

## JOB AID: LOGGING INTO COVERED CALIFORNIA

Your destination for affordable, quality health care, including Medi-Cal

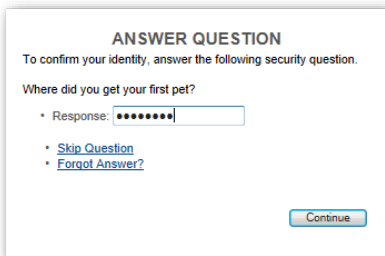
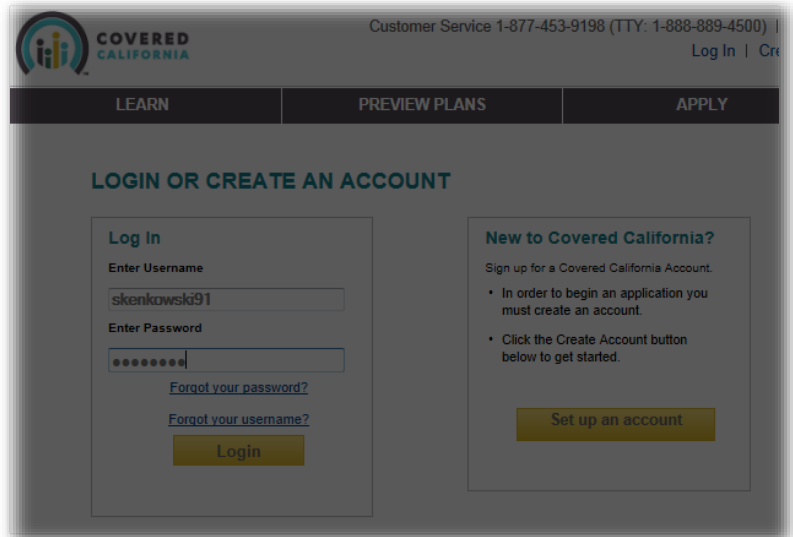
June 26, 2014

This Job Aid explains how to log into the website for Covered California, once you've created your Covered California account. It also explains the process for resetting your password or recovering your username.

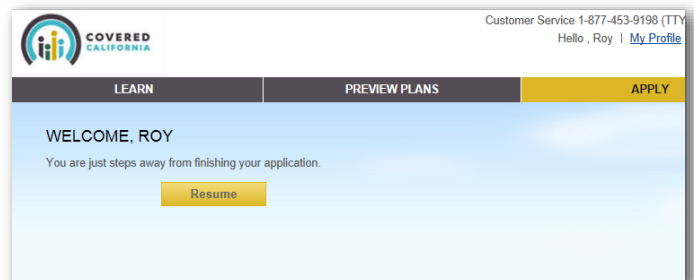
### Log into your Covered California account

If you already have a Covered California account, here is how to log in:

1. Go to the Covered California home page at [www.CoveredCA.com](http://www.CoveredCA.com).
2. Click the **Account Log In** button – the *Log In* page displays.
3. Type in your username and password and click the **Login** button.
4. You are prompted to answer one of your security questions, set up when you logged into CoveredCA.com for the first time.



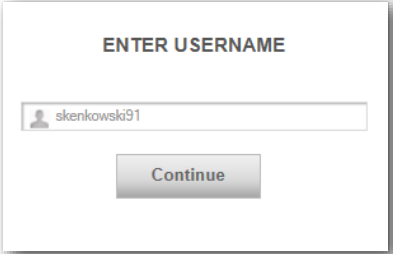
5. Once you correctly respond to your security question, the system navigates you to your home page, where you can **Apply** for coverage, **Resume** your application (shown), or **Report a Change**.



