

How to remove Autofill of passwords in your web browser

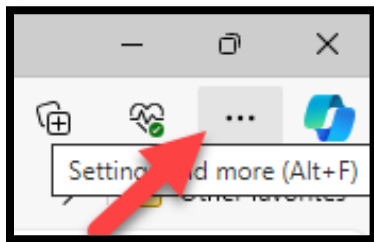
This Tip Sheet will walk users through how to remove the Autofill of passwords which may cause your SmartCare account to be locked. This Tip Sheet may change as our trainings and systems are updated. Please visit our website <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Avatar.aspx> for the most updated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

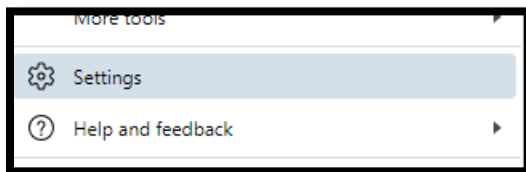
Turning off Autofill and Autologin

Microsoft Edge instructions

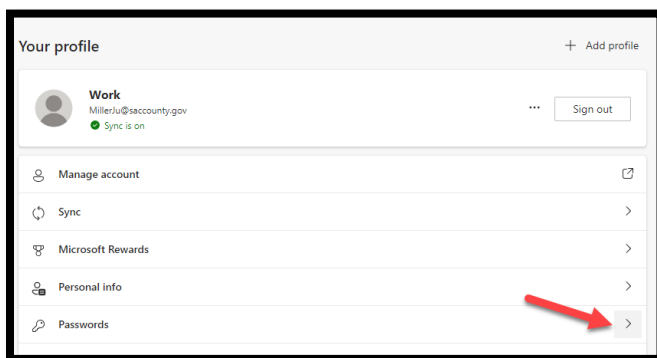
1. Click on the 3 Dots to open the menu.



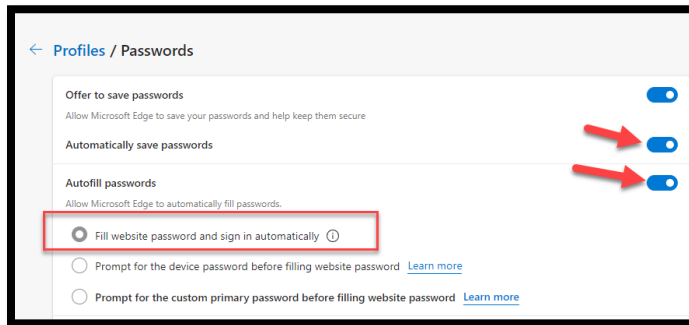
2. Click on **Settings**.



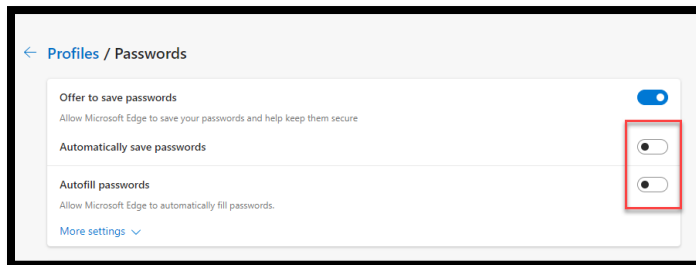
3. Click on the Passwords button.



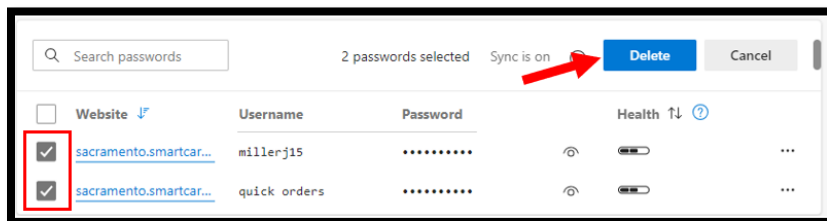
4. Check the **Profiles/Passwords** section to see if the **Automatically Save Passwords** and the **Autofill passwords** are enabled. If so they need to be disabled.
 - a. In the Autofill Passwords it may also allow to fill the password and sign in automatically



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



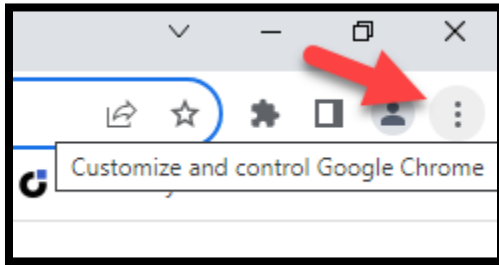
6. Scroll down the screen and look for any instances of **Sacramento.smartcare.net** and check the boxes next to the websites.
7. Click the "Delete" button



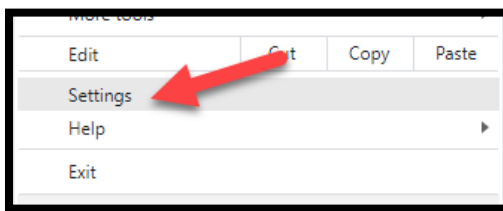
8. Close the web browser and try to log in to SmartCare again.

