



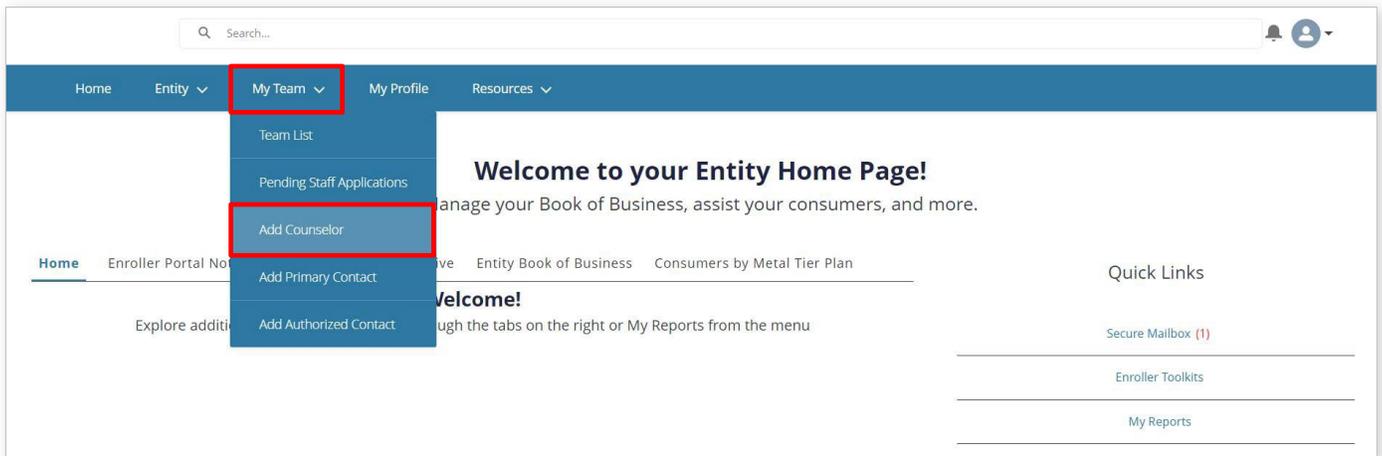
Create a Certified Enrollment Counselor – Agent Account

Overview

This Task Guide is intended for a Primary Contact (PC) or Authorized Contact (AC) and illustrates the application and submission process for creating a Certified Enrollment Counselor (CEC) application and account. Although Plan Based Enrollers (PBE), Medical Managed Care Plan Enrollers (MMCPE) Level 1 and 2, Agency Manager Level 1 and 2, Agent Level 1 and 2, and Approved Admin Staff (AAS) have a similar application and submission process, the focus of this Job Aid is to provide detailed steps to create a CEC account.

Creating a Certified Enrollment Counselor Account

A PC or AC completes and submits an application for the CEC user.



1. Select the **Add Counselor** link from the **My Team** tab dropdown. The *Add Counselor Information* page displays. The *Counselor Type* pre-populates with *Certified Enrollment Counselor*.



Create a Certified Enrollment Counselor – Agent Account

Welcome to Covered California
Become a Covered California Certified Counselor and help Californians enroll into quality healthcare coverage!

Add Counselor Information
Counselor Type: Certified Application Counselor

Note: If you are a Primary Contact or Authorized Contact adding yourself as a Counselor, upon submission of this form, you will receive instructions to begin the certification process. When creating your Counselor login, you may use the same email address for both roles, but will be prompted to create a different Username, Password, and PIN.

* Counselor First Name ¹	* Email ¹
<input type="text"/>	<input type="text"/>
* Counselor Last Name ¹	* Confirm Email ¹
<input type="text"/>	<input type="text"/>
Legal Business Name Plum Grove	* Preferred Method of Communication --None--
* Phone ¹	* Select Primary Enroller Location --None--
<input type="text"/>	<input type="text"/>
Alternate Phone ¹	<input checked="" type="checkbox"/> Show Primary Enroller Location Address in Find Local Help
<input type="text"/>	Select Other Sites Served (Ctrl+Click or Command+Click on Mac, to select multiple)
* Date of Birth ¹	Plum Grove (Location Address : 16750 Summit Vista Dr, San Diego, CA, 92127-3434)
<input type="text"/>	Sacramento (Location Address : Street 1551, Sacramento, CA, 95833)
* State ID Type --None--	
<input type="text"/>	
* Driver's License or ID Number ¹	
<input type="text"/>	

