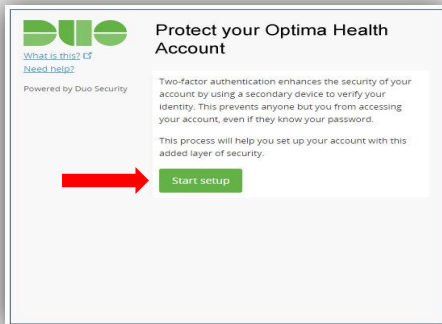
Use your Optima Health username and password

Username:

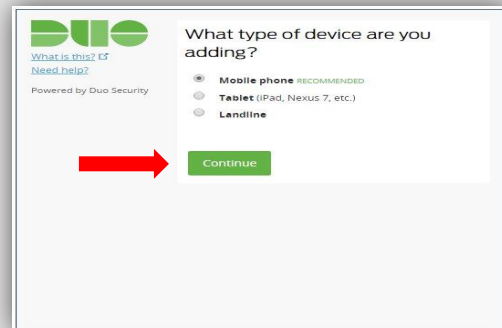
Password:

LOGON

[Forgot Password?](#)

**Step #8 Click Start Setup**

**Step #9** Select the type of device you would like to use to authenticate with Duo and then click Continue. Follow the instructional links below for your particular device.



## Having Trouble with the Two-Step login?

If you are unable to enroll with one of the secondary methods, or are experiencing technical difficulties with your registration or enrollment, please contact **Provider Services at (757) 552-7474 or (800) 229-8822** for support. Once enrolled in Provider Connection additional issues should be emailed to [ProviderConnectionSupport@sentara.com](mailto:ProviderConnectionSupport@sentara.com).

If you find you need additional assistance, contact your Network Educator at (757) 552-7085 or (877) 865-9075, option 2.