



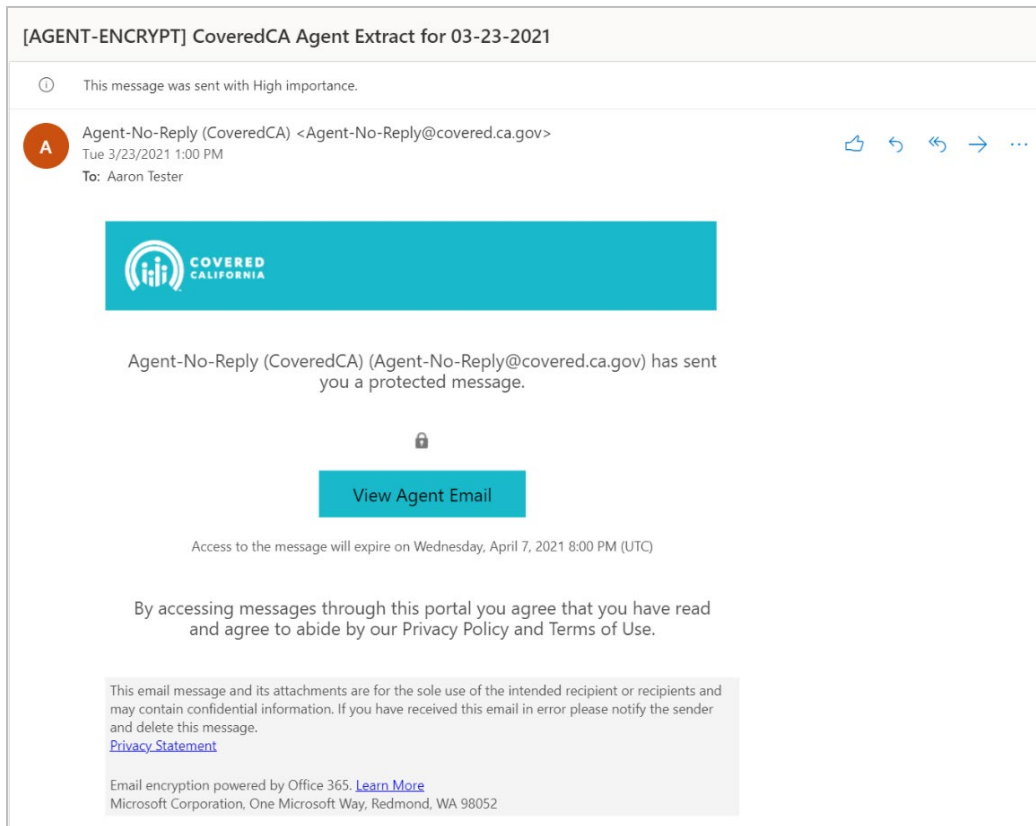
Opening a Secure Email from Covered California

Overview

This guide shows the steps to take to open a secure email from Covered California.

Please do not forward the secure email. If you forward the secure email, the link will become void.

An Enroller will receive an email from Agent-No-Reply@covered.ca.gov with **[AGENT-ENCRYPT]** in the subject line. This is an encrypted message sent from the Covered California Agent Portal Solution.

