

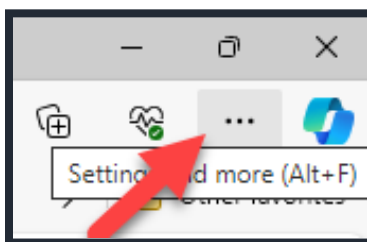
How To Remove Autofill Tipsheet

This Tip Sheet will walk users through how to remove the Autofill of passwords in your web browser which may be causing your SmartCare account to be locked. This tip sheet may change as trainings and the system are updated. Please view [the EHR webpage](#) for the most up to date version. If any additional help is needed you can contact the Sacramento County EHR Support Team at [916-876-5806](tel:916-876-5806) or bhs-ehrsupport@saccounty.gov.

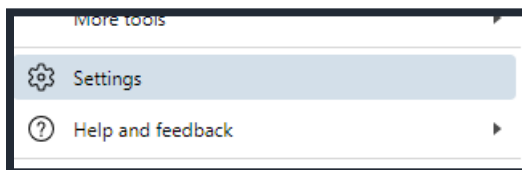
In most browsers there is Autosave and Autofill of password that may be turned on. This can create issues with the browser trying to log you into SmartCare with an incorrect saved password. Oftentimes this can lock your account. This process will help to remove the web browser from automatically saving text as your password and trying to log you in automatically with the wrong password.

How to Remove Autofill in Microsoft Edge

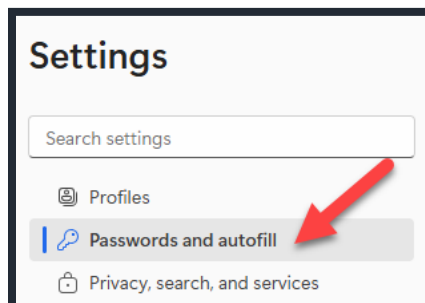
1. Click on the 3 Dots to open the menu.



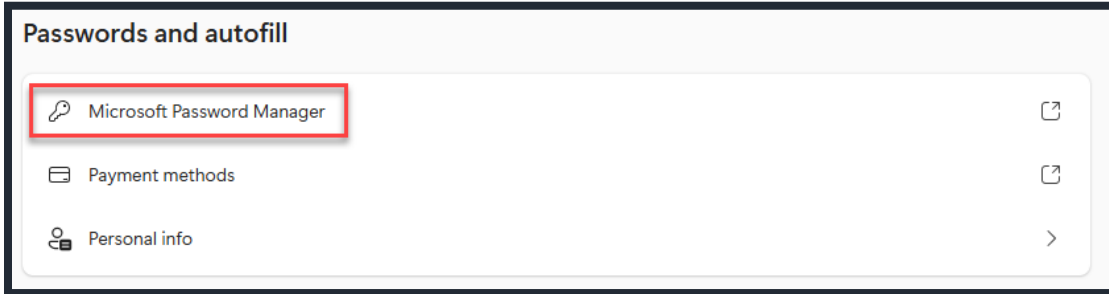
2. Click on **Settings**.



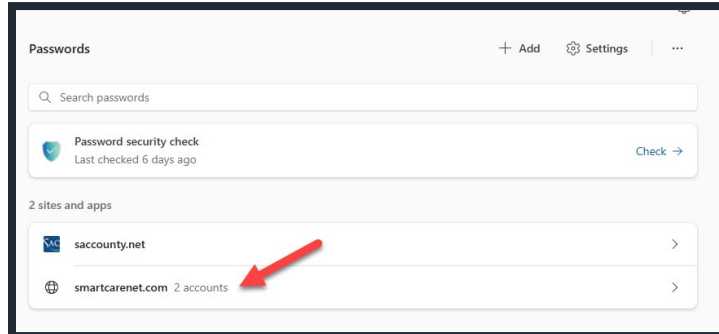
3. Click on the **Passwords and autofill** button.



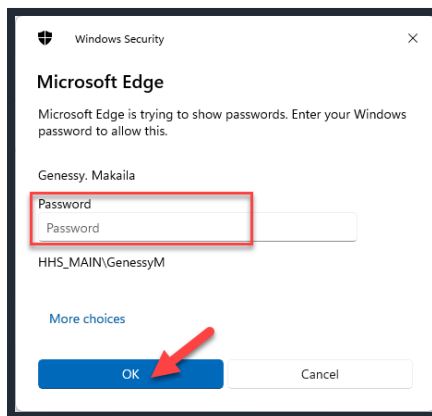
- 4. Click on Microsoft **Password Manager**



