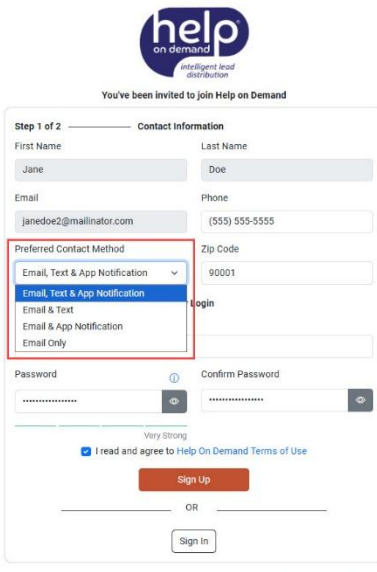
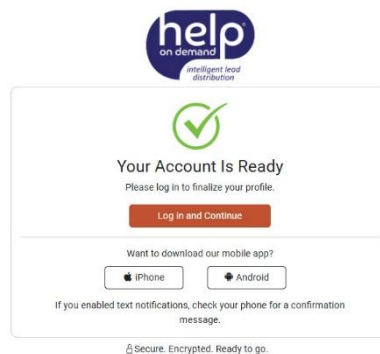


To register and get started accepting referrals, follow these instructions:

- Once you have met the requirements and are eligible for Help On Demand, you will receive this invitation email. - To register, click the link in the Help On Demand registration email.	<i>From: noreply@helpondemand.com</i> <i>To: <Recipient of Email></i> Subject: Covered California: Manage Referrals with Help On Demand <i>You have been selected to represent Covered California to manage Referrals using Help On Demand. To activate your account, simply click on the registration link below and follow the instructions:</i> <u>Click here to register with Help On Demand</u>
- After you click on the link, you will be redirected to the initial registration page. Complete the form with your contact information and create your log-in information. - Within the registration process, you will need to select your preferred contact method. Please note that Help On Demand will use this method to notify you of new referrals. - Once you've entered the required information, select Sign up.	 Note the following when completing your registration: Preferred Contact Method: Email, Text & App Notification is the default selection and is highly recommended as the quickest way to receive notifications of incoming referrals. - Select Email & Text to receive referral notifications by email and text messages. - If you select Email & App Notification, you will have the option to download the Help On Demand app to your iPhone or Android. Be sure to allow push notifications from the Help On Demand app. - The last option, Email Only, is not recommended because email-only notifications can cause delays and missed referrals. Passwords Requirements and Reminders: - Your password must be at least eight (8) characters long, must not include any personal information, must contain no more than three (3) repeating characters, and must contain no more than three (3) sequential characters. - Your password will expire every 180 days. You should never share this information. Please keep your profile information up to date and your credentials confidential.

6. Help On Demand displays: **“Your Account is Ready. Please log in to finalize your profile”**
- Please note, you will receive an email confirming your access to Help On Demand.

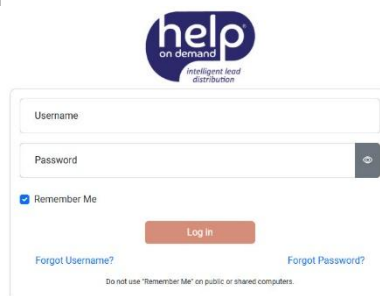


The screenshot shows the 'help on demand' logo at the top. Below it is a green checkmark icon and the text 'Your Account Is Ready'. Underneath, it says 'Please log in to finalize your profile.' and there is a red 'Log in and Continue' button. Below that, it asks 'Want to download our mobile app?' with buttons for 'iPhone' and 'Android'. At the bottom, it says 'If you enabled text notifications, check your phone for a confirmation message.' and 'Secure. Encrypted. Ready to go.'

