

Your status will be set to “Ready for Training” once your organization’s primary contact has uploaded your CEC agreement into IPAS and it has been reviewed and approved.

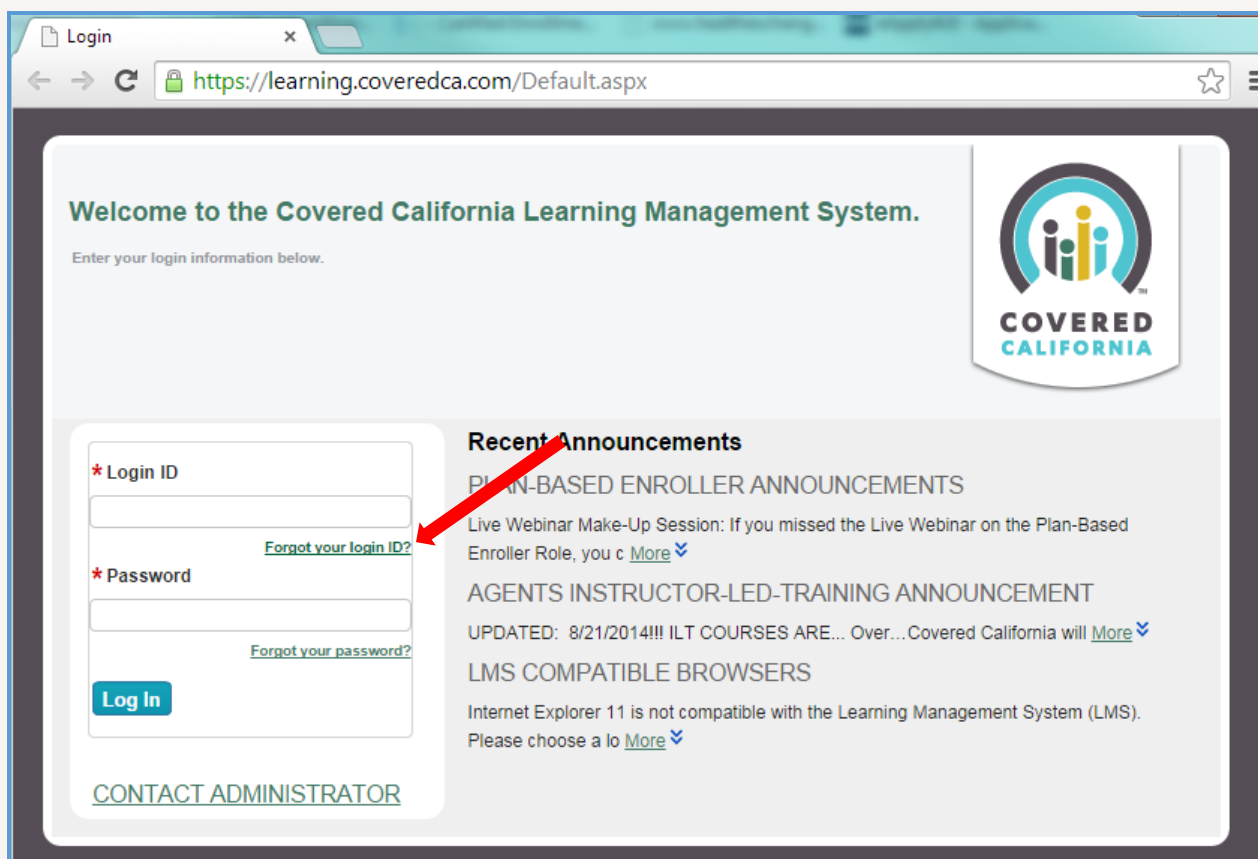
Once you are set to “Ready for Training” it will take up to 2 business days for your account to be created in the [Learning Management System \(LMS\)](#). Once your account has been created in the LMS, an auto generated email will be sent to the email address that is listed on your CEC Agreement. The email will come from [LMSHelpdesk@covered.ca.gov](mailto:LMSHelpdesk@covered.ca.gov), please check your Junk/Spam Folder as this message is often filtered as Junk/Spam.

