

# Activating Counselor Delegation Code

## ACTIVATING COUNSELOR DELEGATION CODE

Counselors must activate their delegation code and receive their Counselor badge prior to enrolling consumers in a qualified health plan.

Please select the link provided and follow the steps below to set up and activate your Counselor user account on [CoveredCA.com](http://CoveredCA.com).

It may be best to copy and paste the required information (Delegation code, Entity business name and Counselor Certification number) in the fields available in the link below. Be sure not to include any additional spaces when copying this information.

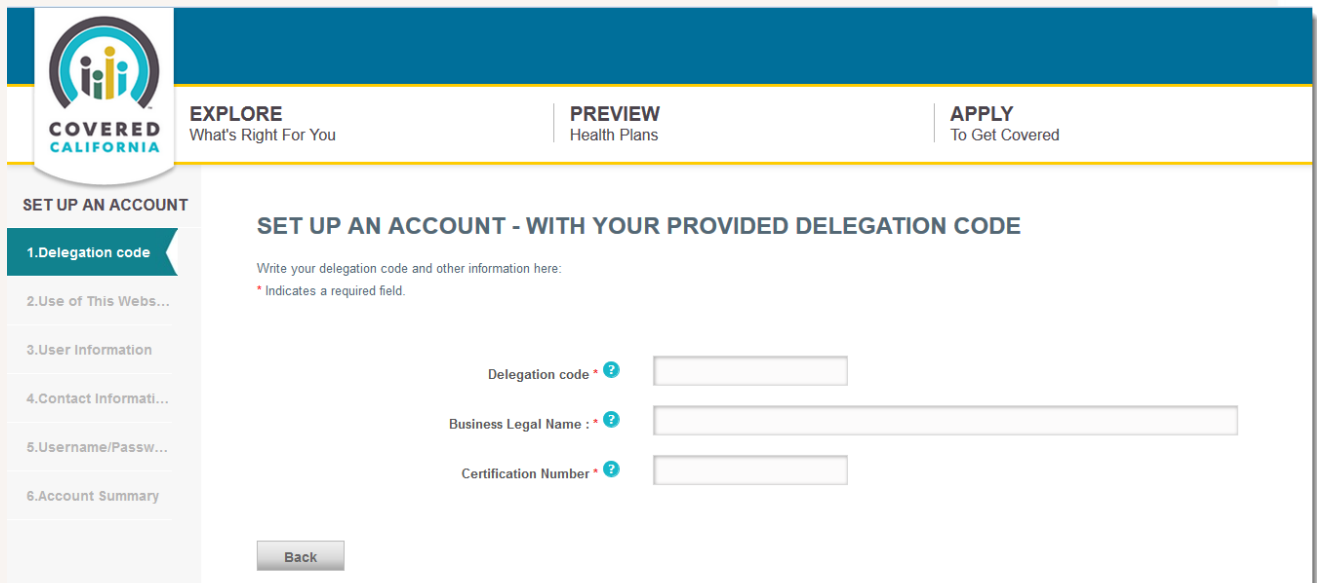
(Example of information previously delivered in an email)

Counselor Delegation code: **SJ5Nen**

Entity Business Legal Name: **UAT 4.4 American Traders 3**

Counselor Certification #: **5000000142**

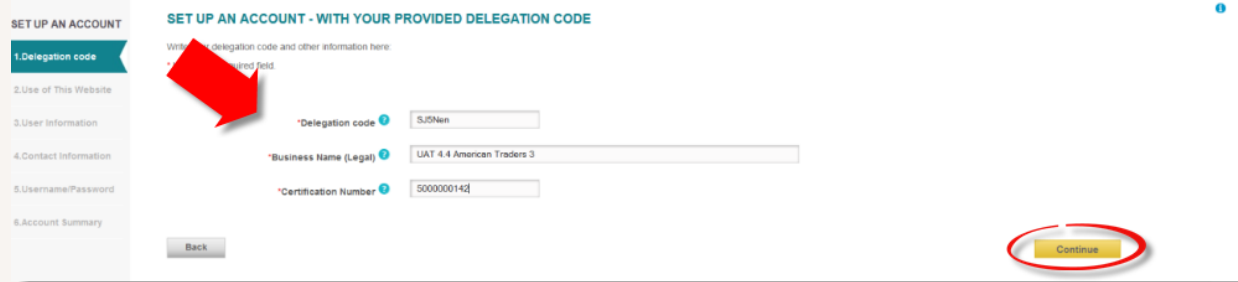
1. To set up the account in [CoveredCA.com](http://CoveredCA.com), please click here:  
[https://v.calheers.ca.gov/apspahbx/ahbxanonym.portal?\\_nfpb=true&\\_st=&\\_pageLabel=signUpPage&\\_windowLabel=SignUp\\_1&wlpSignUp\\_1\\_javax.portlet.value=agent&\\_urlType=action&wlpSignUp\\_1\\_javax.portlet.action=assisterAccount](https://v.calheers.ca.gov/apspahbx/ahbxanonym.portal?_nfpb=true&_st=&_pageLabel=signUpPage&_windowLabel=SignUp_1&wlpSignUp_1_javax.portlet.value=agent&_urlType=action&wlpSignUp_1_javax.portlet.action=assisterAccount)



