



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

Overview

Steps for enrollers to register their email address and/or cell phone number for a One-Time Passcode (OTP) verification method to log in to CalHEERS.

Steps

1. Log into CalHEERS using your username and password. Follow the system prompts to complete the login.


Log in or Create an Account to Get Covered

Username [Forgot username?](#)

Password [Forgot password?](#)

Log In

[Create an Account](#)

2. On the Welcome page of the Enroller Portal, click on the  icon and select **My User Profile** from the dropdown menu.

Search...

Home Agency My Profile My Delegations Resources Help

Welcome to your Agency Home Page!
Manage your Book of Business, assist your consumers, and more.

Home
My User Profile
Logout

Quick Links



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

3. Click the [Navigate to My Security Profile](#) button.

4. Scroll down to the **Verification Method** section on the **My Profile** page.

The screenshot shows the 'My Profile' page on the Covered California website. The page has a blue header with the 'COVERED CALIFORNIA' logo on the left and navigation icons (a magnifying glass, a globe, a question mark, and a house) on the right. Below the header, the main content area is titled 'My Profile'. A paragraph of instructions follows: 'Please click on "Update" after each section to save your changes. Changes made on this page are for your login only, not your application. You can update name, date of birth, phone number or email address information on your application in the [Account Home](#). Go to "Report a Change," "Apply Now," "Continue" or "Renew."' Below this is a section titled 'User ID & Password' with a text input field. The next section is 'Verification Methods', which contains a message: 'If you wish to update your verification method(s), please select "Edit" below.' Underneath this message is a section titled 'One Time Passcode'. This section has two sub-sections: 'Email' with the text 'No email registered' and 'Cell phone number' with the text 'No phone registered'. At the bottom of this section is a blue button labeled 'Edit'. Below the 'Verification Methods' section is a 'Back' button.



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

5. Click the **Edit** button.

Verification Methods

If you wish to update your verification method(s), please select "Edit" below.

One Time Passcode

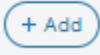
Email

No email registered

Cell phone number

No phone registered

Edit

6. On the **Register Your Account** page, click the  button under the **Email** section.

Register Your Account

Set up one of the following verification methods to register your account before you start your application.

If you forget your username, password, or need to view your tax forms, you must register your email address or cell phone number to access your account.

Email

★ Recommended

No email registered

+ Add

Cell Phone Number

★ Recommended

Standard text message rate applies.

No cell phone registered

+ Add

Save & Continue



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

7. The system will redirect you to the **Register Your Email** page and auto-populate the registered email address. If the email address is incorrect, enter an updated email address and then click the **Send One Time Passcode** button.

Register Your Email

We will send a One Time Passcode to your email address to register your account. Once your email address is confirmed, it can be used to verify your identity if you forget your username, password or need to view your tax forms.

The email address connected to your account is below. If this is not the best email address, update it now.

Enter your email address

Re-enter your email address

Send One Time Passcode

Cancel

Save



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

8. Do not close the internet browser window. Switch to your Outlook client and retrieve the code from your email.

From <oimadmin@coveredca.com>
To <tim.smith@covered.ca.gov>
Subject **Covered California One Time Passcode**
Tags Add tags...



This is an automated message from Covered California. Please do not reply to this email.

You have requested a One-Time Passcode, which is included for you below.

One-Time Temporary Passcode **258564**

CoveredCA.com is a joint partnership of Covered California and the Department of Health Care Services.

9. Enter the Passcode into the field, then click the **Save** button.

Register Your Email

We will send a One-Time Passcode to your email address. Please do not close your email client.

We sent you an email with your One Time Passcode that will be valid for 10 minutes. Do not close this window. If you close the window, the passcode will no longer be valid.

Enter One Time Passcode

258564

Cancel

Save



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

10. The system will redirect you to the **Register Your Account** page. Note the green check icon next to your email address.

Register Your Account

Set up one of the following verification methods to register your account before you start your application.

If you forget your username, password, or need to view your tax forms, you must register your email address or cell phone number to access your account.

Email

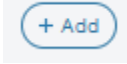
✓ tim.smith@covered.ca.gov Remove | Edit

Cell Phone Number

★ Recommended Standard text message rate applies.

