



California Patient Representative Information System 2023

Resetting your Passphrase in CAPRIS

Developed by:	Office of the Long-Term Care Patient Representative
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Resource(s):	https://youtu.be/bBpisTH5rpY

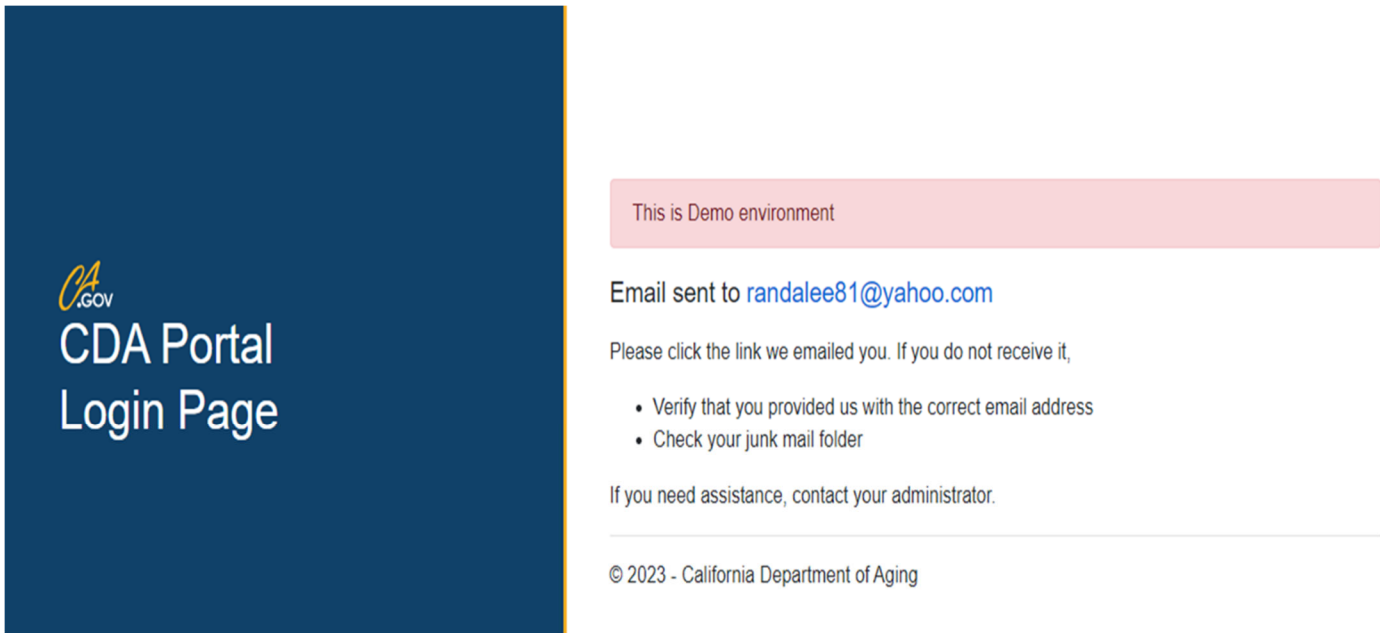
This document is intended to provide step-by-step instruction on the process for the resetting your password in the California Patient Representative Information System (CAPRIS).

2.5 Resetting your Passphrase in CAPRIS

Process Steps for Resetting your Passphrase in CAPRIS

1. From the CAPRIS log in page, **enter your email address and click “submit”**.

2. After clicking “submit”, you will see the following screen indicating that an email has been sent to your email address. The email will come from the California Department of Aging.



3. The automated email will come from the California Department of Aging and will contain a time sensitive link to access the system to set up a passphrase. **Click the link in the email to create a passphrase.**

Note: If you do not receive an email, please verify that you provided the correct email address and check your junk and spam mail folders prior to contacting the Office of the Long-Term Care Patient Representative for assistance.

