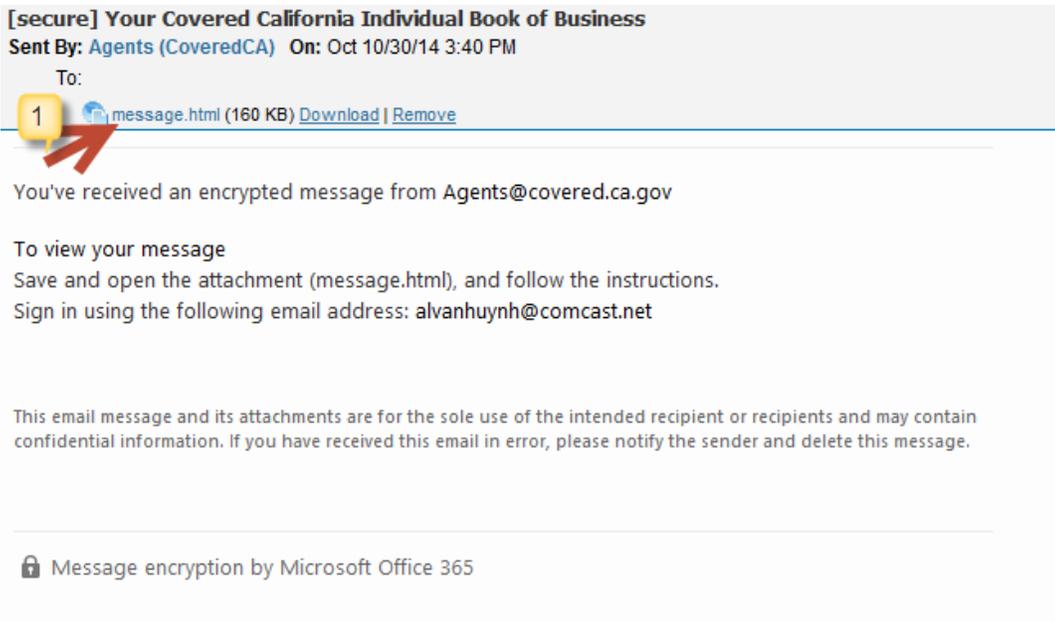# Job Aid: How to Access Your Agent Extract

In order to access your Covered California Agent Extract (book of business) file, you will need two sets of logins. First, you will need your username and password for your Microsoft account. The Microsoft account allows you to open Covered California's secure e-mail attachments.

Second, you will need a Covered California username and password to access your Agent Extract. **For security purposes, your Agent Extract login information will be sent to you in two separate, secure e-mails from Covered California: one e-mail with your username and one e-mail with your password.**

Make sure to check your junk mail or your e-mail "conversation" threads if you are missing one or both secure e-mails containing your Agent Extract login information. If you are certain that you did not receive this information, please contact the Agent Service Center at (877) 453-9198 for assistance.

For instructions on opening your secure Covered California e-mails and with accessing your Agent Extract, please follow the instructions below.

Step 1: Open the encrypted attachment located within your Covered California e-mail labeled "message.html" (see image below)

Job Aid: How to Access Your Agent Extract

Step 2: Click SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE.
You must use the exact e-mail address indicated in the encrypted message dialogue box to sign into your Microsoft account and open your secure e-mail(s) (see where MyE-mail@email.com is located in image below).

Encrypted Message

encrypted message from
Agents@covered.ca.gov

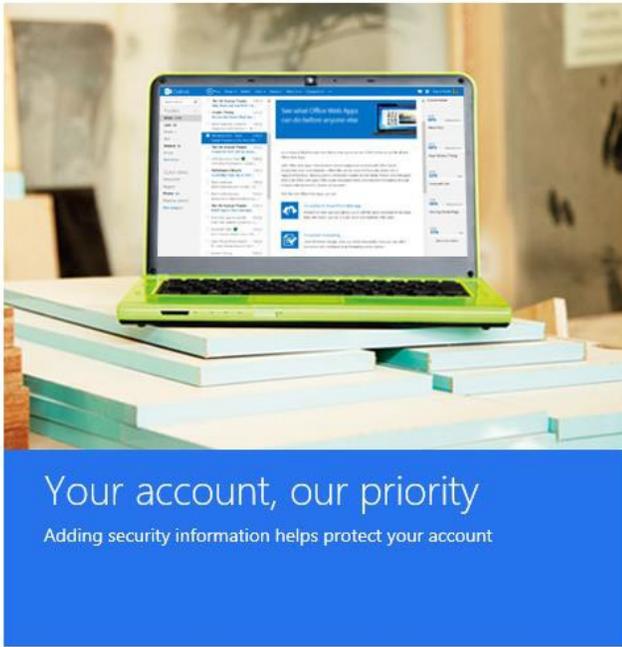To view your message, sign in using the following email address:
MyE-mail@email.com

2

SIGN IN AND VIEW YOUR ENCRYPTED MESSAGE

Don't want to sign in? Get a one-time passcode to view the message.

