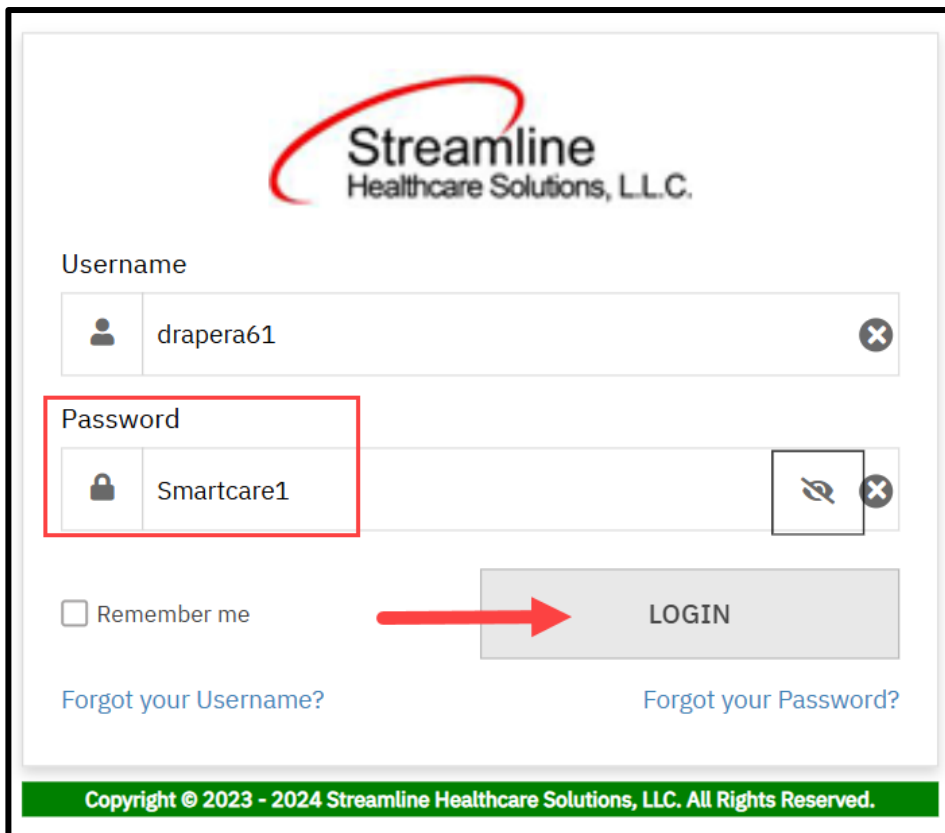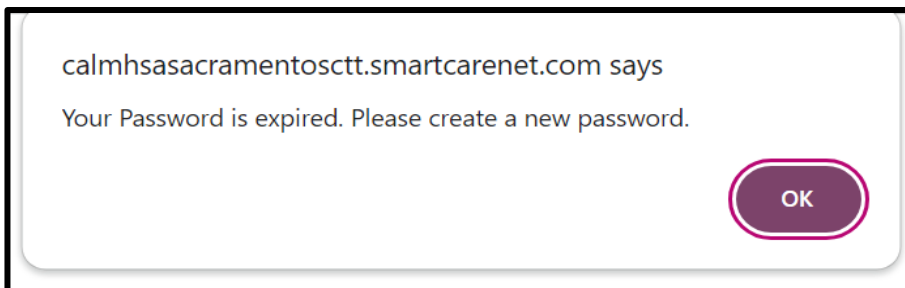**Login Tip Sheet For New SmartCare Users**

This Tip Sheet will walk new 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
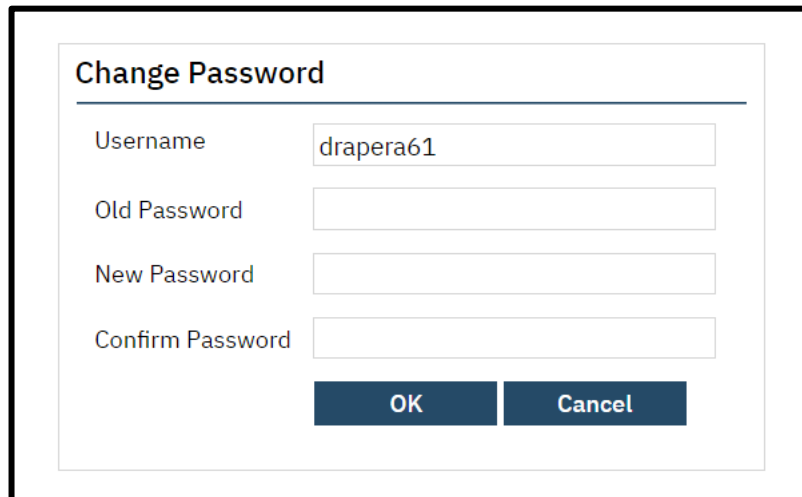
https://sacramento.smartcarenet.com/