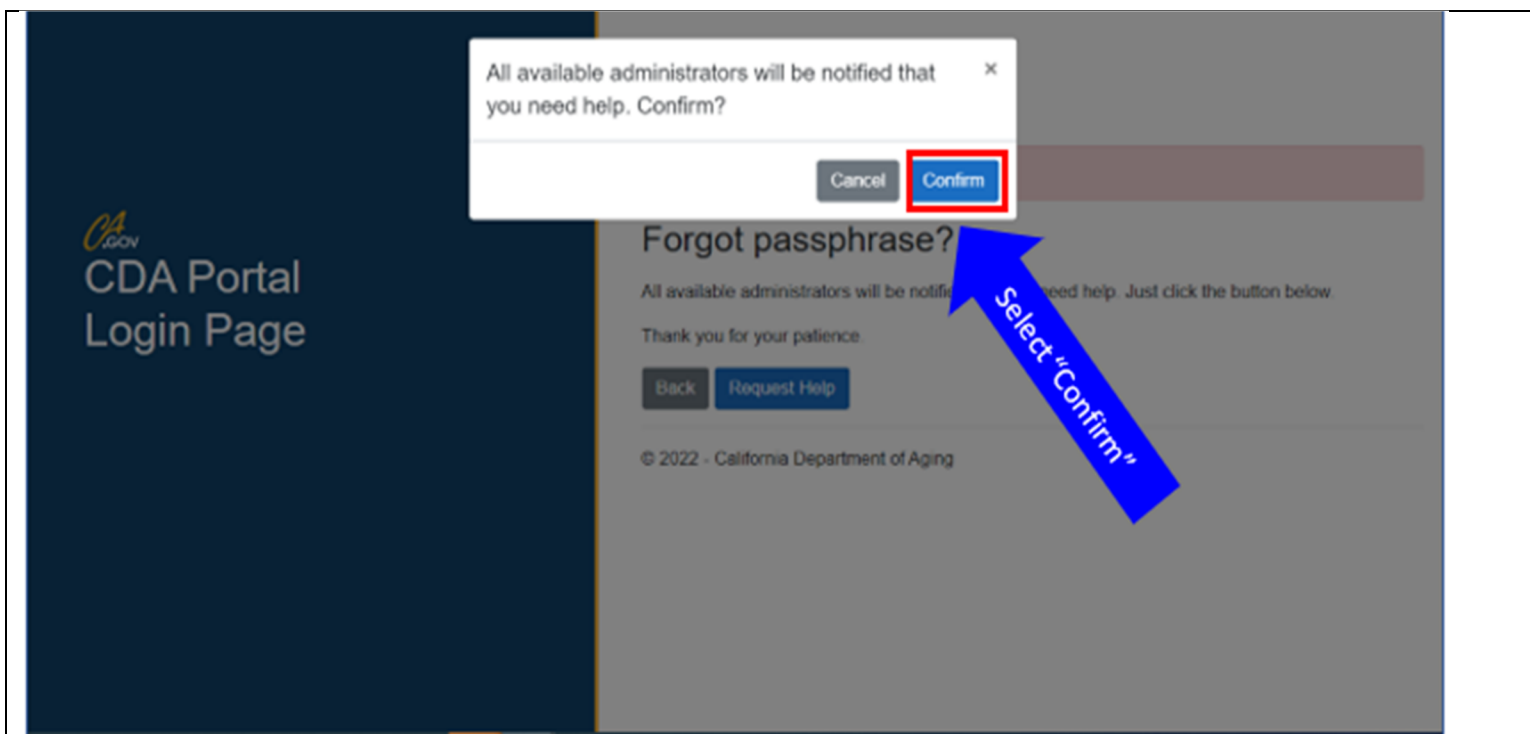


4. After clicking the link in the email, you will be taken to this page shown on the screen. Do not enter anything into the passphrase field just yet. Please click **“Forgot passphrase”**.

The screenshot shows the CDA Portal Login Page. On the left is a dark blue sidebar with the CA.GOV logo and the text "CDA Portal Login Page". The main content area has a light pink header that says "This is Demo environment". Below this is the title "Continue login to California Patient Representative Information System". Underneath is the instruction "Enter your passphrase" followed by a text input field labeled "Passphrase". Below the input field are two buttons: a teal "Refresh" button and a blue "Submit" button. A red rectangle highlights the "Forgot passphrase" link below the "Submit" button. A large blue arrow points from the right towards the "Forgot passphrase" link, with the text "Click 'Forgot passphrase'" inside it. At the bottom, it says "© 2023 - California Department of Aging".

