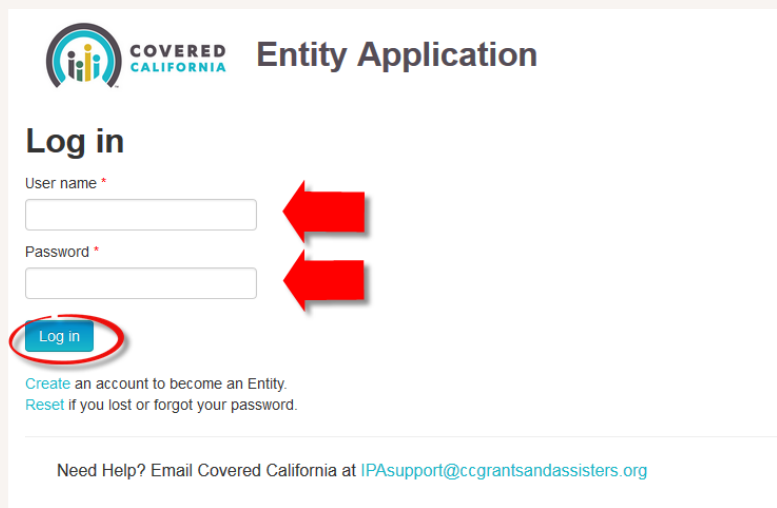


Resending Counselor Delegation Code & Troubleshooting Blocked Emails

RESENDING COUNSELOR DELEGATION CODE AND TROUBLESHOOTING BLOCKED EMAILS

RESENDING COUNSELOR DELEGATION CODE

1. The primary account holder (individual who created the IPAS account) logs into IPAS:
<https://ipas.ccgrantsandassistors.org/>