## Forgot Your Password?

If you cannot remember your password, follow these steps:

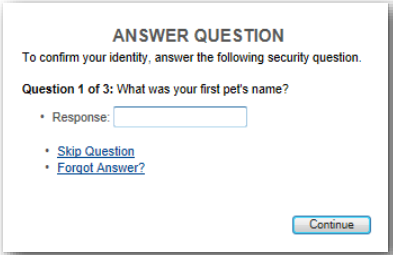
6. On the *Login or Create an Account* page Click on the **Forgot your password?** link. You are prompted to enter your username.
7. After entering your username, you are prompted to answer three of your five security questions.
8. After answering all three security questions correctly, you are navigated to a screen to reset your password. You must reset your password by entering a new password twice. Note the rules for passwords:
  - 8-16 characters
  - At least one upper-case alpha character
  - At least one lower-case alpha character
  - At least one number
  - At least one special character.
  - Password must start with a letter
  - Cannot contain a common dictionary word or name
  - Make up a new password each time you need to reset.
9. When your new password is confirmed, you are again asked to answer one of your security questions before you are navigated to your home page.



ENTER USERNAME

skenkowski91

Continue



ANSWER QUESTION

To confirm your identity, answer the following security question.

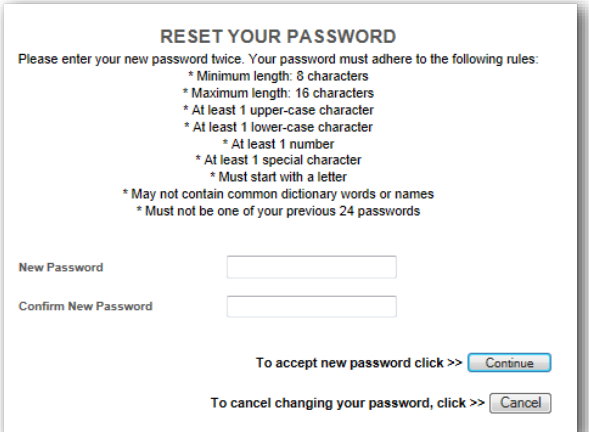
Question 1 of 3: What was your first pet's name?

• Response:

• [Skip Question](#)

• [Forgot Answer?](#)

Continue



RESET YOUR PASSWORD

Please enter your new password twice. Your password must adhere to the following rules:

- \* Minimum length: 8 characters
- \* Maximum length: 16 characters
- \* At least 1 upper-case character
- \* At least 1 lower-case character
- \* At least 1 number
- \* At least 1 special character
- \* Must start with a letter

\* May not contain common dictionary words or names

\* Must not be one of your previous 24 passwords

New Password

Confirm New Password

To accept new password click >>

To cancel changing your password, click >>

### Forgot Your Username?

If you forget your username, follow these steps:

10. Click on the **Forgot your Username?** link on the *Login or Create an Account* page.
11. Enter your email address and date of birth and click on the **Continue** button.
12. You are asked to confirm your identity by answering three of your five security questions.
13. A *Confirmation Page* displays, explaining how you will receive your username information.

The screenshot shows a form titled "Enter Your Information". At the top, it says "\* Indicates a required field." Below this, there are two input fields: "Email" with the value "skenkowski91@mail.com" and "Date Of Birth" with the value "05/09/1991" and a calendar icon. Below the fields, there is a note: "If you do not have or remember your e-mail, please contact the Covered California Service Center." At the bottom, there is a yellow "Continue" button.

The screenshot shows a form titled "Answer Question". It says "To confirm your identity, please answer the following security question." Below this, it says "Question 1 of 3: What is your favorite quotation or line from a song?". There is an input field for the answer, with a yellow "Back" button to the left and a yellow "Continue" button to the right.

The screenshot shows a page titled "Confirmation Page". It says "Thank you. Your username has been sent to your email address. Please wait a few minutes before checking your email account to retrieve your username." Below this, there is a note: "Note: Covered California will send an email message from the email address donotreply@coveredca.com. If you don't see an email from this email, try looking in your SPAM or Junk folder. Your SPAM blocker must be set to allow incoming messages from the email address donotreply@coveredca.com to view email messages in your inbox." At the bottom, there is a yellow "Log In" button.

### Multiple Attempts

Note that after three or more consecutive unsuccessful sign in attempts, you are navigated to the *Contact Us* page. Your account is automatically locked for 1 hour.

You can unlock your account by following the instructions above to reset your password, or you may call Covered California's Customer Service line for help unlocking your account by either recovering your username or resetting your password.