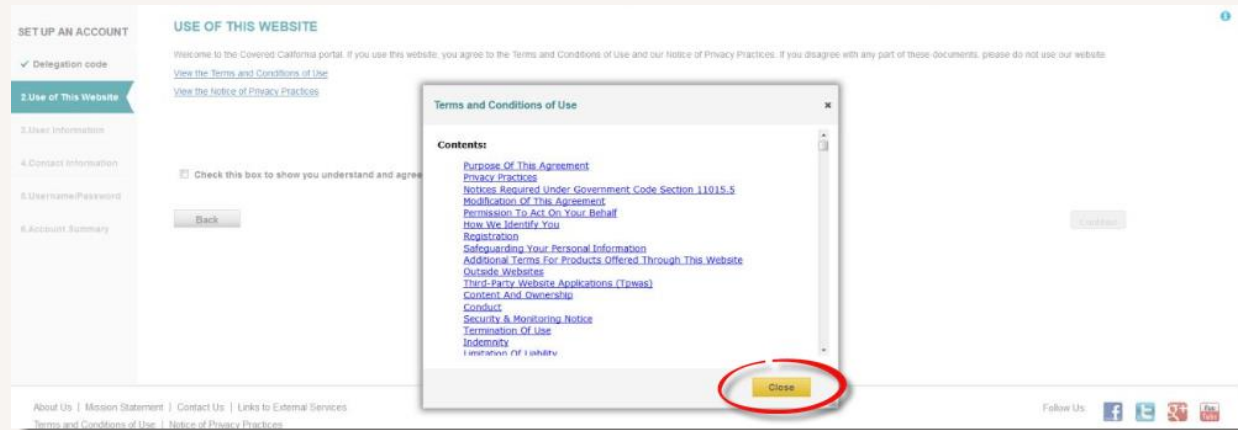
The screenshot shows the Covered California website interface. At the top, there is a navigation bar with three main sections: 'EXPLORE What's Right For You', 'PREVIEW Health Plans', and 'APPLY To Get Covered'. Below this is a sidebar menu titled 'SET UP AN ACCOUNT' with six steps: 1. Delegation code (highlighted), 2. Use of This Webs..., 3. User Information, 4. Contact Informati..., 5. Username/Passw..., and 6. Account Summary. The main content area is titled 'SET UP AN ACCOUNT - WITH YOUR PROVIDED DELEGATION CODE'. It contains the instruction 'Write your delegation code and other information here:' followed by a note '\* Indicates a required field.' There are three input fields: 'Delegation code' with a question mark icon, 'Business Legal Name' with a question mark icon, and 'Certification Number' with a question mark icon. A 'Back' button is located at the bottom left of the form area.

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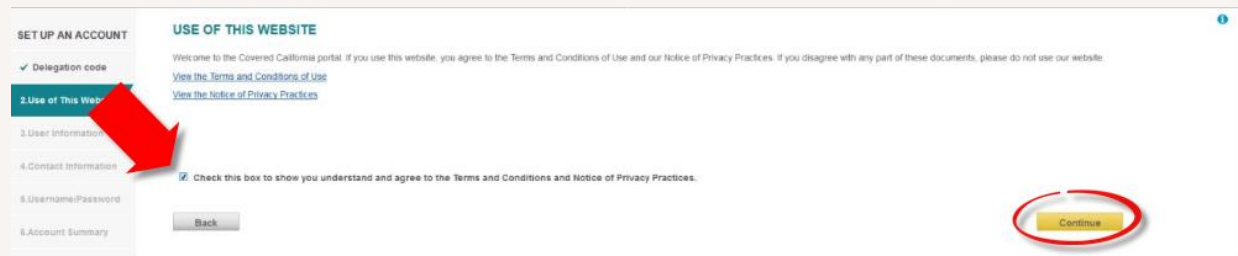
2. Complete all necessary information and follow system directions to create and activate your CoveredCA.com account
  - a. After you enter delegation code, Entity business legal name and Counselor certification number - click the **CONTINUE** button



