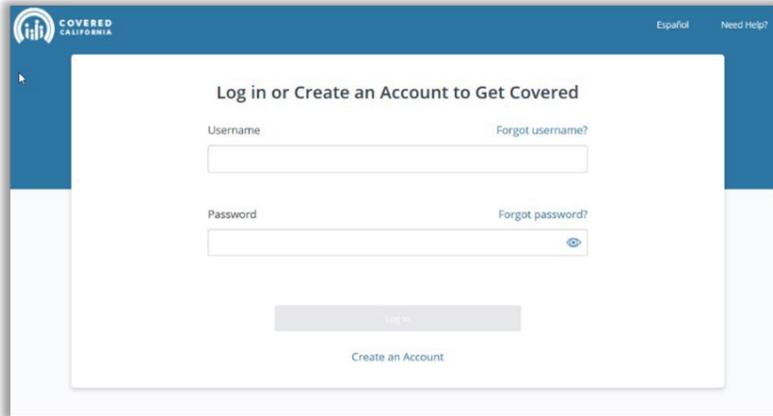


## How to Reset Password

If you have consumers who are experiencing problems resetting their password in the online application (CalHEERS), assist them to follow these easy steps:

1. [Click Here](#) to access the *Login or Create an Account* page.
2. On the *Login or Create an Account* page, click on the **Forgot password?** link.
3. Enter your username AND month and day of birth when prompted.



The screenshot shows the CalHEERS login page. At the top left is the Covered California logo. The main heading is "Log in or Create an Account to Get Covered". Below this are two input fields: "Username" and "Password". To the right of the Username field is a link "Forgot username?". To the right of the Password field is a link "Forgot password?". Below the Password field is a "Log In" button. At the bottom of the form is a link "Create an Account". In the top right corner, there are links for "Español" and "Need Help?".

- The *We couldn't find an account with this information on file. Please try again* message displays when the username and month and day of birth do not match an existing account.
- An additional message displays in red text above the **Continue** button after a third attempt, when any combination of incorrect username and/or month and day of birth is entered: *If you're still unable to log in, contact Covered California at (800) 300-1506.*



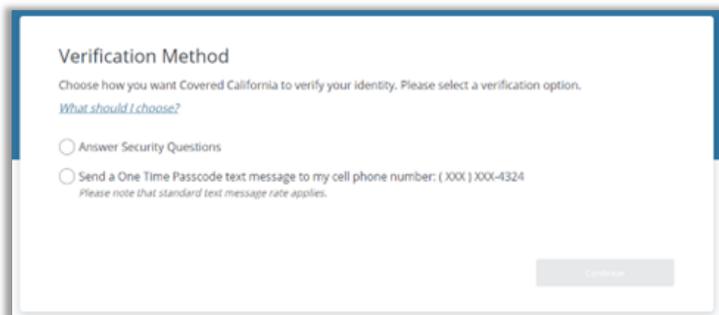
The screenshot shows the "Forgot Your Password" page. At the top left is the Covered California logo. The main heading is "Forgot Your Password". Below this are two input fields: "Enter Username" with the value "John1985" and "Month and Day of Birth" with the value "09/09". Below the "Month and Day of Birth" field is a calendar icon. Below the input fields is a red error message: "We couldn't find an account with this information on file. Please try again. If you're still unable to log in, contact Covered California at (800) 300-1506." Below the error message is a blue "Continue" button. In the bottom right corner, there is a "Privacy & Terms" link.



# CalHEERS Password Reset and Username Retrieval Quick Guide

**Note:** Regardless of the number of attempts, CalHEERS does not lock the account at this level.

4. After entering your username and month/day of Birth, you will be prompted to select a method to verify identity on the *Verification Method* page - the *Verification Method* page displays if you have previously registered for the One Time Passcode verification method along with the standard option of answering security questions:
  - If you registered for the email verification method, the email button option displays
  - If you registered for the text verification method, the cell phone/text button option displays
  - If you registered for both email and cell phone/text methods, then both options display
  - The *Answer Question* page displays if you previously opted out of registering for the One Time Passcode verification method
5. Select one of the verification methods by clicking one of the buttons displayed and click the **Continue** button.



