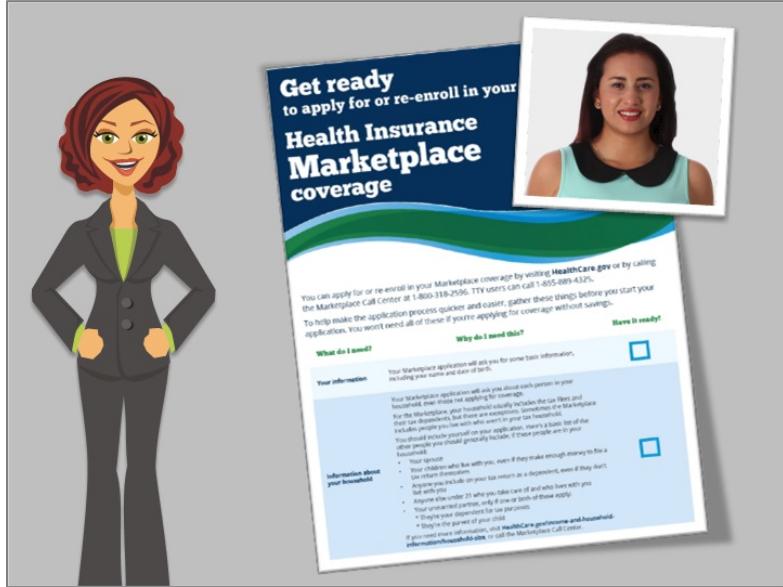


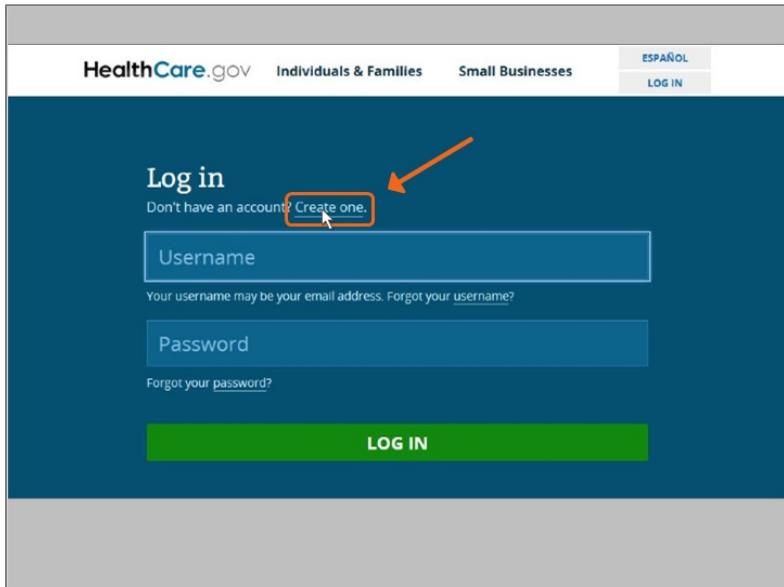
Creating an Account



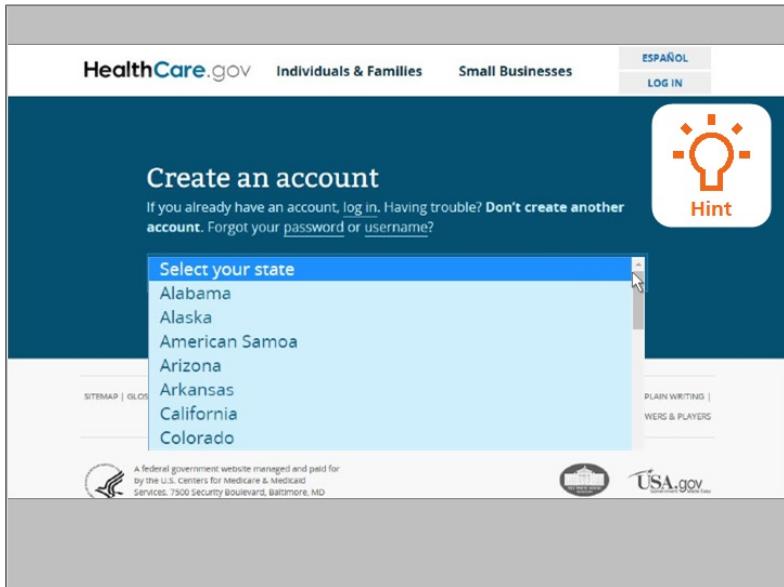
Like Harold did in the last lesson, Juanita has reviewed the Getting Ready document, and is ready to create an account to get started.



Juanita visits healthcare.gov, which contains the account creation information and enrollment application. She clicks on “Log in” at the top right of the page where she finds a link to create an account.



Juanita clicks “Create one” to start creating an account.



