



Online Application System: Password Rules

It is important that you and your clients adhere to specific password rules when creating an account in the Covered California online system. While the online system will not offer this specific guidance when creating your password, you and your clients should make sure to follow the instructions below in order to reduce the likelihood of encountering issues when submitting online applications.

INSTRUCTIONS: When creating a password in the Online Enrollment System, you and your clients should follow all of these conventions:

1) Your password **must start with a letter and include** the following:

- a) At least 1 upper-case letter (A-Z)
- b) At least 1 lower-case letter (a-z)
- c) At least 1 number (0-9)
- d) At least 1 special character (#,\$,%, etc.)

2) **DO NOT** use words found in a dictionary or names

Example:

James ← Incorrect
Vacation

ASDFGh1# ← Correct
TWISJKI2\$

3) Your password **must have at least 8 characters** and no more than 16 characters

4) New passwords cannot be one that you have used within the last 24 passwords