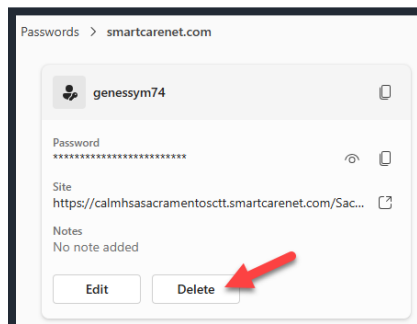
- 5. Look for any instances of "smartcarenet.com" and click on the name



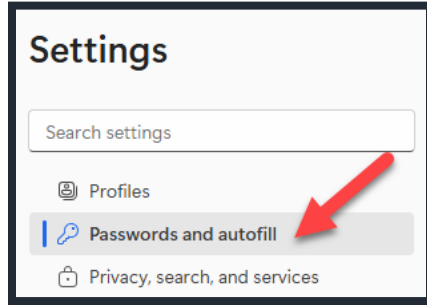
- 6. It may ask to enter your password for your **computer**
 - a. Enter your password and press **ok**



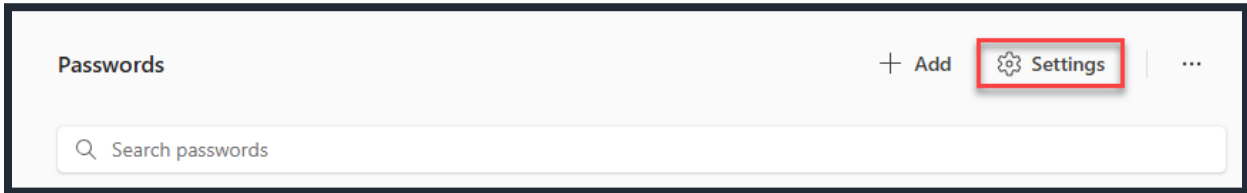
- 7. Click on Delete to delete the record of your password to prevent it from auto-filling



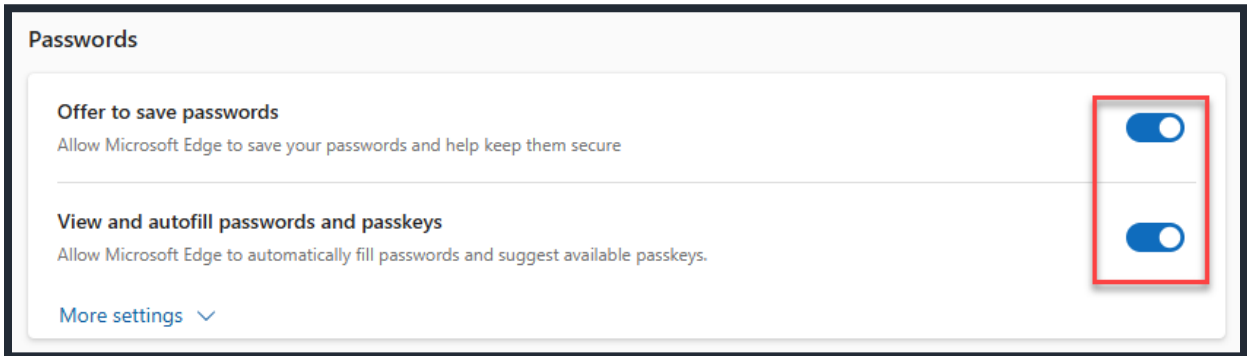
8. Click on the Passwords button, once again.



9. Click on settings

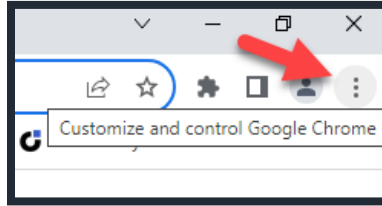


10. Navigate to the **Passwords** section to see if the **View and autofill passwords and passkeys button is enabled**. If so they need to be disabled.

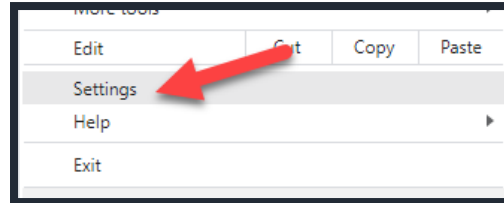


How to Remove Autofill in Google Chrome

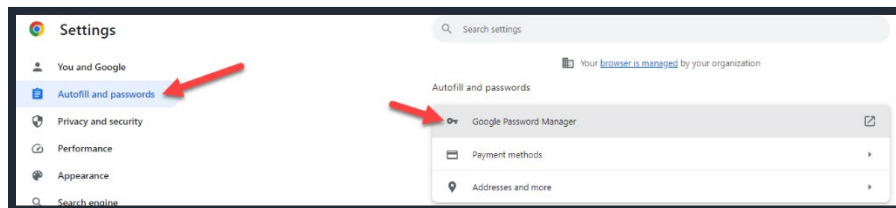
1. Click on the 3 Dots to open the menu.