To start, she needs to select her state from the dropdown menu. Her state is Arizona. Would you help Juanita, and click on Arizona in the list? Click on the Hint icon if you need help.

Create an account

If you already have an account, log in. Having trouble? [Don't create another account](#). Forgot your [password](#) or [username](#)?

Arizona

Your email address will also be your username when you log in.

Use: 8-20 characters Upper & lowercase letters Number(s)

Pick 3 questions that only you will be able to answer. If you forget your password, we'll ask you these questions to verify your identity.

Press the Tab key to move between fields

Good job! Juanita can now enter the data she needs to create an account. She enters her first name into the field. Note that Juanita can move between fields by pressing the TAB key on her keyboard. Would you help Juanita by hitting the tab key to move to the Last Name field? Click on the Hint icon if you need help.

Create an account

If you already have an account, log in. Having trouble? [Don't create another account](#). Forgot your [password](#) or [username](#)?

Arizona

Juanita 

Your email address will also be your username when you log in.

Use: 8-20 characters Upper & lowercase letters Number(s)

Pick 3 questions that only you will be able to answer. If you forget your password, we'll ask you these questions to verify your identity.

Press the Tab key to move between fields



Good job! After Juanita enters both her first and last name, a checkmark appears. This lets Juanita know that she has entered a valid first and last name. If Juanita would have added numbers or special characters as her name, the form wouldn't accept that information.

Now that Juanita has entered her first and last name, would you hit the tab key again, to move to the email address field? Click on the Hint icon if you need help.

Create an account

If you already have an account, log in. Having trouble? [Don't create another account](#). Forgot your [password or username?](#)

Arizona

Juanita Morales ✓

Your email address will also be your username when you log in.

Use: 8-20 characters Upper & lowercase letters Number(s)

Pick 3 questions that only you will be able to answer. If you forget your password, we'll ask you these questions to verify your identity.

Great! Juanita enters her email address, and creates a password. Again, checkmarks appear letting Juanita know that she has entered a valid email address, and has met all of the criteria for a strong password.

Use: ✓ 8-20 characters ✓ Upper & lowercase letters ✓ Number(s)

•••••••••••• ✓

•••••••••••• ✓

Pick 3 questions that only you will be able to answer. If you forget your password, we'll ask you these questions to verify your identity.

What is the first name of your oldest niece? ✓

Maria

In what city was your mother born? ✓

Los Angeles

What is the name of the manager at your first job? ✓

Julia

Then she selects three security questions and answers, to verify her identity when logging in in the future. Juanita makes sure to write these questions and keep them in a safe place for easy access, when she needs to log back into her healthcare.gov account later on.

Security Questions

- What is your favorite radio station?
- What was your favorite toy when you were a child?
- What is your favorite cuisine?
- What is the name of your oldest niece?
- What is a relative's phone number that is not your own?
- What is the name of your favorite pet?
- Type a significant date in your life?
- In what city was your mother born?
- What is the name of your favorite childhood friend?
- What is your parents' wedding anniversary date?
- What is the name of the manager at your first job?
- What is the nickname of your grandmother?

 Click to download Security Questions Worksheet

 Continue →

When it's time for you to create your own healthcare.gov account online, you'll need to use your own email address for your username. You will also need to select three security questions to answer, to verify your identity when you log in to your account.

Click on the link here to download and print a Worksheet, where you can write down your email address username, and the answers to your 3 security questions.

If you don't want to print this Worksheet, you can write down your email address username, and your answers to three of the security questions listed here, on any sheet of paper.

When you're done writing these things down, put the worksheet in a safe place, then click on the green Continue button.

In what city was your mother born?
Los Angeles

What is the name of the manager at your first job?
Julia

I understand and agree with the HealthCare.gov [privacy policy](#) and [terms and conditions](#).

The Marketplace will send you emails with important enrollment information, updates and reminders. You can unsubscribe at any time by clicking the link at the bottom of any Marketplace email.

CREATE ACCOUNT

[Already have an account? Log in.](#)

The final step for Juanita in creating her account is to check the box agreeing to the website privacy policies, terms, and conditions. Then, Juanita needs to click the green button to create her account. Would you click the button for Juanita? Click on the Hint icon if you need help.

I understand and agree with the HealthCare.gov [privacy policy](#) and [terms and conditions](#).

