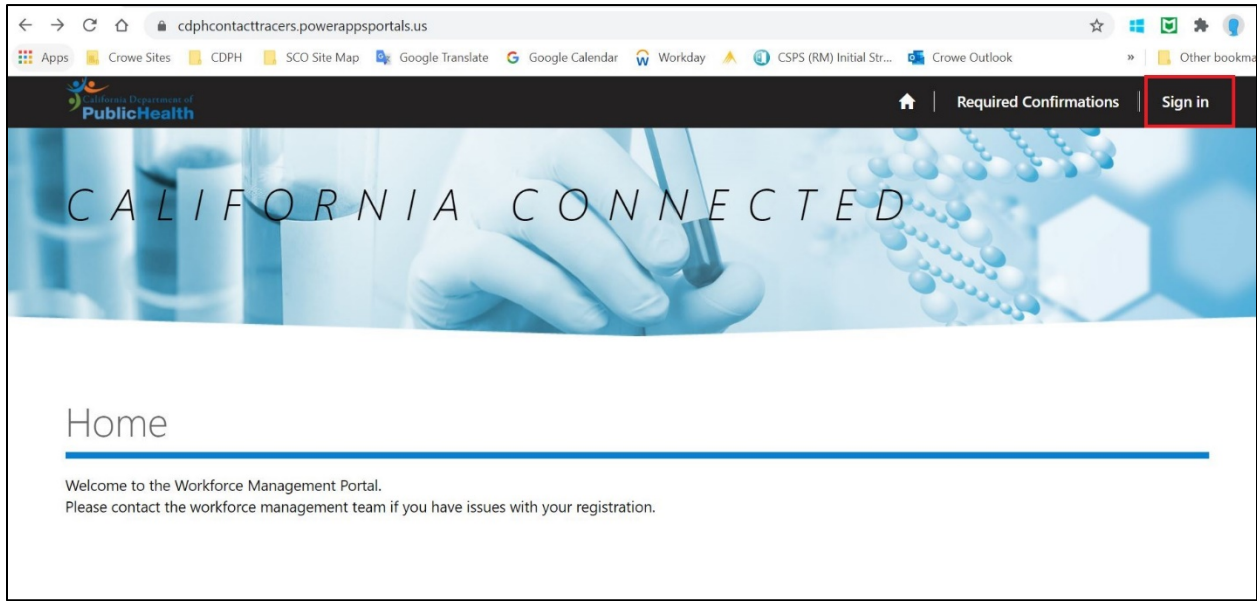


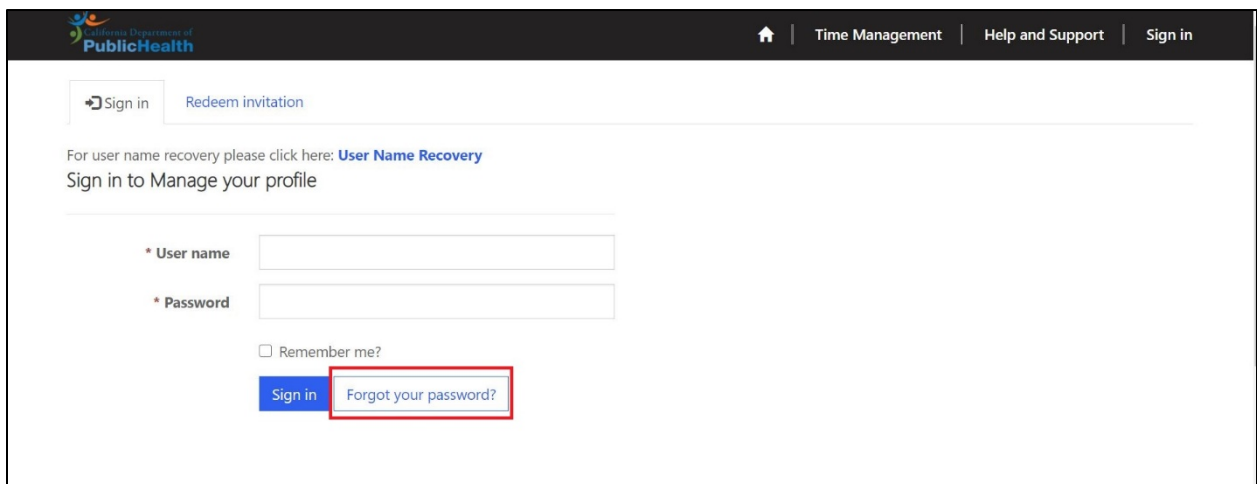
How to reset your password

Step 1: Go to the [California Connected Contact Tracing Portal](#) and click on Sign In