Personal Mailing Address

Personal Mailing Address Same as Primary Location Mailing Address ¹

* Address Line 1 ¹

Address Line 2 ¹

* City ¹

* State
CA

* ZIP Code ¹

* Spoken Languages (Ctrl+Click or Command+Click on Mac, to select multiple) ¹

English
Spanish
African
Amharic
Arabic

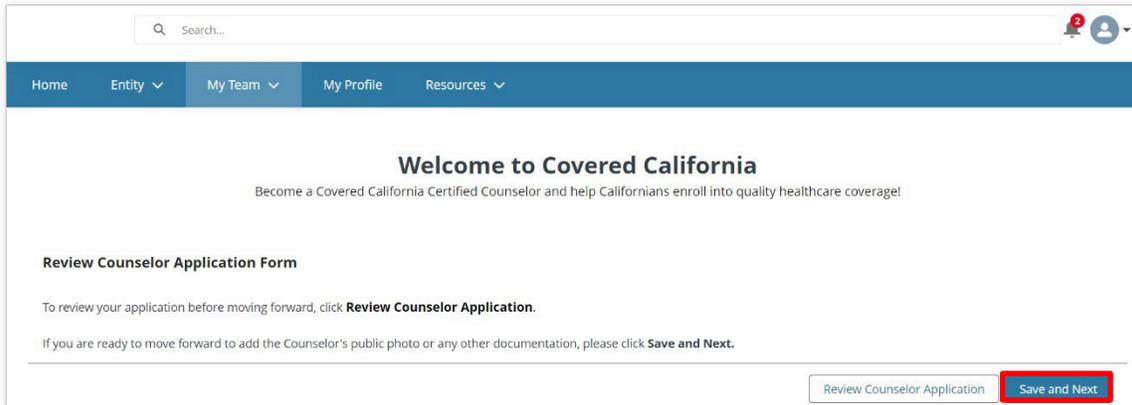
* Written Languages (Ctrl+Click or Command+Click on Mac, to select multiple) ¹

English
Spanish
African
Amharic
Arabic

2. Complete all required fields indicated with a red asterisk and click the **Next** button. The *Review Counselor Application Form* page displays.



Create a Certified Enrollment Counselor – Agent Account

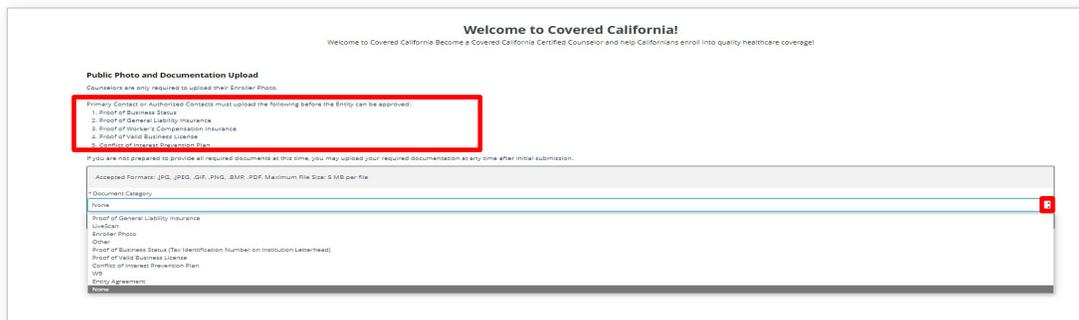


3. Click the **Save and Next** button. The *Public Photo and Documentation Upload* page displays.

- Clicking the **Review Counselor Application** button navigates the user to the *Add Counselor Information* page

4. Upload a photograph of the CEC by clicking the arrows in the *Document Category* section. Choose a document category from the list dropdown. An **Upload Files** button dynamically displays when a document category is selected. PC and AC users must upload the following before the CEC's application can be approved:

- *Proof of Business Status*
- *Proof of General Liability Insurance*
- *Proof of Worker's Compensation Insurance*
- *Proof of Valid Business License*
- *Conflict of Interest Prevention Plan*





Create a Certified Enrollment Counselor – Agent Account

5. Click the **Next** button on the *Public Photo and Documentation Upload* page when all documents are uploaded. The *Counselor Application Submission Confirmation* page displays.

6. Click the **Finish** button on the *Counselor Application Submission Confirmation* page to complete the submission.



Create a Certified Enrollment Counselor – Agent Account

Certified Enrollment Counselor Application

CECs receive the following two emails from Covered California once their application is submitted: the *Edit Your Certified Enrollment Counselor* email and the *Access Your Certified Enrollment Counselor Application* email.

