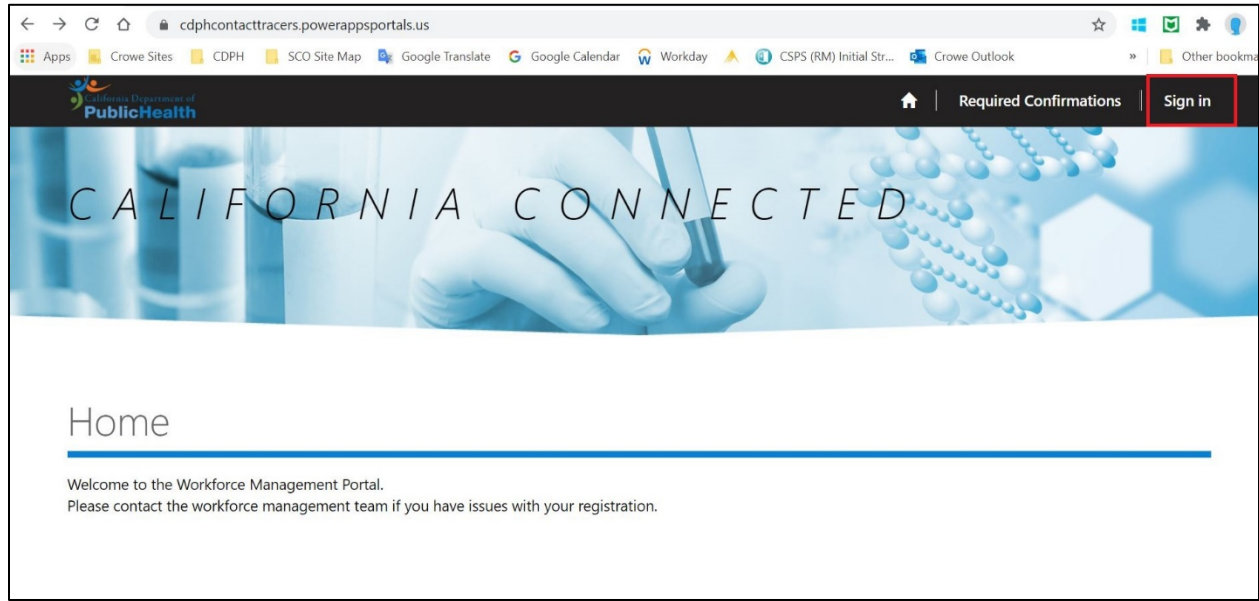




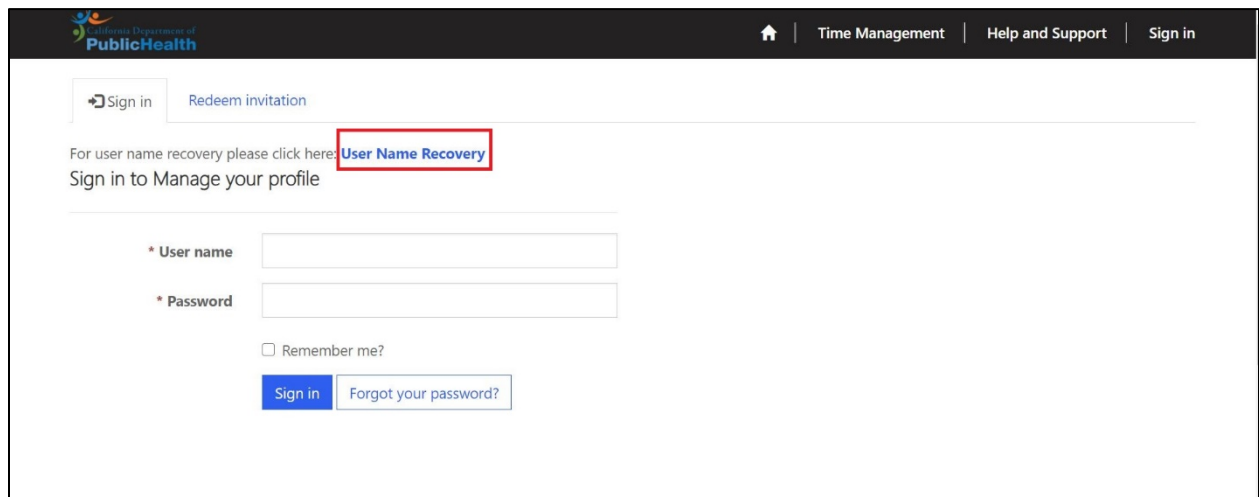
How to recover your User Name

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