3. The next page will review the Use of the Website. Counselor must select "View the Terms and Conditions of Use" and review the verbiage than click on the Close button

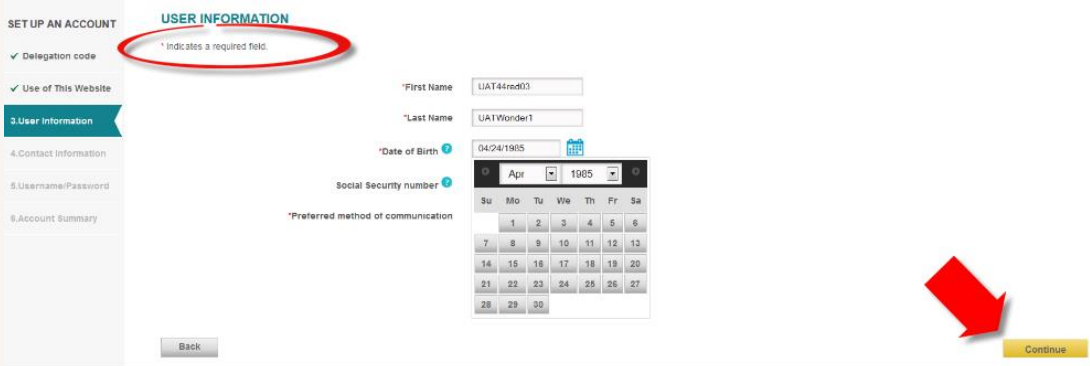


4. Counselor clicks the checkbox next to "Check this box to show you agree to Terms and Conditions", then Click "Continue" (Continue button should be enabled)

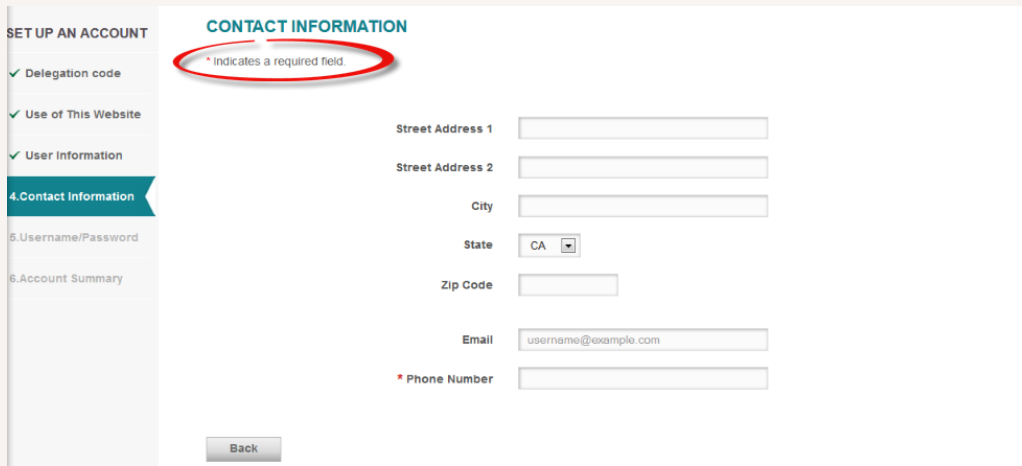


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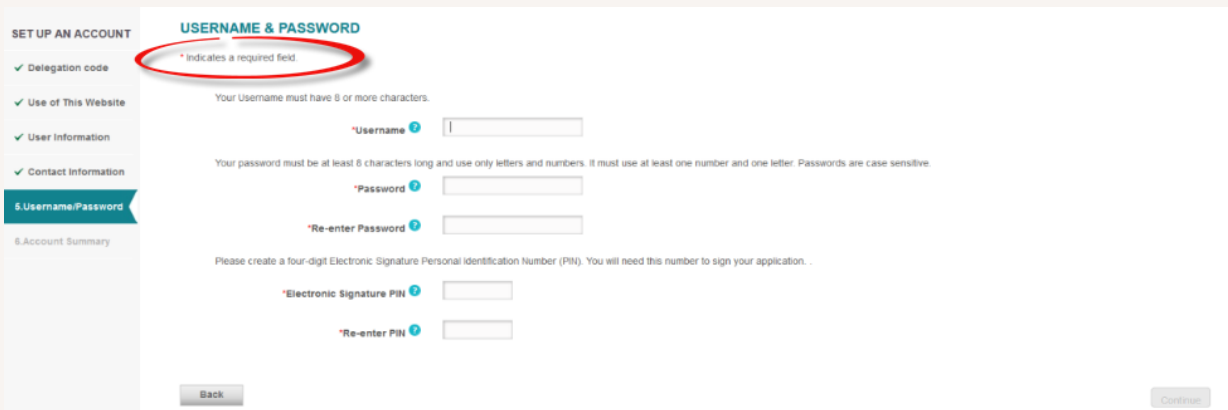
5. Counselor must complete the required fields on the User Information pages then click Continue