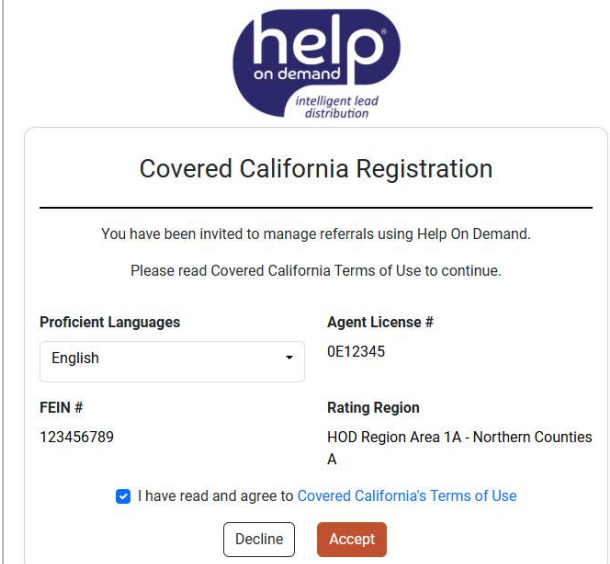
At this point, you can easily download your Help On Demand app on an iPhone or Android device.

This is a two-step registration, You must log into Help On Demand to complete your Registration and be able to accept referrals.

7. Log in to Help On Demand using the username and password you created during the registration process.
8. Confirm your Proficient Language(s) selections.
9. Read and agree to the Covered California Exchange's Terms of Use.



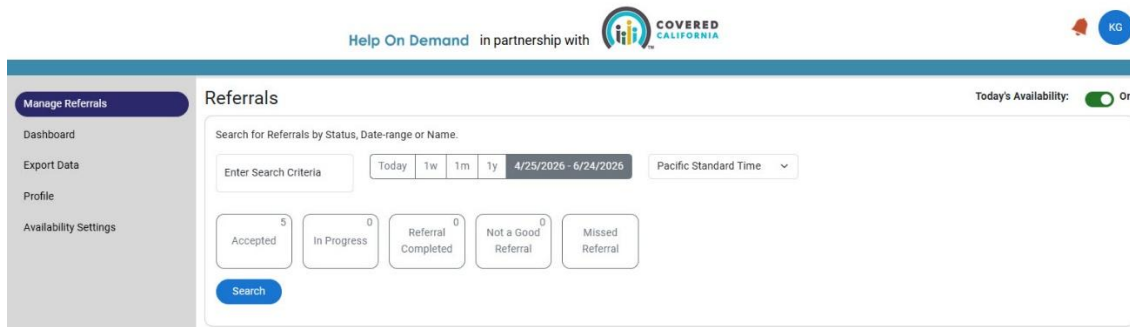
The screenshot shows the 'help on demand' logo at the top. Below it are input fields for 'Username' and 'Password'. There is a 'Remember Me' checkbox and a red 'Log in' button. Below the button are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom, it says 'Do not use "Remember Me" on public or shared computers.'



The screenshot shows the 'help on demand' logo at the top. Below it is the title 'Covered California Registration'. Underneath, it says 'You have been invited to manage referrals using Help On Demand.' and 'Please read Covered California Terms of Use to continue.' Below this are two columns of information: 'Proficient Languages' with a dropdown menu showing 'English', 'Agent License #' with the value '0E12345', 'FEIN #' with the value '123456789', and 'Rating Region' with the value 'HOD Region Area 1A - Northern Counties A'. At the bottom, there is a checkbox labeled 'I have read and agree to Covered California's Terms of Use' and two buttons: 'Decline' and 'Accept'.