 **Google Chrome instructions**

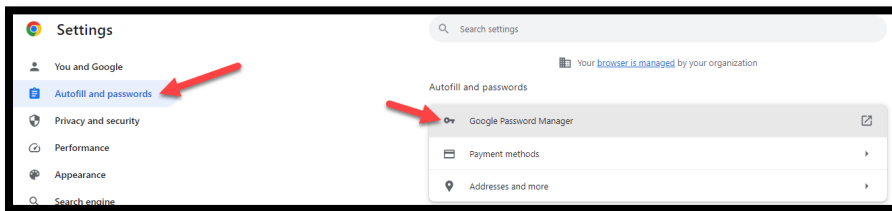
1. Click on the 3 Dots to open the menu.



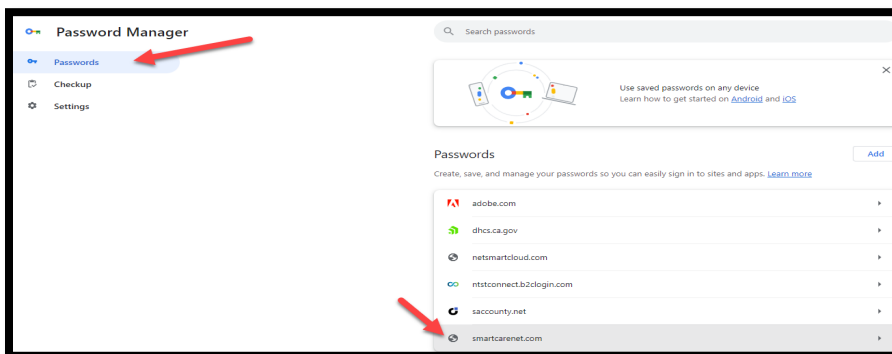
2. Click on **Settings**



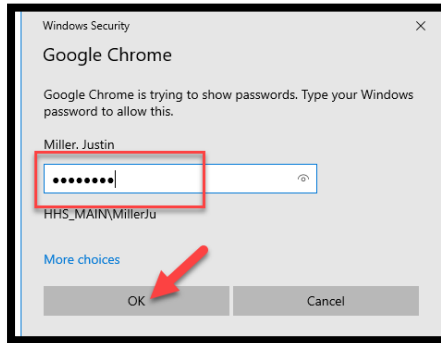
3. On the left menu click on **Autofill and passwords**
4. Click on **Google Password Manager**



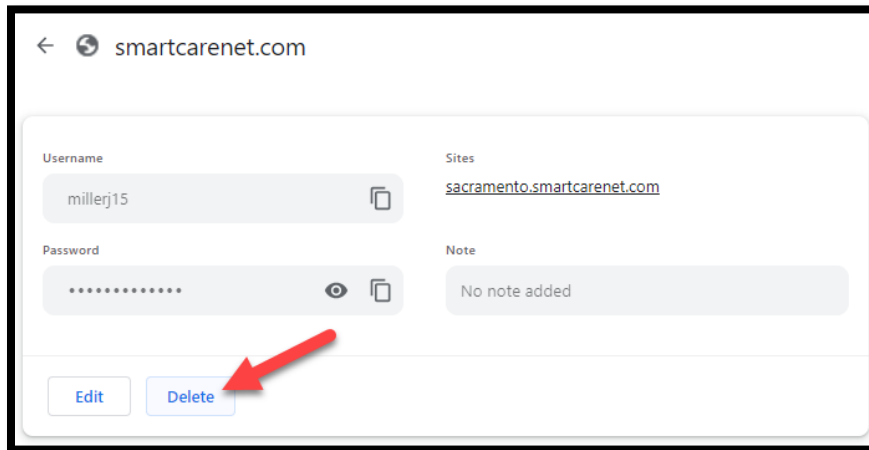
5. Click on Passwords
6. Look for any instances of "smartcarenet.com" and click on the name



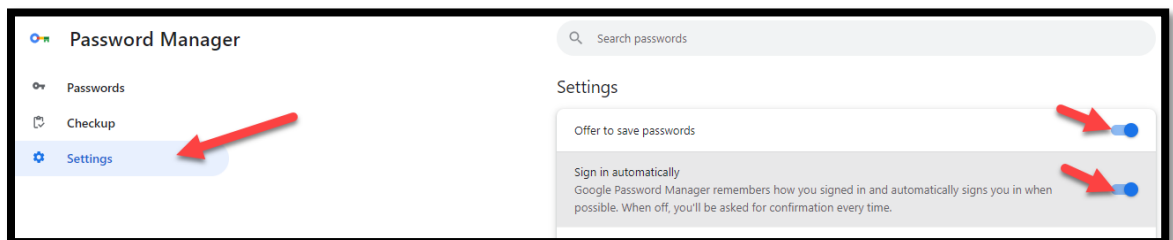
7. It may ask to enter your password for your computer
 - a. Enter your password and press **ok**



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.