

The My Profile Page Job Aid describes the features available for account self-management for Certified Enrollers. Account changes can be made by accessing the *My Profile* page after logging into the users CalHEERS account.

Account Features

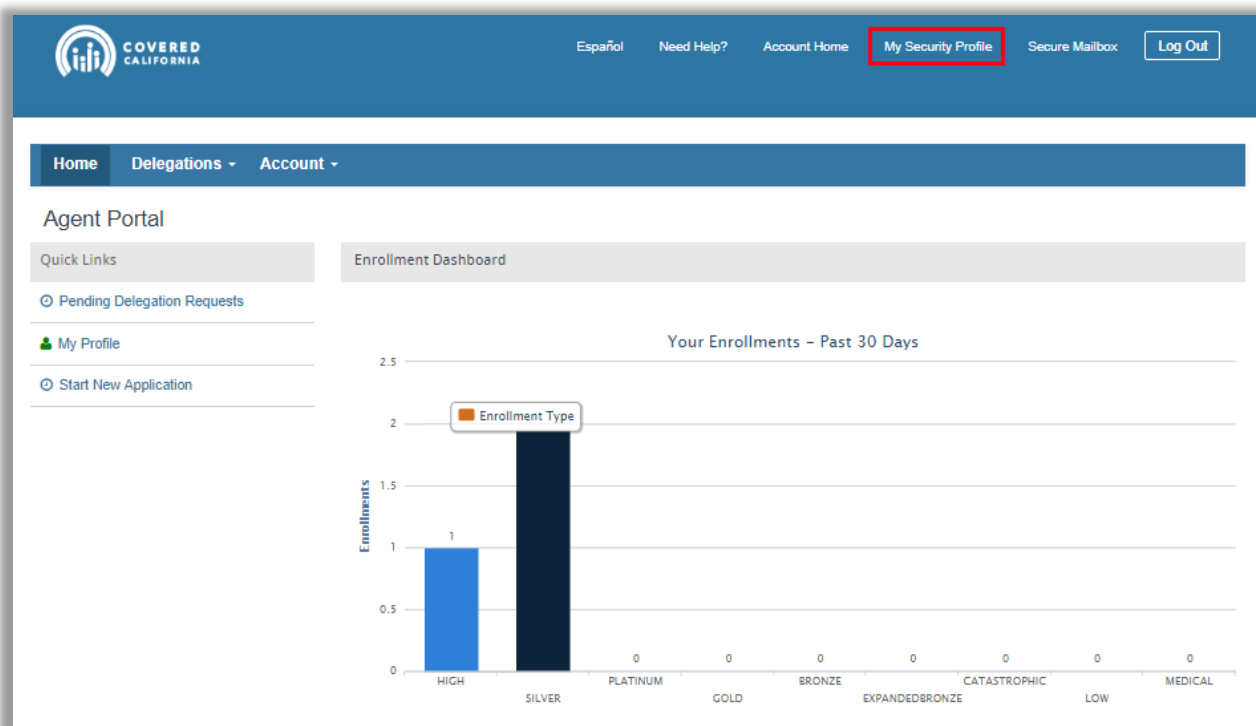
Located on the *My Profile* page:

- User ID and Password
- Electronic PIN
- Personal Details
- Verification Methods

These features allow Certified Enrollers to change their Covered California password, reset their security questions and answers, update some of their personal data, and update their Verification Methods to receive a One-Time Password (OTP).

Navigate to My Profile

A Certified Enroller may access their *My Profile* page by selecting the **My Security Profile** link located on the right-hand side in the global header of the *Enroller Portal*.



My Profile Page

The *My Profile* page displays and is divided into four independent sections:

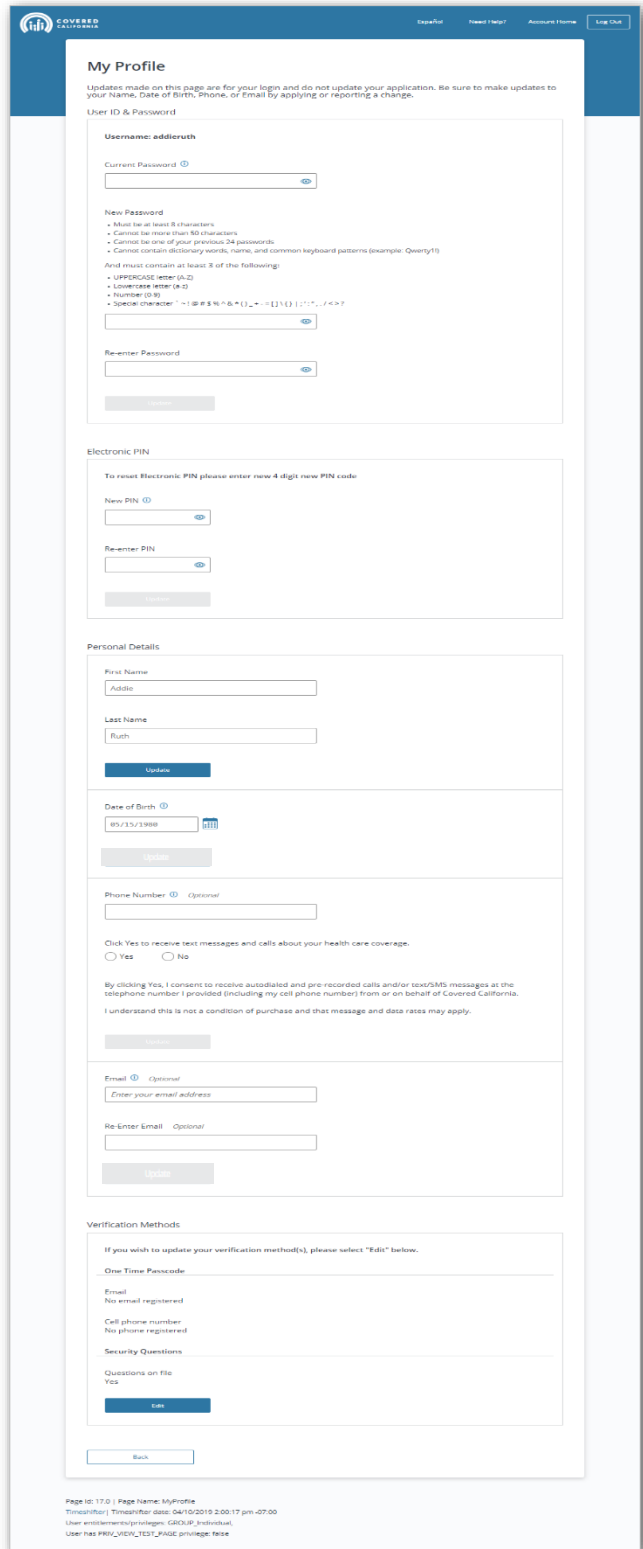
- User ID & Password
- Electronic PIN
- Personal Details
- Verification Methods

As each section functions independently, all required fields in a section must be completed to successfully update that specific setting.

Help Features

The following Help features are available on the *My Profile* page:

- Select the  Information icon above the field to display help information for that field
- Hover-over text displays a message for required fields to prompt the user
- Select the  to reveal the hidden Password or Pin
- Error messages display when incorrect data is entered in a field



My Profile

Updates made on this page are for your login and do not update your application. Be sure to make updates to your Name, Date of Birth, Phone, or Email by applying or reporting a change.

User ID & Password

Username: addicruth

Current Password 

New Password

- Must be at least 8 characters
- Cannot be more than 60 characters
- Cannot be one of your previous 24 passwords
- Cannot contain dictionary words, names, and common keyboard patterns (example: Qwerty10)

And must contain at least 3 of the following:

- UPPERCASE letter (A-Z)
- Lowercase letter (a-z)
- Number (0-9)
- Special character: " ! @ # % ^ & * () _ + = [] { } ; ' , . - / < > ?

Re-enter Password 

Electronic PIN

To reset Electronic PIN please enter new 4 digit new PIN code

New PIN 

Re-enter PIN 

Personal Details

First Name

Last Name

Date of Birth  

Phone Number 

Click Yes to receive text messages and calls about your health care coverage.

☐ Yes ☐ No

By clicking Yes, I consent to receive automated and pre-recorded calls and/or text/SMS messages at the telephone number I provided (including my cell phone number) from or on behalf of Covered California. I understand this is not a condition of purchase and that message and data rates may apply.