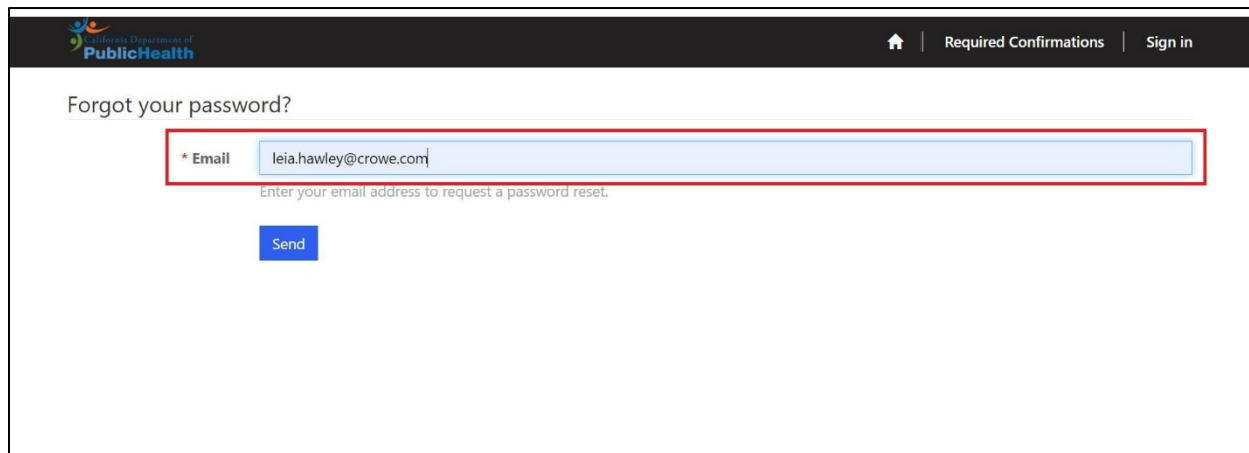
Step 2: Click on “Forgot your password” link

- From the sign in page, click the hyperlink button “Forgot your password” located under the user sign in information and next to the “Sign in” button.



Step 3: Enter associated email address

- Enter the email address you used when registering for the portal (this is usually your state email address).



California Department of PublicHealth

Home | Required Confirmations | Sign in

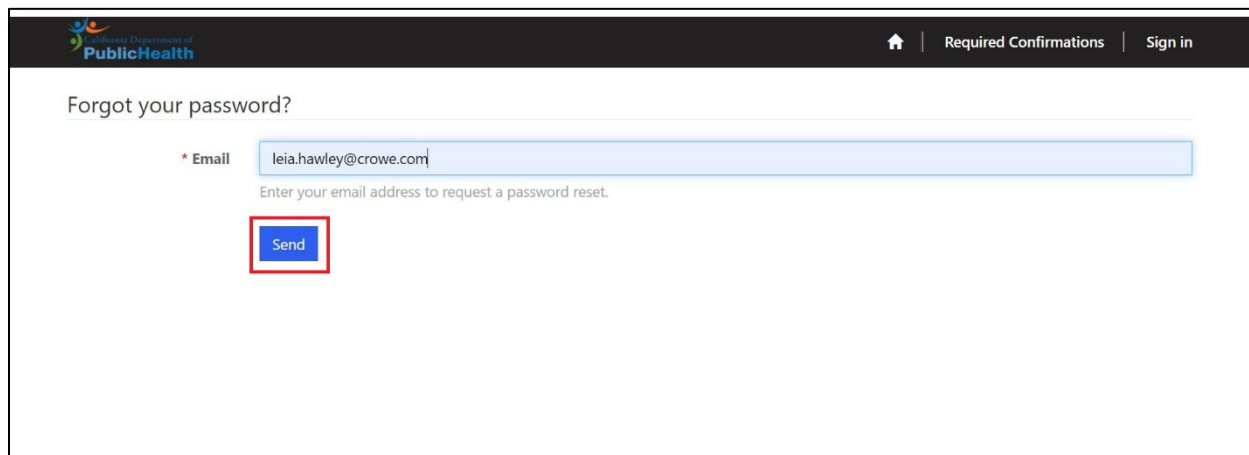
Forgot your password?

* Email

Enter your email address to request a password reset.

Send

- Click the “Send” button.