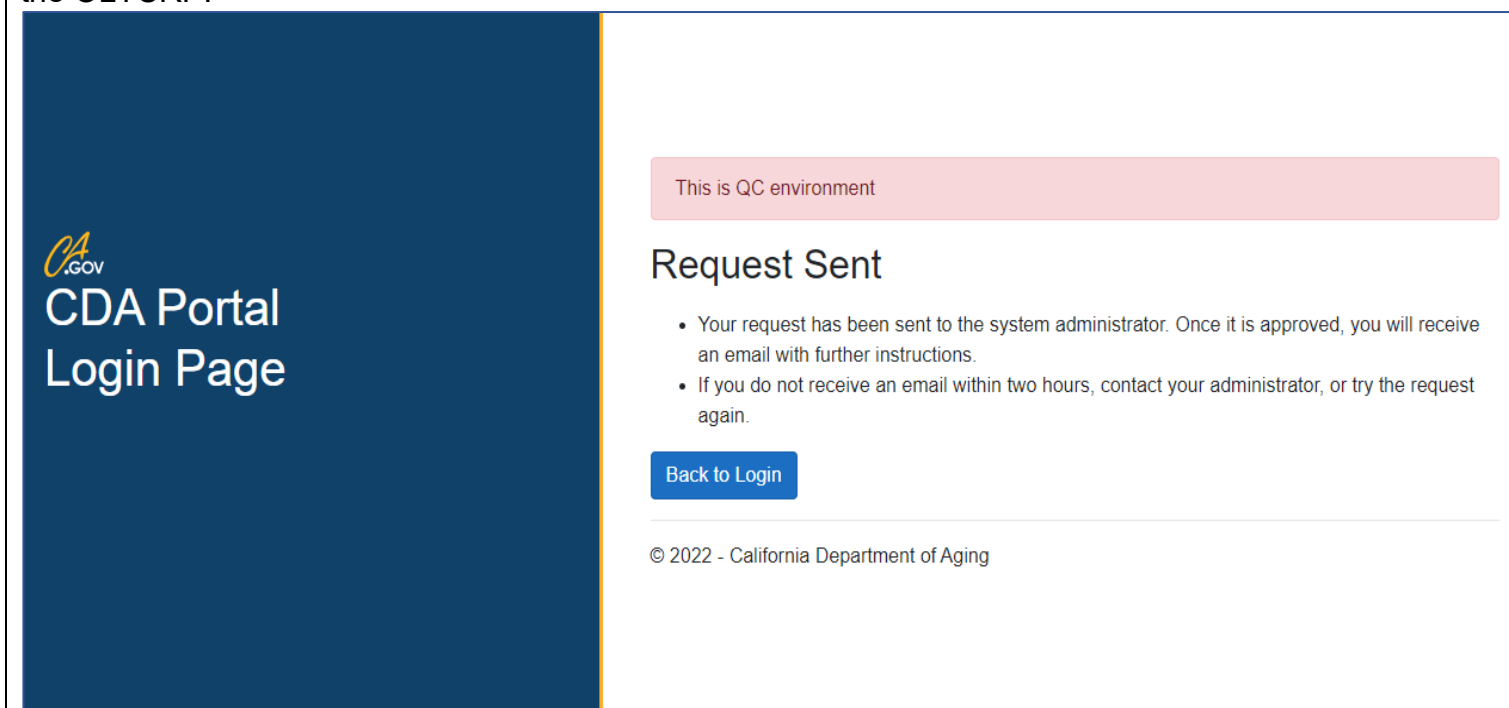
5. Then **click, “Request Help and Confirm”**.

The screenshot shows the CDA Portal Login Page in a QC environment. On the left is a dark blue sidebar with the CA.GOV logo and the text "CDA Portal Login Page". The main content area has a light pink header that says "This is QC environment". Below this is the title "Forgot passphrase?". Underneath is the instruction "All available administrators will be notified that you need help. Just click the button below." followed by "Thank you for your patience." Below this are two buttons: a grey "Back" button and a blue "Request Help" button. A red rectangle highlights the "Request Help" button. A large blue arrow points from the right towards the "Request Help" button, with the text "Click 'Request Help'" inside it. At the bottom, it says "© 2022 - California Department of Aging".



This action will send an alert to staff at the Office of the Long-Term Care Patient Representative that you are attempting to change your password.

After selecting “confirm”, you will receive the following message confirmed that your request was sent to the OLTCRP.



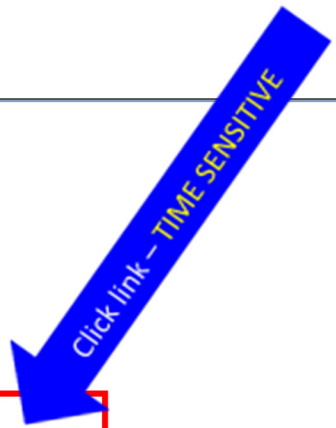
Once the OLTCPR receives your request and resets your passphrase, you will receive an automated email with a time sensitive link:



***** This is a QC email. *****

An administrator has responded to your request for help.

