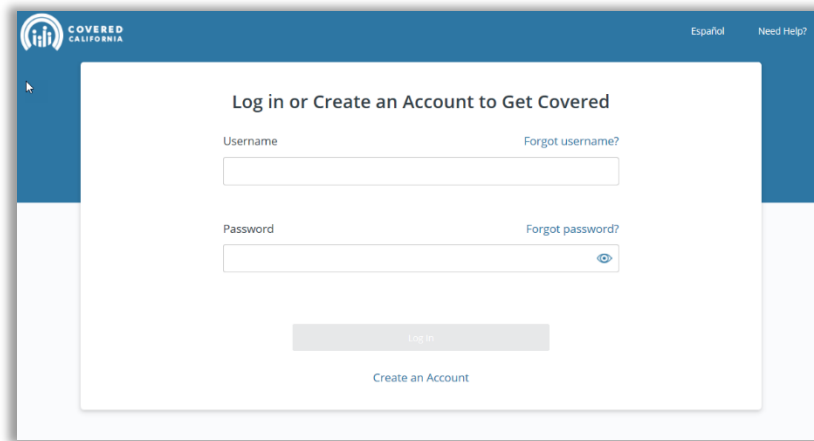
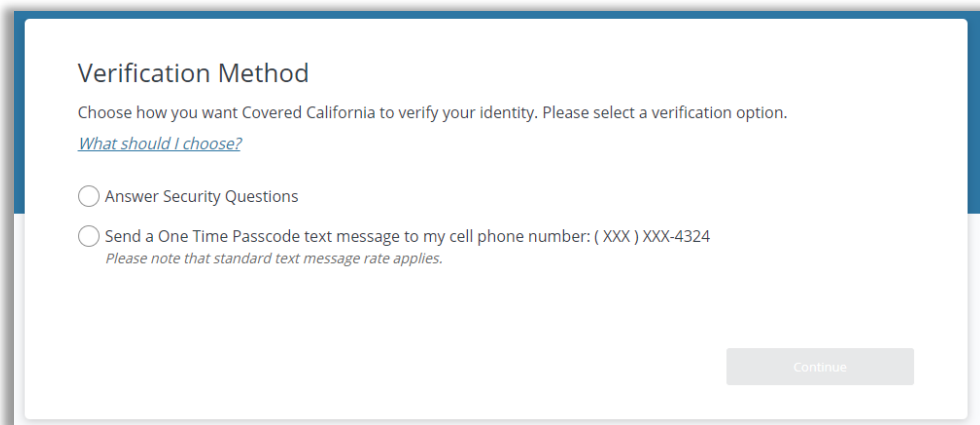


If you have consumers who are experiencing problems resetting their password in the online application (CalHEERS), instruct them to follow these easy steps:

1. [Click Here](#) to access the *LOGIN OR CREATE AN ACCOUNT* page.
2. On the *LOGIN OR CREATE AN ACCOUNT* page, click on the “Forgot password?” link.
3. Enter your Username AND Month and Day of Birth when prompted.



4. After entering your Username and Month/Day of Birth, you will be prompted to select a method to verify identity on the *Verification Method* page - the *Verification Method* page displays if you have previously registered for the One Time Passcode verification method along with the standard option of answering security questions:
 - If you registered for the email verification method, the email button option displays
 - If you registered for the text verification method, the cell phone/text button option displays
 - If you registered for both email and cell phone/text methods, then both options display
 - The Answer Question page displays if you previously opted out of registering for the One Time Passcode verification method
5. Select one of the verification methods by clicking one of the buttons displayed and click the “Continue” button.





CalHEERS Password Reset Job Aid Certified Enrollers

6. Depending on the option selected, proceed through the security questions or retrieve the passcode from the text message or email sent.
 - If retrieving a passcode, enter the passcode in the One Time Passcode field and click the "Validate" button
 - If proceeding through the *Answer Question* page, enter the correct answer and click "Continue".
7. Once the passcode is validated in the *Validate One Time Passcode* screen or the security question is answered correctly, you will be sent to the *Reset Your Password* page. Think of a new secret password and enter it in the *New Password* field.
 - **NOTE:** In order to create a password, please randomly combine letters, numbers, and special characters so they are not near each other. **Example:** f8J#h3R!Y
8. Click on the "Confirm New Password" field and retype the new password.
 - **DON'T FORGET** to save your password somewhere safe
9. Click the "Continue" button. You will now be able to login with your new password.