

## Create a New Account at VermontHealthConnect.gov

If you are using Vermont Health Connect's self-service portal for **the first time**, you'll need to create an account. First, open your internet browser—the latest versions of [Firefox](#) or Chrome work best.

**STEP 1:** Visit VermontHealthConnect.gov and **click the orange "Log In" button** in the top right corner:



**STEP 2:** When the login screen loads, click the link that says "click here" or "Register". Both links will help you create an account.



The screenshot shows the login screen with the following text and elements:

- Check Your Browser Compatibility**  
[Click here](#) to check your browser compatibility
- Log In**  
Please enter your username and password below and click "Log In"
- If you have not yet registered, [click here](#) to register
- Username:
- Password:
- Log In
- Forgot Password
- Forgot Username
- Register

Two black arrows point to the [click here](#) link and the Register link.

**STEP 3:** Enter your personal information into the User Registration screen. When you're finished, click "Register" in the upper right corner:

**VERMONT HEALTH CONNECT**  
Find the plan that's right for you.

Identity Self Service

Anonymous ▾ ...

**User Registrati...** Cancel Register

**User Verification**

\* Enter the code above

**Basic Information**

\* First Name

Middle Name

\* Last Name

\* E-mail

\* Confirm E-mail

Display Name

An email address is required to apply online at Vermont Health Connect. If you not do have an email address, you can create one for free online. If you would rather apply over the phone or need more help, please call our customer support center: 1 (855) 899 9600.

**Enter Username and Password**

\* Username   
Username cannot be an email address

\* Password

\* Confirm Password

Please choose a password that meets the following requirements:

**Password MUST:**

- Be at least 8 characters long
- Start with a letter
- Use at least 2 letters
- Use at least 1 upper case letter
- Use at least 1 lower case letter
- Use at least 1 number
- Use at least 1 special character

**Password CANNOT:**

- Match or contain username
- Match or contain first or last name
- Use or contain a space
- Use common dictionary words

**Select your challenge questions and answers**

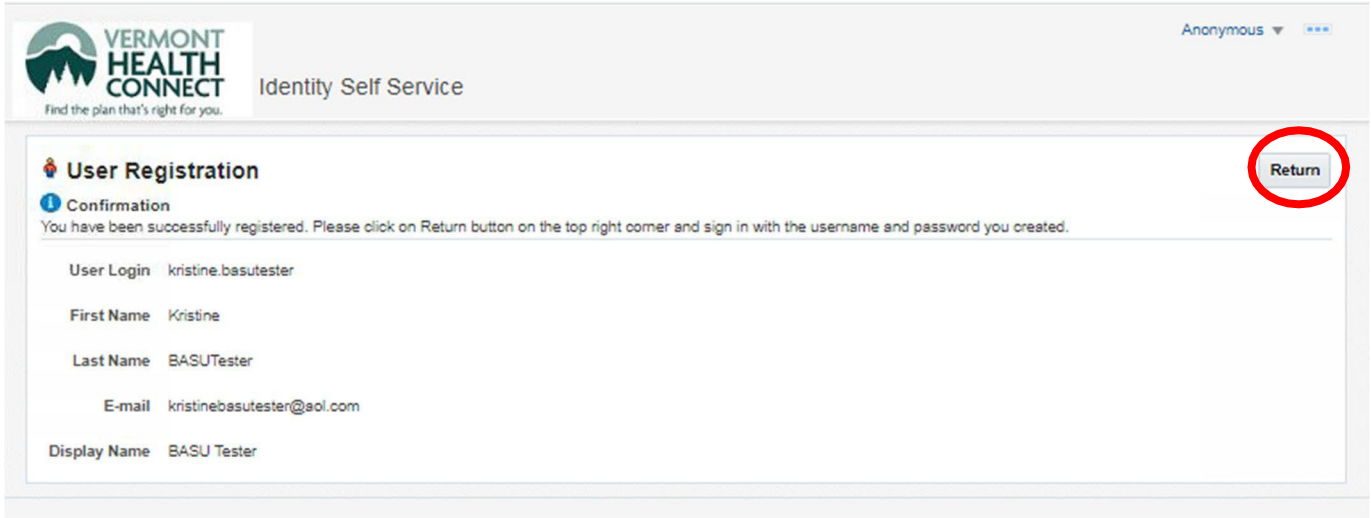
The challenge questions and answers are used if you forget your password and need to reset it.