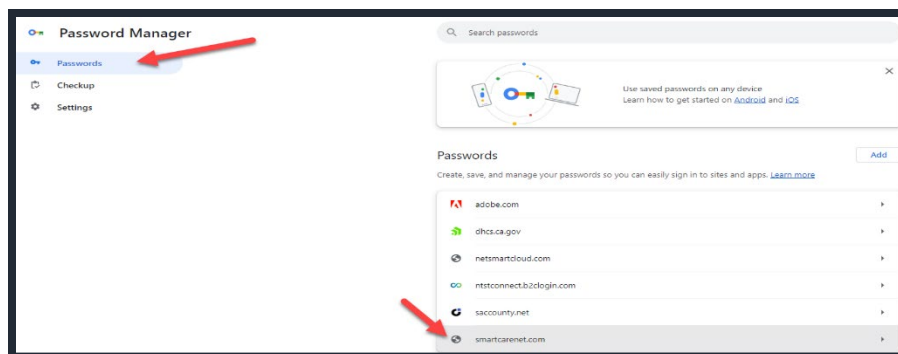
2. Click on **Settings**



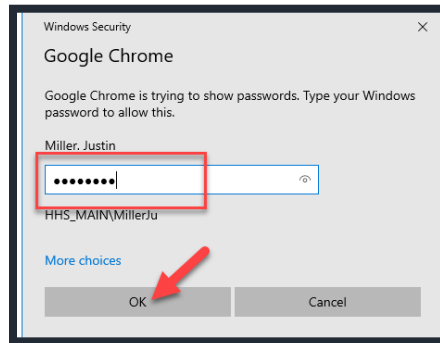
3. One the left menu click on **Autofill and passwords**
4. Click on **Google Password Manager**



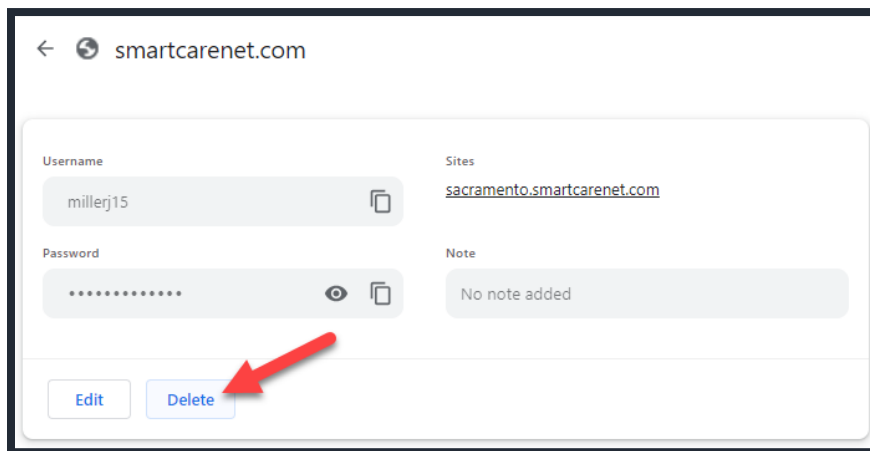
5. Click on Passwords
6. Look for any instances of “smartcarenet.com” and click on the name



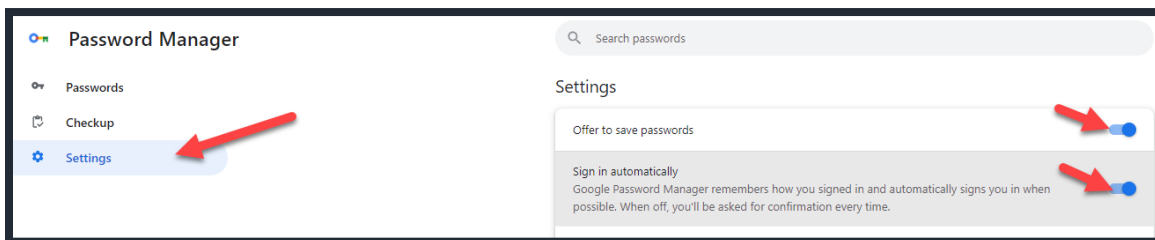
- 7. It may ask to enter your password for your computer
 - a. Enter your password and press **ok**



- 8. Click on Delete to **Delete** the record of your password to prevent it from auto-filling



- 9. Click on Passwords on the left side of the screen
- 10. On the right side of the screen you will see Offer to save **Passwords** and **Sign in Automatically**
 - a. If you still want to have the offer to save the password you can leave that enabled.
 - b. You should disable **Sign in Automatically**.



- 11. Close the web browser and try to log in to SmartCare again.