Entity Application

Log in

User name *

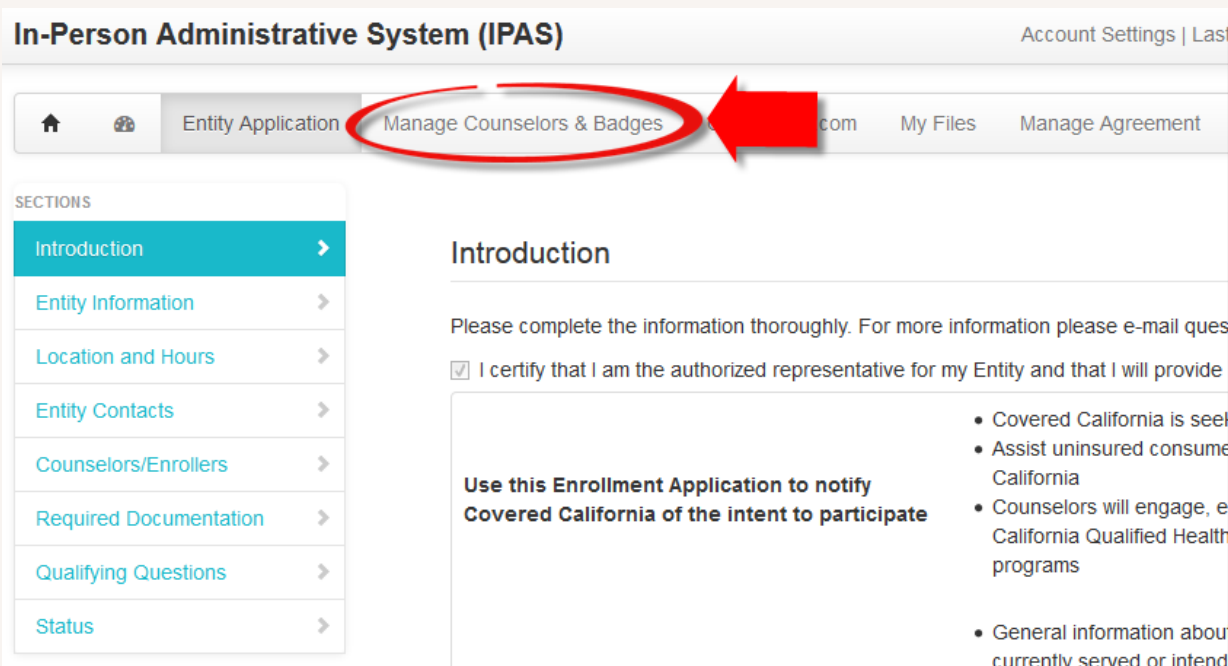
Password *

Log in

[Create an account to become an Entity.](#)
[Reset if you lost or forgot your password.](#)

Need Help? Email Covered California at IPAsupport@ccgrantsandassistors.org

2. Click on **Manage Counselors & Badges**



In-Person Administrative System (IPAS) Account Settings | Last

Entity Application **Manage Counselors & Badges** com My Files Manage Agreement

SECTIONS

- Introduction >
- Entity Information >
- Location and Hours >
- Entity Contacts >
- Counselors/Enrollers >
- Required Documentation >
- Qualifying Questions >
- Status >

Introduction

Please complete the information thoroughly. For more information please e-mail ques

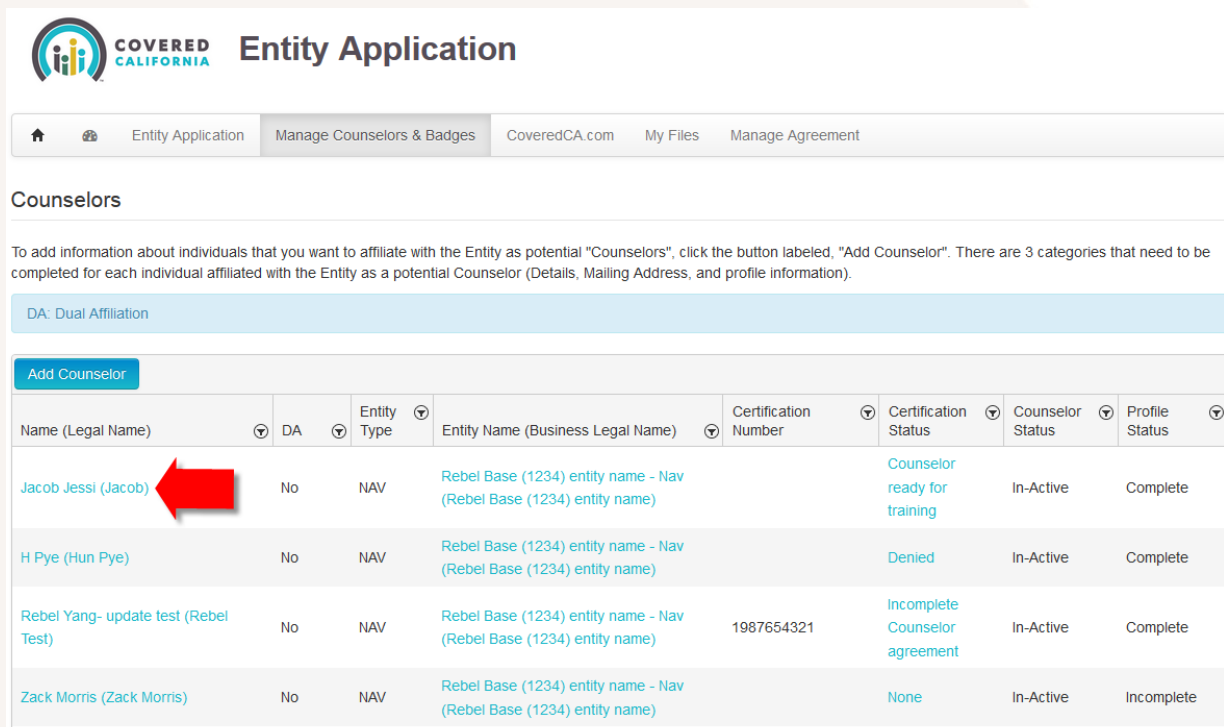
I certify that I am the authorized representative for my Entity and that I will provide