California Department of PublicHealth

Home | Required Confirmations | Sign in

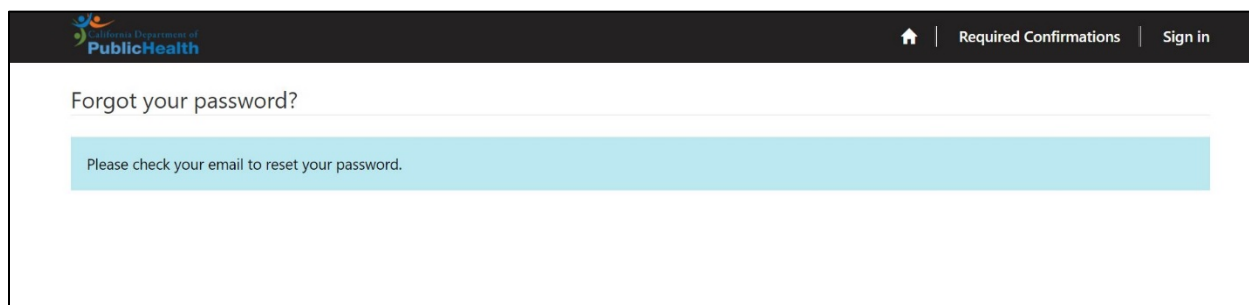
Forgot your password?

* Email

Enter your email address to request a password reset.

Send

- You will see a confirmation page stating “Please check your email to reset your password.”



California Department of PublicHealth

Home | Required Confirmations | Sign in

Forgot your password?

Please check your email to reset your password.

Step 4: Open email account to retrieve password reset information

An email will be sent to you (please check your “other” or “junk” mail as well if you don’t see the email in your ‘focused’ or ‘inbox’ folder). There are two options:

1. Click the hyperlink ‘Reset Password’

A password reset was requested for your account. Please click the following link to start the password reset process.

[Reset Password](#)

Or you can copy the following URL and paste it into your web browser.

`https://ctwm.powerappsportals.us/Account/Login/ResetPassword?userId=49ff965b-b34e-eb11-a812-001dd80187b7&code=ItIpRC2oyaSL2c%2FDVp8GiyZckWRZG0tRXjG%2BfHrRFxbySsKwW5ZemFDv6H31POutDvXbQByrEynhOB8SikdJZ9yqYDeIxlEMi843FdyiPAo882TYrThzO6CsgcbbpQUxVhDcV2KQ5vADT7EwqYE2pSk3DIL7wa1eeZLFzIEPO1j1cWKSfnu96hjiY6mQqgiy%2FchGfuxqVouxvjOQcdYwQ%3D%3D`

If you believe you received this email in error, please contact Customer Service for assistance.

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Thank You,

Customer Service

Closed 1/4/2021 9:06 PM ^

2. Copy and paste the URL link into your web browser.

A password reset was requested for your account. Please click the following link to start the password reset process.

[Reset Password](#)

Or you can copy the following URL and paste it into your web browser.

`https://ctwm.powerappsportals.us/Account/Login/ResetPassword?userId=49ff965b-b34e-eb11-a812-001dd80187b7&code=ItIpRC2oyaSL2c%2FDVp8GiyZckWRZG0tRXjG%2BfHrRFxbySsKwW5ZemFDv6H31POutDvXbQByrEynhOB8SikdJZ9yqYDeIxlEMi843FdyiPAo882TYrThzO6CsgcbbpQUxVhDcV2KQ5vADT7EwqYE2pSk3DIL7wa1eeZLFzIEPO1j1cWKSfnu96hjiY6mQqgiy%2FchGfuxqVouxvjOQcdYwQ%3D%3D`

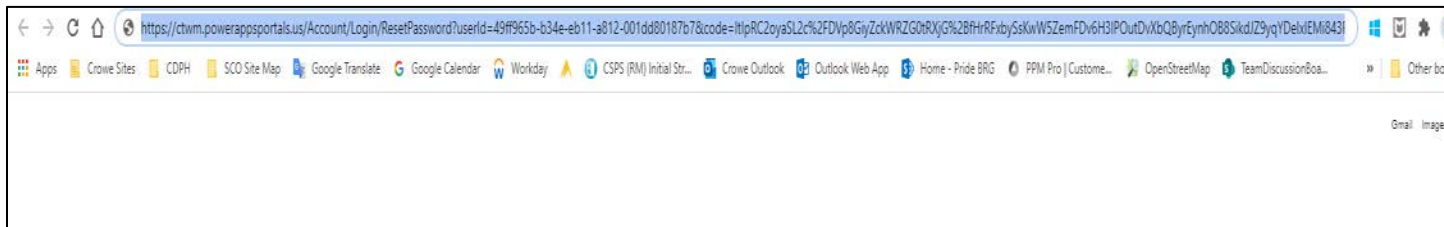
If you believe you received this email in error, please contact Customer Service for assistance.