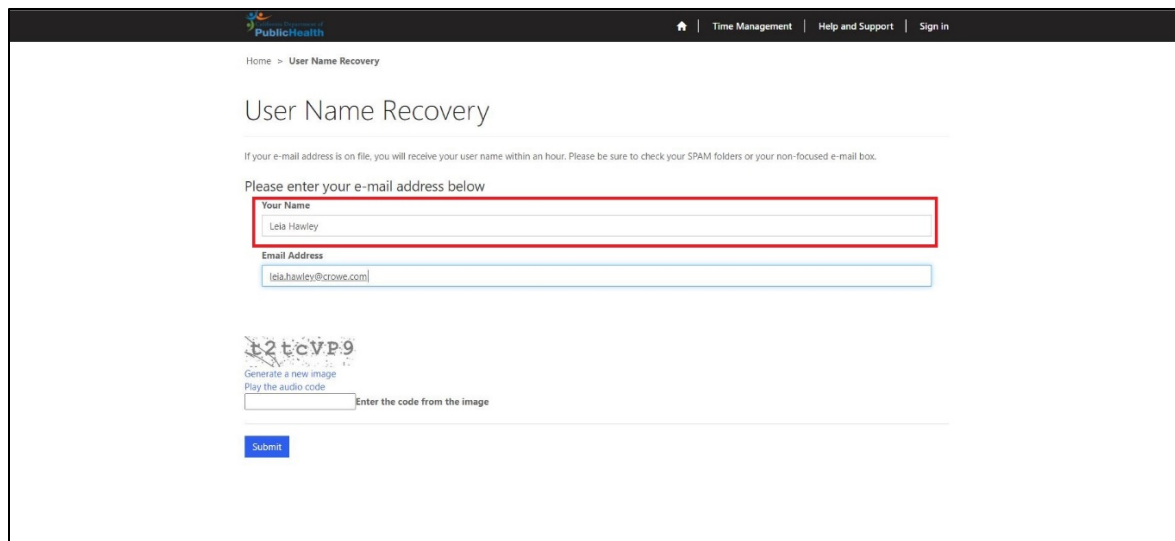
Step 2: Click User Name Recovery link

- Click on 'User Name Recovery'

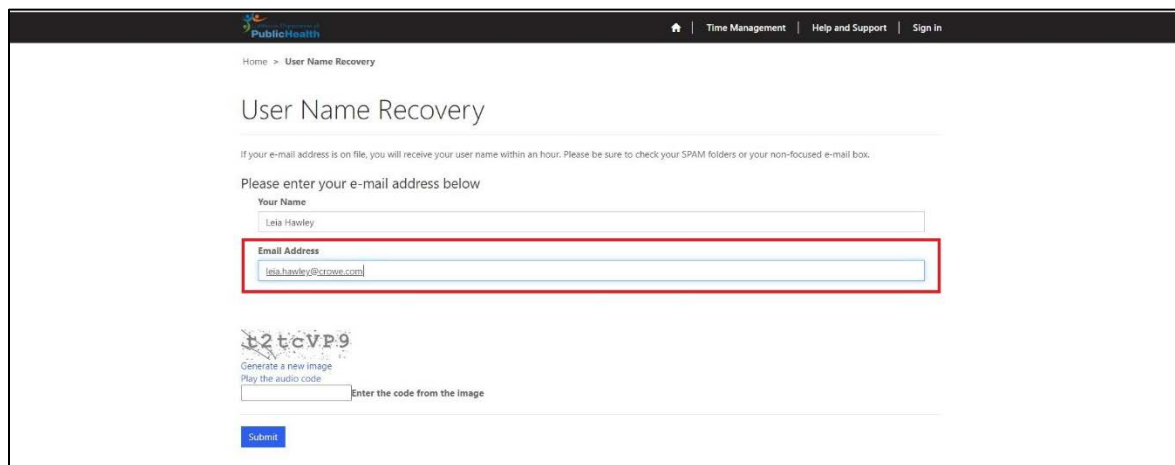


Step 3: Enter in User Name recovery information:

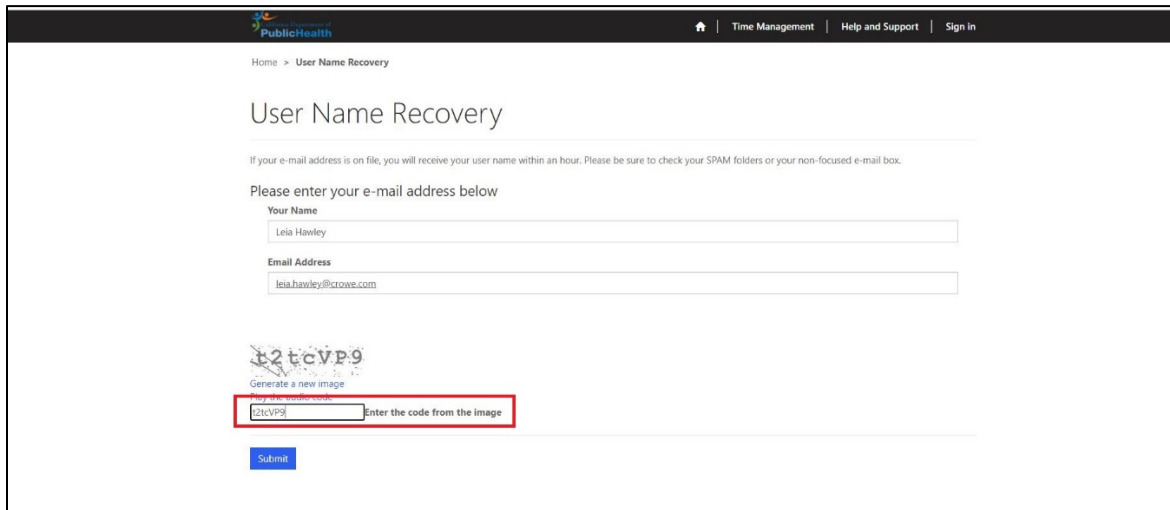
1. Enter your first and last name in the 'name' field

A screenshot of the "User Name Recovery" web form. The page title is "User Name Recovery". Below the title, there is a message: "If your e-mail address is on file, you will receive your user name within an hour. Please be sure to check your SPAM folders or your non-focused e-mail box." The form asks the user to "Please enter your e-mail address below". There are two input fields: "Your Name" and "Email Address". The "Your Name" field contains the text "Leia Hawley" and is highlighted with a red rectangular border. The "Email Address" field contains the text "leia.hawley@crowe.com". Below the input fields, there is a CAPTCHA image with the text "t2tcVP9" and a "Generate a new image" button. Below the CAPTCHA, there is a "Play the audio code" button and a text input field for "Enter the code from the image". At the bottom of the form is a blue "Submit" button. The page header includes the "PublicHealth" logo and navigation links for "Time Management", "Help and Support", and "Sign in".

