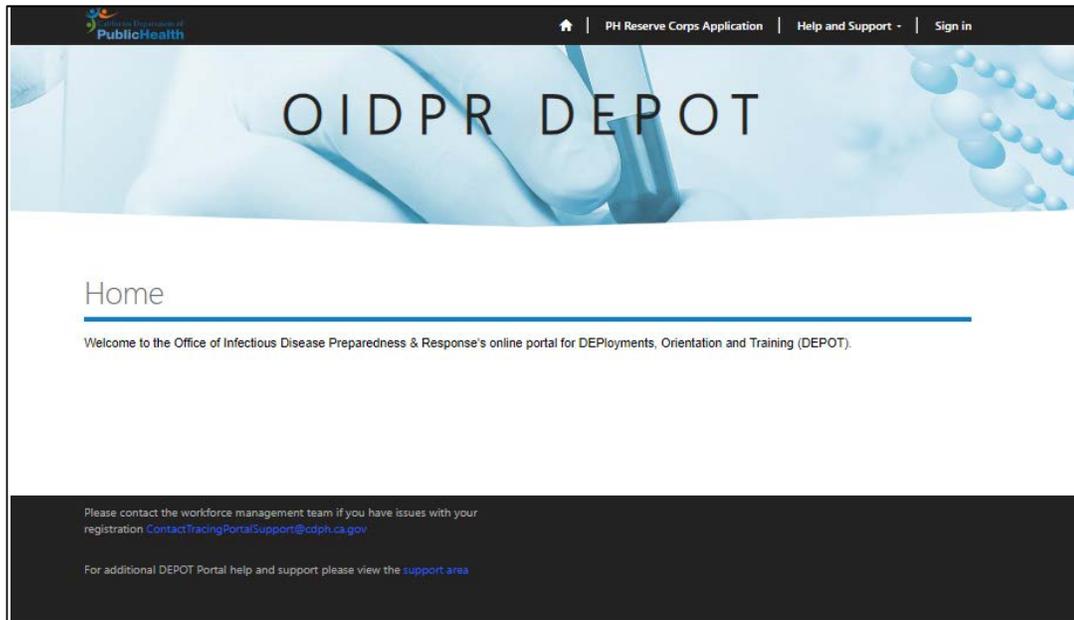


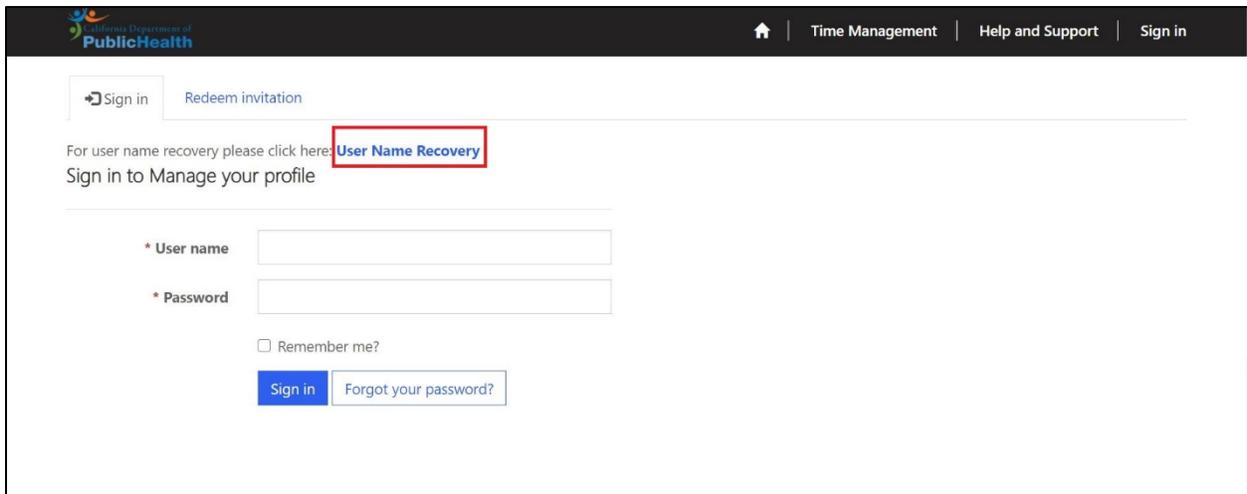
How to recover your User Name

Step 1: Go to the [Office of Infectious Diseases Preparedness and Response Portal](#) and click on Sign In