\* Question 1  ▾ \* Answer 1

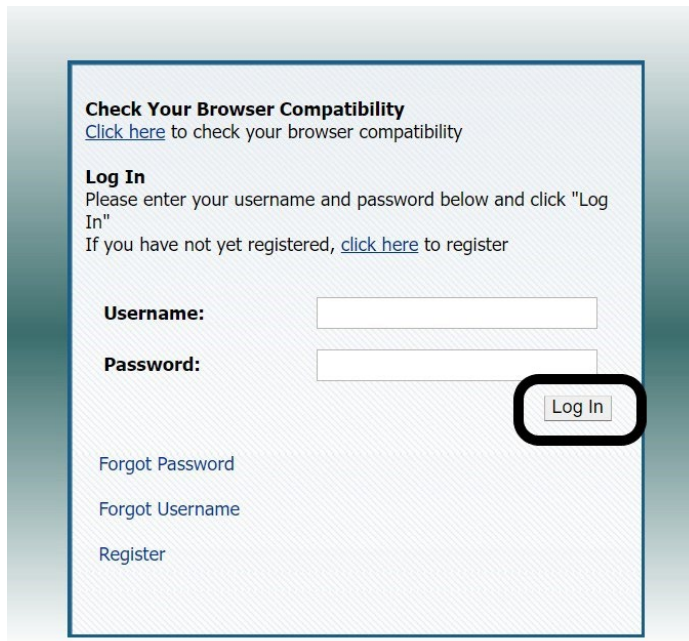
\* Question 2  ▾ \* Answer 2

\* Question 3  ▾ \* Answer 3

**STEP 4:** Once your registration is complete, you will see the confirmation screen below. An email will also be sent to the email address you gave us. Click “Return” to login to your new account.



**STEP5:** At the Sign In screen, enter the username and password you set up and click “Login”.



**STEP 6:** Federal law says Vermont Health Connect must verify your identity. Enter your personal information in the screen below and click “Next”.

**Identity Verification**

To protect your privacy, you will need to complete Identity Verification successfully before you can apply online. Please enter your legal name, current home address and date of birth correctly. Once your identity has been verified, you may continue the application process.

In the event your name has a suffix such as JR, SR, etc. please do not include it as part of your name in the fields below. Questions marked with an \* require an answer.

First Name \* Middle Name Last Name \*

Eg., John Eg., J Eg., Smith

Date of Birth \* SSN \*

Eg., MM/DD/YYYY Eg., #####

Street Address (Line 1) \*

Eg., 10 East Allen Street

Street Address (Line 2)

Eg., Apt, Suite, Bldg. (optional)

City \* State \* Zip Code \*

Eg., Winooski Vermont Eg., 05404

I have read and agree to the Identity Verification Terms & Conditions \*

[Back](#) **Next**

**Note:** If you do not have the SSN Number, please call our toll free Customer Support Center at 855-899-9600.

**VERMONT HEALTH CONNECT**  
Find the plan that's right for you.

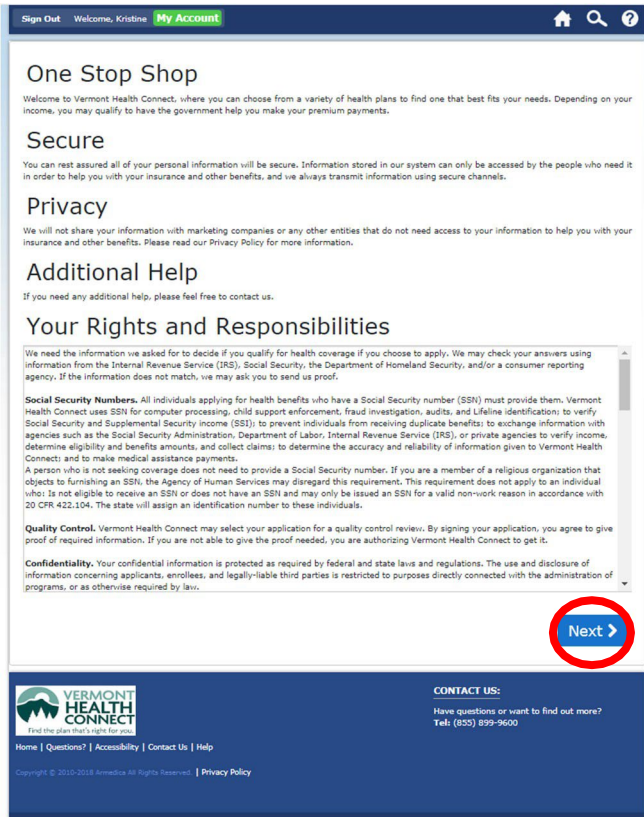
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**CONTACT US:**  
Have questions or want to find out more?  
Tel: (855) 899-9600

**If you have questions, or if our system is not able to verify your identity, please call Vermont Health Connect at 1-855-899-9600 for assistance.**

**Step 7:** The next page shows Vermont Health Connect’s terms and conditions. Please read the page, then click “Next” when you are ready.



**STEP 8:** Your new account has been created. Navigate through your account by clicking the links on the left navigation bar. You can update your password and security questions any time by clicking the “My Profile” tab.

