



**COVERED
CALIFORNIA**

Accessing the Agent Extranet Job Aid Certified Insurance Agents

Agent Extranet

The Agent Extranet, found outside of the Individual Marketplace online application (CalHEERS), is where Covered California uploads important reports, such as your weekly [Book of Business](#) and [Conditional Eligibility Extract](#).

The Agent Extranet is accessed here: <https://extranet.coveredca.com/sites/ccAgentPortal>

Logging into Your Agent Extranet Portal for the First Time

Every Monday *newly certified Covered California Agents* from the previous week receive three emails generated from agents@covered.ca.gov. For security purposes, this information is sent separately:

- **Introduction email with instructions** – Subject line: Your Covered California Individual Book of Business – Informational
- **User name email** – Subject line: [secure] Your Covered California Individual Book of Business – Username
- **Password email** – Subject line: [secure] Your Covered California Individual Book of Business – Password

To view examples of these emails, reference Appendix A below.

Don't Have Your Password? No Problem!

Click the link: <https://reset.coveredca.com/>, enter your user name and click "Reset Password". If you do not have your user name, please contact the Agent Service Center at 877-453-9198.

The "Reset My Password" screen will ask "How to reset your password?" Select the email option:

- "Via E-mail Address" – The email address you have on the account will display.
 - **Please Note:** If the email address displayed is incorrect or is an email to which you no longer have access, please update your email by sending a request to agents@covered.ca.gov.
- Click the "Next" button to have the reset link sent to your email.
- A confirmation is displayed that the link was successfully sent to the email address currently associated with your account.
- An email will be sent to your email inbox from Covered CA Extranet ESharePoint-Admin@covered.ca.gov with the following message:
 - E.g. "You have applied to reset your password in site: Credential Management, click the following link to reset the password: [**unique link provided here**]"
- Click **only once** on the **unique link** within the email you receive.
- Write down the password provided – **do not copy and paste**.
- Go to the [Agent Extranet account login](#). Enter your user name and provided password and click "Log In".



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Please Note: For security purposes, Agent Extranet passwords automatically expire every 60 days. If you do not update your password within the 60 days, you will become locked out of your account and will need to use the [password reset link](#) to reset your password. You will receive an automated email 10 days prior to the date your password is due to expire. The email will come from Covered CA Extranet ESharePoint-Admin@covered.ca.gov.

Personally Identifiable Information (PII)

PII is found within the Agent Extranet and must remain secure and confidential in accordance with Covered California's Security and Privacy policies as outlined in the [Agent Agreement](#), including all applicable laws and regulations. It is the Agent's responsibility to ensure that they handle this information in the appropriate manner. Remember that emails with consumer PII must be encrypted or secured.


-See Below for Appendix A-



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Appendix A: Three emails sent from Covered California once an Agent becomes certified:



Dear Agent,

Beginning today, Covered California will make an extract of your book of business available to you. The purpose of this extract is to give agents more flexibility to manage their Covered California business than the online portal currently allows. The extract will be accessible via Covered California's extranet and will include all cases that have been delegated to you.


Accessing this extract file will require a username and password. If you have never logged into Covered California's extranet, below is what you can expect for obtaining a username and password:

- You will receive TWO secure emails shortly, one with your username and one with your password. If you have never received and/or opened a secured email from Covered California before, please follow the instructions included in this [reference guide](#). A link to the login page will also be provided in both of the secure emails that contain your username and password. **Helpful hint, if your email is set to group your emails by "conversation" it may appear that you only received one email. The second e-mail will be in the same conversation thread.
- Many agents have already received portions of their book in support of clearing immigration/legal presence issues. **Please note: if you already have a username and password that you used to access your client list in support of the immigration and lawful presence effort, it may still be active. Passwords expire every 60 days for security reasons.**

If you have any issues accessing your file, please contact the Agent Service Center via e-mail at Agents@covered.ca.gov.

Sincerely,
Covered California

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL
This message, together with any attachments, is intended only for the use of the individual(s) or entity to whom it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message and/or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer. Thank you.



Dear Agent,

This is the first of two emails that you will receive granting you access to your book of business with Covered California. This email will give you your username, your password will be sent in a separate email for security reasons. If you receive only one email, you may want to check your junk mail folder. Those individuals that have their emails set to "conversations" will need to review all the emails in a thread to access both.

To access your client list:


- Click here: <https://extranet.covered.ca.com/sites/ccAgentPortal>
- Enter your username: **ecoveredcaCc_AgentID**
 - For example, Joe Smith, Agent License #1H12345 would be typed as "CC_1H12345"
- Enter your password information
 - Please Note: Your password will be sent to you in a separate secure e-mail.

Note: Your client's Personally Identifiable Information (PII) must remain secure and confidential in accordance with your agent agreement and all applicable laws and regulations. It is your responsibility to ensure that you handle this information in the appropriate manner.

If you have any questions, please contact the Agent Service Center at Agents@covered.ca.gov.

Sincerely,
Covered California

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL
This message, together with any attachments, is intended only for the use of the individual(s) or entity to whom it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message and/or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer. Thank you.



Dear Agent,

This is the second of two emails that you will receive granting you access to your book of business in Covered California. This email will give you your password, your username will be sent in a separate email for security reasons. If you receive only one email, you may want to check your junk mail folder. Those individuals that have their emails set to conversations will need to review all the emails in a thread to access both.

To access your client list:

- Click here: <https://extranet.covered.ca.com/sites/ccAgentPortal>
- Enter your username: sent under separate email
- Enter your password information: **((Insert Password))**

Note: Your client's Personally Identifiable Information (PII) must remain secure and confidential in accordance with your agent agreement and all applicable laws and regulations. It is your responsibility to ensure that you handle this information in the appropriate manner.

If you have any questions, please contact the Service Center at Agents@covered.ca.gov.

Sincerely,
Covered California

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL
This message, together with any attachments, is intended only for the use of the individual(s) or entity to whom it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message and/or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer. Thank you.

If the above instructions are not helpful or you have questions, please call our Agent Service Center at 877-453-9198 or send an email to agents@covered.ca.gov. Please title the email: * Accessing Your Agent Extranet * and include your name, license number, email address and telephone number. Due to high email volume, your request may take 24 - 48 hours for a response.