1. When you log into SmartCare for the first time, you will use the username provided to you via email from the training registration team. Enter it into the username box and use the temporary password of **Smartcare1**

2. Once you enter your credentials and click Login, in you will receive this pop-up saying your password has expired, please create a new one.

3. After you click OK, it will bring you to this screen to change your password. Enter **Smartcare1** into the "Old Password" field and then create a new one. 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 fields, Click OK.
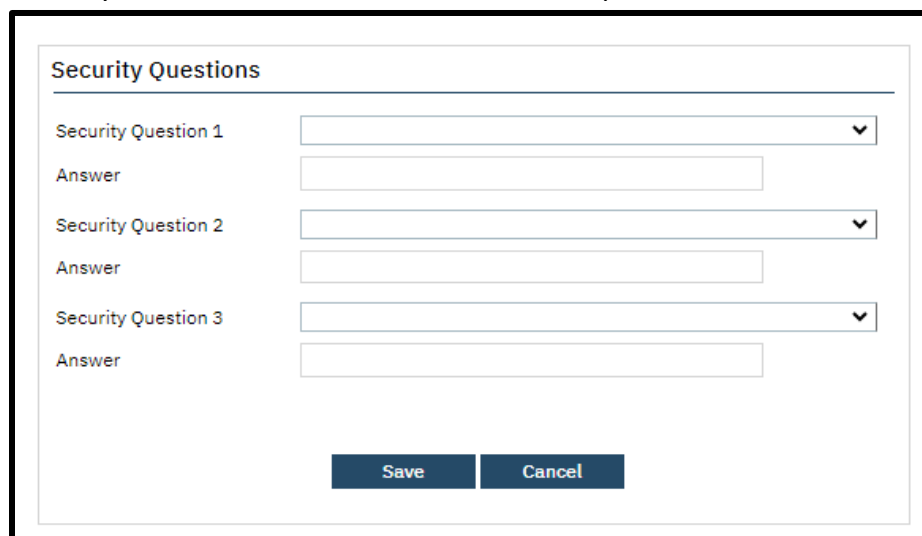
Change Password

Username	drapera61
Old Password	
New Password	
Confirm Password	

OK   **Cancel**

4. Next, you will be asked to select 3 security questions. These questions will be used if you ever forget your password in the future. These answers are case sensitive and however you answer them the first time is how you will have to answer every time, going forward. 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".

Security Questions

Security Question 1	⌄
Answer	
Security Question 2	⌄
Answer	
Security Question 3	⌄
Answer	

Save   **Cancel**
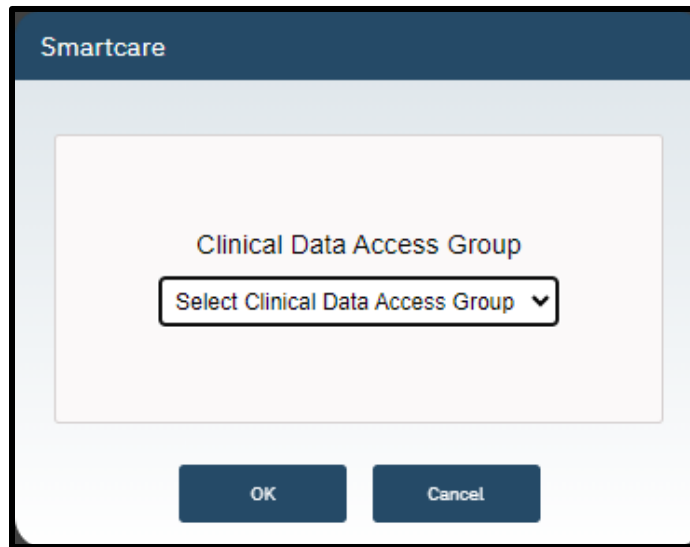
Note: You may receive a popup after you have saved your security questions asking if you want to "update your password", select "No" or "Never".

5. Then you will be logged in. If you have multiple 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.

6. You should now see your SmartCare home screen.