Click this time-sensitive link to [reset your California Patient Representative Information System passphrase](#)



Sincerely,
California Department of Aging
© 2022 - California Department of Aging

6. Click the link as soon as you receive this email.

Note: if this link expires, you will need to repeat steps 1-6 again.

7. Enter a new 16-character passphrase in the designated fields and click “submit”

This is Demo environment

Change Passphrase

New Passphrase
.....

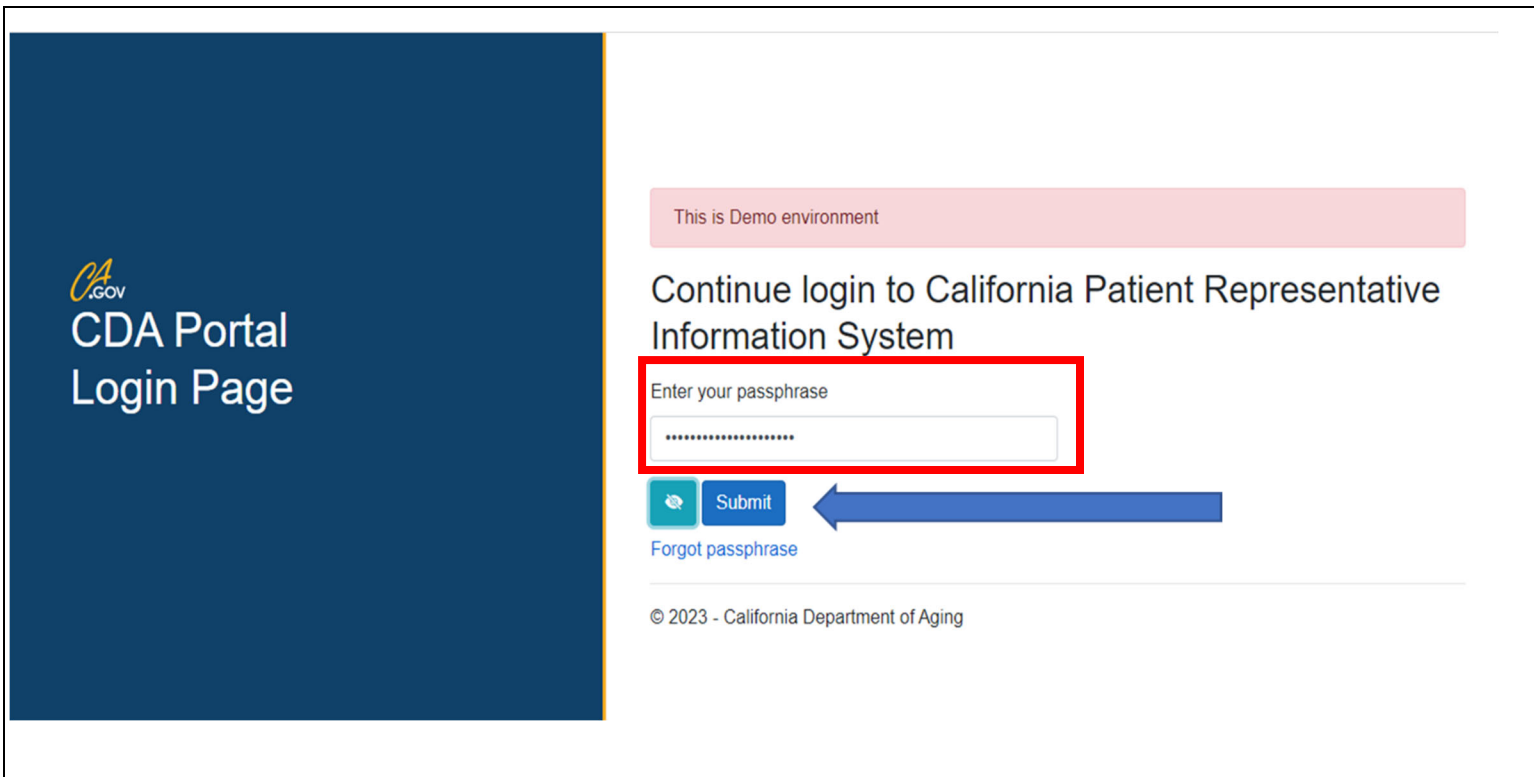
New Passphrase Confirm
.....

