

*Tried “Forgot Password” but can’t answer the security questions? Locked out of your account?*

## HOW TO GET YOUR HEALTHCARE.GOV USERNAME & PASSWORD

**IMPORTANT: Do NOT hang up with the Marketplace until you are fully in your healthcare.gov account!**

**We also recommend logging into your email account on a computer instead of attempting to do this on your phone.**

CALL THE MARKETPLACE

800-318-2596 \*\*\*

- Tip: The Spanish option is often faster & reps are bilingual.
- Tell the Rep you need to reset your password.
- The Rep will ask for personal info to verify it is your account.

ASK THE REP:

What email address do you have?

- If you can't access that email, ask the Rep to change it to an email you can access on a laptop here. This email is just to get into your account. You can change it later.

ASK THE REP:

What is the Username you have?

- In most cases, it will be an email address.
- Don't worry if it's an old email, it is only used as a username.
- This username cannot be changed.

The Rep will send you an email with a temporary password.

- The email should arrive in less than 5 minutes.
- Carefully copy the temporary password (with no extra spaces).
- Log on with your username and paste the temporary password.

Create a NEW password

- Password must be one you have NEVER used on healthcare.gov.
- 8-20 characters including 1 uppercase, 1 lowercase and 1 #.
- CANNOT contain your name, username or = ? < > ( ) ' " \ / &

**\*\*\*If you are unable to reach a live person, call 1-855-879-2683. When asked for a code, enter 5 1 2 4 4 7 2 0 2 6.**

**Press 1 for Password Reset.** Tell the Rep you are working with a Certified Application Counselor and need to reset your password.

If this line is also busy, try calling it repeatedly (redial, redial, redial). You should be able to get through after a few calls. This trick worked in December. Also, in December, the wait on this line was always shorter than the time they stated in the message. We hope that will be true in January.