

How to remove Autofill of passwords in your web browser

This Tip Sheet will walk users through how to remove the Autofill of passwords which may cause your SmartCare account to be locked. This Tip Sheet may change as our trainings and systems are updated. Please visit our website <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Avatar.aspx> for the most updated version. If any additional help is needed you can contact us at 916-876-5806 or at bhs-ehrsupport@saccounty.gov.

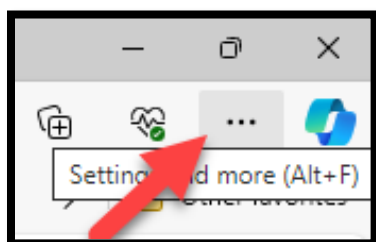
In most browsers there is Autosave and Autofill of password that may be turned on. This can create issues with the browser trying to log you into SmartCare with an incorrect saved password. Oftentimes this can lock your account. This process will help to remove the web browser from automatically saving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

Turning off Autofill and Autologin

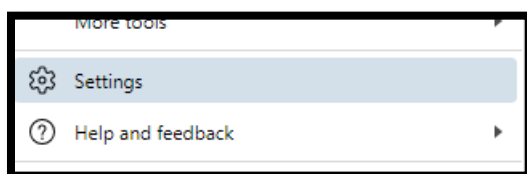


Microsoft Edge instructions

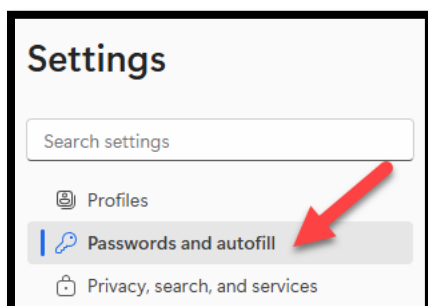
1. Click on the 3 Dots to open the menu.



2. Click on **Settings**.



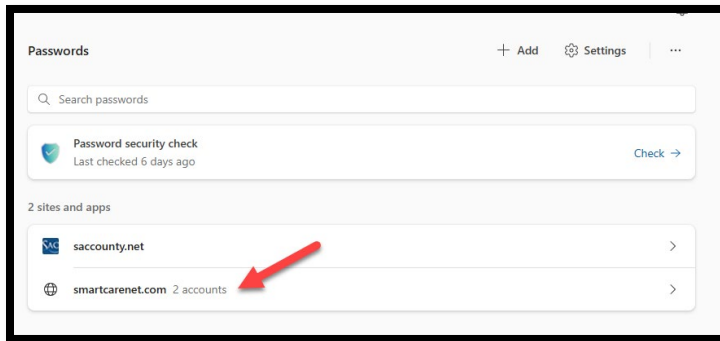
3. Click on the Passwords button.



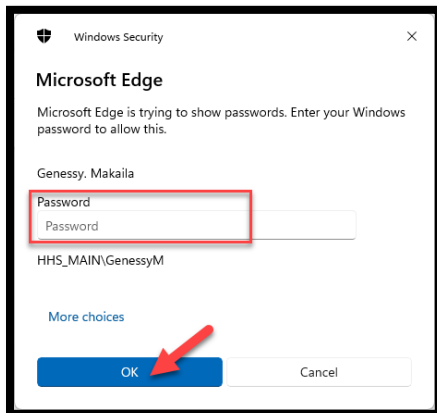
4. Click on Microsoft Password Manager



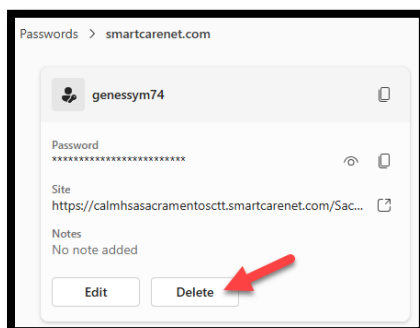
5. Look for any instances of "smartcarenet.com" and click on the name