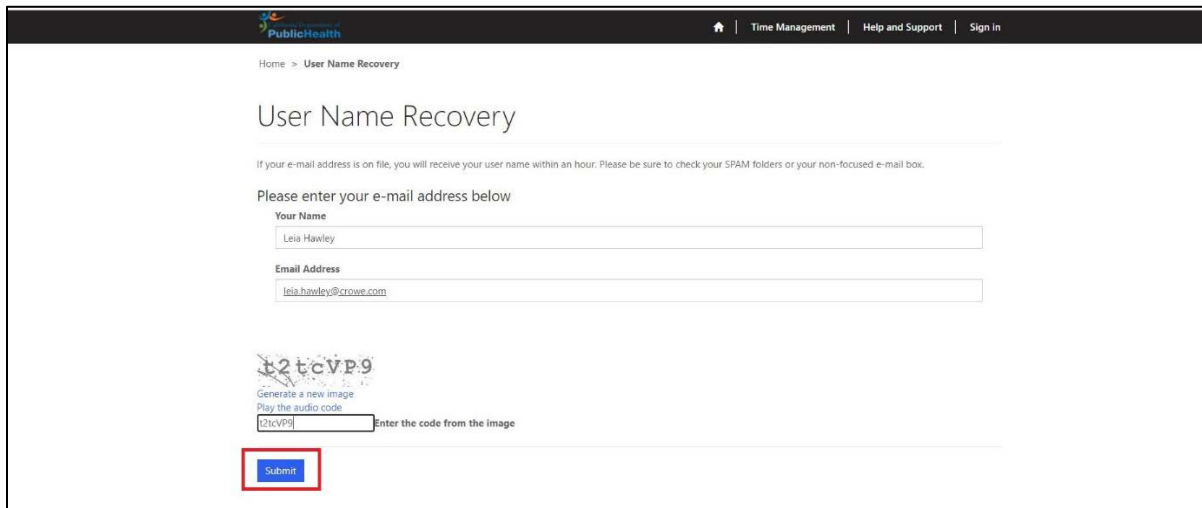
2. Enter the email address you used to register for the portal account in the 'Email Address' field

A screenshot of the "User Name Recovery" web form, identical to the previous one. In this screenshot, the "Email Address" field, which contains "leia.hawley@crowe.com", is highlighted with a red rectangular border. The "Your Name" field now contains the text "Leia Hawley" and is no longer highlighted. All other elements, including the CAPTCHA and the "Submit" button, remain the same.

3. Enter unique security code in the 'enter the code from the image' field
Note: the security code is case-sensitive

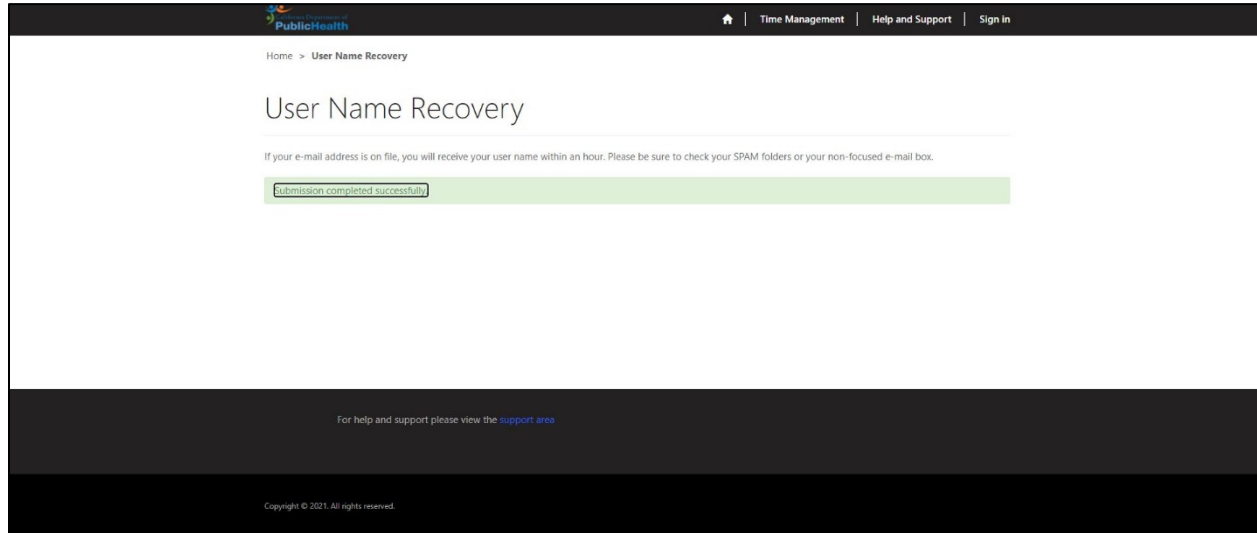
A screenshot of the "User Name Recovery" web form. The page header includes the "California Department of Public Health" logo and navigation links for "Time Management", "Help and Support", and "Sign in". The breadcrumb trail shows "Home > User Name Recovery". The main heading is "User Name Recovery". Below the heading is a note: "If your e-mail address is on file, you will receive your user name within an hour. Please be sure to check your SPAM folders or your non-focused e-mail box." The form asks the user to "Please enter your e-mail address below" and includes two input fields: "Your Name" (containing "Leia Hawley") and "Email Address" (containing "leia.hawley@crowe.com"). Below these fields is a CAPTCHA image showing the code "2tcVP9". There are links to "Generate a new image" and "Play the audio code". A text input field labeled "Enter the code from the image" contains the text "2tcVP9" and is highlighted with a red rectangular box. A blue "Submit" button is located below the input field.