Email 

Re-enter Email

Verification Methods

If you wish to update your verification method(s), please select "Edit" below.

One Time Passcode

Email

No email registered

Cell phone number

No phone registered

Security Questions

Questions on file

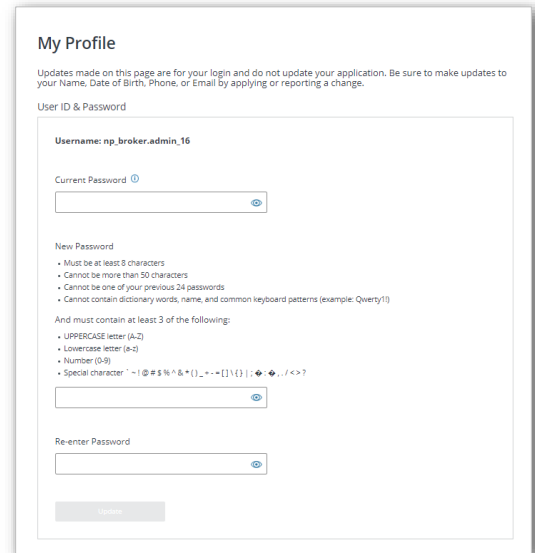
Yes

Page Info: 17.0 | Page Name: MyProfile
Timestamp: Timestamp date: 04/10/2019 2:00:17 pm -07:00
User entitlements/privileges: GRC3:IP_Individual,
User has PRIVACY_TEST_PAGE privilege: false

User ID & Password

Certified Enrollers may change their password in the User ID & Password section. (The user name, displaying at the top of this section, is not modifiable.)

1. To change your password, type your existing password in the **Current Password** field.
2. Type your new password in the **New Password** field and again in the **Re-enter Password** field. The password criteria is listed. As each requirement is met, it is highlighted in green. When a requirement is not met, a message is displayed in red text.
3. If this is the only update on the *My Profile* page, select the **Update** button at the bottom of the section to submit the changes. Otherwise, proceed to another section to update. To cancel any changes made in this section or on the *My Profile* page, select the **Back** button and confirm by selecting the **Yes, cancel** button.



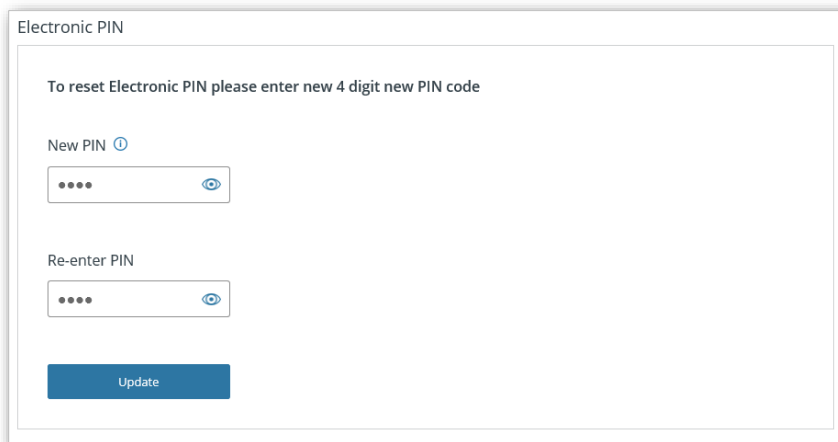
Electronic Pin

Certified Enrollers may change their PIN in the Electronic PIN section. The PIN is a 4-digit number which serves as the user's electronic signature.

1. Enter a new PIN in the **New PIN** field. The data entered displays as asterisks.
2. Enter the PIN again in the **Re-enter PIN** field.
3. When ready, select the **Update** button at the bottom of the section to submit the changes in this section.

Note: The two PIN fields must match or an error message displays.