- The *Edit Your Certified Enrollment Counselor Application* email provides details of what information is needed to edit the application, with the link **Click Here to Edit Your Certified Enrollment Counselor Application**
- The *Access Your Certified Enrollment Counselor Application* email provides an access code which is needed to edit the application. The access code is valid for 24 hours and one use

Sandbox: Edit Your Certified Enrollment Counselor Application

 Do Not Reply Covered California <do-not-reply@covered.ca.gov>
To: Megan Hunt
This sender do-not-reply@covered.ca.gov is from outside your organization.

[Reply](#) [Reply All](#) [Forward](#) [...](#)
Fri 2/3/2023 1:03 PM

Dear Megan,

Thank you for submitting your application.

To edit your application, you will need the following three items:

1. Access Code (separate email titled, "Access Your Certified Enrollment Counselor Application").

Please note, this Access Code expires after 24 hours and can only be used once per editing session. You may request a new Access Code via the link below, as needed.

2. Last Name

3. California Driver's License Number or State Id

Once you have retrieved your Access Code, click on the below link to edit your application.

If you are a Counselor or Approved Admin Staff, you are also required to update your application by adding information about your Criminal Record, which you can add by clicking the link below.

[Click Here to Edit Your Certified Enrollment Counselor Application.](#)

Note: Please keep this email to edit your application until your application is certified or approved.

Questions? Visit coveredca.com/resources/ or contact CEC/PBE Helpline at (855) 324-3147 or email CommunityPartnerCertSupport@covered.ca.gov.

Sincerely,

Covered California

Note: CECs can request a new access code by following the instructions at the bottom of the *Access Your Certified Enrollment Counselor Application* email.

Sandbox: Access Your Certified Enrollment Counselor Application

 Do Not Reply Covered California <do-not-reply@covered.ca.gov>
To: Michelle Owens

[Reply](#) [Reply All](#) [Forward](#) [...](#)
Tue 4/11/2023 8:32 AM

Dear Michelle,

Thank you for submitting your application.

Your Access Code to edit your Certified Enrollment Counselor Application is **zWgGsUjk39**

Note: This Access Code expires after 24 hours and can only be used once per editing session. You may request a new Access Code via the link mentioned below, as needed.

To edit your application, you will need the link, which is sent in separate email titled "Edit Your Certified Enrollment Counselor Application".

Questions? Visit coveredca.com/resources/ or contact CEC/PBE Helpline at (855) 324-3147 or email CommunityPartnerCertSupport@covered.ca.gov.

Sincerely,

Covered California



Create a Certified Enrollment Counselor – Agent Account

CECs complete the following steps to edit the application:

1. Click the **Click Here to Edit Your Certified Enrollment Counselor Application** link on the *Edit Your Certified Enrollment Counselor Application* email. The *Welcome to Covered California! Enter Access Code to Edit Your Counselor Application* page displays.

2. Click the **Yes, I have an Access Code** radio button for the question:
Do you have an Access Code to edit your Counselor application?
The **Access Code**, **Last Name**, and **CA State ID Number** fields display.

3. Enter the **Access Code**, **Last Name**, and **CA State ID Number**. Click the **I'm not a robot** checkbox. The reCAPTCHA popup displays.

4. Select all the squares with the item depicted in the image.

- Clicking the **No, my Access Code has been used or has expired, and I want to generate a new Access Code** radio button displays the **Last Name**, **Email**, and **CA State ID Number** fields. Enter the information into the required fields. An email with a new access code is sent to the CEC applicant

Welcome to Covered California!

Become a Covered California Certified Counselor and help Californians enroll into quality healthcare coverage!

Enter Access Code to Edit Your Counselor Application

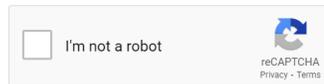
* Do you have an Access Code to edit your Counselor application?

- Yes, I have an Access Code
 No, my Access Code has been used or has expired, and I want to generate a new Access Code

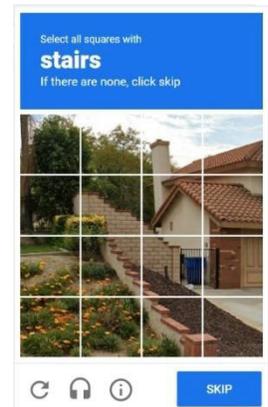
* Access Code

* Last Name

* CA State ID Number



Next





Create a Certified Enrollment Counselor – Agent Account

5. Click the **Next** button. The *Counselor Information* page displays.

Welcome to Covered California!
Become a Covered California Certified Counselor and help Californians enroll into quality healthcare coverage!

Enter Access Code to Edit Your Counselor Application

* Do you have an Access Code to edit your Counselor application?

