

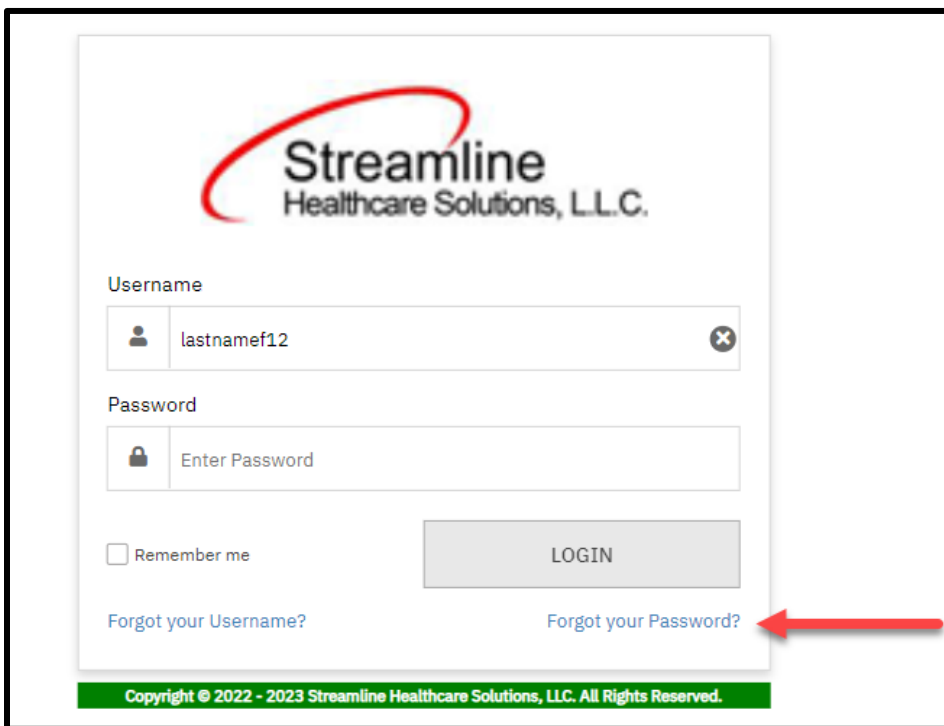
SmartCare Registration Tip Sheet For Previous Avatar Account Users

This Tip Sheet will walk existing Avatar 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

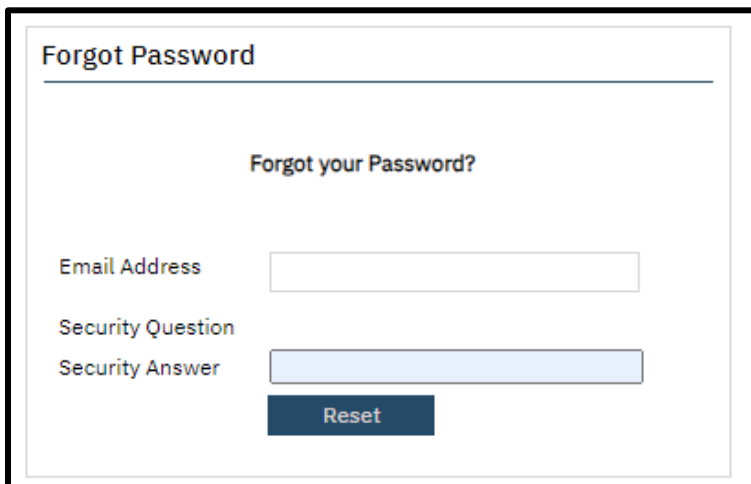
<https://sacramento.smartcarenet.com/>

1. When you log into SmartCare for the first time, you will enter your Avatar username into the username box and select the button for “**Forgot your Password?**”

Note: Do not try to use your current Avatar Password to log in, it will not work.



2. It will bring you to a screen to enter your email.



- The email you should enter is the one we have for you in Avatar. If you receive an error message like this when you enter your email you will need to call the help desk for assistance at (916) 876-5806.

Forgot Password

This email id does not exist, Please check the email entered.

Forgot your Password?