*Note: To cancel any changes made in this section or on the My Profile page, select the **Back** button and then confirm by selecting the **Yes, cancel** button.*



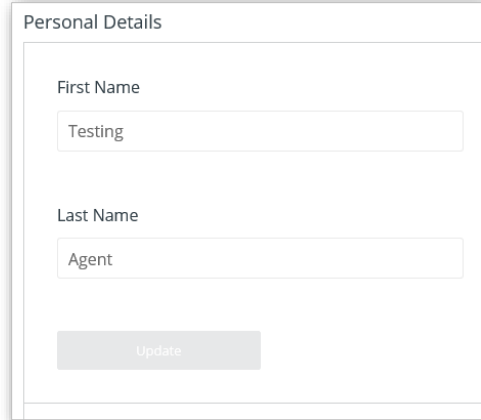
Personal Details

Certified Enrollers cannot edit the name, phone, and email field associated with their account. The fields are shown as read only with the **Update** button grayed out.

The Certified Enroller can edit:

- **Date of Birth:** Use the Calendar icon or enter data
- **Phone Number:** Required where the user has selected Phone as their preferred Method of contact.

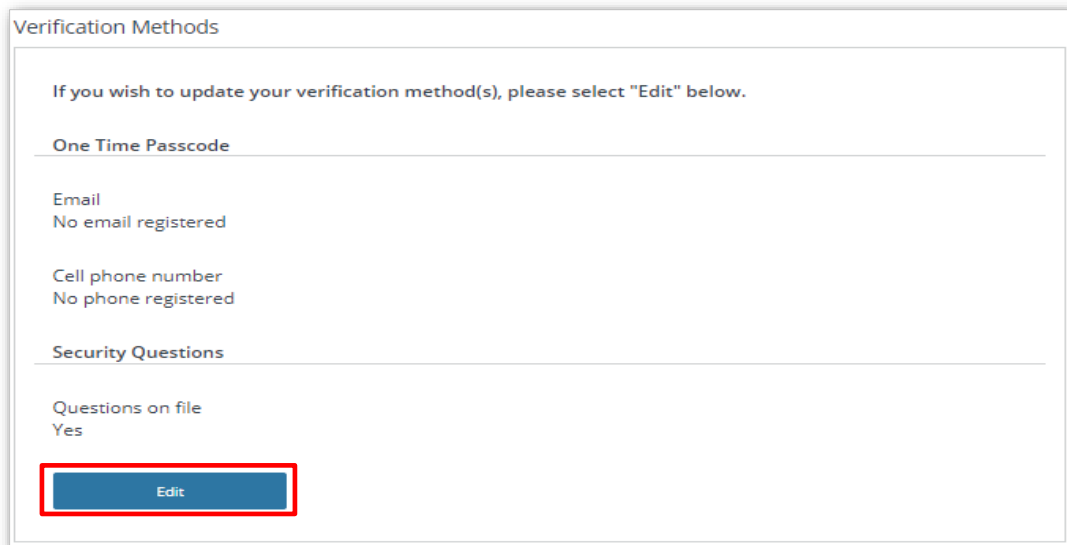
After updating the desired field, select the **Update** button. The *Update Profile Information* popup displays.



The screenshot shows a 'Personal Details' form. It has two input fields: 'First Name' with the text 'Testing' and 'Last Name' with the text 'Agent'. Below these fields is a grayed-out 'Update' button.

Verification Methods

Verification Methods are used to offer a secondary verification method such as a cell phone or email. The *Verification Methods* section allows Certified Enrollers to update, remove, or add Email address, cell phone number, or security questions. Selecting the Edit button navigates the Certified Enroller to the *Register Your Account* page.



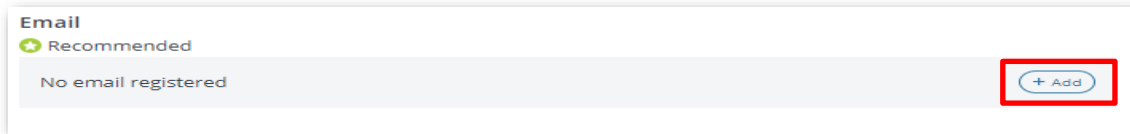
The screenshot shows the 'Verification Methods' section. It contains a message: 'If you wish to update your verification method(s), please select "Edit" below.' Below this are three sections: 'One Time Passcode', 'Email' (with 'No email registered'), and 'Cell phone number' (with 'No phone registered'). Under 'Security Questions', it says 'Questions on file' and 'Yes'. At the bottom, there is a blue 'Edit' button highlighted with a red rectangle.

