

How do I retrieve my username?

Welcome to Covered California.

This short video will show you how to retrieve your username, should you forget or misplace it.

From the Covered California homepage, click on the Log In link at the top of the page.

Next, click on the Forgot your username? link.

Now, enter your Email and Date of Birth so that we can retrieve your username.

Then, click on the Continue button.

If you have created multiple user accounts in the past, you will see the Multiple User Accounts Found page.

Select the radio button for the username you want to retrieve, then select the continue button.

You will now enter answers to three security questions that you created upon initial log in.

Your username has been sent to your email address. Please wait a few minutes before checking your email account to retrieve your username.

If you do not see an email from Covered California try looking in your SPAM or Junk folder.

Once you have your username, click on the Log In button.

You can now login to your account.

For more information, contact Covered California.