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 = ? < > ( ) ' " \ / &