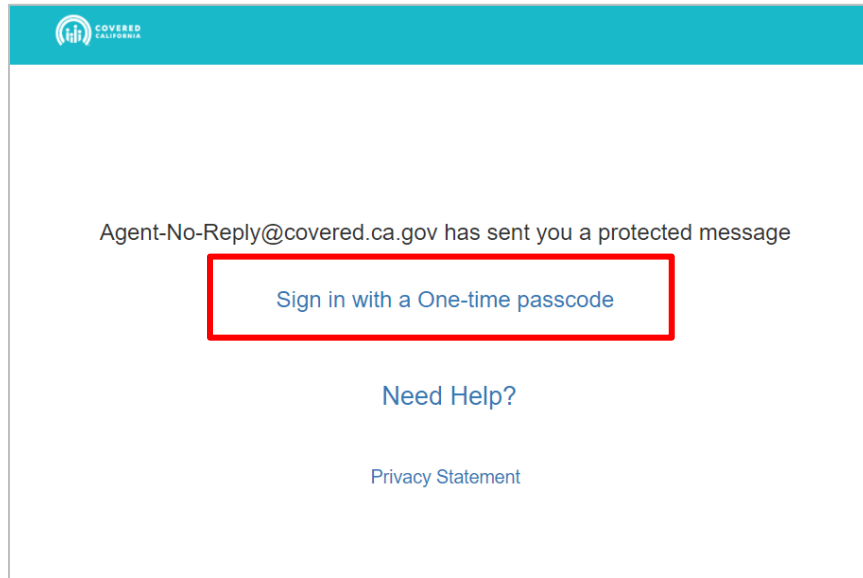


The email will contain a default message describing the type of message, who sent it, who should have received it, and how to open it.

Follow the instructions as described in the email and detailed below to access your encrypted message.

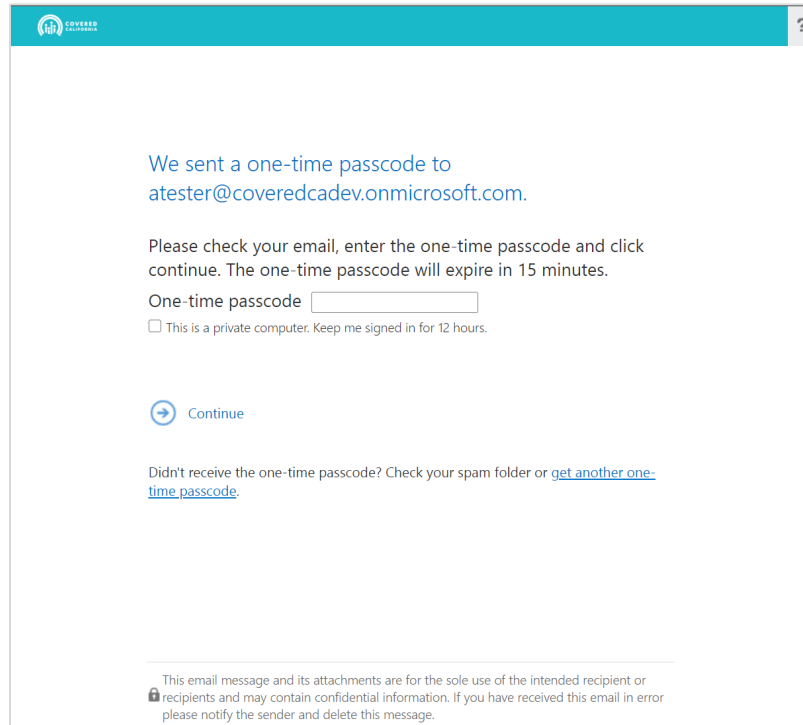
1. Ensure you have read, understand, and agree to the [Privacy Statement](#) for Covered California.
2. Click the **View Agent Email** button in the email message.

The button will open a new tab in your browser with the following image.