Use this Enrollment Application to notify Covered California of the intent to participate

- Covered California is seek
- Assist uninsured consume California
- Counselors will engage, e California Qualified Health programs
- General information about currently served or intend

Resending Counselor Delegation Code & Troubleshooting Blocked Emails

3. Select the Counselor that needs the Delegation Code resent



Entity Application

Entity Application | Manage Counselors & Badges | CoveredCA.com | My Files | Manage Agreement

Counselors

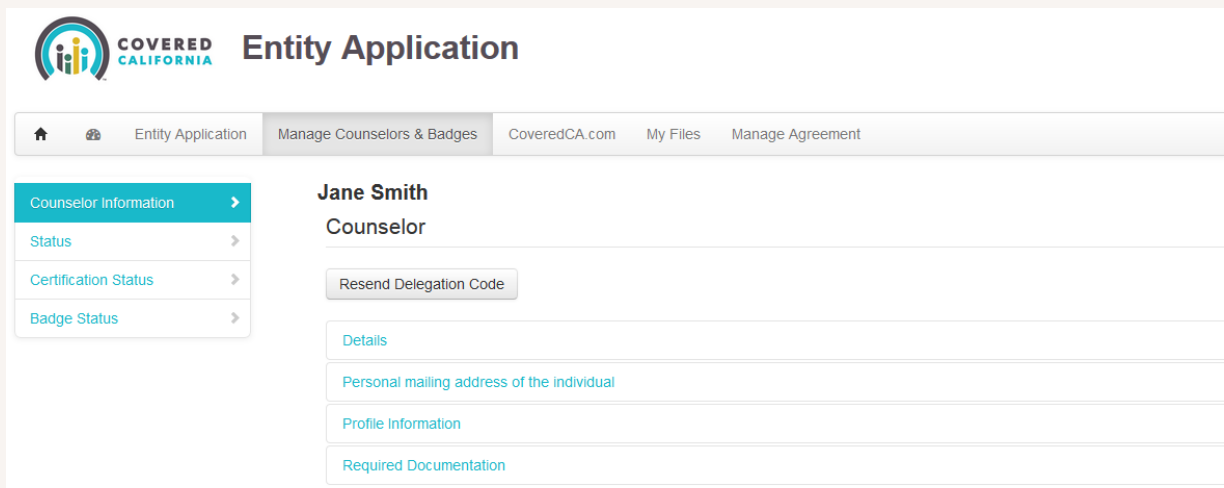
To add information about individuals that you want to affiliate with the Entity as potential "Counselors", click the button labeled, "Add Counselor". There are 3 categories that need to be completed for each individual affiliated with the Entity as a potential Counselor (Details, Mailing Address, and profile information).

DA: Dual Affiliation

[Add Counselor](#)

Name (Legal Name)	DA	Entity Type	Entity Name (Business Legal Name)	Certification Number	Certification Status	Counselor Status	Profile Status
Jacob Jessi (Jacob)	No	NAV	Rebel Base (1234) entity name - Nav (Rebel Base (1234) entity name)		Counselor ready for training	In-Active	Complete
H Pye (Hun Pye)	No	NAV	Rebel Base (1234) entity name - Nav (Rebel Base (1234) entity name)		Denied	In-Active	Complete
Rebel Yang- update test (Rebel Test)	No	NAV	Rebel Base (1234) entity name - Nav (Rebel Base (1234) entity name)	1987654321	Incomplete Counselor agreement	In-Active	Complete
Zack Morris (Zack Morris)	No	NAV	Rebel Base (1234) entity name - Nav (Rebel Base (1234) entity name)		None	In-Active	Incomplete