No cell phone registered + Add

Save & Continue

11. On the **Register Your Account** page, Click the  button under the **Cell Phone Number** section.

Register Your Account

Set up one of the following verification methods to register your account before you start your application.

If you forget your username, password, or need to view your tax forms, you must register your email address or cell phone number to access your account.

Email

✓ tim.smith@covered.ca.gov Remove | Edit

Cell Phone Number

★ Recommended Standard text message rate applies.

No cell phone registered **+ Add**

Save & Continue



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

12. The system will redirect you to the **Register Your Cell Phone** page. Enter your cell phone number and click the **Send One Time Passcode** button.

Register Your Cell Phone

We will send a One Time Passcode to your cell phone number to register your account. Once your number is confirmed, it can be used to verify your identity if you forget your password, username or need to view your tax forms.

Enter your cell phone number
Standard text message rate applies.

(916) 444-1524

Send One Time Passcode

Cancel Save

13. Do not close the internet browser window. Retrieve the code from your cell phone.

14. Enter the **One Time Passcode** into the field, then click the **Save** button.

Register Your Cell Phone

We sent you a text with your One Time Passcode that will be valid for 10 minutes. Do not close this window. If you close the window, the passcode will no longer be valid.

Enter One Time Passcode

634271

Cancel Save



Verification Method – Register Email and Cell Phone for One-Time Passcode (OTP)

15. The system will redirect you to the **Register Your Account** page. Note the green check icon next to your cell phone number.

Register Your Account

Set up one of the following verification methods to register your account before you start your application.

If you forget your username, password, or need to view your tax forms, you must register your email address or cell phone number to access your account.

Email

✓ tim.smith@covered.ca.gov

Remove | Edit

Cell Phone Number

Standard text message rate applies.

✓ (916) 444-1524

Remove | Edit

Save & Continue

16. Click the **Save & Continue** button.

Register Your Account

Set up one of the following verification methods to register your account before you start your application.

If you forget your username, password, or need to view your tax forms, you must register your email address or cell phone number to access your account.

Email

✓ tim.smith@covered.ca.gov

Remove | Edit

Cell Phone Number

Standard text message rate applies.

