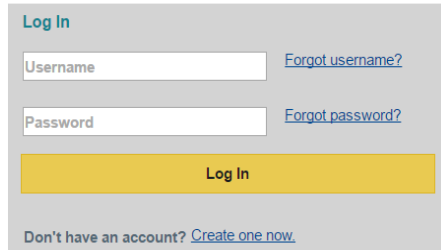


If you have consumers who are experiencing problems resetting their password in the online application (CalHEERS), instruct them to follow these easy steps.

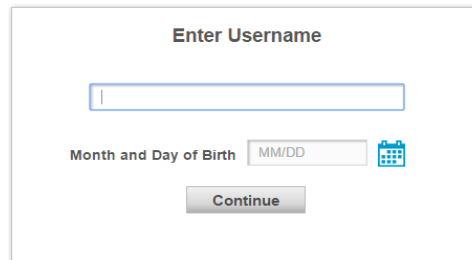
1. [Click Here](#) to access the *LOGIN OR CREATE AND ACCOUNT* page.
2. On the *LOGIN OR CREATE AN ACCOUNT* page, click on the “Forgot password?” link.

### LOG IN OR CREATE AN ACCOUNT



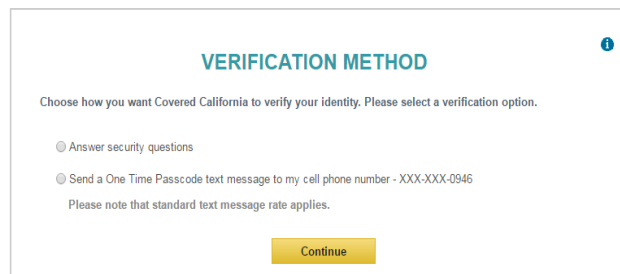
The screenshot shows a 'Log In' form with the following elements: a 'Username' input field with a 'Forgot username?' link to its right; a 'Password' input field with a 'Forgot password?' link to its right; a yellow 'Log In' button; and a link at the bottom that says 'Don't have an account? [Create one now.](#)'

3. Enter your Username AND Month and Day of Birth when prompted.



The screenshot shows a form titled 'Enter Username'. It contains a text input field for the username, a 'Month and Day of Birth' field with a 'MM/DD' placeholder and a calendar icon, and a 'Continue' button at the bottom.

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, 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.



The screenshot shows a 'VERIFICATION METHOD' page with the following content: a title 'VERIFICATION METHOD' with an information icon; a sub-header 'Choose how you want Covered California to verify your identity. Please select a verification option.'; two radio button options: 'Answer security questions' and 'Send a One Time Passcode text message to my cell phone number - XXX-XXX-0946'; a note below the second option: 'Please note that standard text message rate applies.'; and a yellow 'Continue' button at the bottom.

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:** In order to create a password, please randomly combine letters, numbers, and special characters so they are not near each other. **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. The *Answer Question* page will display.

Enter the answer to your security question in the “Response” field and click on the “Continue” button. Your account homepage will display.