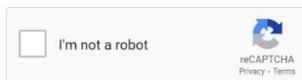
- Yes, I have an Access Code
 No, my Access Code has been used or has expired, and I want to generate a new Access Code

To generate a new Access Code, please enter the fields below:

* Last Name

* Email

* CA State ID Number



Next

Clicking the **Previous** button navigates the CEC to the *Enter Access Code to Edit Your Counselor Application* page

6. Click the **Next** button. The *Review Counselor Application Form* page displays.

Counselor Information

Counselor Type : Certified Application Counselor

Counselor First Name

Counselor Last Name

Legal Business Name

* Phone

Alternate Phone

* Date of Birth

State ID Type

Driver's License or ID Number

Personal Mailing Address
 Personal Mailing Address same as Primary Location Mailing Address

* Spoken Languages (Ctrl+Click or Command+Click on Mac, to select multiple)

Spanish
African
Amharic
Arabic

Email

* Preferred Method of Communication

* Primary Enroller Location

Show Primary Enroller Location Address in Find Local Help

Other Sites Served
0 items

Site Name
No items to display.

* Written Languages (Ctrl+Click or Command+Click on Mac, to select multiple)

Spanish
African
Amharic
Arabic

Previous **Next**

7. Click the **Save and Next** button to continue to the *Public Photo and Documentation Upload* page.

- Clicking the **Review Counselor Application** button navigates the CEC to the application form to review the application

Review Counselor Application Form

To review your application before moving forward, please click **Review Counselor Application**.

Click **Save and Next** to continue your application on the next pages, where you will be asked to:

1. Upload your Enroller Photo
2. Complete your Criminal Record Disclosure form
3. Complete screening questions (Plan Based Enrollers only)

8. Select **Enroller Photo** from the **Document Category** dropdown menu. CECs have the option to upload files by clicking the **Upload Files** button, or by dropping files in the Upload files section.

Note: CECs are required to upload an Enroller

photo. Uploaded attachments display with the

following information:

- *Title*
- *File Type*
- *Document Type*

Clicking the Trash icon removes the uploaded document or photo.



Create a Certified Enrollment Counselor – Agent Account

9. Click the **Next** button. The *Criminal Record Disclosure Form* page displays.

Public Photo and Documentation Upload

Counselors are only required to upload their Enroller Photo.

Primary Contact or Authorized Contacts must upload the following before the Entity can be approved:

1. Proof of Business Status
2. Proof of General Liability Insurance
3. Proof of Worker's Compensation Insurance
4. Proof of Valid Business License
5. Conflict of Interest Prevention Plan

If you are not prepared to provide all required documents at this time, you may upload your required documentation at any time after initial submission.

Accepted Formats: .JPG, .JPEG, .GIF, .PNG, .BMP, .PDF. Maximum File Size: 5 MB per file

* Document Category

Enroller Photo

Upload Files Or drop files

Title	File Type	Document Type	Delete
Agreement	PDF	Agreement	

Next



Create a Certified Enrollment Counselor – Agent Account

10. Enter the CEC’s Social Security Number (SSN) in the **Social Security Number** field.

11. Scroll to section **B. Criminal History Disclosure**. The CEC answers the six criminal history questions by selecting the applicable **Question [#] Response** dropdown option.

12. Click the **Next** button. The **Criminal Record Disclosure – Certification Signing** page displays.

Welcome to Covered California!
Become a Covered California Certified Counselor and help Californians enroll into quality healthcare coverage!

Criminal Record Disclosure Form

A. Personal Information
Counselor Name
Megan Dukoffart

Social Security Number

Instructions and Background Clearance Requirements

I.
In order to become a Certified Enrollment Counselor (CEC), the law requires that you complete a background check (Government Code section 1043) and fill out this form (California Code of Regulations, Title 10 CCR § 6637). Covered California (CC) submits your fingerprints to the Department of Justice (DOJ) to obtain a criminal history report. (California Code of Regulations, Title 10 CCR § 6638). The DOJ criminal history report is compared to your Criminal Record Disclosure (CRD) to identify discrepancies, inconsistencies, or omissions. CC will evaluate the criminal history report, including any information you provide in and with the CRD to make a determination of your eligibility to provide consumer assistance. Failure to complete the CRD in its entirety may delay the certification process and candidates will be required to re-submit prior to completing the certification background clearance.

CC treats all criminal history information as private and confidential. Only CC employees authorized to determine eligibility for consumer assistance are allowed access. Your CRD is retained and revealed in cases of legal action. The CRD is available for your review, but copies are not provided to you.

IMPORTANT: CC will be notified by the DOJ if there is any new information or activity on your record, including all subsequent arrests and convictions, per Government Code Section 1043 and Penal Code 11105.2 (a). CC will make a new determination of your eligibility to provide consumer assistance based upon any updates to your record. CECs shall report to CC any subsequent arrests for which they have been released on bail or personal recognizance, criminal convictions, and administrative actions taken by any other agency within 30 calendar days of the date of each occurrence.