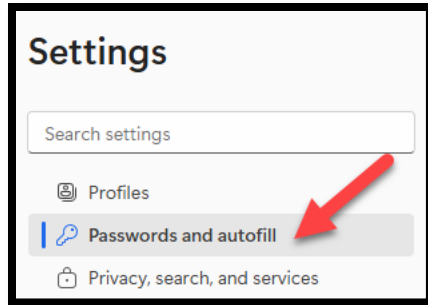
6. It may ask to enter your password for your computer
 - a. Enter your password and press **ok**



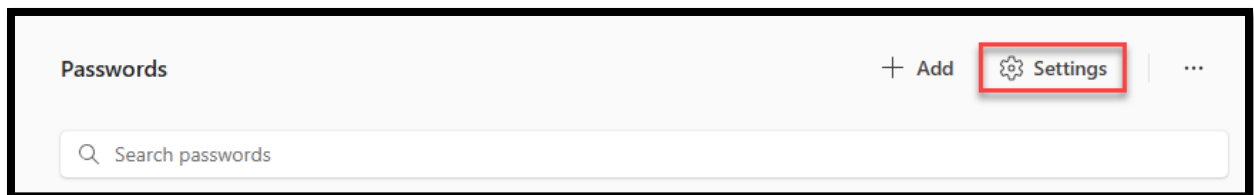
7. Click on Delete to delete the record of your password to prevent it from auto-filling



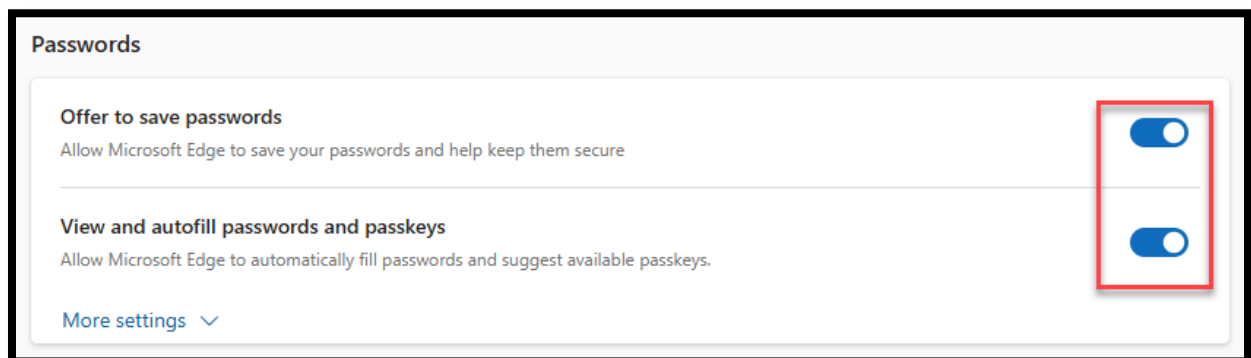
8. Click on the Passwords button, once again.



9. Click on settings

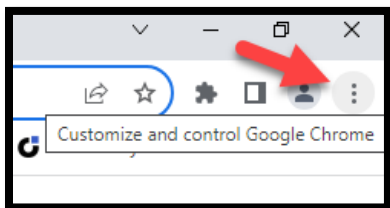


10. Navigate to the **Passwords** section to see if the **View and autofill passwords and passkeys button is enabled**. If so they need to be disabled.

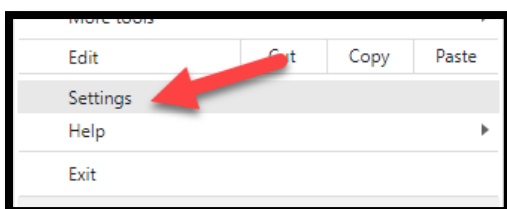


Google Chrome instructions

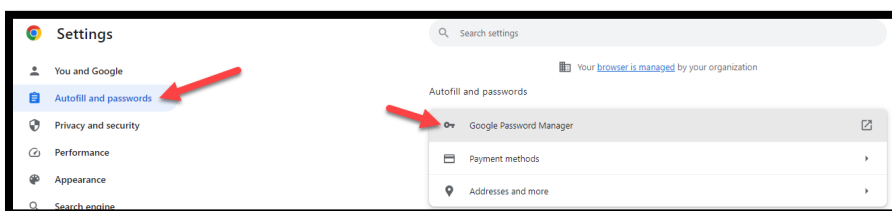
1. Click on the 3 Dots to open the menu.



