

Manage Your User Account How Do I Update My Account Security Information?

Welcome to Covered California.
This video shows how to update the security information that you set up when you created your Covered California account.

After logging into your account on the Covered California site, your individual homepage appears. To get started, we'll click on the My Profile link in the header of the page.

Your profile is where you can reset your password, security questions and answers, and electronic Personal Identification Number, or PIN.

Let's take a look at resetting your password.

Start by entering your Current Password.

Then enter your New Password. Your new password needs to have at least eight characters with at least one letter and one number.

To confirm your new password, enter it a second time. This helps prevent keying mistakes.

When you're finished, click on the update button at the bottom of the page.

The Update Profile Information popup lets you know that you successfully updated your profile. Click on the OK button to close the popup.

Now let's return to the My Profile page to reset your security questions and answers.

Click on the Reset Security Questions & Answers link under the User ID and Password section.

A prompt appears asking you to answer one of your security questions before proceeding. Enter your answer in the Response field and click Continue.

On the Security Questions page that displays next, you can reset your security questions and provide new answers.

On this page you can choose different security questions and re-enter your answers.

When you are finished, click Continue.

Your security questions have been changed.

Click on the My Profile link.

On the My Profile page, you can also reset your Electronic PIN. First, enter your current password.

Now enter your new PIN, and enter it a second time to confirm.

When you are finished, click on the Update button at the bottom of the page.

You have now successfully updated your profile! Click on the OK button to return to your Individual homepage.

For more information, contact Covered California.