Register Your Account

The *Register Your Account* page encourages the Certified Enroller or consumer to register an email or a cell phone number. Should the Certified Enroller or consumer forget their username or password, registering the account helps them self-serve via a One-Time Passcode (OTP) to regain their access.

At least one verification method is required to continue. Otherwise, the validation message displays: Please choose at least one option to register your account.

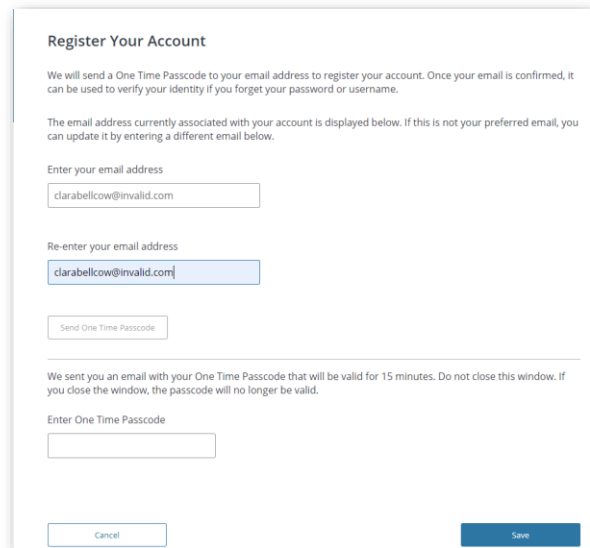
Register Email Address



1. Select the **+ Add** button next to the *No email registered* message. The *Register Your Account* page displays.

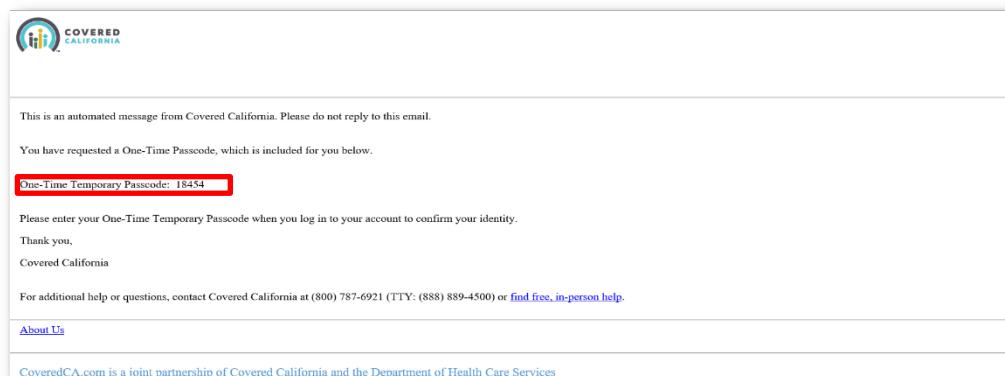
Note: If the Certified Enroller or consumer selected Email as the primary contact method during account creation, that email address automatically pre-populates here. The Certified Enroller or consumer can provide a different email address if preferred. The email address entered in the Enter your email address box must be entered in the Re-enter your email address box as well.

2. Select the **Send One Time Passcode (OTP)** button. An email containing an OTP Temporary Passcode is emailed to the email address provided. The OTP is needed to complete the email address registration.
3. In the box titled *Enter One Time Passcode*, enter the OTP sent in the email.
4. Select the **Save** button to save the email information. The *Register Your Account* page displays with the email address entered. A green check mark next to the verification method indicates it has been verified.



Note: Selecting the Cancel button returns the Certified Enroller or Consumer to the initial Register Your Account page.

Note: The user must keep the Register Your Account page open and enter the passcode within 15 minutes. If the page is closed or if the passcode is not entered within 15 minutes, the passcode will no longer be valid. The Certified Enroller or Consumer will have to generate another OTP from this page.



Register Cell Phone Number

Cell Phone Number
 Recommended
 No cell phone registered [+ Add](#)

Standard text message rate applies.

Text Message
 Fri Mar 29 2019, 11:55:43 am

CoveredCA.com: Your One Time Passcode is 85678.
 Message/data rates may apply.