**You have the ability to retrieve your LMS login ID and password. Follow the directions below to retrieve your LMS credentials.**

## RETRIEVING YOUR LMS LOGIN ID

### STEP 1: LOGIN PAGE

- Go to LMS login page <https://learning.coveredca.com/>
- Click on [Forgot your login ID](#)

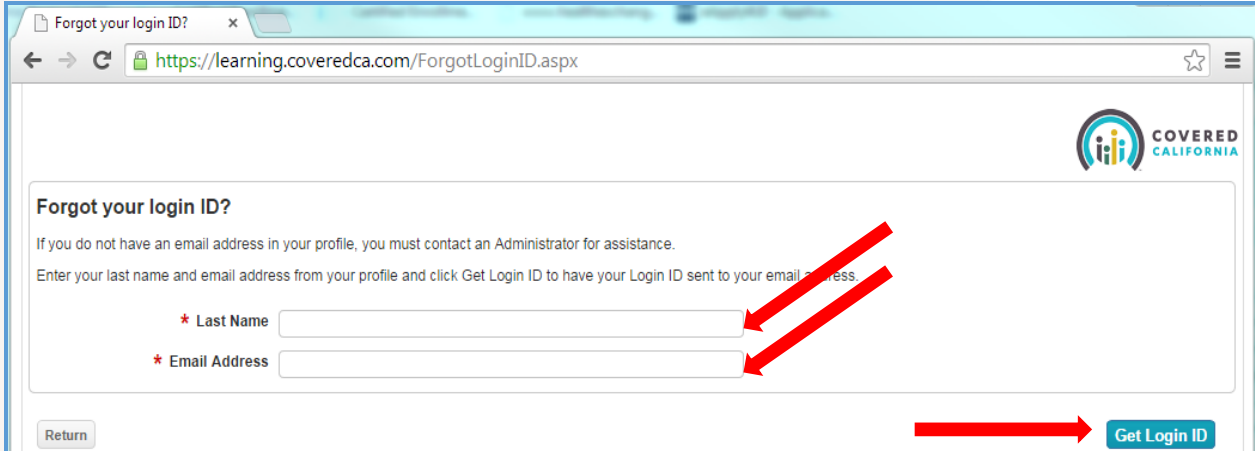


The screenshot shows a web browser window with the URL <https://learning.coveredca.com/Default.aspx>. The page title is "Login". The main content area has a header that says "Welcome to the Covered California Learning Management System." and a sub-header "Enter your login information below." To the right is the Covered California logo. Below the header is a login form with two input fields: "\* Login ID" and "\* Password". Below the "Login ID" field is a link that says "Forgot your login ID?". Below the "Password" field is a link that says "Forgot your password?". There is a "Log In" button below the form. To the right of the form is a "Recent Announcements" section with three items: "PLAN-BASED ENROLLER ANNOUNCEMENTS", "AGENTS INSTRUCTOR-LED-TRAINING ANNOUNCEMENT", and "LMS COMPATIBLE BROWSERS". A red arrow points from the "Forgot your login ID?" link to the "PLAN-BASED ENROLLER ANNOUNCEMENTS" section. At the bottom left of the page is a link that says "CONTACT ADMINISTRATOR".

### STEP 2: ENTER YOUR USER INFORMATION

- Enter your last name and email address

- Click on Get Login ID



**Forgot your login ID?**

If you do not have an email address in your profile, you must contact an Administrator for assistance.  
Enter your last name and email address from your profile and click Get Login ID to have your Login ID sent to your email address.

\* Last Name

\* Email Address

#### ERROR MESSAGE RECEIVED

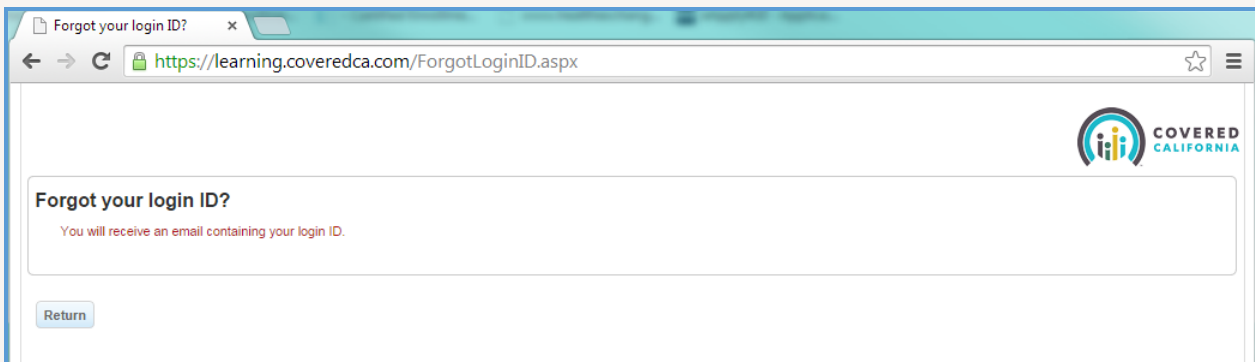
If the last name and email address combination you entered is not found in the system's record use the following troubleshooting tips:

- Consider any middle name and suffixes attached to your profile name in IPAS
- Example A: If CEC name is 'Monica Geller Bing' enter 'Geller Bing' for last name
- Example B: If CEC name is 'Chandler Bing Jr.' enter 'Bing Jr.' for last name

For additional assistance, please contact [training@rhainc.com](mailto:training@rhainc.com).

### STEP 3: SUCCESSFUL SUBMISSION

Once you successfully submitted the request, a message will appear at the top that reads "You will receive an email containing your login ID."



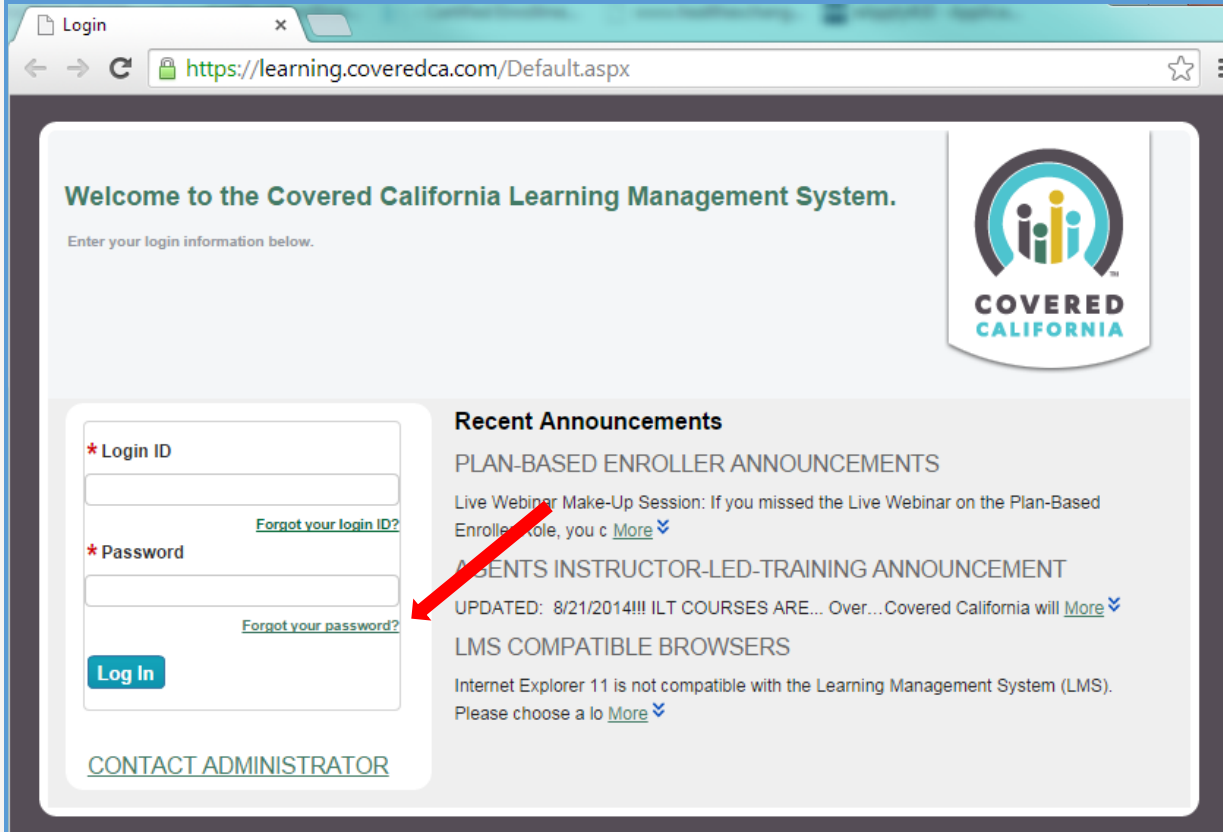
**Forgot your login ID?**

You will receive an email containing your login ID.

