



Accessing the Agent Extranet Job Aid Certified Insurance Agents

Agent Extranet

The Agent Extranet, found outside of the Individual Marketplace online application (also known as CalHEERS) is where Covered California uploads important reports, such as your weekly Book of Business and Conditional Eligibility Extract.

View our [Book of Business Quick Guide](#) to understand your weekly Book of Business report. Also, view our [Conditional Eligibility Extract Job Aid](#) for information on your monthly Conditional Eligibility report and how you can assist consumers by reminding them to upload certification documents to maintain their financial assistance and/or coverage.

The Agent Extranet is accessed here: <https://extranet.coveredca.com/sites/ccAgentPortal>

Logging into Your Agent Extranet Portal for the First Time

Every Monday three emails from agents@covered.ca.gov are generated and sent to newly certified Covered California Agents from the previous week. For security purposes, this information is sent separately:

- **Introduction email with instructions** – Subject line: Your Covered California Individual Book of Business – Informational
- **User name email** – Subject line: [secure] Your Covered California Individual Book of Business – Username
- **Password email** – Subject line: [secure] Your Covered California Individual Book of Business – Password

If you are recently certified with Covered California make sure to check your junk email or your email “conversation” threads if you are missing one or both secure emails containing your Agent Extranet login information. To view examples of these emails, view Appendix B below.

Once you select the Agent Extranet link you will be directed to update your temporary password. Follow the directions and reset your password.

How to Change Your Password

Click the link: <https://reset.coveredca.com/>, enter your user name and click “Reset Password.” If you do not have your user name, please contact the Agent Service Center at 877-453-9198.

The “Reset My Password” screen will ask “How to reset your password?” You will receive two options if you set up your security questions. Click the radio button to select the method you want to use:

- “Via E-mail Address”
- “Via Security Question”

Note: If you did not set up your security questions, only “Via E-mail Address” option will be available. To set-up your security questions, view Appendix A below.



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“Via E-mail Address”

- The email address you have on the account will display.
 - **Please Note:** If the email address displayed is incorrect or is an email to which you no longer have access, please update your email by sending a request to agents@covered.ca.gov.
- Click the “Next” button to have the reset link sent to your email.
- A confirmation is displayed that the link was successfully sent to the email address currently associated with your account.
- An email will be sent to your email inbox from Covered CA Extranet [ESharePoint-Admin@covered.ca.gov](#) with the following message:
 - E.g. *“You have applied to reset your password in site: Credential Management, click the following link to reset the password: [unique link provided here]”*
- Click the link within the email you receive.
- A temporary password will be provided.
- Follow the steps under **Next Steps**.

“Via Security Question”

- The security questions you set-up will display and provide space for your answers
- Answers are case sensitive.
- Once you provide the correct three answers, a temporary password will be provided.
- Follow the steps under **Next Steps**.

Next Steps

- Once you are provided a temporary password, click the link displayed as “To change your password, click password reset.”
- A pop-up window will display.
- Enter your user name
- Enter your temporary password and then click “Log In.”
- The screen “Change My Password” displays.
- Enter the temporary password again, followed by a new password.
- Enter the new password twice.
- Then click “Change Password.”
- A confirmation will display confirming the password change.

Please Note: For security purposes, Agent Extranet passwords automatically expire every 60 days. If you do not update your password within the 60 days, you will become locked out of your account and will need to use the [password reset link](#) to reset your password. You will receive an automated email 10 days prior to the date your password is due to expire. The email will come from Covered CA Extranet [<mailto:ESharePoint-Admin@covered.ca.gov>].



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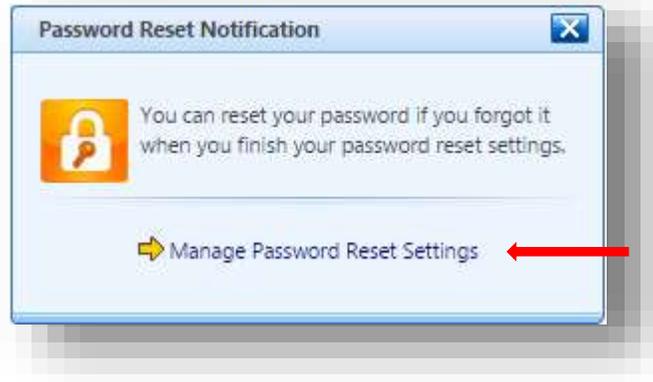
Personally Identifiable Information (PII)

PII is found within the Agent Extranet and must remain secure and confidential in accordance with Covered California's Security and Privacy policies as outlined in the [agent agreement](#), including all applicable laws and regulations. It is the Agent's responsibility to ensure that they handle this information in the appropriate manner. Remember that emails with consumer PII must be encrypted or secured.