Message encryption by Microsoft Office 365

Step 3: If you already have a Microsoft account, sign in with your e-mail address and password and proceed to Step 6.

Step 4: If you have a Microsoft account but forgot your password, click "Can't Access Your Account?" And follow the instructions below.

4a) Select I forgot my password **and click** Next

4b) Enter your e-mail address and the CAPTCHA (verification code).

4c) You will receive an email from Microsoft with your new password information. Once you received your password, go back to step 3.

**Step 5) If you do not have a Microsoft account, you will need to create one.
Click "Sign Up Now" located at the bottom of the Microsoft webpage.**

5a) Complete the required information and click **Create account**

Microsoft

Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If y already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to sign in.

Name

First Name	Last Name

✅ After you sign up, we'll send you a message with a link to verify this user name.

User name

MyE-mail@email.com

Or get a new email address

Create password

•••••••••

8-character minimum; case sensitive

Reenter password

•••••••••

Country/region

United States ⌄

ZIP code

95811

Birthdate

January ⌄	1 ⌄	1990 ⌄

Gender

Male ⌄

Help us protect your info

Your phone number helps us keep your account secure.

Country code

United States (+1) ⌄

Phone number

1234567890

We want to make sure that a real person is creating an account.

Enter the characters you see
New | Audio

d6xpwmw

☐ Send me promotional offers from Microsoft. You can unsubscribe at any time.

Click **Create account** to agree to the Microsoft Services Agreement and privacy and cookies statement.

Create account

Step 6: Once you have signed in, your email from Covered California's Help Desk should open automatically. If this occurs, proceed to Step 7.

If your secure email does <u>not</u> open, proceed to Step 6a.
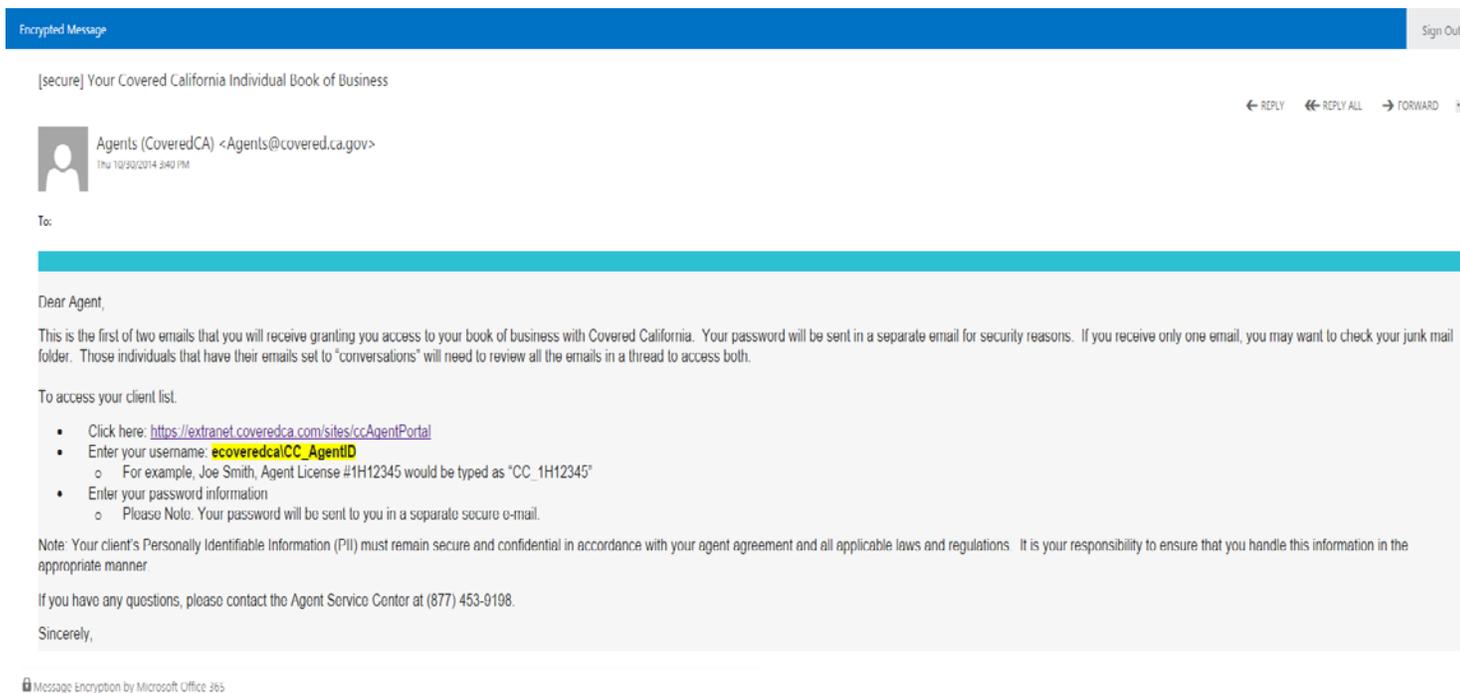
6a) If your secure email doesn't open automatically, and you only see your Microsoft profile, go to your inbox and open the email from Covered California's Help Desk again. Click on the secure attachment referenced in Step 1. You should now be able to open this attachment.

