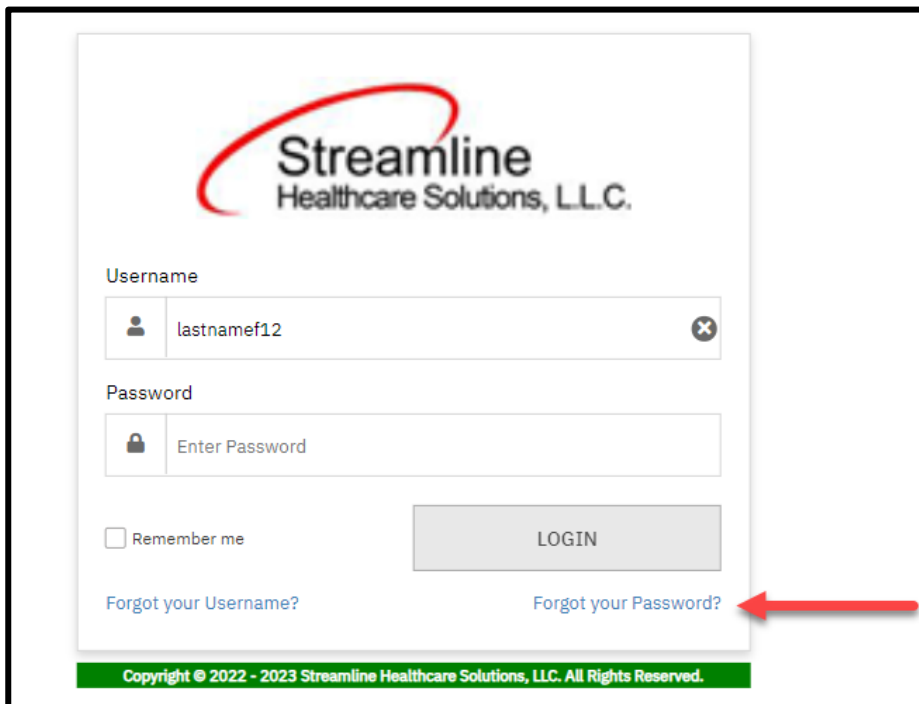


SmartCare Registration Tip Sheet

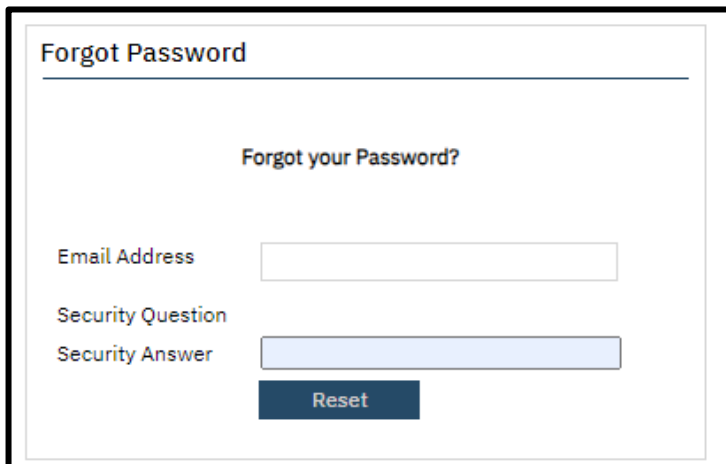
This Tip Sheet will walk new SmartCare users through the process of changing your password to log into SmartCare for the first time. If any additional help is needed, please contact us at (916) 876-5806 or email us at bhs-ehrsupport@saccounty.gov

<https://sacramento.smartcarenet.com/>

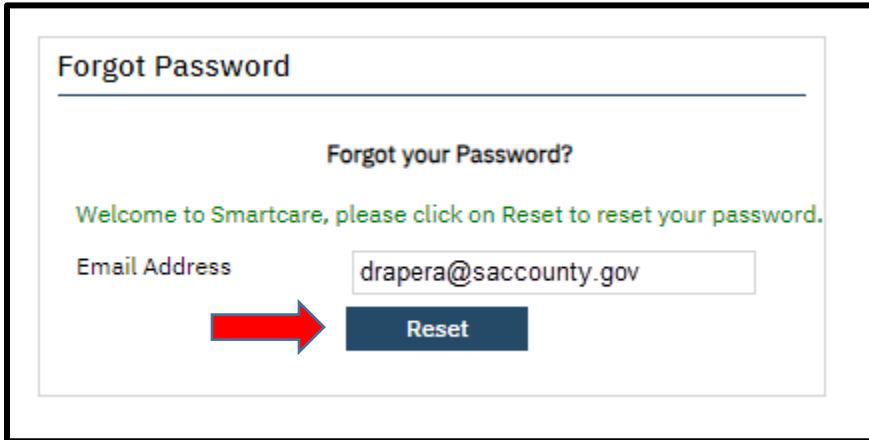
1. When you log into SmartCare for the first time, you will enter the username the BHS-EHR training registration desk has sent you, into the username box and select the button for “**Forgot your Password?**”



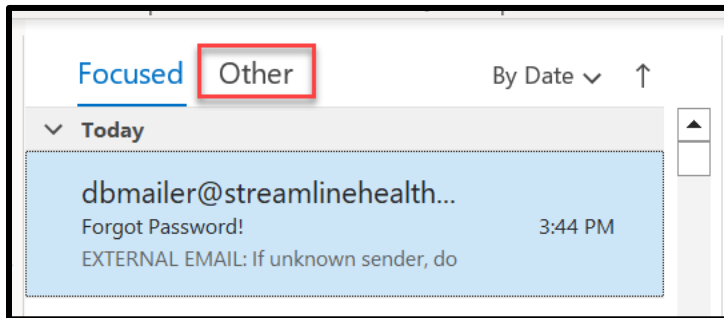
2. It will bring you to a screen to enter your email.



