

Connect for Health Colorado is Updating Our Account Creation and Password Reset Process

Connect for Health Colorado is updating its account creation and password reset process for all customers and system users.

You likely received an email from Okta to update your account password. The email from Okta (noreply@okta.com) was titled, "Action Needed: Connect for Health Colorado Account Activation."

THIS IS NOT A PHISHING EMAIL. Connect for Health Colorado is using Okta as our new identity management tool.

This was a planned email, however, the communication was delivered a little early. Until Monday, the link provided will direct you to a maintenance page. Starting Monday, you can use the link and follow the Okta email's instructions, as noted below.

We would like to remind you that your data is safe with us, and that we take our customers personal information very seriously. To continue to keep your information and passwords secure -- and to ensure we remain compliant with federal guidelines -- we are requiring that all Connect for Health Colorado account holders activate their account by creating a new and unique password starting on Monday.

We apologize for any confusion.

What you should do

If you are a current Connect for Health Customer, or if you are considering enrolling during the upcoming Open Enrollment Period:

- **Starting Monday Sept. 28, 2020, customers should follow the link in the email they receive to reset their password and access their Connect for Health Colorado account.**
- **Beginning on Monday, Sept. 28,** all customers and users will be required to enter a valid email when creating an account, so that the accounts are more secure. Please follow the instructions in the original email sent by Okta to reset your password in order to activate your account.
- All customers will be required to have an email in order to recover passwords, as the password reset link will be sent to their email on file. Customers who are not able to recover their password will receive an error message instructing them to contact the Customer Service Center, who can add an email or update an email on file.
- **Please do not take action until Monday.**

Customers who are having troubles, such as updating their password or locating their activation email, can request a password reset by calling the Customer Service Center at 855-752-6749 on or after Monday, Sept. 28.

If you are no longer a customer, or do not plan to be one, you can disregard this email. We apologize for the inconvenience.