4. After clicking on the name of the Counselor you will be sent to that Counselor's profile information



Entity Application

Entity Application | Manage Counselors & Badges | CoveredCA.com | My Files | Manage Agreement

Counselor Information

- Status
- Certification Status
- Badge Status

Jane Smith
Counselor

[Resend Delegation Code](#)

[Details](#)

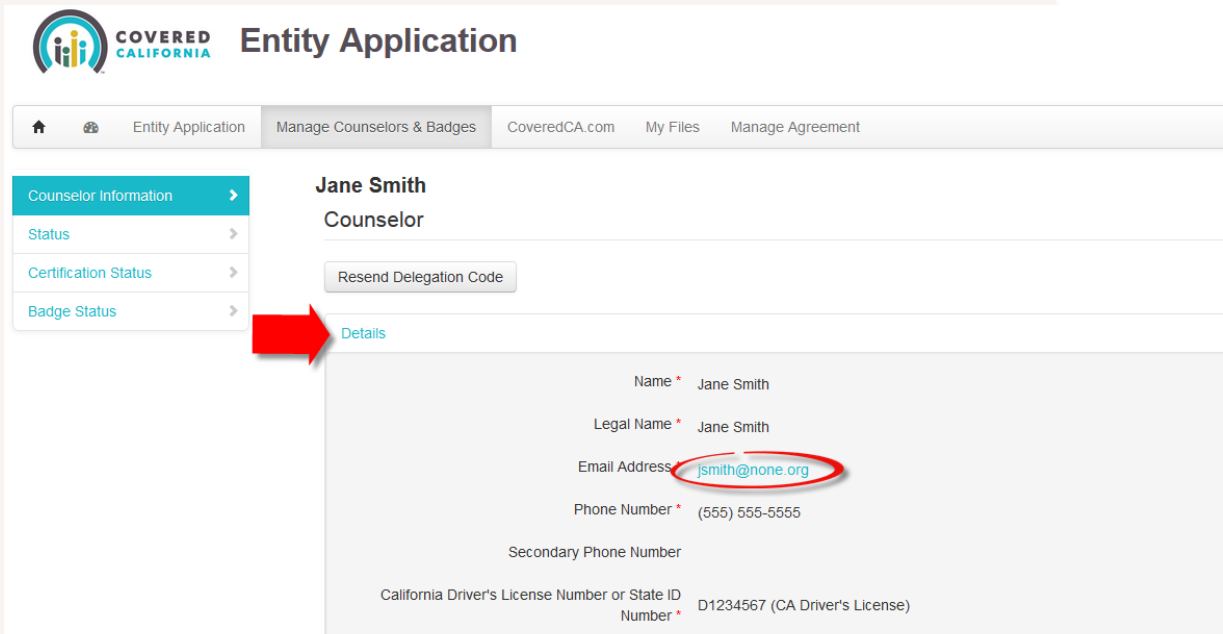
[Personal mailing address of the individual](#)

[Profile Information](#)

[Required Documentation](#)

Resending Counselor Delegation Code & Troubleshooting Blocked Emails

5. Under Details confirm the email address of the Counselor profile is accurate
 - a. If the email is wrong a **Change Request Form** must be uploaded under '**My Files**' to correct the address in IPAS



Entity Application

Entity Application | Manage Counselors & Badges | CoveredCA.com | My Files | Manage Agreement