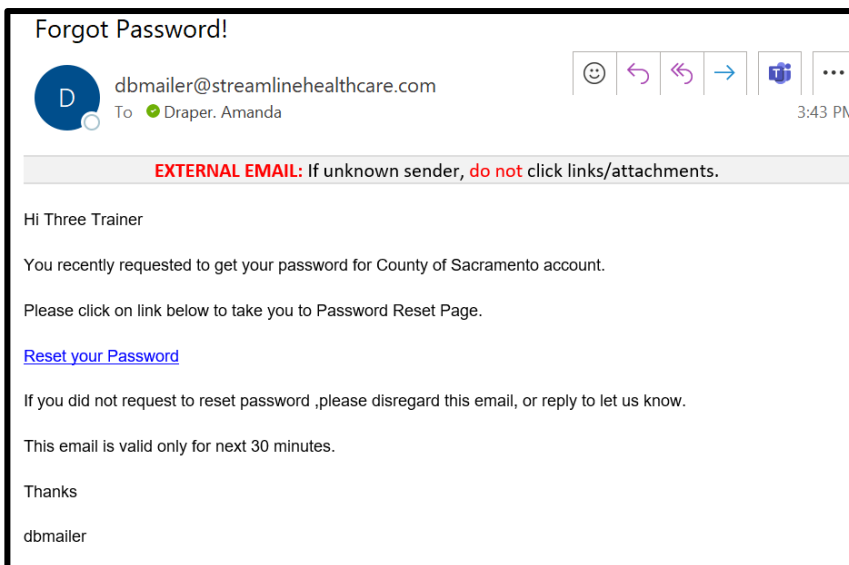
- Enter the email you submitted on your training registration form, the screen should change to remove the security question option. Click the Reset Button.
Note: If you receive an error saying your email does not exist, please stop and call the EHR help desk at (916) 876-5806.



- You will then receive an email from SmartCare with a link to reset your password. If it does not show up after a minute and you are using outlook, check the "Other" tab.



- The email you receive will look like this. Click on the blue hyperlink to reset your password.



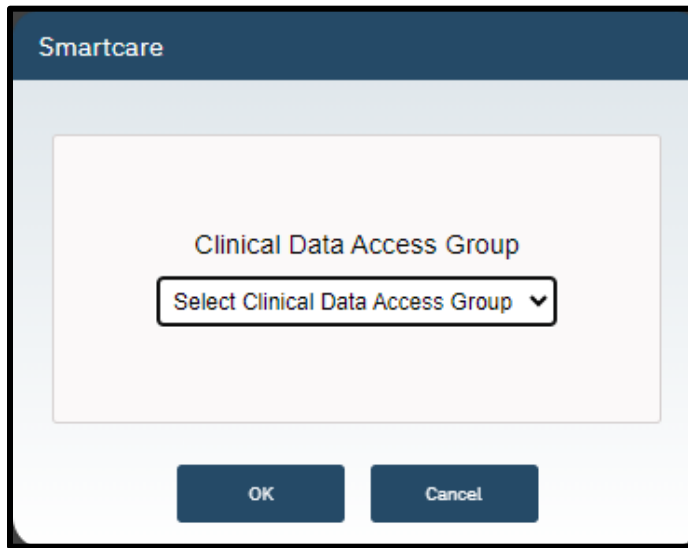
6. This will take you to a screen to change your password. The password must be 8 characters with at least one upper case letter and one number. If your password matches the requirements, a green check will appear next to the password. Once you have entered the same password into the New Password and Confirm Password field, Click OK.

The screenshot shows a 'Change Password' dialog box. At the top, it says 'Change Password'. Below that are two text input fields: 'New Password' and 'Confirm Password'. At the bottom center of the dialog is a dark blue button with the text 'OK' in white.

7. Next, you will be asked to select 3 security questions. These questions will be used if you ever forget your password in the future. Click the drop down to select what question you'd like to answer and then type your response in the answer field. Once you have selected and answered all 3 questions click "Save".

The screenshot shows a 'Security Questions' form. The title is 'Security Questions'. There are three rows, each consisting of a dropdown menu for a security question and a text input field for the answer. The rows are labeled 'Security Question 1', 'Security Question 2', and 'Security Question 3'. At the bottom of the form are two dark blue buttons: 'Save' and 'Cancel'.

8. Next you will be logged in. If you have multiple Clinical Data Access Groups (CDAGs) on your account, it will ask you select which CDAG you will be using in this session. If you need to change CDAGs, you will have to log out and log back in to select a different one.



Once you have selected the appropriate CDAG drop the Drop Down, click OK.

9. You are now logged in.