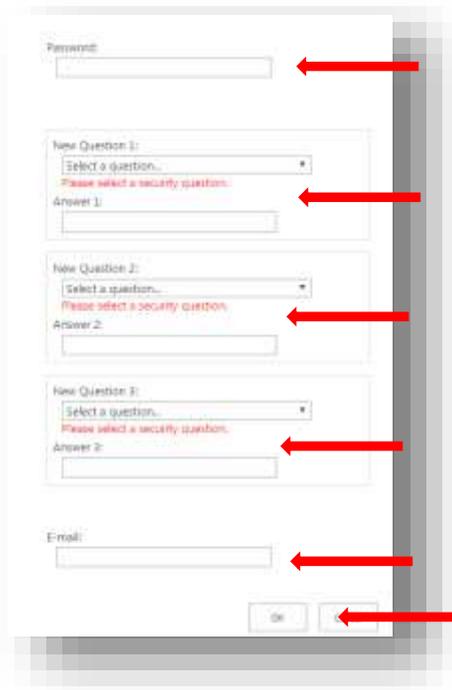
-See Below for Appendix A and Appendix B-

Appendix A: To Add Security Questions to the Agent Extranet

A pop-up is displayed on the bottom right hand side of your screen once you are logged into the Agent Extranet. Click the “Manage Password Reset Settings” link to display the “My Password Reset Settings” page.



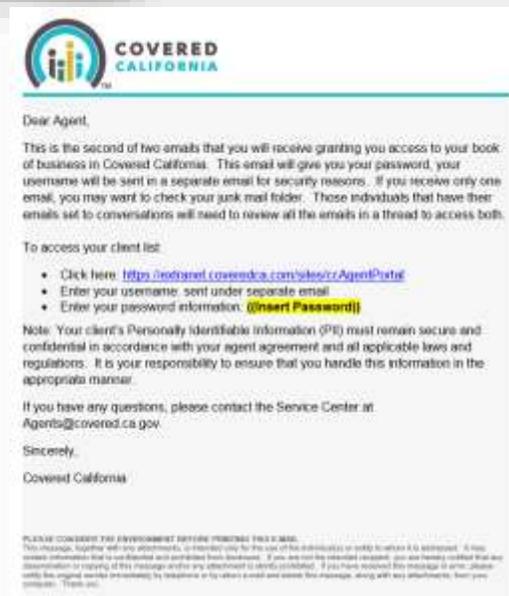
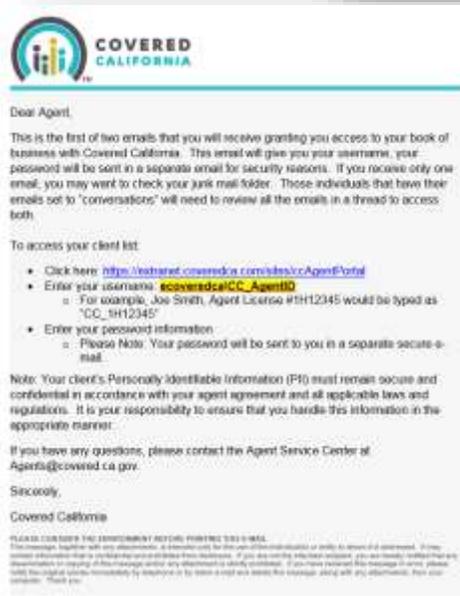
The “My Password Reset Settings” page will display. Enter your password, followed by three security questions (case sensitive) and provide answers, followed by your email address. Click “OK” to save these settings.





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Appendix B: Three emails sent from Covered California once an Agent becomes certified:



If the above instructions are not helpful or you have questions, please call our Agent Service Center at 877-453-9198 or send an email to agents@covered.ca.gov. Please title the email: * Accessing Your Agent Extranet * and include your name, license number, email address and telephone number. Due to high email volume, your request may take 24-48 hours for a response.