Email Address

Security Question

Security Answer

[Reset](#)

- Once you enter a valid email, the screen should change to remove the security question option. Click the Reset Button.

Forgot Password

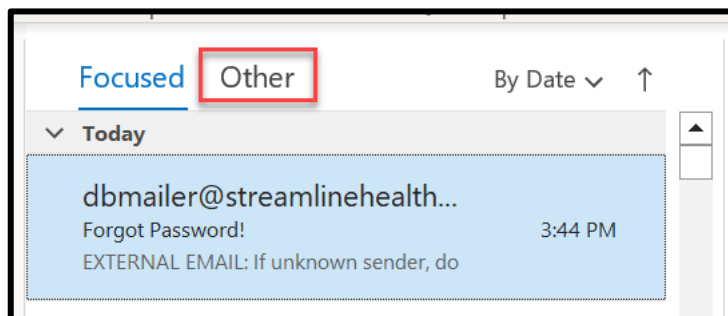
Forgot your Password?

Welcome to Smartcare, please click on Reset to reset your password.

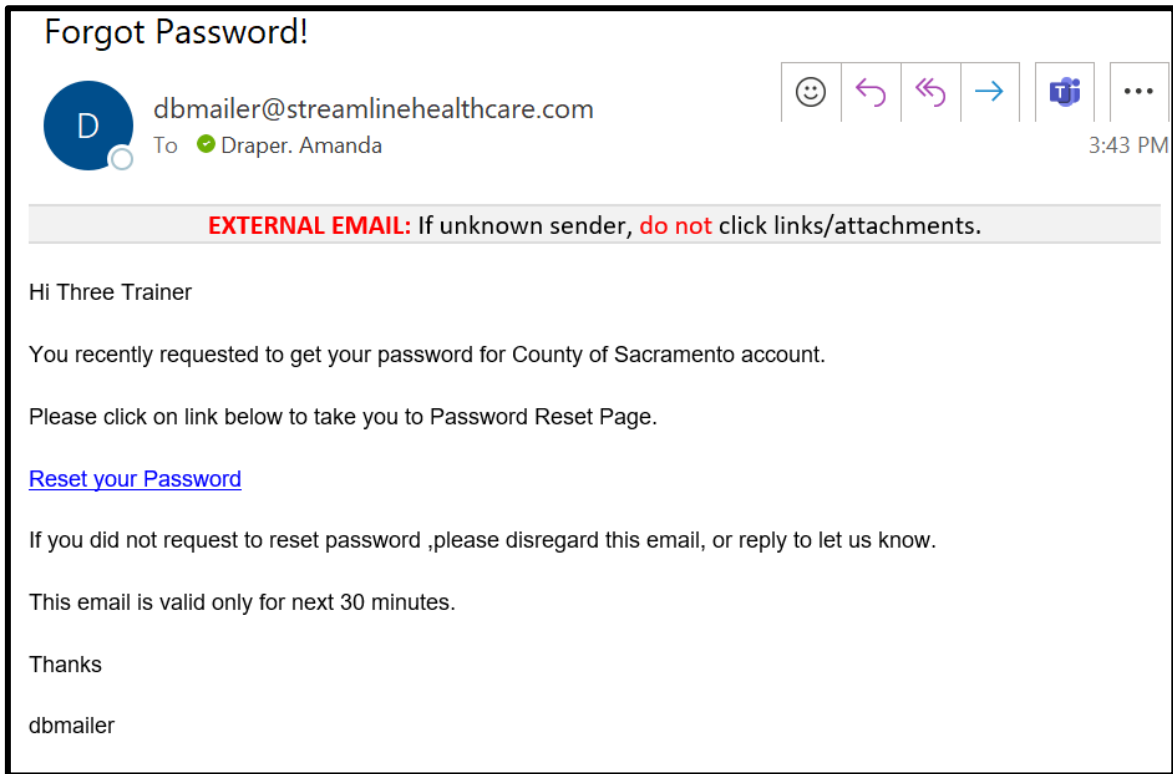
Email Address

[Reset](#)