6. Counselor must complete the required fields on the Contact Information page

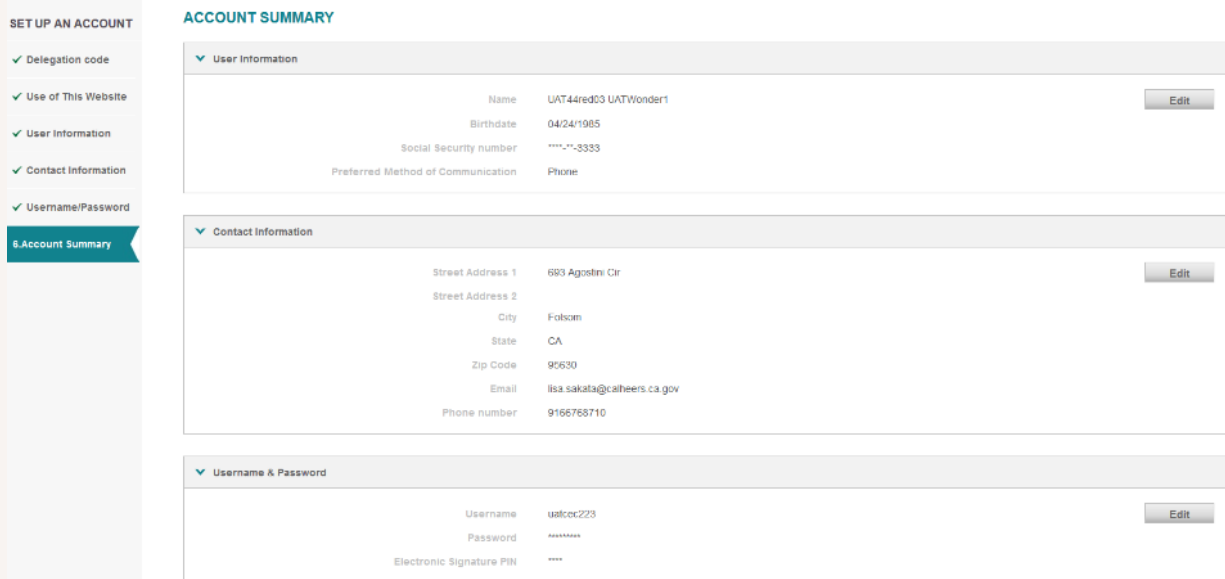


7. Counselor must complete all required fields in the Username & Password window and click Continue (Keep track of this information as the user will be prompted to login once the account information is confirmed at the end)



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8. Counselor is to verify all information submitted for the User Account.



**SET UP AN ACCOUNT**

- ✓ Delegation code
- ✓ Use of This Website
- ✓ User Information
- ✓ Contact Information
- ✓ Username/Password
- 8. Account Summary**

### ACCOUNT SUMMARY

**User Information**

Name	UAT44red03 UATWonder1	<a href="#">Edit</a>
Birthdate	04/24/1985	
Social Security number	***-**-3333	
Preferred Method of Communication	Phone	

