Register to Reset Your Molina Password or Unlock Your Molina Account

In order for you to reset your Molina password or unlock your Molina account, you must register your Molina email address on the Self-Service Password Reset (SSPR) portal and set up at least one security option listed below:

- set up a phone number
- set up security questions

Visit http://molinahealthcare.com/passwordreset and click **REGISTER TO RESET YOUR PASSWORD** to register.

For security reasons, neither a Molina employee nor a Microsoft employee will call or email you directly to verify your security phone number or answers. Calls and texts will come from the Microsoft verification system.

Set up a phone number

1. Next to **Authentication Phone is not configured**, click **Set it up now**.
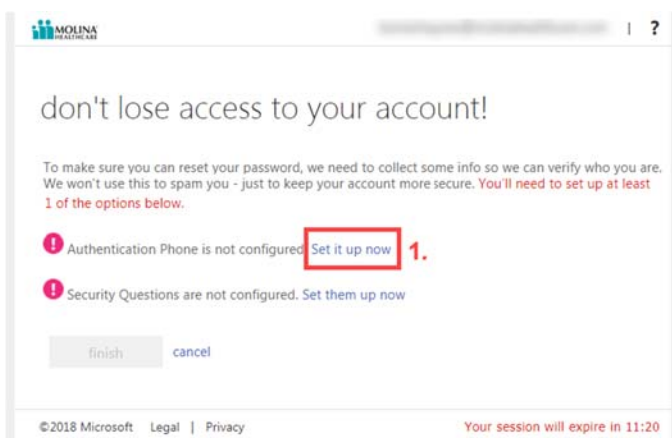

Figure 1. Set up your phone number.

Note: For security reasons, you have 15 minutes per page to complete the set up.

2. **Select your country or region** from the drop-down list.

3. In **Enter your authentication phone number**, enter your cell phone number.

Note: Once you enter your cell phone number, the **text me** and **call me** buttons become active.
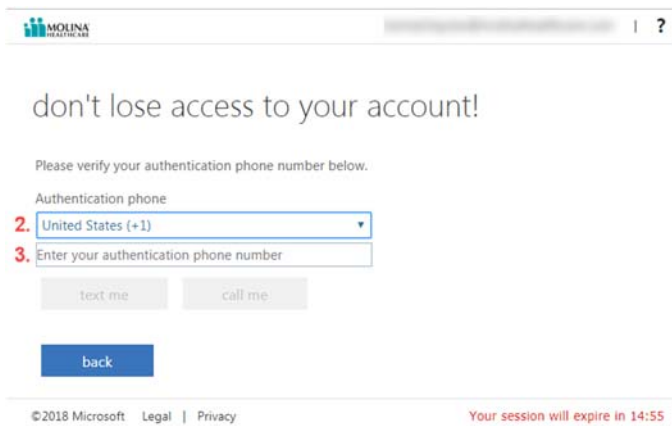

Figure 2. Set your country code and enter your cell phone number.

4. Click **text me** or **call me** to verify your cell phone number.

When **call me** 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."

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

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

5. Enter the verification code in the appropriate field and click **verify**.

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

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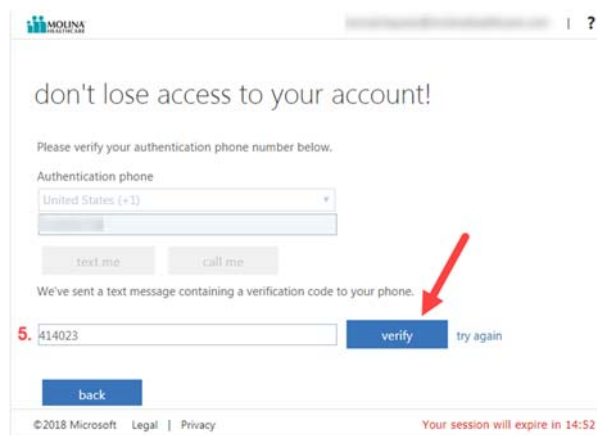

Figure 3. Verify phone number via text message.

6. Once verified, click **back** to return to the main page.

A green check mark is displayed in front of **Authentication Phone is set to [your country code and phone number].**

Note: Click **Change** to modify the phone number and re-verify.

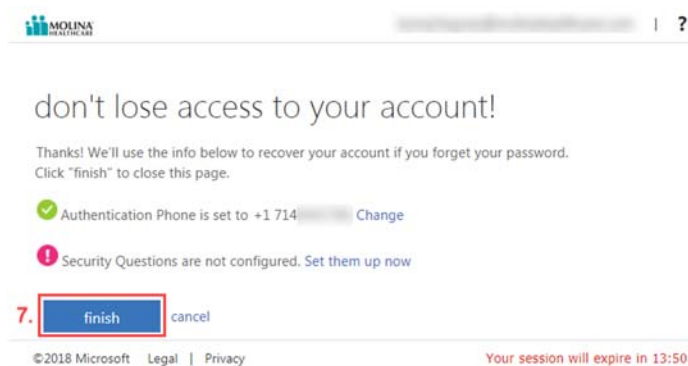7. Click **finish** to close the page. You're done!

Figure 4. Click **finish** to close the page.

Set up security questions

1. Next to **Security Questions are not configured**, click **Set them up now**.
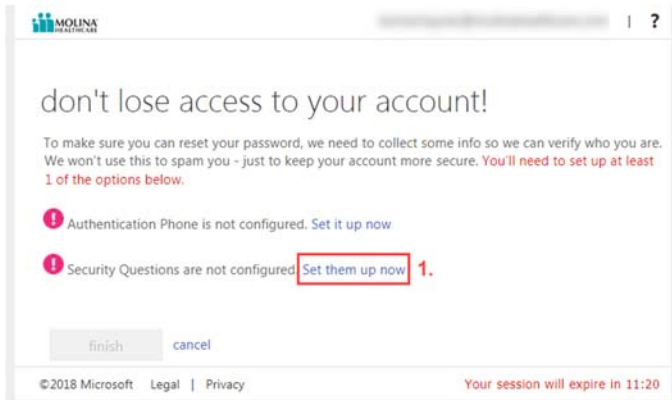

Figure 1. Set up your security questions.

You *must* set up and provide responses for all 5 security questions. Each response must be *at least* 3 characters long.

2. Select each security question and enter a response.

Note: Once you enter 3 characters, a green checkmark appears to the right of your answer.

Figure 2. Answer all 5 security questions.

3. Click **save answers**.

Note: You must click **save answers** or your answers will be lost.

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

4. Click **back** to return to the main page.

A green checkmark is displayed in front of **Security Questions are configured**.

Note: Click **Change** to modify the security questions and responses.

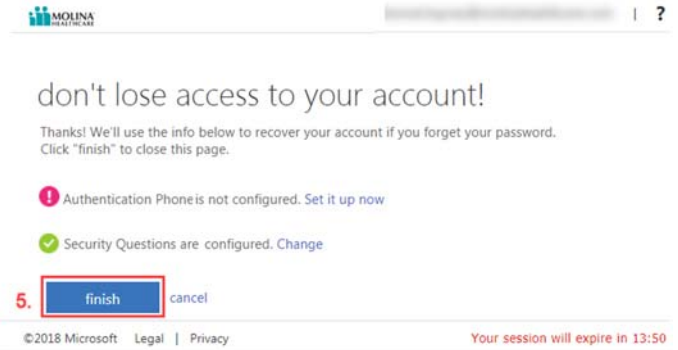5. Click **finish** to close the page. You're done

Figure 3. Click **finish** to close the page.

Issues/Questions?

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