Step 7: To access your agent extract, click on the link provided in your secure e-mail message with your username. Your password will be provided in a separate e-mail.

Encrypted Message

[secure] Your Covered California Individual Book of Business

Agents (CoveredCA) <Agents@covered.ca.gov>
Thu 10/30/2014 4:29 PM

To:

Dear Agent,

This is the first of two emails that you will receive granting you access to your book of business in Covered California. This email will give you your password, your username will be sent in a separate email for security reasons. If you receive only one email, you may want to check your junk mail folder. Those individuals that have their emails set to conversations will need to review all the emails in a thread to access both.

To access your client list:

- Click here: https://extranet.coveredca.com/sites/ccAgentPortal
- Enter your Password: KJksj39e4sols9L

- Enter your password information
    - Please Note: Your username will be sent to you in a separate secure e-mail.

Note: Your client's Personally Identifiable Information (PII) must remain secure and confidential in accordance with your agent agreement and all applicable laws and regulations. It is your responsibility to ensure that you handle this information in the appropriate manner

🔒 Message Encryption by Microsoft Office 365

Step 8: Enter the domain name "ecoveredca\" and your username and password into the dialogue box (see image below).   This will bring you to your agent extract.
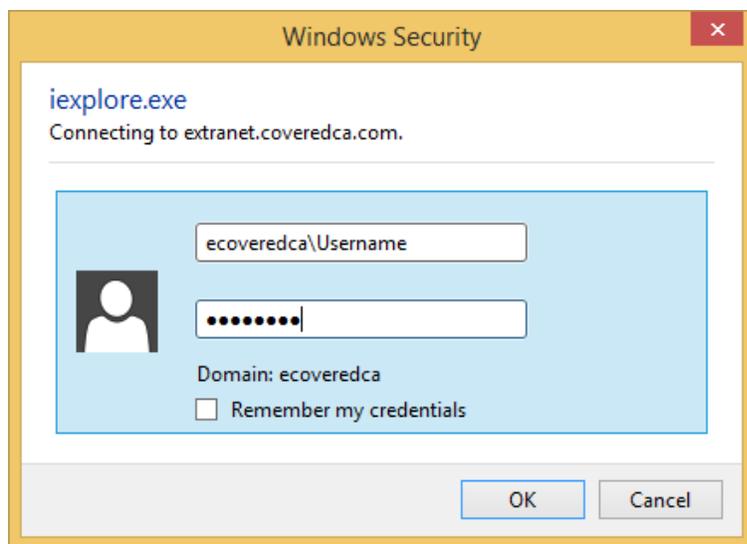
Note that your password is sent out in a separate, secure e-mail.

If the above instructions are not helpful or you have questions, please send an email to agents@covered.ca.gov. Please title the e-mail: * Accessing Your Agent Extract * and include your name, license number, e-mail address and telephone number.

Please note that due to high email volumes, your request may take 24-48 hours for a response. If, after following the instructions above, you still require assistance please contact the Agent Service Center at 877-453-9198.