## RESETTING YOUR LMS PASSWORD

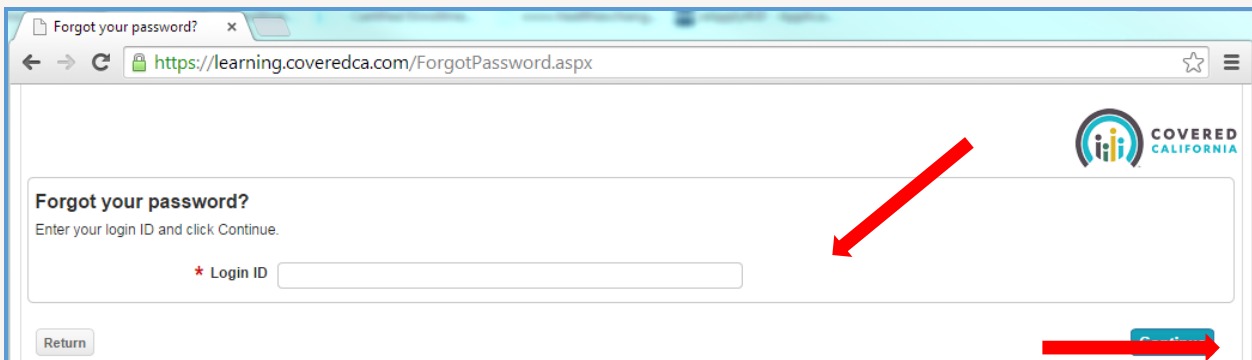
### STEP 1: LOGIN PAGE

- Go to LMS login page <https://learning.coveredca.com/Default.aspx>
- Click on [Forgot your user password](#)