[Close](#)

1. Select the **+ Add** button next to *No cell phone registered* message.
2. On the *Register Your Account* page, select the text field **Enter your cell phone number**. Enter the nine-digit cell phone number without spaces.
Note: Messaging displays to remind the user that Standard text message rate applies.
3. Select the **Send One Time Passcode** button.
4. A text message with the OTP is sent to the cell phone number entered. Enter the OTP in the **Enter One Time Passcode** field.
5. Select the **Save** button. The *Register Your Account* page with the registered cell phone number displays.

Register Your Account

We will text a One Time Passcode to your cell phone number to register your account. Once your number is confirmed, it can be used to verify your identity if you forget your password or username.

Enter your cell phone number
Standard text message rate applies.
 (916) 555-5532

[Send One Time Passcode](#) [Delete Verification Method](#)

We sent you a text with your One Time Passcode that will be valid for 15 minutes. Do not close this window. If you close the window, the passcode will no longer be valid.

Enter One Time Passcode
 85878

[Cancel](#) [Save](#)

Register Your Account

You must register your account with one of the following verification methods before you start your application. Click "Add" for any option to get started. Click "Edit" to update these settings.

Register your email or cell phone number to access your account if you forget your username or password. Security questions cannot be used for retrieving your username or password.

Email
 Recommended
 No email registered [+ Add](#)

Cell Phone Number
Standard text message rate applies.
 (916) 555-5532 [Edit](#)

Security Questions
 No security questions registered [+ Add](#)

[Save & Continue](#)

Delete Verification Method

1. Select the **Edit** button next to the registered method. The *Register Your Account* page displays, with the **Delete Verification Method** link (in red text) next to the **Send One Time Passcode** button.
2. Select the **Delete Verification Method** link. A popup box displays: *Are you sure you want to delete?*
3. Select the **Yes, Delete** button to delete the current verification method. The *Register Your Account* page displays allowing another method of registration to be selected.

*Note: Selecting the **No, Go Back** button will return the Certified Enroller or consumer back to the Register Your Account page*

Register Your Account

We will text a One Time Passcode to your cell phone number to register your account. Once your number is confirmed, it can be used to verify your identity if you forget your password or username.

Enter your cell phone number
Standard text message rate applies.
 (916) 555-5532

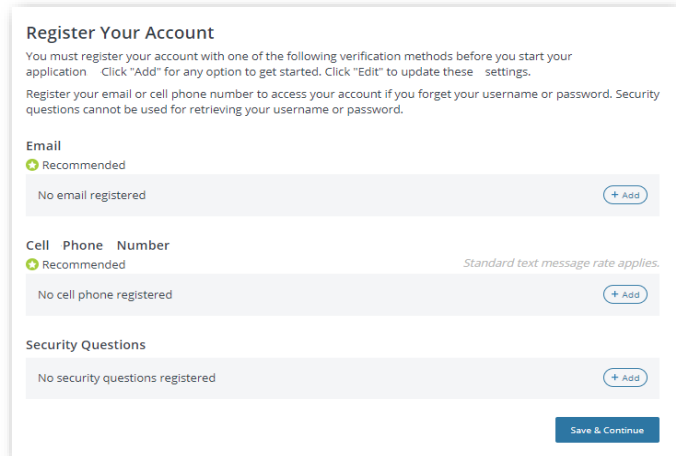
[Send One Time Passcode](#) [Delete Verification Method](#)

[Cancel](#) [Save](#)

Security Questions

Security questions can be added but cannot be used to retrieve a username or password information.

1. Select the **+ Add** button next to the *No security questions registered* message. The *Choose Your Security Question* page displays.
2. Select the **+ Add** button next to the *Security Question 1*. A *Choose Security Question 1* popup displays with a list of questions.
3. Select a question on the *Choose Security Question 1* page. The *Choose Your Security Questions* page displays with the selected question.
4. Enter an answer in the text field right below the security question previously selected.



Register Your Account

You must register your account with one of the following verification methods before you start your application. Click "Add" for any option to get started. Click "Edit" to update these settings.

