

## HOW TO LOGIN TO SMARTCARE FOR THE FIRST TIME

To login to SMARTCARE for the first time, follow the steps below:

For your first login, use the URL provided to launch SmartCare in a Chrome or Edge web browser.

1. From the login screen, **click the "Forgot your Password?" link.**

Streamline  
Healthcare Solutions, L.L.C.

Username  
Enter Username

Password  
Enter Password

Remember me

LOGIN

[Forgot your Username?](#) [Forgot your Password?](#)

Copyright © 2022 - 2023 Streamline Healthcare Solutions, LLC. All Rights Reserved.

2. Enter your email address and **click the Reset button.**  
Note: You will see a confirmation message if your email address is in the system associated with your username

Forgot Password

Forgot your Password?

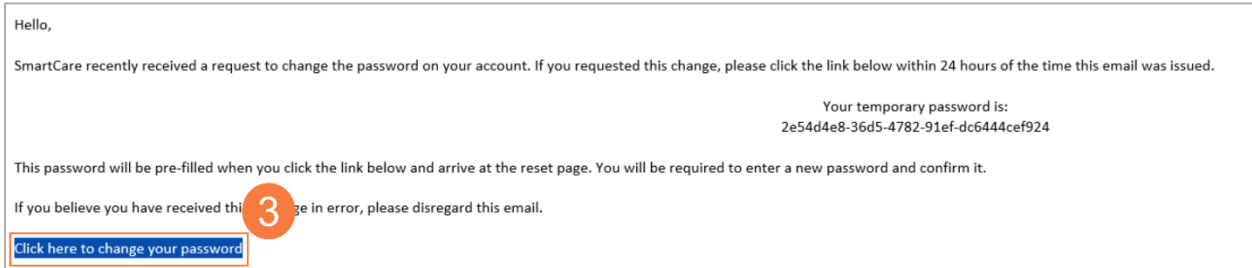
Email has been sent to provided email ID.

Email Address myemail@myemaildomain.org

Reset

3. Within a few minutes, a "Request to Change Password" email from StreamlineHealthcare.com will arrive with a temporary password and link.

Click on the blue link in the email to automatically launch the password reset screen.



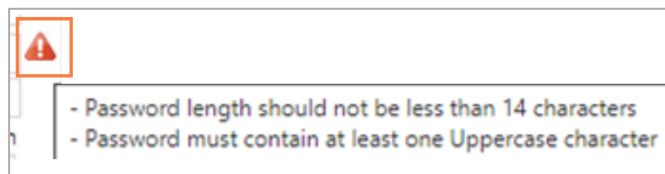
4. You will be taken to the Password Reset screen, your username on file and temporary password will pre-populate. Navigate to the New Password field and **enter your own password** that meets the password requirements. **Confirm your password.**
5. **Click OK.**

The image shows a 'Change Password' form with the following fields: Username (pre-filled with 'myusernameonfile'), Temp Password (pre-filled with a masked password), New Password, and Confirm Password. The 'New Password' and 'Confirm Password' fields are highlighted with a red box and a red circle with the number 4 next to it. The 'OK' button is highlighted with a red box and a red circle with the number 5 next to it.

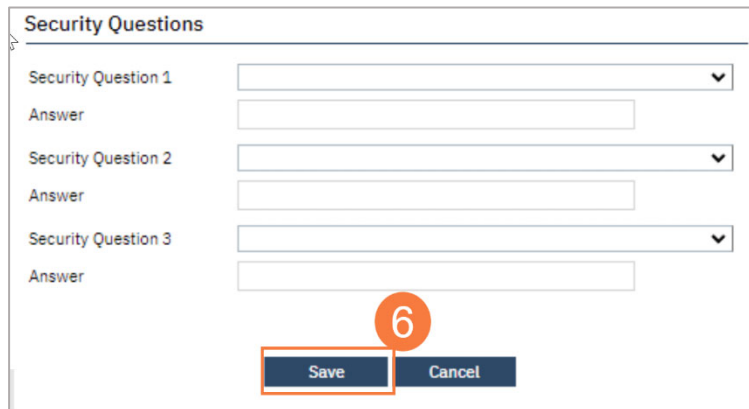
**Note:** Password must meet the following requirements:

- Password length should not be less than 14 characters
- Password must contain at least one Uppercase character
- Password must contain at least one Numeric character
- Password must contain at least one Special character !"#%&()\*+,-.^/;<=>?@{}~

**Note:** If the password does not meet the complexity requirements, a warning symbol will appear. Hover over the icon to see what is missing.



6. Once new password is set, **create security questions and click Save.**



Security Questions

Security Question 1

Answer

Security Question 2

Answer

Security Question 3

Answer

**6**

Save Cancel

7. You will be returned to the login screen where you will enter your username (different from your email address) and your new password. **Click Login.**



Streamline  
Healthcare Solutions, L.L.C.

Username

Password

Remember me

[Forgot your Username?](#) [Forgot your Password?](#)

Copyright © 2022 - 2023 Streamline Healthcare Solutions, L.L.C. All Rights Reserved.

**7**

You are ready to use your new EHR.

**Note:** If you have trouble with any of the steps above or your email address/username is not in the system, please contact your County Help Desk or the CalMHSA Help Desk for assistance.