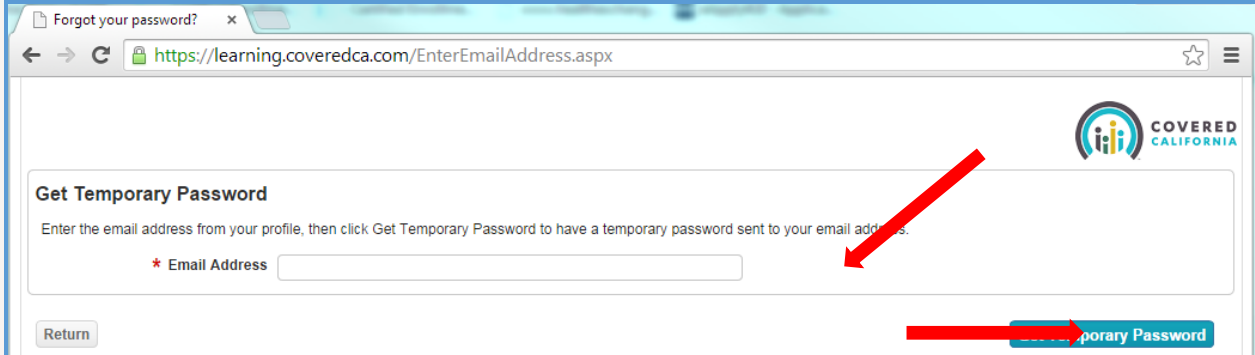
## STEP 2: ENTER YOUR USER INFORMATION

- Enter your user Login ID
- Click on Continue




- Enter Email Address to receive temporary password

# Learning Management System (LMS) Guide: How to Reset Your Password



Forgot your password? x

← → ↻ <https://learning.coveredca.com/EnterEmailAddress.aspx> ☆ ☰

 COVERED CALIFORNIA

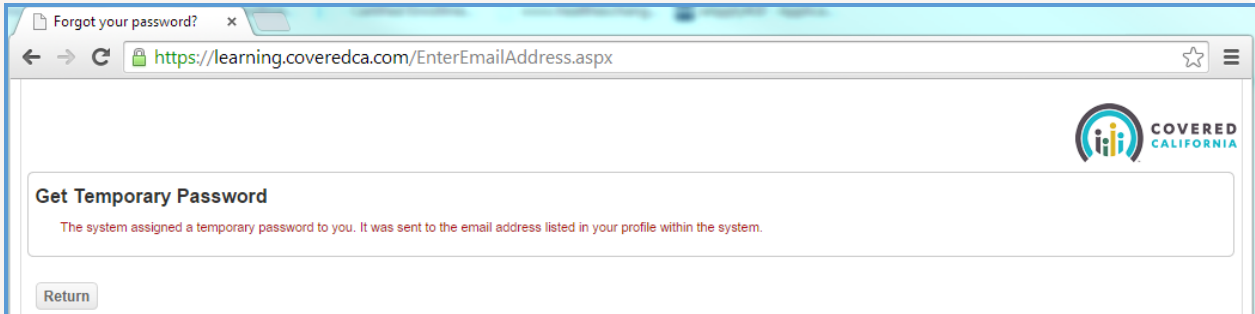
**Get Temporary Password**

Enter the email address from your profile, then click Get Temporary Password to have a temporary password sent to your email address.

\* Email Address


Return

- Click Get Temporary Password
- If successful you will see this message: “The system assigned a temporary password to you. It was sent to the email address listed in your profile with the system.”



Forgot your password? x

← → ↻ <https://learning.coveredca.com/EnterEmailAddress.aspx> ☆ ☰

 COVERED CALIFORNIA

**Get Temporary Password**

The system assigned a temporary password to you. It was sent to the email address listed in your profile within the system.

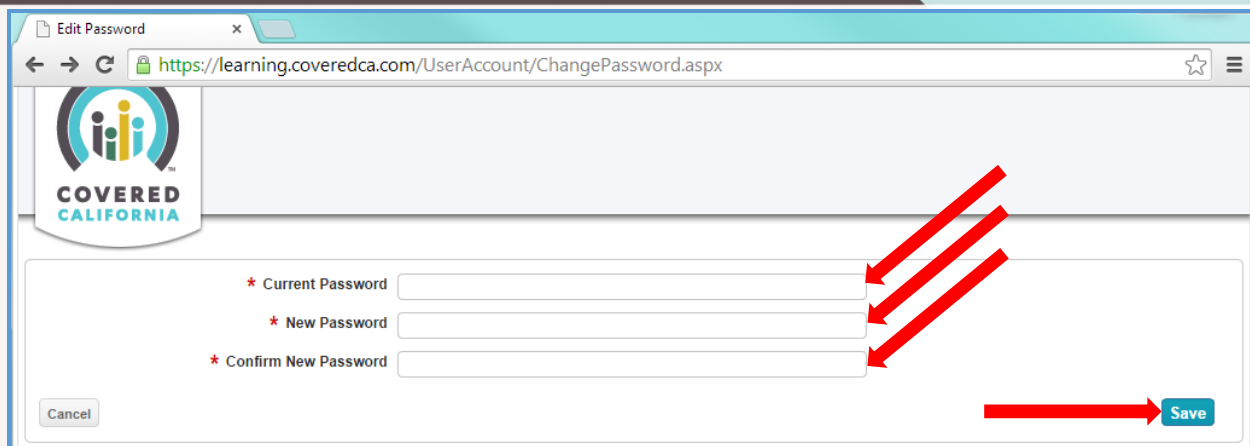
Return

- Check your email box for the below
  - Sent from: [LMSHelpDeskCoveredCA@covered.ca.gov](mailto:LMSHelpDeskCoveredCA@covered.ca.gov)
  - Subject: Covered California Core Domain – Password

## STEP 3: RETURN TO THE LOGIN PAGE

- Sign in using current user ID and temporary password
- Click Log In
- You will be directed to a new page that will ask you to enter the current (temporary) password and a new password twice
- Click Save

Once you save the new password you will be directed to your LMS homepage, be certain to write down your new LMS login information. If you receive an error message, please contact [training@rhainc.com](mailto:training@rhainc.com).



- Click Save

Once you save the new password you will be directed to your LMS homepage, be certain to write down your new LMS login information. If you receive an error message, please contact [training@rhainc.com](mailto:training@rhainc.com).