

Covered California consumers are able to gain access to their CalHEERS account via the **“Forgot password?”** or **“Forgot username?”** link anytime by following the steps below.

Note: A consumer’s account is locked after three (3) attempts to log in using the incorrect password.

## How to Reset Your Password

1. Login to your Covered California account by selecting **“Sign In”** from the [www.coveredca.com](http://www.coveredca.com) homepage.



2. Select **“Forgot password?”**.



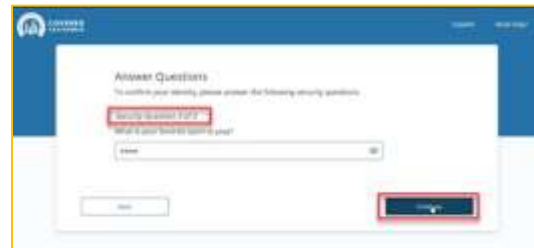
3. Enter your **“Username”** and **“Month and Day of Birth”** and click **“Continue”**.



4. Choose to “Answer Security Questions” and click “Continue”.

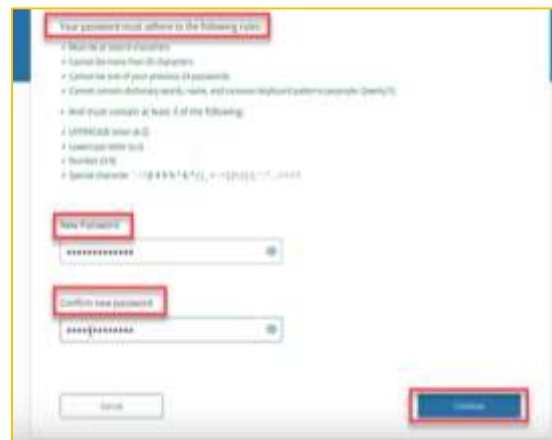


5. Next, answer the three security questions you added when you created your account.



6. Now you can create a “New Password” and click “Continue”. Make sure to follow the password rules.

*Tip: Avoid using common dictionary words or keyboard patterns such as “Qwerty!!”*



7. Return to the log in page, enter your “Username” and new “Password”, and click “Log In”.

## How to Retrieve Your User Name

1. Login to your Covered California account by selecting **“Sign In”** from the [www.coveredca.com](http://www.coveredca.com) homepage.



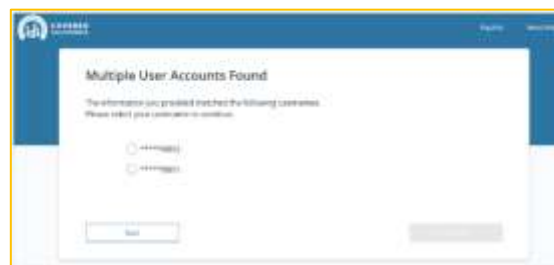
2. Select **“Forgot username?”**.



3. Enter your **“Username”** and **“Month and Day of Birth”** and click **“Continue”**.



4. Next, the system will display the **“Multiple User Accounts Found”** page. If more than one account is displayed, select the correct username account and click **“Continue”**.



5. The next screen will display a “**Confirmation Page**” and tells you your username has been sent to your email address.



6. Once you have retrieved your username from your email inbox, click on the “**Log in**” button from the “**Confirmation Page**” to access your Covered California account.

Note: If after following the instructions above you are still not able to log in, contact Covered California at (800) 300-1506 for assistance.