

Manage Your Account How Do I Reset My Password?

Welcome to Covered California. These days, there are passwords for everything, and it's hard to remember them all. But if you forget, getting back on track is easy.

This video guides you through resetting your password in three easy steps.

Start by clicking on the Log In link on the homepage.

Then click on the Forgot your password? link located above the Login button.

To reset your password, just type in your Username and click Continue.

You are prompted with the first of three security questions that you set up initially. Type your answer in the Response field, then click Continue.

The second security question displays for you to answer. Type your answer in the Response field. Then click Continue.

The third security question displays. Type in your answer and click Continue.

After validating your account you are ready to set your new password.

Please enter your password twice. Your password must adhere to the following rules-
minimum length: 8 characters, maximum length: 16 characters, at least 1 upper-case
character, at least 1 lower-

case character, at least 1 number, at least 1 special character, must start with a
letter, may not contain common dictionary words or names, and must not be one of
your previous 24 passwords.

Reenter your new password to confirm it and then click continue.

Congratulations! You have successfully reset your password.

For more information, contact Covered California.