A conviction is any plea of guilty or nolo contendere (no contest) or a verdict of guilty for any crime. Criminal convictions from another state or Federal Court are considered the same as criminal convictions in California. You do not need to list any convictions that have been set aside, dismissed, or waived, or those which are exempted from disclosure.

You **MUST** disclose convictions and administrative actions even if:
- It happened a long time ago;
- It was only a misdemeanor;
- You didn't have to go to court (your attorney went for you);
- You did not go to jail or prison or the sentence was only a fine or probation;
- You received a certificate of rehabilitation.

The following convictions do NOT need to be listed on your CRD:
- Any conviction set aside, judicially dismissed, or ordered sealed pursuant to law, including, but not limited to, Sections 1203.4, 1203.4a, 1203.4b AND 1210.1 of the Penal Code.
- Any conviction older than two years from the date of conviction for minor misdemeanor marijuana possession and use offenses, or possession of controlled substances paraphernalia pursuant to Labor Code § 432.8.
- Minor traffic violations (e.g., unsafe driving, running a stop light, seat belt, or parking).
- Offense committed in the juvenile court or under the welfare youth offender law, or if you were discharged from the control of the Youthful Offender Parole Board under the Welfare and Institutions Code §§ 1179 and 1772.
- Conviction which resulted in participation in or completion of a diversion program.
- Conviction which was deleted under the Health and Safety Code § 111661.5.
- Pardon granted under Penal Code § 4852.1b.

II.
If you need more space or would like to provide additional clarifying comments, including any evidence of rehabilitation, please attach and upload separate sheets that include your signature, name and date with your information (after saving this record). While additional information is optional, providing details regarding any reportable offenses on your record, and evidence of rehabilitation, allow us to individually assess your record and is strongly recommended. CC will consider any of the following written evidence of rehabilitation or other mitigating factors:
- A letter in your own words explaining any disqualifying offense, your rehabilitation or any mitigating factors;
- Evidence that you received a pardon for any criminal convictions that you believe may still be on your record either because the conviction(s) was dismissed/expunged under Penal Code Section 1203.4 or 1203.4a, or the conviction was overturned;
- Proof you have complied with any terms of parole, probation, restitution or any other sanctions lawfully imposed against you due to the criminal conviction referenced in this application;
- Proof you have performed the same or similar type of work, after the criminal conviction(s) referenced in your application, with the same or a different employer, with no incidents of criminal conduct on the job;
- Proof that you have no other history of discipline for the same or a similar type of conduct referenced in your application;
- Proof of participation in education, training, treatment or rehabilitation programs;
- References from employers, probation officers, parole officers, clergy, etc. who can attest to your character and successful record of job performance;
- Evidence that any pending charges did not result in a criminal conviction; and/or
- Any additional information relevant to demonstrating rehabilitation or other mitigating factors.

B. Criminal History Disclosure
Please answer all criminal history questions.

Question 1:
Other than those excluded up above, have you ever been convicted of a misdemeanor?

* Question 1 Response
--None--

Question 2:
Other than those excluded up above, have you ever been convicted of a felony?

* Question 2 Response
--None--

Question 3:
Do you currently have criminal charges pending against you?

* Question 3 Response
--None--

Question 4:
Are you currently (out on bail or on your own recognizance for any current arrest?

* Question 4 Response
--None--

Question 5:
Are you currently under any formal or informal supervision, such as probation or parole, for a conviction of any state or federal violation?

* Question 5 Response
--None--

Question 6:
Have you ever had an Administrative Action against you from another State Agency?

* Question 6 Response
--None--

If you answered YES to any of the above questions, give details indicating the date and location of each crime or administrative action and, if desired, the nature and circumstances of the offense. If you need additional space or have more offenses or administrative actions to declare, you must use additional sheets and upload them to this record after saving. Once you are ready to submit the disclosure, click the Submit for Approval button.



Create a Certified Enrollment Counselor – Agent Account

13. Enter CEC's name in the **Full Name** field and select an option from the **Agree to electronic signature** dropdown menu.

14. Click the **Next** button. The *Upload Criminal Record Disclosure Supporting Files* page displays.

- Clicking the **Previous** button navigates the CEC back to the *Criminal Record Disclosure Form* page

15. Upload supporting documents if applicable and click the **Next** button. The *Counselor Application Successfully Updated* page displays.

- Clicking the **Previous** button navigates the CEC back to the *Criminal Record Disclosure – Certification Signing* page

Welcome to Covered California!
Become a Covered California Certified Counselor and help Californians enroll into quality healthcare coverage!