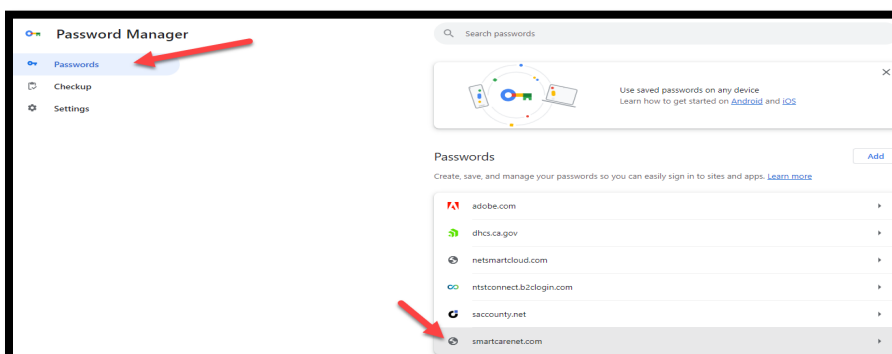
2. Click on **Settings**



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



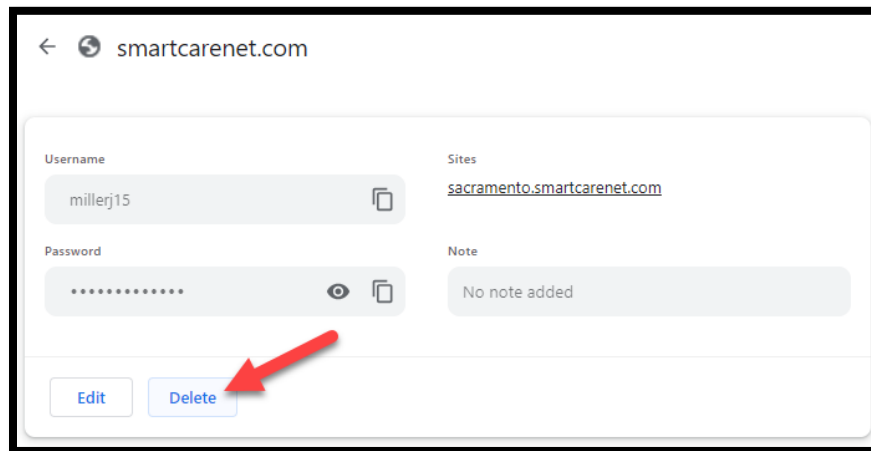
5. Click on Passwords
6. Look for any instances of “smartcarenet.com” and click on the name



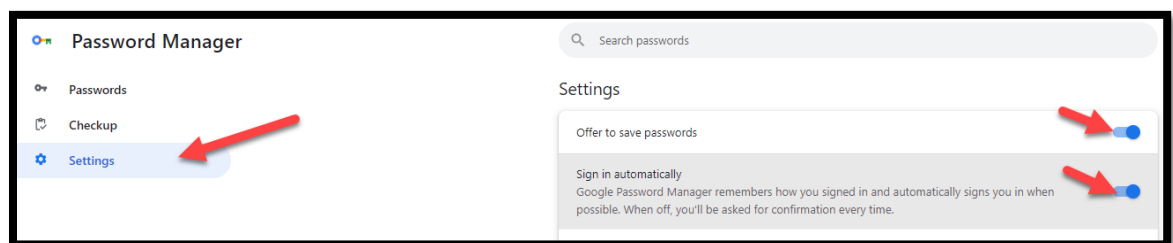
7. It may ask to enter your password for your computer
 - a. Enter your password and press **ok**



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. Have the user close the web browser and try to log in to SmartCare again.