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CREATE ACCOUNT

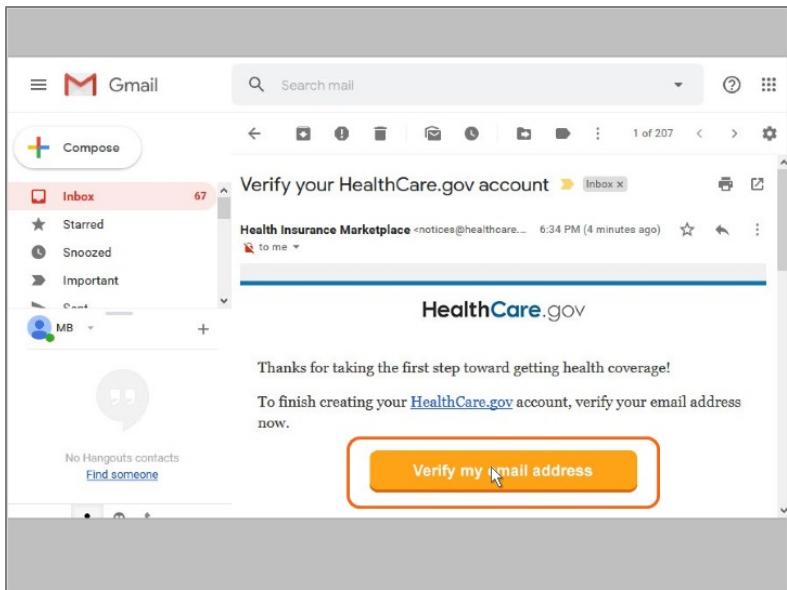
[Already have an account? Log in.](#)

Check your email

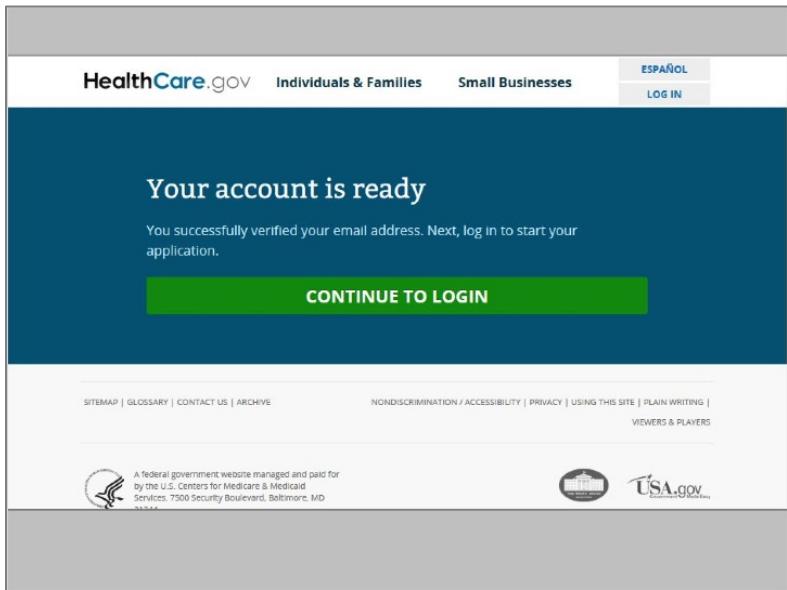
We sent an email with the subject line, "Welcome! Please verify your email for your HealthCare.gov account" to the email address you entered above. Click on the verification link in the email to verify your email address.

OPEN YOUR GMAIL

Juanita is prompted to check her email, to verify her new account.

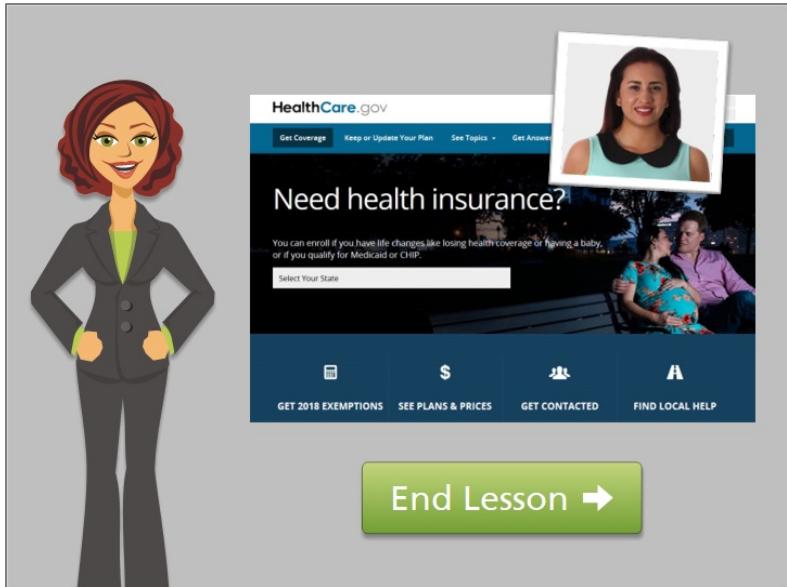


She opens her Gmail account to find the email, then clicks on the verify button in the email.



After clicking the verify button, Juanita sees that her account is ready. She can log in to her account at any time to start completing her application.

Having an account will also allow her to reuse her application in the future so she can quickly re-enroll her and her family in a health insurance plan the following year.



Now that Juanita has set up her account online, she'll be able to access her account online, at any time online!

Click on the green button to end this lesson.