Criminal Record Disclosure - Certification Signing
C. Certification - Read Carefully Before Signing

Read Carefully
I declare under penalty of perjury under the laws of the State of California that I have read and understand the information contained in this affidavit and my responses and accompanying attachments are true and correct. I understand that falsification, withholding of information or failure to answer all questions completely and accurately on the CRD may prevent me from being certified as a counselor by CC and/or result in decertification.

* Full Name
Complete this field.

* Agree to electronic signature
--None--

Electronic Agreement
Each party agrees that the electronic signatures (whether digital or encrypted) of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures.

Electronic Signature means any electronic sound, symbol, or process attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record pursuant to the California Uniform Electronic Transactions Act (Cal. Civ. Code § 1633.1 et seq.) as amended from time to time. By electronically signing this Agreement, Certified Enrollment Counselor agrees to comply with the applicable terms, conditions, and certifications set forth therein.

Privacy Statement
Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code section 1798 et seq.), notice is given for the request of the Social Security Number (SSN) on this form. The California Department of Justice uses a person's SSN as an identifying number. The requested SSN is voluntary. Failure to provide the SSN may delay the processing of this form and the criminal record check.

Covered California will create a file concerning your criminal background check that will contain certain documents, including information that you provide. You have the right to access certain records containing your personal information maintained by the Department (Civil Code section 1798 et seq.).

NOTE: IMPORTANT INFORMATION: Under the California Public Records Act, Covered California may have to provide copies of some of the records in your file to members of the public who ask for them, including newspaper and television reporters. Covered California must also tell people who ask the name of a Certified Enrollment Entity that has a CEC with a criminal record exemption.

Questions?
If you have any questions regarding Certification Status or need further assistance, please email CommunityPartnerCertSupport@covered.ca.gov.

If you have any questions about this form or background status, please email BackgroundChecks@covered.ca.gov.

IMPORTANT NOTICES
APPLICANT FINGERPRINT NOTICE AND RECORDS CORRECTION

Your fingerprints will be used to check the criminal history records of the DOJ and FBI. You have the opportunity to complete or challenge the accuracy of the information contained in the DOJ and FBI identification records. The procedure for obtaining a change, correction, or updating an FBI identification record are set forth in Title 28, CFR, 16.34. To request a change, correction, or update to a DOJ record, you must request a record review with DOJ in accordance with the process outlined in PC Sections 11120-11127.

PRIVACY STATEMENT

Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code section 1798 et seq.), notice is given for the request of the Social Security Number (SSN) on this form. The California Department of Justice uses a person's SSN as an identifying number. The requested SSN is voluntary. Failure to provide the SSN may delay the processing of this form and the criminal record check. Covered California will create a file concerning your criminal background check that will contain certain documents, including information that you provide. You have the right to access certain records containing your personal information maintained by the Department (Civil Code section 1798 et seq.).

PUBLIC RECORDS ACT

Under the California Public Records Act, Covered California may have to provide copies of some of the records in your file to members of the public who ask for them, including newspaper and television reporters.

[Previous](#) [Next](#)

Upload Criminal Record Disclosure Supporting Files

Upload Files to provide additional information to support your Disclosure, if applicable. If there are no files to upload, please click **Next**.

Files

Or drop files

Accepted Formats: .DOC, .DOCX, .PDF, .JPG, .JPEG, .GIF, .PNG, .BMP
Maximum File Size: 5 MB per file

Please click **Next** to send your Criminal Record Disclosure form to Covered California for review.

[Previous](#) [Next](#)



Create a Certified Enrollment Counselor – Agent Account

16. Click the **Finish** button on the *Counselor Application Successfully Updated* page to complete the application.

Counselor Application Successfully Updated

Hello Megan,

You have successfully updated your Counselor application. Your application is being reviewed. You will receive additional communications from Covered California about your required next steps to the email provided: megan.e.hunt@calheers.ca.gov.

For more information, visit www.coveredca.com/resources.

Finish

An Entity Admin for Covered California updates the CEC's Certification Status to **Certified**

when a CEC completes the following:

- Passes all requirements of CEC Learning Management System (LMS) training
- Completes the background clearance
- Completes all required DocuSign forms

Create an Enroller Account

Covered California sends the CEC two emails once a CEC is certified. These emails provide access to the *Credentials Creation – Create Your Password* page to complete the account setup process.