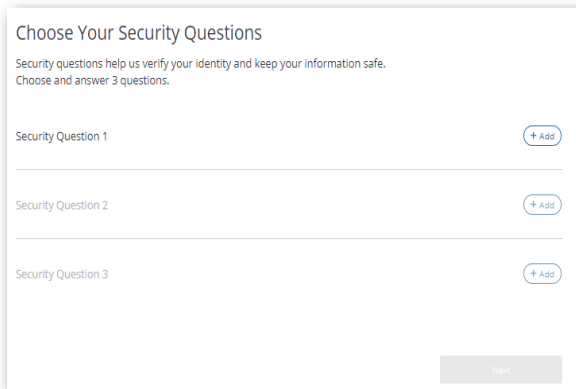
Register your email or cell phone number to access your account if you forget your username or password. Security questions cannot be used for retrieving your username or password.

Email
 Recommended
 No email registered + Add

Cell Phone Number
 Recommended *Standard text message rate applies.*
 No cell phone registered + Add

Security Questions
 No security questions registered + Add

Save & Continue



Choose Your Security Questions

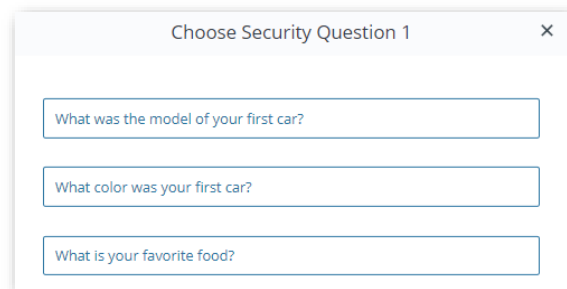
Security questions help us verify your identity and keep your information safe. Choose and answer 3 questions.

Security Question 1 + Add

Security Question 2 + Add

Security Question 3 + Add

Next



Choose Security Question 1 ×

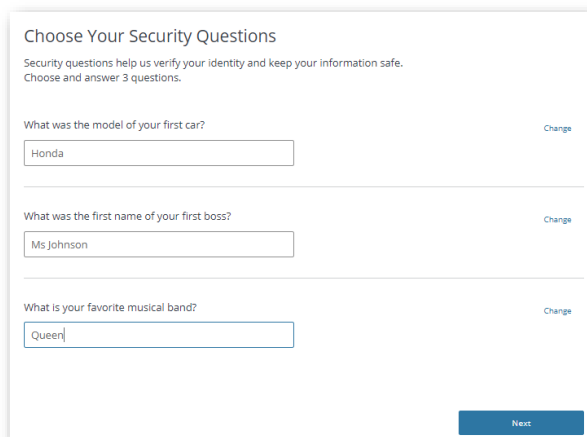
What was the model of your first car?

What color was your first car?

What is your favorite food?

5. The Certified Enroller or consumer repeats these steps for all three questions. The **Next** button enables.
6. Select the **Next** button. The *Register Your Account* page displays with a green check mark next to the *You have registered your security questions* message.
7. Select the **Save & Continue** button to save the updates.

Note: Certified Enrollers are not allowed to know the consumers' answers to their security questions.



Choose Your Security Questions

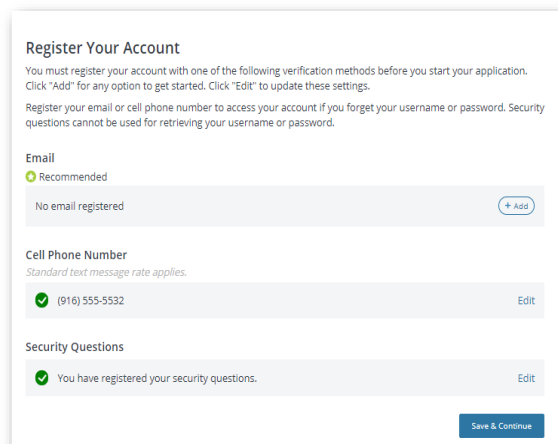
Security questions help us verify your identity and keep your information safe. Choose and answer 3 questions.

What was the model of your first car? Change
 Honda

What was the first name of your first boss? Change
 Ms Johnson

What is your favorite musical band? Change
 Queen

Next



Register Your Account

You must register your account with one of the following verification methods before you start your application. Click "Add" for any option to get started. Click "Edit" to update these settings.

Register your email or cell phone number to access your account if you forget your username or password. Security questions cannot be used for retrieving your username or password.

Email
 Recommended
 No email registered + Add

Cell Phone Number
Standard text message rate applies.
 (916) 555-5532 Edit

Security Questions
 You have registered your security questions. Edit

Save & Continue