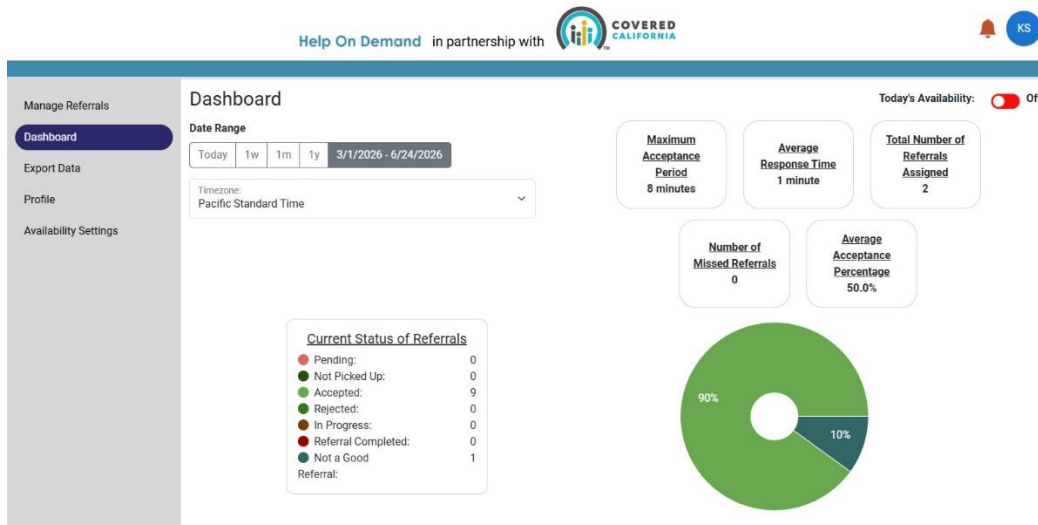
10. Once you've accepted the Terms of Use, you will then have the following five (5) user pages in Help On Demand:

Manage Referrals

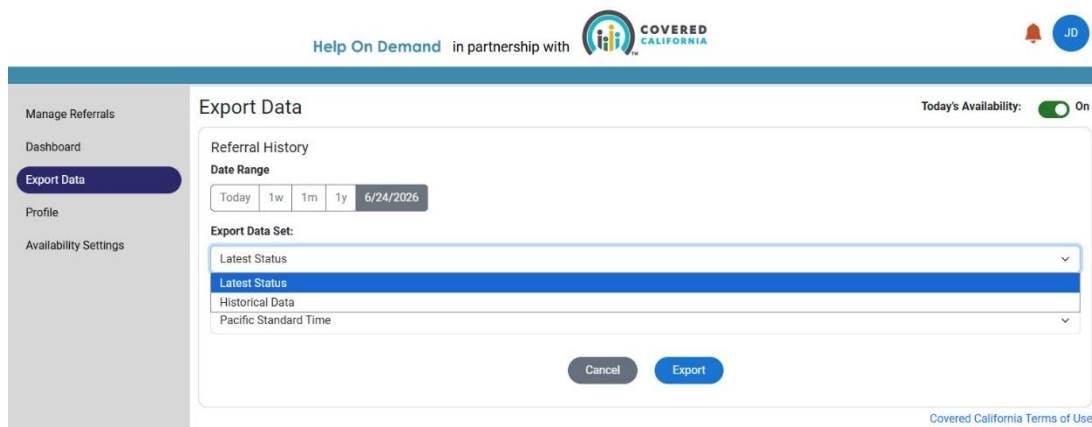


The screenshot shows the 'Manage Referrals' page. At the top, it says 'Help On Demand in partnership with COVERED CALIFORNIA'. The user's name 'KG' is in the top right. A sidebar on the left contains links: 'Manage Referrals' (active), 'Dashboard', 'Export Data', 'Profile', and 'Availability Settings'. The main content area is titled 'Referrals' and includes a search bar with filters for 'Today', '1w', '1m', '1y', and a date range '4/25/2026 - 6/24/2026'. Below the search bar are buttons for 'Accepted' (5), 'In Progress' (0), 'Referral Completed' (0), 'Not a Good Referral' (0), and 'Missed Referral'. A 'Search' button is at the bottom left. On the top right, 'Today's Availability' is set to 'On'.

Dashboard



Export Metrics to Excel



The screenshot shows the 'Export Metrics to Excel' page. The sidebar is the same, with 'Export Data' now active. The main content area is titled 'Export Data' and includes a 'Referral History' section with a 'Date Range' filter set to '6/24/2026'. Below this is an 'Export Data Set' section with a dropdown menu showing 'Latest Status' (selected), 'Latest Status', 'Historical Data', and 'Pacific Standard Time'. At the bottom are 'Cancel' and 'Export' buttons. On the top right, 'Today's Availability' is set to 'On'. A link for 'Covered California Terms of Use' is at the bottom right.