- The *Your Certified Application Counselor Application is Approved and Certified* email displays a **Click Here to Create Your Certified Application Counselor Account using Access Code** link for CECs to create their accounts
- The *Access Code for Your New Certified Application Counselor Account* email provides an access code to the pending account creation pages



Create a Certified Enrollment Counselor – Agent Account

CECs complete the following steps to create a password and set up their Enroller account:

1. Click the **Click Here to Create Your Certified Application Counselor Application Account using Access Code** link. The *Enter Access Code to Create Your Account* page displays.

Sandbox: Your Certified Application Counselor Application is Approved and Certified

Do Not Reply Covered California <do-not-reply@covered.ca.gov>
To: Megan Hunt

This sender do-not-reply@covered.ca.gov is from outside your organization.

Important news about your Covered California Enroller account

Dear Megan,
Congratulations!

Your Certified Application Counselor Application is approved and certified. Your Certification ID is 1000019007.

To access the Enroller Portal, you must first create an account. The following information is required to create an account:

1. Access code (a separate email will be sent titled, 'Access code for your new Certified Application Counselor account')
2. Federal Tax ID (FEIN/SSN)
3. Email Address
4. Legal Business Name

Once you have retrieved your access code, click on the link below and follow the steps to create your account.

[Click Here to Create Your Certified Application Counselor Account using Access Code](#)

Note: Please keep this email accessible until your account is successfully created.

Questions? Visit coveredca.com/resources/ or contact:

- For Community Enrollment Partners, call CEC/PBE Helpline at (855) 324-3147 or email CommunityPartnerCertSupport@covered.ca.gov or PBECert@covered.ca.gov.

Sincerely,
Covered California

2. Click the **Yes, I have an Access Code** radio button for the question: *Do you have an Account Creation Access Code?* on the *Enter Access Code to Create Your Account* page. The **Access Code, Federal Tax ID (FEIN/SSN), Email, and Legal Business Name** fields display.

Enter Access Code to Create Your Account

* Do you have an Account Creation Access Code?

Yes, I have an Access Code

No, my Access Code has been used or has expired, and I want to generate a new Access Code

* Access Code

* Federal Tax ID (FEIN/SSN)

* Email

* Legal Business Name

* Required entry.

I'm not a robot

reCAPTCHA
Privacy - Terms

Next

- Clicking the **No, my Access Code has been used or has expired, and I want to generate a new Access Code** radio button displays the **Last Name, Email, and CA State ID Number** fields. Enter the information into the required fields. An email with a new access code is sent to the CEC

3. Enter the **Access Code, Federal Tax ID (FEIN/SSN), Email, and Legal Business Name**.
4. Click the **I'm not a robot** checkbox to complete reCAPTCHA verification.



Create a Certified Enrollment Counselor – Agent Account

5. Click the **Next** button. The *Credentials Creation – Create Your Password* page displays.
6. Enter the **Username**, **Password**, **Confirm Password**, **Pin**, **Confirm Pin**, and **Date of Birth**.
7. Click the **Create Account** button. The *Successful Account Creation* page displays.
 - Clicking the **Previous** button navigates the CEC to the *Enter Access Code to Create Your Account* page
8. Click the **Finish** button on the *Successful Account Creation* page to complete the process.

Credentials Creation - Create Your Password

Your Username must:

- Must be at least 8 characters
- Cannot be more than 50 characters
- May have numbers, letters, hyphens (-) and periods (.)

* Username

Complete this field.

Your Password must:

- Have at least 8 characters
- Have no more than 50 characters
- Not contain dictionary words, names, or common keyboard patterns (example: Qwerty!)

And must contain at least three of the following:

- UPPERCASE letter (A-Z)
- Lowercase letter (a-z)
- Number (0-9)
- Special character `~!@#\$%^&*()_+-=[\|}];':",./<>?

Passwords cannot be changed more than once a day.

* Password

* Confirm password

* Pin

* Confirm Pin

* Date of Birth



Create a Certified Enrollment Counselor – Agent Account

Logging into the Enroller Portal

CalHEERS sends the CEC a *Welcome to Covered California Enroller Portal* email after the CEC is successful in creating CEC credentials. The email provides a link to the Enroller Portal and the CEC's username. The CEC may now login or create an account to access the Enroller Portal.

1. Click the link provided in the *Welcome to Covered California Enroller Portal* email. The Covered California *Log in or Create an Account to Get Covered* page displays.
2. Enter the **Username** and **Password**.
3. Click the **Log In** button. The *Choose Your Security Questions* page displays.
4. Enter the **Security Question 1**, **Security Question 2**, and **Security Question 3** fields by clicking the **+Add** button.
5. The **Next** button enables after completing the security question fields. Click the **Next** button.

Note: Click the **Change** link to change the security question.