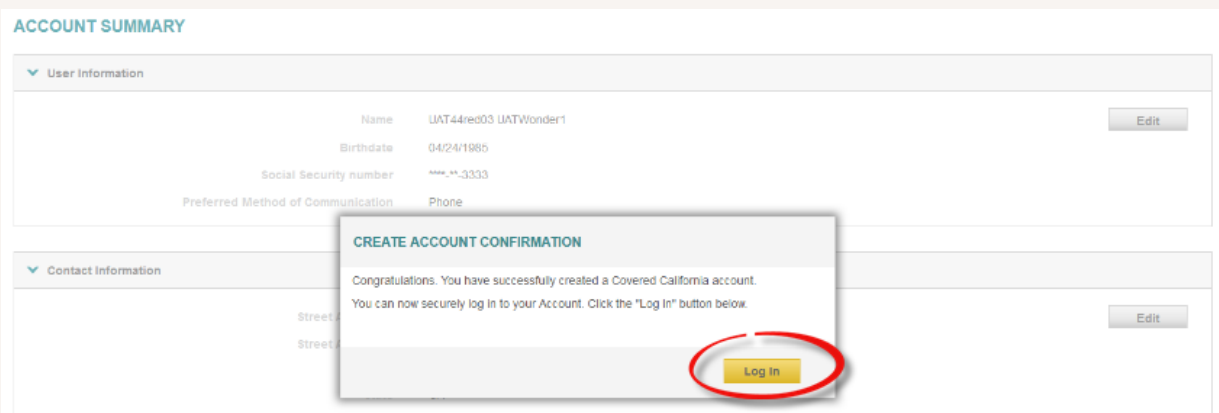
**Contact Information**

Street Address 1	683 Agostini Cir	<a href="#">Edit</a>
Street Address 2		
City	Folsom	
State	CA	
Zip Code	95630	
Email	lisa.sakata@calheers.ca.gov	
Phone number	9166768710	

**Username & Password**

Username	uatccr223	<a href="#">Edit</a>
Password	*****	
Electronic Signature PIN	****	

9. Once the Counselor's user account information is reviewed and confirmed, a pop-up window will prompt the user to Log In with the Username and Password generated.



### ACCOUNT SUMMARY

**User Information**

Name	UAT44red03 UATWonder1	<a href="#">Edit</a>
Birthdate	04/24/1985	
Social Security number	***-**-3333	
Preferred Method of Communication	Phone	

**Contact Information**

Street		<a href="#">Edit</a>
Street		

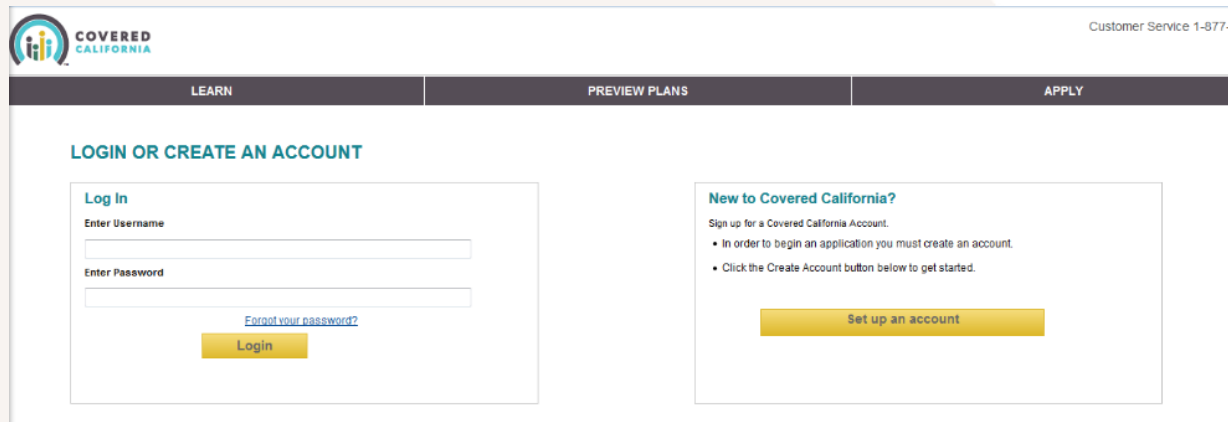
**CREATE ACCOUNT CONFIRMATION**

Congratulations. You have successfully created a Covered California account.  
You can now securely log in to your Account. Click the "Log In" button below.

[Log In](#)

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10. After selecting Log In, the page will be redirect to the CoveredCA.com Login page



The screenshot shows the CoveredCA.com website interface. At the top left is the Covered California logo, and at the top right is the text "Customer Service 1-877-4...". Below the logo is a navigation bar with three tabs: "LEARN", "PREVIEW PLANS", and "APPLY". The main content area is titled "LOGIN OR CREATE AN ACCOUNT". It is divided into two columns. The left column is titled "Log In" and contains two input fields: "Enter Username" and "Enter Password". Below the password field is a link that says "Forgot your password?". At the bottom of this column is a yellow "Login" button. The right column is titled "New to Covered California?" and contains the text "Sign up for a Covered California Account." followed by two bullet points: "• In order to begin an application you must create an account." and "• Click the Create Account button below to get started." At the bottom of this column is a yellow "Set up an account" button.

If any errors occur during this process, a screen shot of the error message must be provided to the EAS and a description of what step in the process the error occurred.

**Congratulations!** The Counselor account has been activated and set up on CoveredCA.com. Those Counselors who have completed this process and received their badge are now able to assist consumers enroll in a Covered California qualified health plan.

***\*\*Only those Counselors who have cleared the background check exam, will receive a delegation code and badge to become a Certified Counselor for Covered California!***