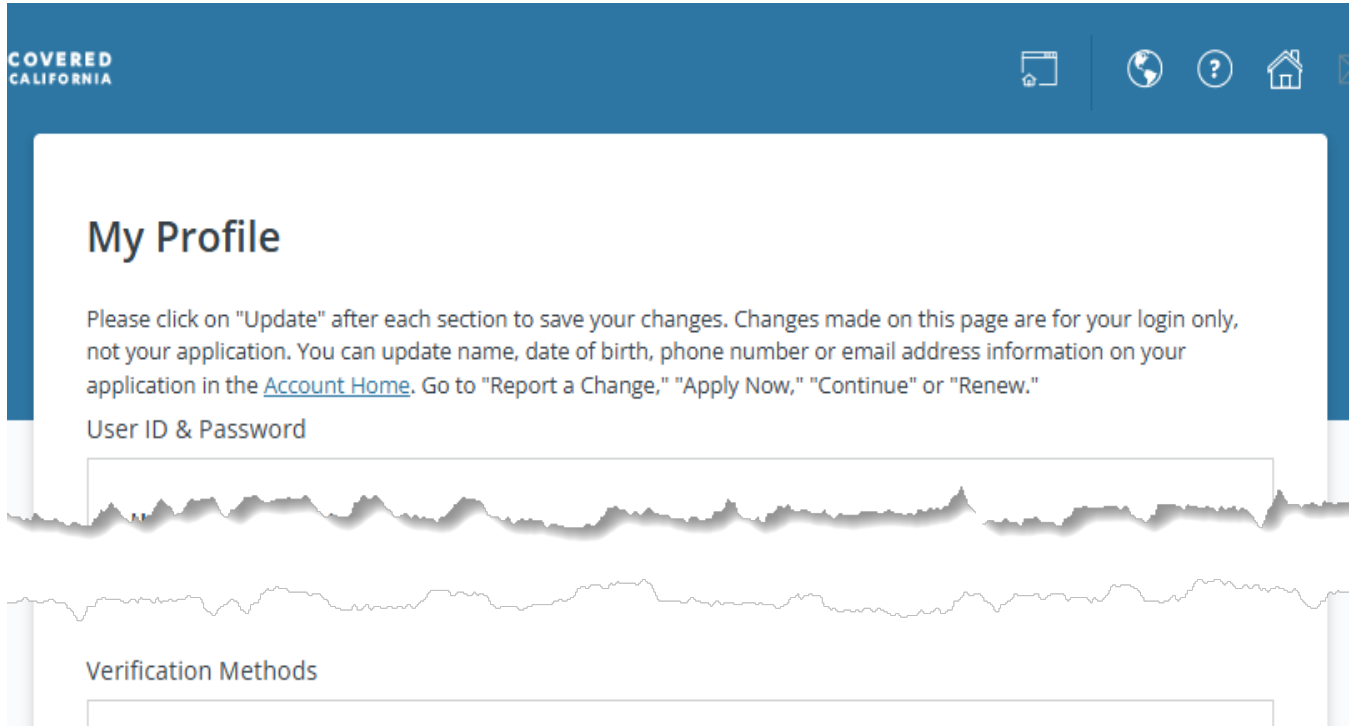
✓ (916) 444-1524

Remove | Edit

Save & Continue

Verification Method – Register Email and Cell Phone for One- Time Passcode (OTP)

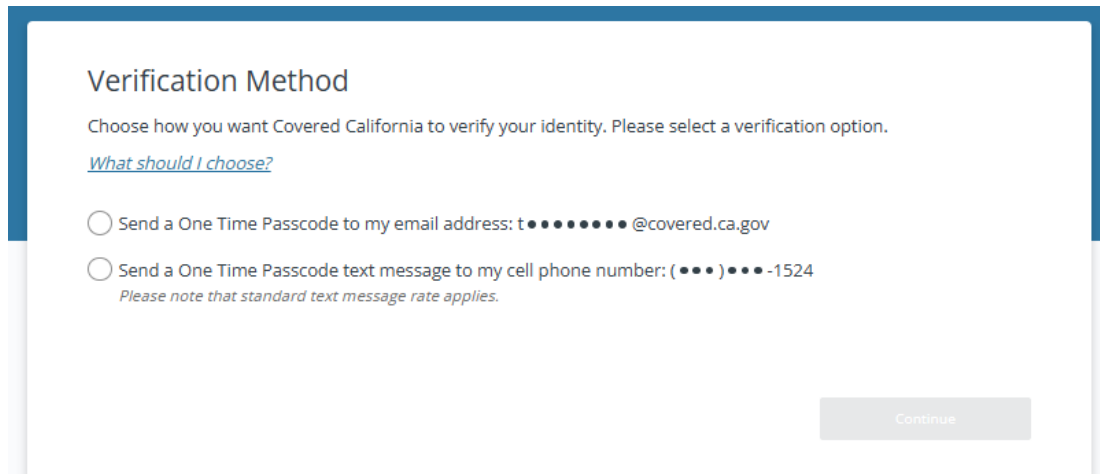
17. The system will redirect you to the **My Profile** page.



The screenshot shows the 'My Profile' page with a blue header containing the Covered California logo and navigation icons. The main content area has a title 'My Profile' and a paragraph of instructions: 'Please click on "Update" after each section to save your changes. Changes made on this page are for your login only, not your application. You can update name, date of birth, phone number or email address information on your application in the [Account Home](#). Go to "Report a Change," "Apply Now," "Continue" or "Renew."' Below this are two sections: 'User ID & Password' and 'Verification Methods', each with a corresponding input field.

Next Time You Log Into CalHEERS

If you have more than one verification method registered, the system will display the **Verification Method** page. Select the option for how you would like to receive the passcode, then click **Continue**. Follow the prompts to enter the passcode.



The screenshot shows the 'Verification Method' page with a blue header. The main content area has a title 'Verification Method' and a paragraph of instructions: 'Choose how you want Covered California to verify your identity. Please select a verification option.' Below this is a link: '[What should I choose?](#)'. There are two radio button options: 'Send a One Time Passcode to my email address: t●●●●●●●@covered.ca.gov' and 'Send a One Time Passcode text message to my cell phone number: (●●●)●●●-1524'. A note below the second option reads: 'Please note that standard text message rate applies.' At the bottom right is a 'Continue' button.