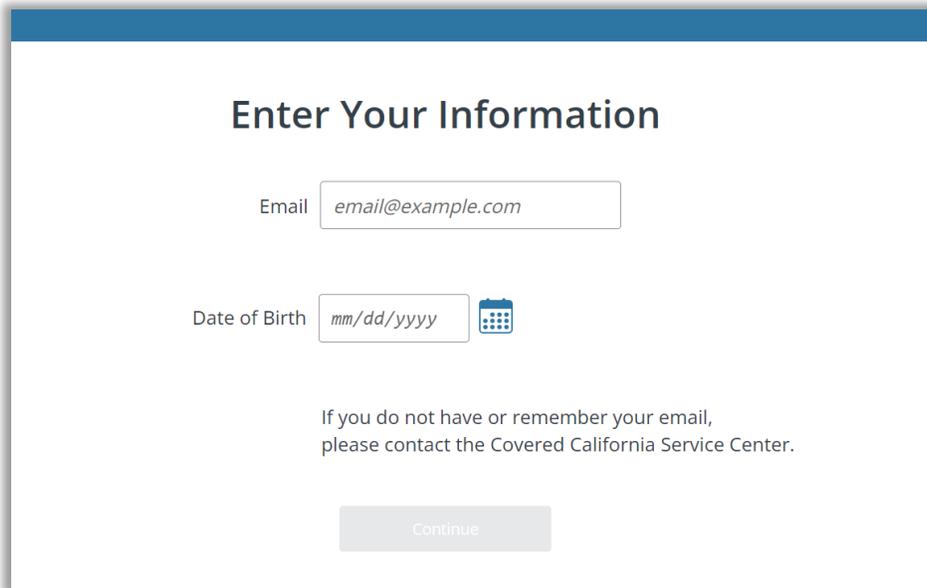
6. Depending on the option selected, proceed through the security questions or retrieve the passcode from the text message or email sent.
  - If retrieving a passcode, enter the passcode in the *One Time Passcode* field and click the **Validate** button
  - If proceeding through the *Answer Question* page, enter the correct answer and click **Continue**
7. Once the passcode is validated in the *Validate One Time Passcode* screen or the security question is answered correctly, you will be sent to the *Reset Your Password* page. Think of a new secret password and enter it in the **New Password** field.
  - **Note:** To create a strong password, randomly combine a mix of upper and lower case letters, numbers, and special characters. Example: f8J#h3R!Y
8. Click on the **Confirm New Password** field and retype the new password.
  - DON'T FORGET to save your password somewhere safe

9. Click the **Continue** button. You will now be able to login with your new password.

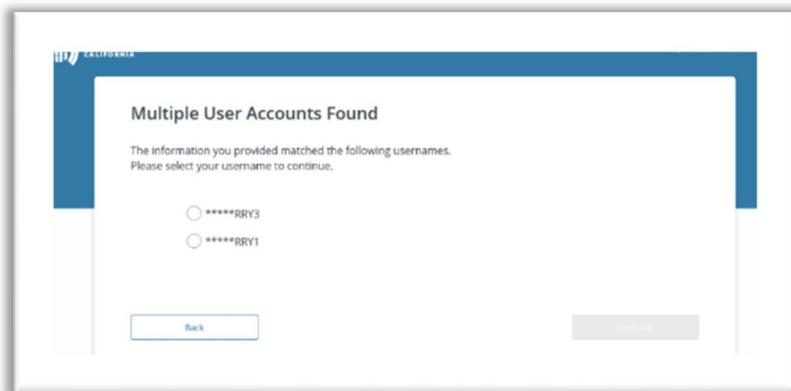
**Note:** Passwords CANNOT be changed more than one time per calendar day.

## How to Retrieve Username

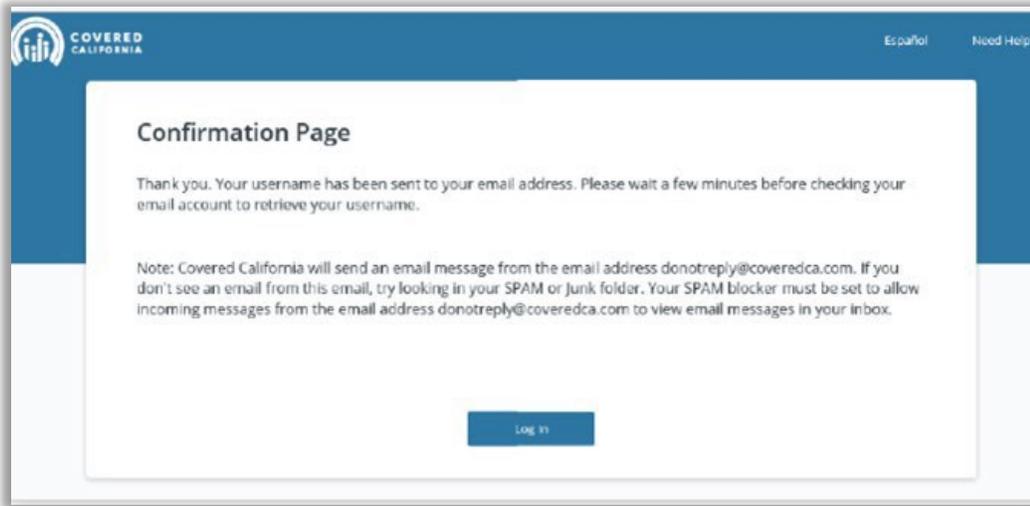
1. [Click Here](#) to access the *Login or Create an Account* page.
2. On the *Login or Create an Account* page, click on the **Forgot username?** link.
3. Enter your email address and date of birth when prompted.



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. The Service Center Representatives and Leads are only able to reactivate accounts where consumers have not logged into the account for more than 430 days. Not every disabled account is due to inactivity. See the table listed below for consumer user account messaging.

## Consumer Account Status Messaging

Status	Consumer Issue	Error
<b>Locked</b>	Correct Username & Incorrect password - 3 attempts	<p>We could not access your account. This could be because:</p> <ul style="list-style-type: none"> <li>The username or password is invalid.</li> <li>The user account is locked due to multiple invalid login attempts.</li> </ul> <p>Please try again later or click the 'Forgot Username?' or 'Forgot password?' for help.</p>
<b>Blocked</b>	Incorrect One Time Passcode - 3 attempts	Account blocked due to multiple One Time Passcode attempts.
<b>Blocked</b>	Incorrect answers to security questions - 3 attempts	Account blocked due to incorrectly answering security questions, will direct user to the Covered California <i>Contact Us</i> page.