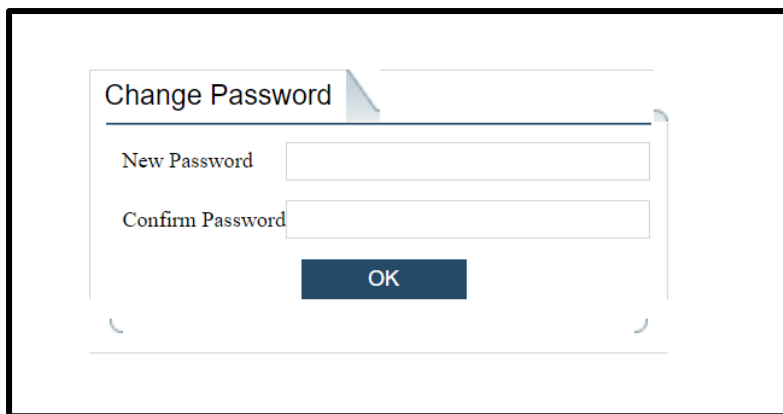
- You will then receive an email from SmartCare with a link to reset your password. If it does not show up after a minute and you are using outlook, check the "Other" tab.



- The email you receive will look like this. Click on the blue hyperlink to reset your password.

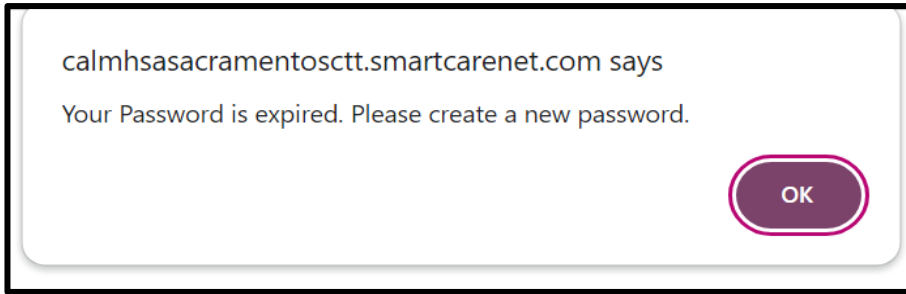


- You will have to change the password 2 times before you log in. The password must be 8 characters with at least one upper case letter and one number. If your password matches the requirements, a green check will appear next to the password. Once you have entered the same password into the New Password and Confirm Password fields, Click OK.



- This will bring you back to the log in screen where you enter your Avatar username and the password you just created.

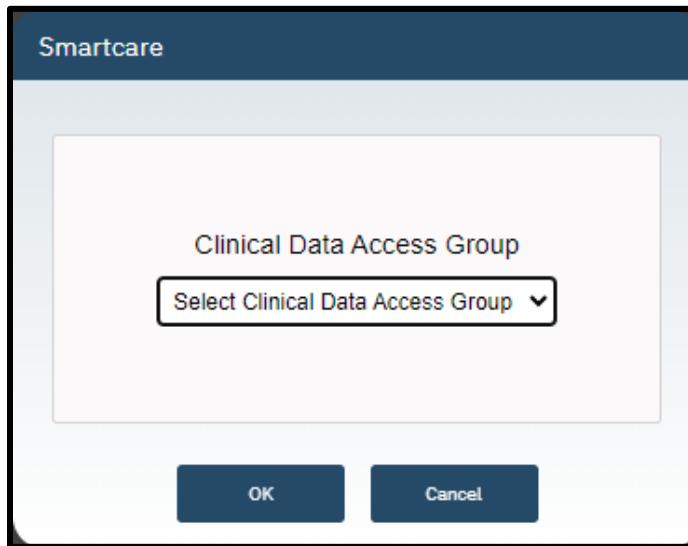
- Once you enter your credentials and click Login, in you will receive this pop-up saying your password has expired, please create a new one.



- After you click OK, it will bring you to this screen to change your password again. Enter the Password you just created into the “Old Password” field and then create a new one. The password requirements remain the same, it must be 8 characters with at least one uppercase and one number.

- Next, you will be asked to select 3 security questions. These questions will be used if you ever forget your password in the future. 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”.

12. The 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.

13. You should now see your SmartCare home screen.