



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. This will your account is locked. 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. Check the **Profiles/Passwords** section to see if the **Automatically Save Passwords and the Autofill passwords are enabled.** If so they need to be disabled.
 - a. In the Autofill Passwords it may also allow to fill the password and sign in automatically

Ρ	rofiles / Passwords
	Offer to save passwords
	Allow Microsoft Edge to save your passwords and help keep them secure
	Automatically save passwords
	Autofill passwords
	Allow Microsoft Edge to automatically fill passwords.
	• Fill website password and sign in automatically
	O Prompt for the device password before filling website password Learn more
	Prompt for the custom primary password before filling website password Learn more

- 5. Disable both options.
 - a. This will also disable the auto login.

Offer to save passwords	
Allow Microsoft Edge to save your passwords and help keep them secure	
Automatically save passwords	•
Autofill passwords	•
Allow Microsoft Edge to automatically fill passwords.	

- 6. Scroll down the screen and look for any instances of **Sacramento.smartcare.net** and check the boxes next to the websites.
- 7. Click the "Delete" button

	Q	Search passwords	2 passwords selected		Sync is on	Delete	Cancel
		Website ↓ ^r	Username	Password		Health ᡝ 🕐	
	\checkmark	sacramento.smartcar	millerj15	••••••	0		
L	\checkmark	sacramento.smartcar	quick orders	••••••	0		

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





OGoogle Chrome instructions

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

0	Settings	Q Searc	ch settings	
÷	You and Google		Your browser is managed by your organization	
Ê	Autofill and passwords	Autofill and	l passwords	
Ø	Privacy and security	0 -7 G0	oogle Password Manager	
Ø	Performance	E Paj	yment methods	•
۲	Appearance	O Ad	idresses and more	•
Q	Search engine			

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

•	Password Manager	٩.	Search passwords	
••	Passwords			×
¢	Checkup	Use saved passwords on any device	Use saved passwords on any device	
٥	Settings			
		Passw	vords	Add
		Create, save, and manage your passwords so you can easily sign in to sites and apps. Learn more		
		74	adobe.com	
		6	dhcs.ca.gov	
		۲	netsmartcloud.com	· · ·
		\$	ntstconnect.b2clogin.com	· · ·
		G	saccounty.net	· · ·
	1	0	smartcarenet.com	•





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

	Windows Security	×
	Google Chrome	
	Google Chrome is trying to sh password to allow this.	ow passwords. Type your Windows
	Miller. Justin	
	•••••	୕
1	HHS_MAIN\MillerJu	
	More choices	
	ок 🦰	Cancel

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

← ③ smartcarenet.com				
Username millerj15		Sites sacramento.smartcarenet.com		
Password		Note No note added		
Edit Delete				

- 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.

•	Password Manager	Q Search passwords
07	Passwords	Settings
ŗ,	Checkup	Offer to save passwords
٥	Settings	Sign in automatically Google Password Manager remembers how you signed in and automatically signs you in when possible. When off, you'll be asked for confirmation every time.

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