4. Click the 'submit' button

A screenshot of the "User Name Recovery" web form, identical to the previous one. In this version, the blue "Submit" button is highlighted with a red rectangular box. The "Enter the code from the image" field still contains "2tcVP9".

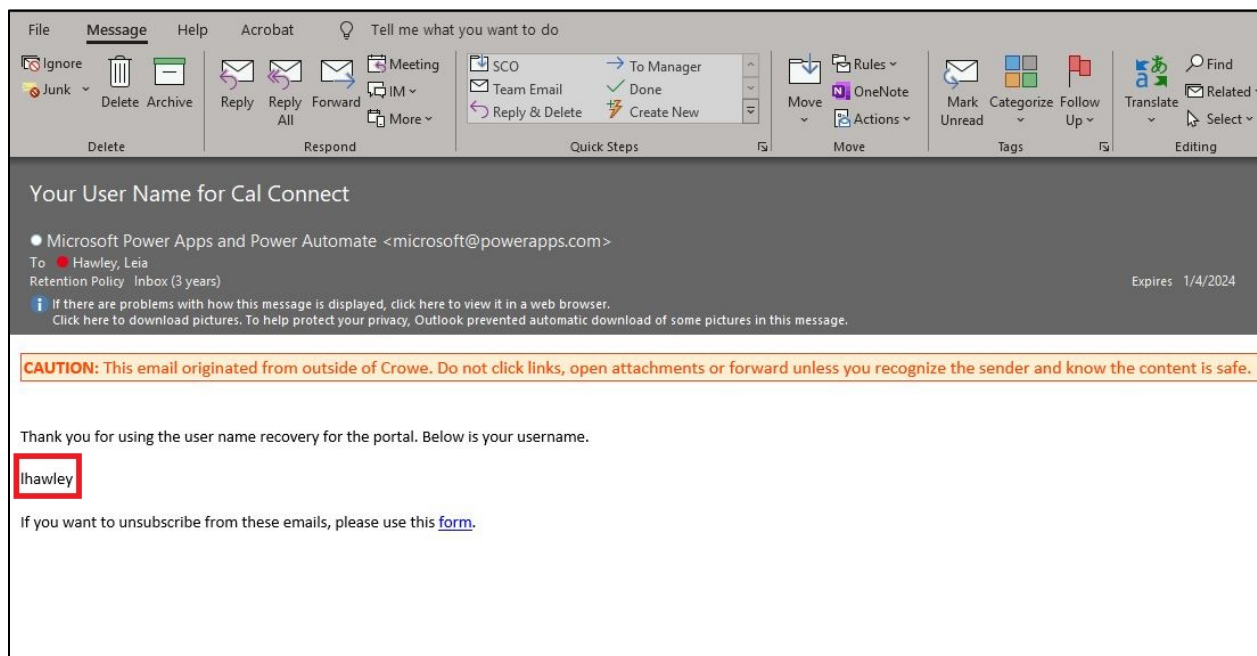
Step 4: Confirmation page of recovery email:

- You will be redirected to the user name recovery email confirmation page.