Submit

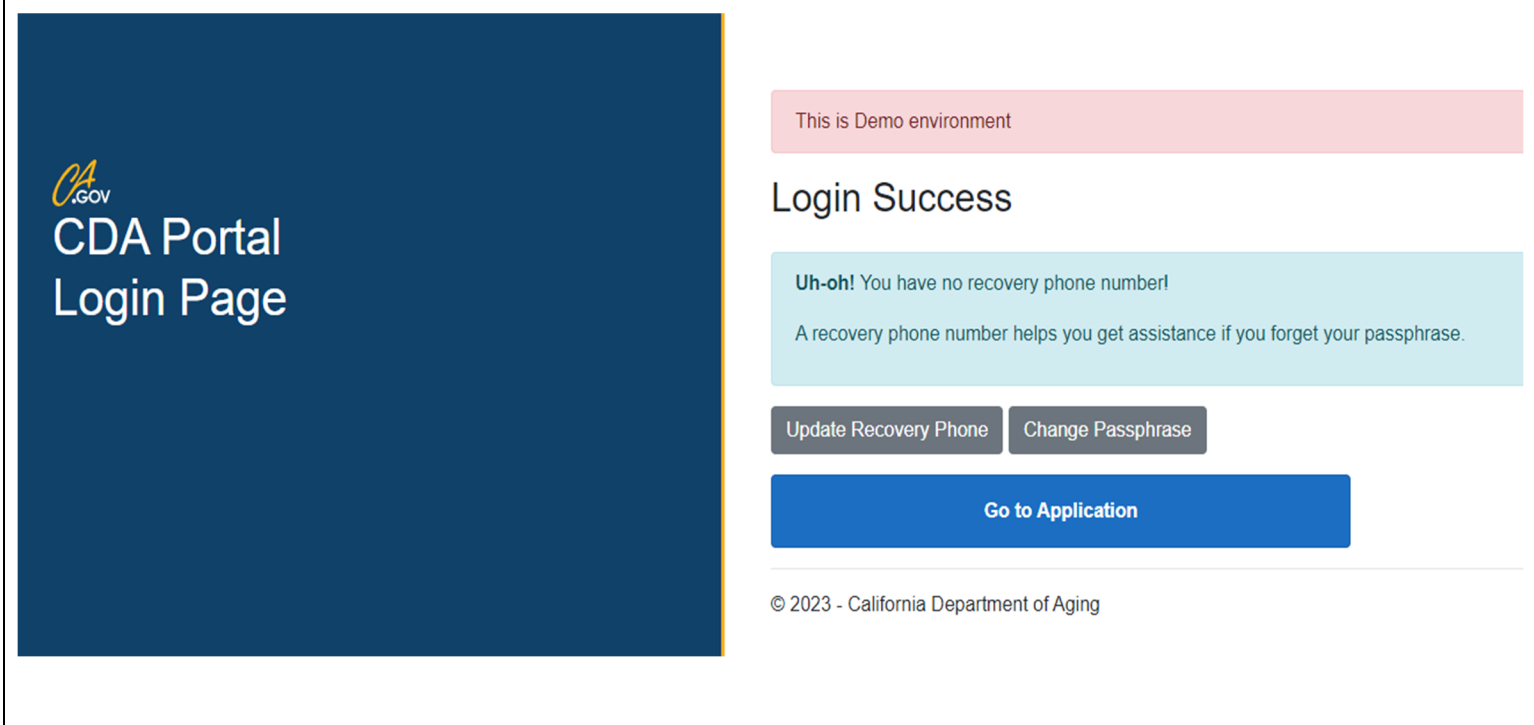
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See CAPRIS Passphrase Requirement for additional information on creating passphrases within CAPRIS.

8. After creating a new passphrase, you will enter your newly created passphrase and click submit again.



9. After successfully creating a passphrase, you will see the Login Success screen. **Click “Go to Application”** to enter CAPRIS.



Passphrase Requirements:

CAPRIS passphrases must fulfill the following requirements:

- Must be, at least, **16 characters**, and contain three of the following:
 - Upper case letter
 - Lower case letter
 - Number
 - Special character, such as *, !, #, @, etc.
- Expires after 90 days; CAPRIS will prompt user for a new passphrase.
- Cannot be recycled.
- Do not share your passphrase.

Troubleshooting Passphrase Resets in CAPRIS

For assistance troubleshooting the CAPRIS passphrase reset process, please contact the Office of the Long-Term Care Patient Representative at (916) 800-5084 or via email at: OPR@aging.ca.gov

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