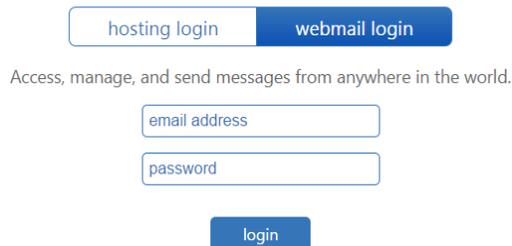


@helpenroll.org Email Instructions

1. Go to **www.bluehost.com** and click on **login** (upper right corner)



2. Click on **webmail login**. On next screen,
3. Enter the **email address & password** on the label.

A screenshot of the Bluehost webmail login interface. At the top, there are two tabs: 'hosting login' and 'webmail login'. Below the tabs, there is a text input field labeled 'email address' and a password input field labeled 'password'. A blue 'login' button is positioned below the password field. Above the input fields, there is a line of text: 'Access, manage, and send messages from anywhere in the world.'

4. If you get a message about security, click on **Advanced** and then **Proceed**.
5. Click on **horde**.



6. On **green (English) or pink (Spanish) form with account information**, stick 2 labels, one with the ict email user and email password and one with instructions on how to access the email. Note that the password on the label is for the ict email address only. That is NOT the password for healthcare.gov.
7. For the **healthcare.gov Username** on customer's intake form, write the full ict email you have used: **ict_ _ _ _@helpenroll.org**.
8. Ask the customer to create a password for Healthcare.gov. The password for the ict email address does not have enough characters and will not be memorable to the customer. **Please do not use a variation of the ict email password as the healthcare.gov password. Ask the customer create a password for healthcare.gov that they can remember.**
9. On the **Marketplace application**: Enter an email address the customer actually uses and checks regularly for future communications or select communicate by **regular paper mail**.