

*Client unable to log in? Tried "Forgot Password" but can't answer the security questions? Locked out of their account?*

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

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

**TIP:** Have client log into their email on a computer instead of attempting to do this on a phone.

CALL THE MARKETPLACE  
Dial 8 then 1-855-879-2683  
code 5 1 2 4 4 7 2 0 2 6

- **Tip:** You can request an interpreter for different languages.
- Tell the Rep you'll need to be authorized to speak on behalf of client.
- Client will be asked to verify his/her account.
- You should take over the call once you are authorized.

**ASK THE REP:**  
What email address do you have?

- Ask the Rep what is the email associated with the account.
- If you **can't** access that email, ask to **change it** to one you can.
- Have the client log into the email on file or into the new email.
- Make sure the client can log into the email.

**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.
- Request temporary password.

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 username and paste the temporary password.

Create a NEW password

- **Tip:** Copy and paste works best
- 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 = ? < > ( ) ' " \ / &