



One Time Passcode Job Aid Certified Enrollers

Background

Covered California consumers and Certified Enrollers have multiple ways to access their online application when they are having difficulty logging in. They are able to retrieve a username, answer security questions to reset a forgotten password or reset their account PIN number.

Release 16.4 allows Consumers and Certified Enrollers the option to receive an email or text message for a One Time Passcode to access their account.

- Users must register for the One Time Passcode verification method in their CalHEERS account to access these options. They may choose to register an email address, phone number or both.
- Consumers and Certified Enrollers will be displayed the **One Time Passcode Registration Page** upon first time logging in after Release 16.4. Users will also be given the option to opt out of the One Time Passcode option.

How to Register an Email and Phone Number for One Time Passcode

- After May 16, upon login, CalHEERS will display the **Login Assistance – Register Email and Phone Number** page

- Both the Email Address and Cell Phone Number can be registered and validated from this page
 - The Email Address field and Cell Phone Number field are prepopulated with the information entered during account creation.
 - Users may update these fields with a preferred email or cell phone number
 - Users can click the checkbox to opt out of registration if desired
- Please check this box if you do not wish to set the email address registration and cell phone number registration. Please note that you can fill out these information in My Profile/Settings page.



One Time Passcode Job Aid Certified Enrollers

To register an Email Address:

Email Address Registration

The email address currently associated with your account is prepopulated below. You may update your account email address or add a new email address by entering it here.

Email Address:

Confirm Email Address:

Send Email

We sent you an email with your One Time Passcode. Do NOT close this window. If you close the window, the passcode will no longer be valid. Enter the One Time Passcode below.

Email One Time Passcode:

Validate

We successfully validated your email.

- Click *Send Email*. User will receive a One Time Passcode to the confirmed email address featuring a One Time Passcode
 - Users must enter the passcode in the *Email One Time Passcode* field and click *Validate*
 - “We successfully validated your email” message displays below the now inactive *Validate* button
- Users may click **Continue** to navigate to the Home Page

To register a Cell Phone Number:

Cell Phone Number Registration

To verify your identity through text message, enter your cell phone number.

Cell Phone Number:

Please note that standard text message rate applies.

Send Text

Text with a One Time Passcode. Please enter the One Time Passcode that was provided to you.

Text One Time Passcode:

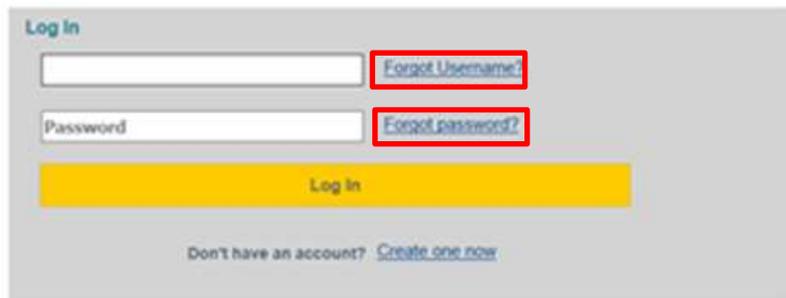
We successfully validated your cell phone number

Validate

- Click *Send Text*. User will receive a One Time Passcode to the confirmed cell phone number featuring a One Time Passcode
 - Users must enter the passcode in the *Text One Time Passcode* field and click *Validate*
 - “We successfully validated your cell phone number” message displays below the now inactive *Validate* button
- Users may click **Continue** to navigate to the Home Page

Using the One Time Passcode:

- One Time Passcode verification method can be used when
 - User's password has expired
 - User is retrieving username or resetting their password



The screenshot shows a 'Log In' form with two input fields: 'Username' and 'Password'. To the right of each field is a link: 'Forgot Username?' and 'Forgot Password?'. Below the fields is a yellow 'Log In' button. At the bottom, there is a link: 'Don't have an account? [Create one now](#)'.

- Users click on the applicable link, *Forgot Username?* or *Forgot Password?*
- The **Enter Your Information** page will display



The screenshot shows the 'Enter Your Information' page. It features a title 'Enter Your Information' and a note: '* Indicates a required field'. There are two required fields: 'Email *' and 'Date Of Birth *'. The 'Date Of Birth' field includes a calendar icon. Below the fields, there is a note: 'If you do not have or remember your e-mail, please contact the Covered California Service Center'. At the bottom, there is a yellow 'Continue' button.

- The **Verification Method** page will display



One Time Passcode Job Aid Certified Enrollers

o Radio buttons conditionally display:

- If user has not failed 3 attempts at answering security questions, **Answer security questions** radio button displays
- If existing user registered One Time Passcode and has not failed 3 One Time Passcode attempts, **Send a One Time Passcode to my email address** radio button displays
- If existing user registered One Time Passcode and has not failed 3 One Time Passcode, **Send to cell phone number** radio button displays



If users choose **Send a One Time Passcode to my cell phone number** option:

- User will receive a One Time Passcode to the registered cell phone number via text message



- Users must enter the One Time Passcode within 5 minutes and click **Validate**
- Users will be directed to the **Reset Password** page

If users choose **Send a One Time Passcode to my email** option:

- User will receive a One Time Passcode to the registered email address



- Users must enter the One Time Passcode within 5 minutes and click **Validate**
- Users will be directed to the **Reset Password** page