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Thank You,

Customer Service

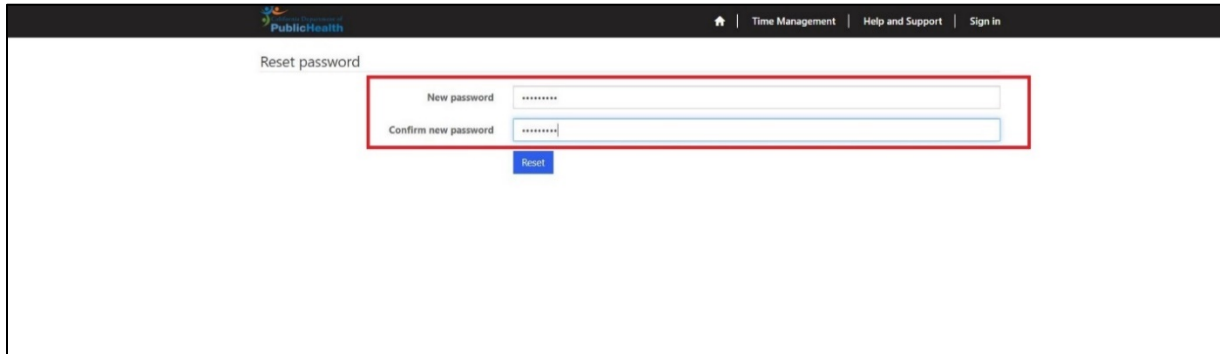
Closed 1/4/2021 9:06 PM ^



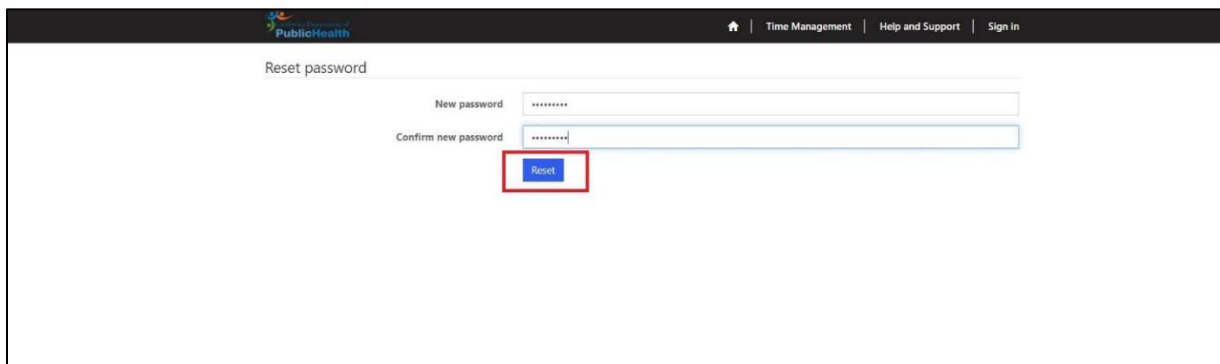
The screenshot shows a web browser window with the address bar containing the URL: `https://ctwm.powerappsportals.us/Account/Login/ResetPassword?userId=49ff965b-b34e-eb11-a812-001dd80187b7&code=ItIpRC2oyaSL2c%2FDVp8GiyZckWRZG0tRXjG%2BfHrRFxbySsKwW5ZemFDv6H31POutDvXbQByrEynhOB8SikdJZ9yqYDeIxlEMi843FdyiPAo882TYrThzO6CsgcbbpQUxVhDcV2KQ5vADT7EwqYE2pSk3DIL7wa1eeZLFzIEPO1j1cWKSfnu96hjiY6mQqgiy%2FchGfuxqVouxvjOQcdYwQ%3D%3D`. The browser's taskbar at the bottom shows various open applications like Google Translate, Google Calendar, and Outlook.

Step 5: Create a new password:

- You will be redirected to a new page where you can create a new password. You will need to enter the same password twice. Once in the ‘new password’ field and once more in the ‘confirm new password’ field. After both fields are filled out with your new password click the ‘reset’ button below.



