

CARES-Live Secure Login Job Aid

Purpose

The purpose of this job aid is to show you how to:

- Login



Policy and Procedure Disclaimer:

CARES-Live training materials are designed to teach you how the system works. They do not cover policies and procedures specific to your organization, or general policy from the State about child welfare practice.

Secure Login Overview

Your existing e-mail address will be used to login to CARES-Live, along with a temporary password. The first time you login, you will create a new password for subsequent logins. As part of a secure login process, in addition to your e-mail and password, you will be prompted to enter a code to verify your identity each day you login to the system. The code will be sent to your e-mail.

Initial Login to CARES-Live

You will receive a Welcome e-mail from no-reply@cwds.ca.gov that contains your username (which is now your e-mail) and a temporary password. You will then be required to create a new password to access CARES-Live.

Login Tips & Information

- New password:
 - ✓ Must be at least 15 characters
 - ✓ Must contain a lower-case letter
 - ✓ Must contain an upper-case letter
 - ✓ Must contain a number
 - ✓ Must contain a special character
 - limited to: !@#\$%^&*()-_+<>?[]{}|/;:"'`~=\<>,,.
- The temporary password in the Welcome E-mail expires in seven days
- If you have problems logging in, follow the instructions for CARES-Live Help on the last page of this job aid



To Login to CARES-Live for the first time:

Step	Action	Result
1	Click the Take me to CARES-Live (https://web.cwds.ca.gov) link in the Welcome email. Note: SBC network and/or connected by a VPN is required for access.	The Log In page displays.
2	Enter your e-mail and temporary password, and click Sign In .	The Update Password page displays.
3	Create and confirm a new password, then click Update Password .	The Services & Resources page displays, and you are logged in to CARES-Live.



Note:

The functionality you see after logging in, is determined by your role and permissions within CWS/CMS and CARES-Live.

Subsequent Logins to CARES-Live

As part of the secure login process, once every 168 hours, when you login to CARES-Live, you will be required to enter a code to verify your identity before being given access to the system. The code will be sent to your e-mail for you to use during the normal login process. This will occur for each type of device or browser you choose.



To Login to CARES-Live:

Step	Action	Result
1	On the Log In page, enter your e-mail and new password, and click Sign In. (https://web.cwds.ca.gov)	The Account Verification page displays.
2	Access your e-mail and enter the Verification Code you receive from no-reply@cwds.ca.gov . <i>(You can copy the code from the e-mail and paste it into the Enter Code field.)</i>	Your Code is entered on the Account Verification page.
3	Click Verify	The Services & Resources page displays, and you are logged in to CARES.



Note:

If you enter the verification code you received in Step 2 incorrectly more than three times, it will become invalid and you should repeat Step 1 to get a new code. It is also possible that your browser may refresh after only three minutes and will not accept the code. If that occurs, repeat Step 1 to receive a new code.



Note:

90-Day Password Reset

Every 90 days, you will be required to reset your password. The CARES-Live Dashboard will display an alert identifying the number of days until your password expires.

If you continue to disregard the alert notifications and do not reset your password, your user status will automatically be set to **RESET_REQUIRED.**

At this time, you will need to click the **Reset/Forgot your Password** link on the log in screen to reset your password.

Note:



Password Policy

Passwords can only be changed once in a 24-hour period. Contact your CARES-Live County Administrator for assistance.

New password must be different than your previous 6 passwords.

Forgot/Reset Your Password

If you have forgotten your password, you can use the "Forgot/Reset your password?" link on the login page to self-reset your password any time.

Session Timeout

Your CARES session will timeout after four hours of inactivity. If this happens, complete the login steps again to re-establish a new session.

On Demand Training

Continue your learning experience by choosing from the CARES-Live training materials available to you on demand!

Watch it!



Secure Login Demo Video

Access this video to watch processes in action!

CARES-Live Support

If you need help using CARES-Live, follow your organization's process for requesting assistance.

Is This Job Aid Helpful?

If you have questions or suggestions regarding this Job Aid please [send an e-mail to CWDS Implementation Training \(osicwdstraining@osi.ca.gov\)](mailto:osicwdstraining@osi.ca.gov).