



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!

CALL THE MARKETPLACE
800-318-2596

- 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 is on my
account?

- If you can't access that email, ask the Rep to change it to an email you can access on. This email is just to get into your account. You can change it later.

ASK THE REP:
What is the Username on my
account?

- 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 = ? < > () ' " \ / &