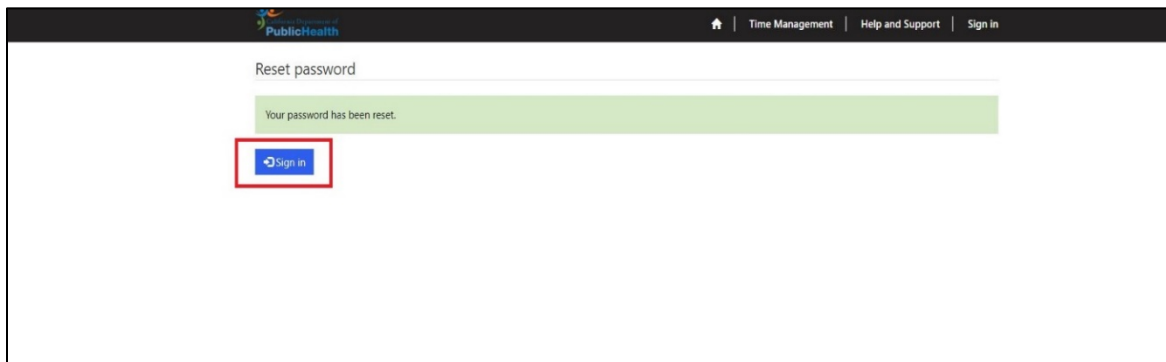
The screenshot shows the 'Reset password' page. At the top, there is a navigation bar with the 'PublicHealth' logo and links for 'Time Management', 'Help and Support', and 'Sign in'. Below the navigation bar, the page title is 'Reset password'. There are two input fields: 'New password' and 'Confirm new password', both containing masked characters (dots). A blue 'Reset' button is positioned below the 'Confirm new password' field. A red rectangular box highlights both input fields.



This screenshot is identical to the previous one, showing the 'Reset password' page with the 'New password' and 'Confirm new password' fields. However, the red rectangular box now highlights the blue 'Reset' button located below the 'Confirm new password' field.

Step 6: Confirmation page of password reset:

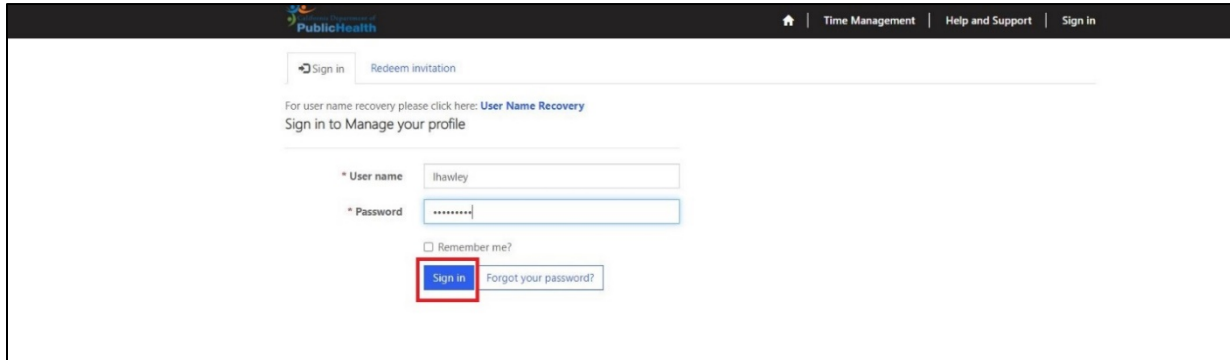
- Once you click the “Reset” button in Step 5, you will be redirected to a confirmation page. To sign in with your new password, click the ‘Sign in’ button below the confirmation message.



The screenshot shows the confirmation page. At the top, there is a navigation bar with the 'PublicHealth' logo and links for 'Time Management', 'Help and Support', and 'Sign in'. Below the navigation bar, the page title is 'Reset password'. A green message box contains the text 'Your password has been reset.'. Below the message box, there is a blue 'Sign in' button. A red rectangular box highlights the 'Sign in' button.

Step 7: Enter in username and new password:

- Enter your username and newly reset password, then click the 'sign in' button to continue to the portal.



The screenshot shows the sign-in interface for the California Public Health portal. At the top, there is a navigation bar with a home icon, "Time Management", "Help and Support", and "Sign in". Below the navigation bar, there are two tabs: "Sign in" (selected) and "Redeem invitation". The main content area includes a link for "User Name Recovery" and the instruction "Sign in to Manage your profile". There are two input fields: "User name" with the text "lhawley" and "Password" with masked characters. Below the password field is a "Remember me?" checkbox. At the bottom of the form, there is a blue "Sign in" button, which is highlighted with a red box, and a "Forgot your password?" link.