Step 2: Click User Name Recovery link

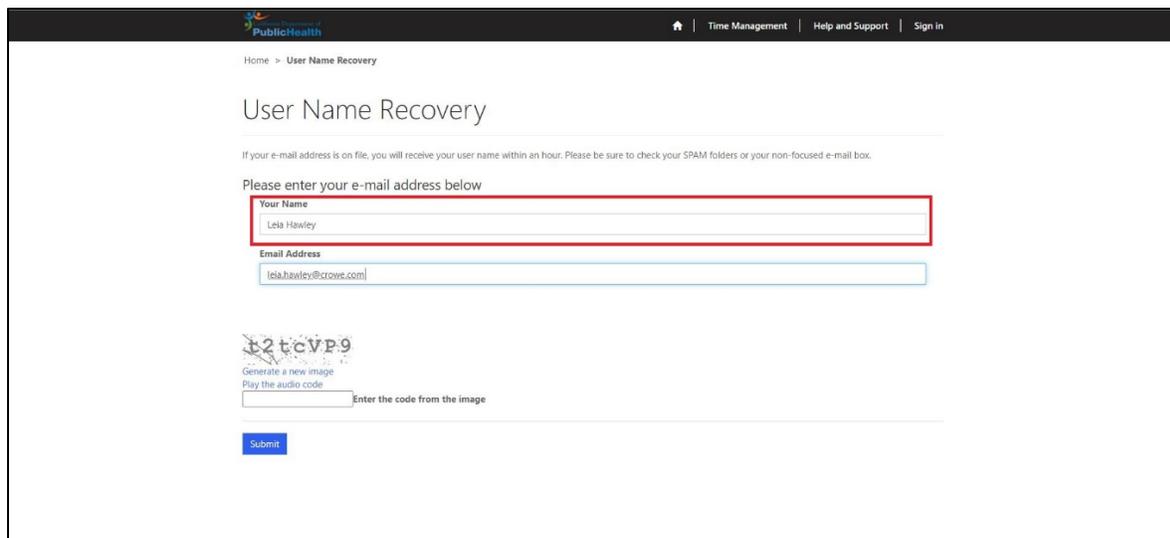
- Click on 'User Name Recovery'



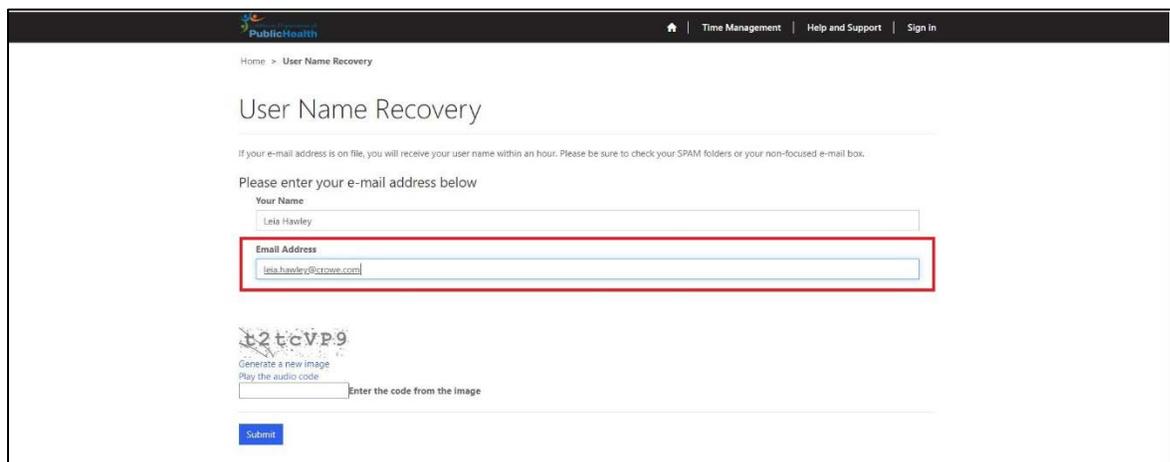
The screenshot shows the login and recovery page of the portal. At the top, there is a navigation bar with the California Department of Public Health logo, a home icon, and links for 'Time Management', 'Help and Support', and 'Sign in'. Below the navigation bar, there are two buttons: 'Sign in' and 'Redeem invitation'. The main text reads: 'For user name recovery please click here: [User Name Recovery](#) Sign in to Manage your profile'. Below this, there are two input fields: '* User name' and '* Password'. There is also a checkbox for 'Remember me?'. At the bottom, there are two buttons: 'Sign in' and 'Forgot your password?'.