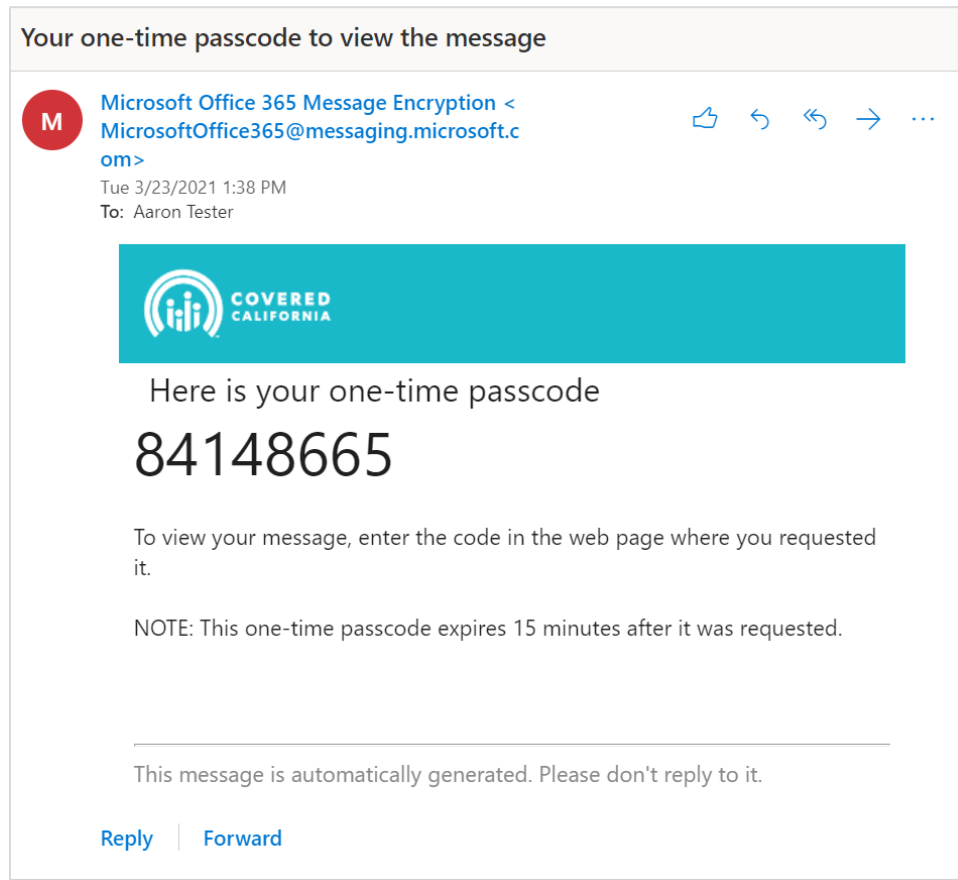


3. To proceed click the **Sign in with a One-time passcode** link.

The browser window will redirect to the Covered California secure email portal awaiting entry of a one-time passcode to move forward.



4. Open your email and find the 2nd email sent to you. This one will be sent from **MicrosoftOffice365@messaging.microsoft.com** and have the subject line **Your one-time passcode to view the message**. Included in the body of the email will be a one-time passcode.



5. Copy the one-time passcode and enter it on the corresponding field in Covered California secure email portal.
6. Click **Continue** once you have entered the passcode.



Opening a Secure Email from Covered California

The screenshot shows an email client interface. At the top, there is a teal header bar with the Covered California logo on the left, the email address 'atester@coveredcdev.onmicrosoft.com' in the center, and 'Sign Out' and a help icon on the right. The main content area displays an email from 'Agent-No-Reply (CoveredCA) <Agent-No-Reply@covered.ca.gov>' received 'Today, 1:00 PM'. The email subject is '[AGENT-ENCRYPT] CoveredCA Agent Extract for 03-23-2021'. Below the sender information, there are two grey bars: the first says 'Encrypt: This message is encrypted. Recipients can't remove encryption.' and the second says 'This message was sent with high importance.' An attachment is shown as a grey box with the filename '1234567891-03-23-2021...' and a size of '5 KB'. The body of the email contains a notice titled 'Notice - Secure Email Received' dated '03-23-2021'. The notice text states: 'This notice is to inform you that you have received a Secure Email from Covered California. The file details consumers who are in a conditional eligibility status. For more information on conditional eligibility, please visit https://hbex.coveredca.com/toolkit/pdfs/Conditional_Eligibility_Quick_Guide_FINAL.pdf. As a licensed and certified agent with Covered California, you will periodically receive securely transmitted files containing consumer data. These files contain personally identifiable information (PII) and must be protected pursuant to the terms of the Agent and Agency agreement with Covered California. If you receive a file containing information that does not appear to be intended for you, please contact Covered California immediately at OutreachandSales@covered.ca.gov. Thank you, Covered California, Outreach and Sales Division OutreachandSales@covered.ca.gov'.

🔒 This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error please notify the sender and delete this message.

The encrypted message should then load, providing you access to the message and any attachments it may contain. **Encrypted email messages and their attachments will no longer be accessible after two weeks, so please download your files to ensure you retain access to them for your work.**