[EXTERNAL] Sandbox: Welcome to Covered California Enroller Portal
Enroller Portal <sudeep.a.joshi@calheers.ca.gov> (?)
To Megan Hunt

We could not verify the identity of the sender. Click here to learn more.
The actual sender of this message is different than the normal sender. Click here to learn more.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Megan,

Welcome to Covered California! You have successfully created your account credentials and can access the Enroller Portal.

- To log-in, visit: <https://clst18.calheers.net/static/lw-web/login>
- Username: MEGANFLAKE12

Questions? Visit coveredca.com/resources/ or contact:
For Agency/Agency Staff, contact Agent Service Center: (877) 453-9198 or email: AgentContracts@covered.ca.gov.

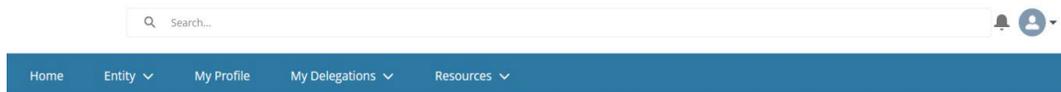
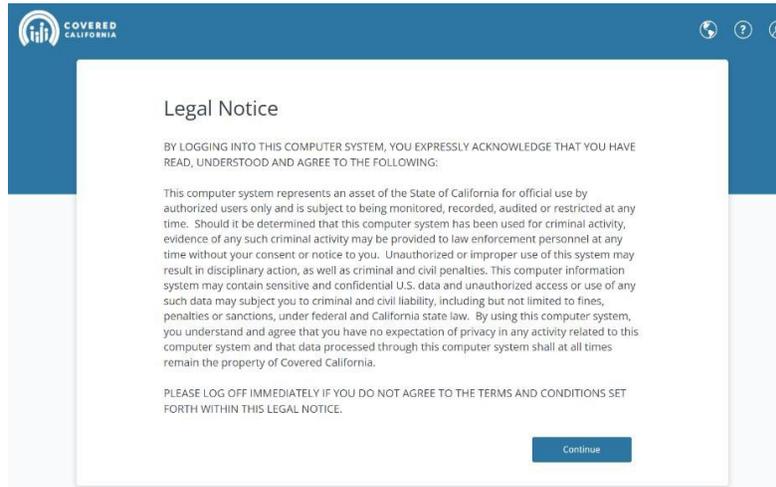
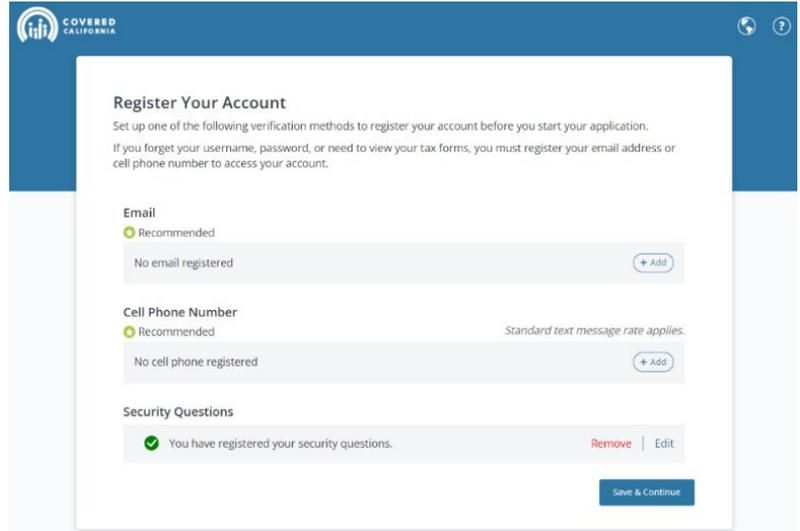
For Community Enrollment Partners, contact CEC/PBE Helpline: (855) 324-3147 or email: CommunityPartnerCertSupport@covered.ca.gov.

The Covered California Team

- The *Register Your Account* page displays. Click the **+Add** button to add an email or cell phone number. Edit the Security Questions by clicking the **Edit** link. Remove Security Questions by clicking the **Remove** link.

Click the **Save & Continue** button.

- The *Legal Notice* page displays. Click the **Continue** button. The *Welcome to your Entity Home Page!* page displays.



Welcome to your Entity Home Page!

Manage your Book of Business, assist your consumers, and more.

[Home](#) [Enroller Portal Notifications](#) [Notifications Archive](#) [Book of Business](#) [More](#)

Welcome!

Explore additional choices by navigating through the tabs on the right or My Reports from the menu

Quick Links

Secure Mailbox (0)

Delegation Tool

Start Application

Enroller Toolkits

My Reports