Counselor Information

- Status
- Certification Status
- Badge Status

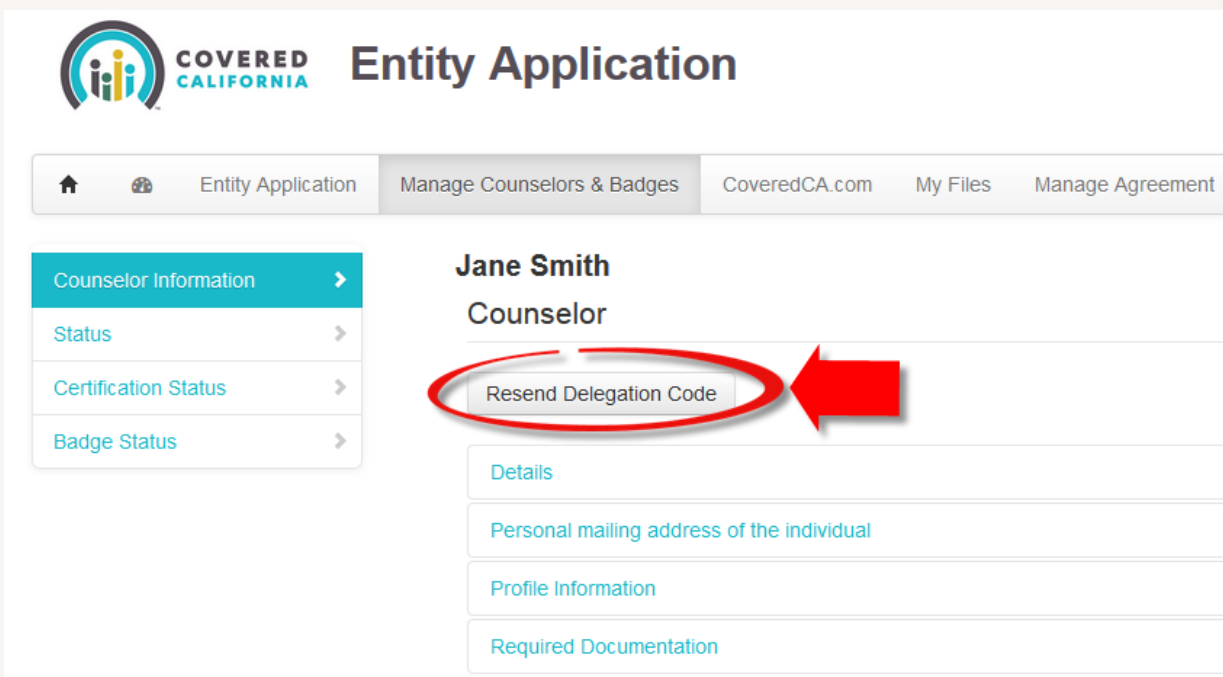
Jane Smith
Counselor

Resend Delegation Code

Details

Name * Jane Smith
Legal Name * Jane Smith
Email Address * jsmith@none.org
Phone Number * (555) 555-5555
Secondary Phone Number
California Driver's License Number or State ID Number * D1234567 (CA Driver's License)

6. Once email is confirmed, the Primary Contact can select the **Resend Delegation Code** button to resend a new email with activation instructions to the Counselor's email on file
 - a. A message will pop up stating once the Delegation Code is resent that an email was successfully sent



Entity Application

Entity Application | Manage Counselors & Badges | CoveredCA.com | My Files | Manage Agreement

Counselor Information

- Status
- Certification Status
- Badge Status

Jane Smith
Counselor

Resend Delegation Code

Details

Personal mailing address of the individual

Profile Information

Required Documentation

Resending Counselor Delegation Code & Troubleshooting Blocked Emails

TROUBLESHOOTING BLOCKED/BOUNCED EMAILS

1. If your Counselor continues to not receive the delegation email, the Entity's IT department must follow the below steps to receive our emails through their firewall
 - a. Whitelist our domain and IP address
 - i. Domain: @ccgrantsandassistors.org
 - ii. IP address: 198.37.153.60
 - b. Open the below Ports
 - i. 25, 2525, 587 and 465
 - ii. Recommend 25 and 587 initially for SMTP

2. Once completed the Entity or Counselor must contact us to confirm our emails have been whitelisted, then we will remove the Counselor's email from our bounced list and send a test email to verify the Counselor will receive our emails