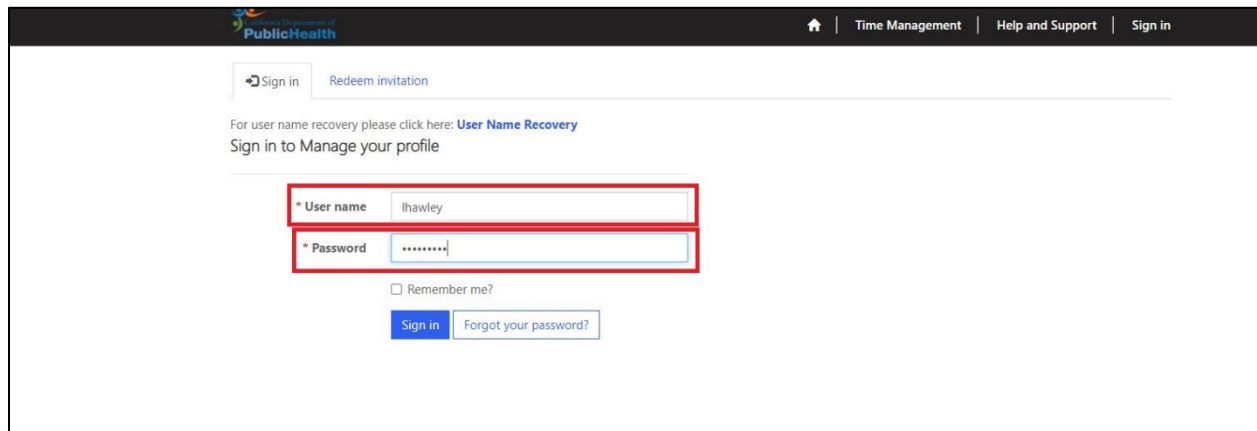
Step 5: Access associated email account to retrieve username:

- An email will be sent to your email account containing your username. Make sure to check both your 'other' or junk folder in addition to your 'focused' or email inbox folder.



Step 6: Return to sign in page, enter retrieved username:

- Return to the [California Connected Contact Tracing Portal Sign in](#) page enter your username and password in the fields and click the sign in button to continue to the portal.



PublicHealth

Time Management | Help and Support | Sign in

Sign in | Redeem invitation

For user name recovery please click here: [User Name Recovery](#)

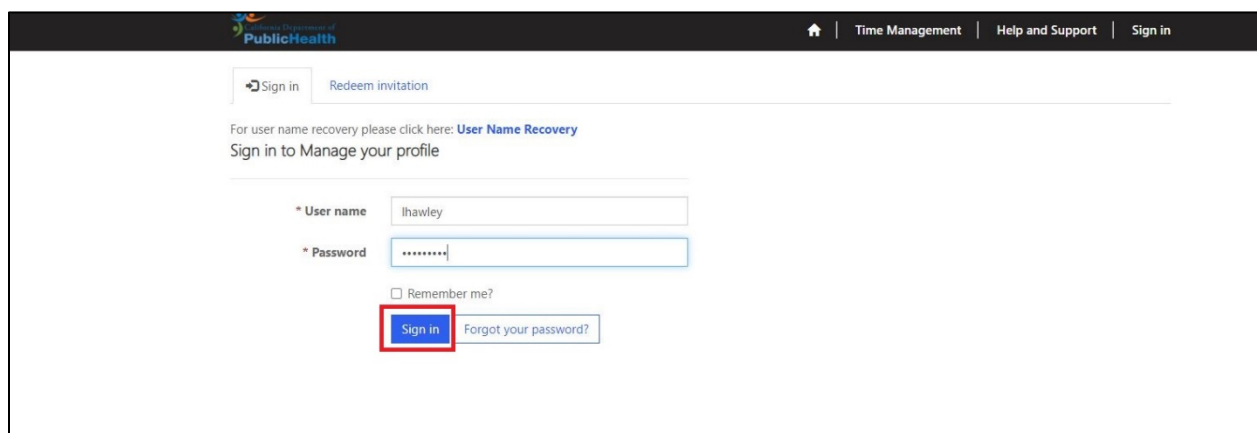
Sign in to Manage your profile

* User name lhawley

* Password *****

Remember me?

Sign in | Forgot your password?



PublicHealth

Time Management | Help and Support | Sign in

Sign in | Redeem invitation

For user name recovery please click here: [User Name Recovery](#)

Sign in to Manage your profile

* User name lhawley

* Password *****

Remember me?

Sign in | Forgot your password?