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 = ? < > ( ) ’ “ \ / &