

## Accessing your Account

**Are you having trouble accessing your account on Virginia's Insurance Marketplace?  
Please follow the following steps:**

- a. If you need a new access code, call 888-687-1502
- b. If you need a new activation email to be sent, email [ExchangeAgents@scc.virginia.gov](mailto:ExchangeAgents@scc.virginia.gov) with that request.
- c. If you can access your account but it is showing a status of "suspended", please complete your training and certification and upload the VAHBE – Agent Agreement in your LMS account. Once that has been done, email [ExchangeAgents@scc.virginia.gov](mailto:ExchangeAgents@scc.virginia.gov). Upon review and confirmation, the Exchange will update your status to certified, and you will be ready to assist consumers.