Step 3: Enter in User Name recovery information:

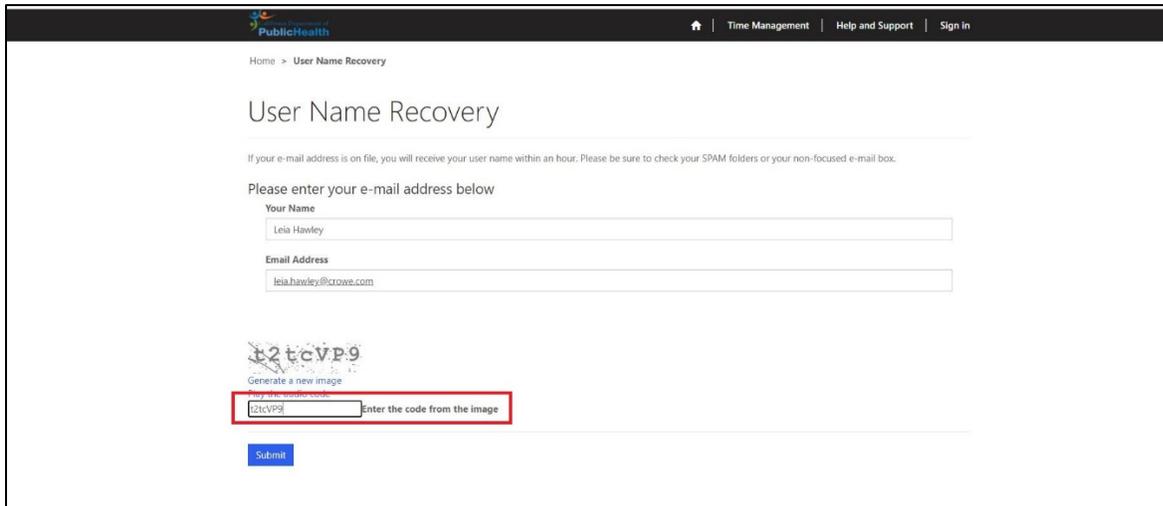
1. Enter your first and last name in the 'name' field

A screenshot of the "User Name Recovery" web form. The page title is "User Name Recovery" and the breadcrumb is "Home > User Name Recovery". Below the title 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 to "Please enter your e-mail address below" and has two input fields: "Your Name" (containing "Leia Hawley") and "Email Address" (containing "leia.hawley@crowe.com"). Below these is a CAPTCHA image with the text "t2tcVP9" and a "Submit" button. A red rectangular box highlights the "Your Name" input field.

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

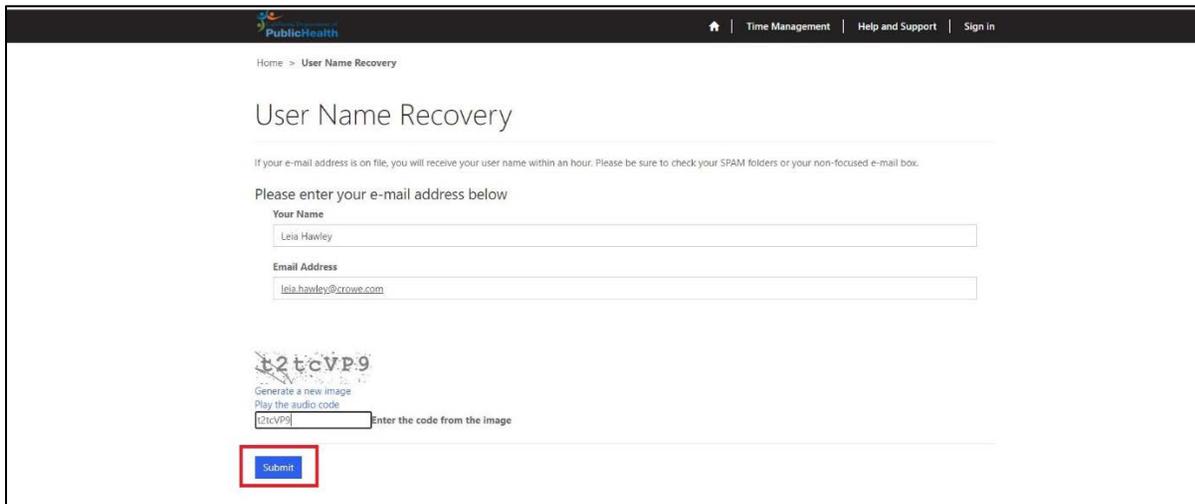
A screenshot of the "User Name Recovery" web form, identical to the one above. The "Your Name" field contains "Leia Hawley" and the "Email Address" field contains "leia.hawley@crowe.com". A red rectangular box highlights the "Email Address" input field.

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



The screenshot shows the 'User Name Recovery' page. At the top, there is a navigation bar with 'PublicHealth' and links for 'Time Management', 'Help and Support', and 'Sign in'. Below the navigation bar, the page title is 'User Name Recovery'. A message states: '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 for 'Your Name' (Leia Hawley) and 'Email Address' (leia.hawley@crowe.com). Below the email address field, there is a CAPTCHA image showing the code '2tcVP9'. A red box highlights the input field for the CAPTCHA code, which contains '2tcVP9' and is labeled 'Enter the code from the image'. Below the CAPTCHA field is a blue 'Submit' button.

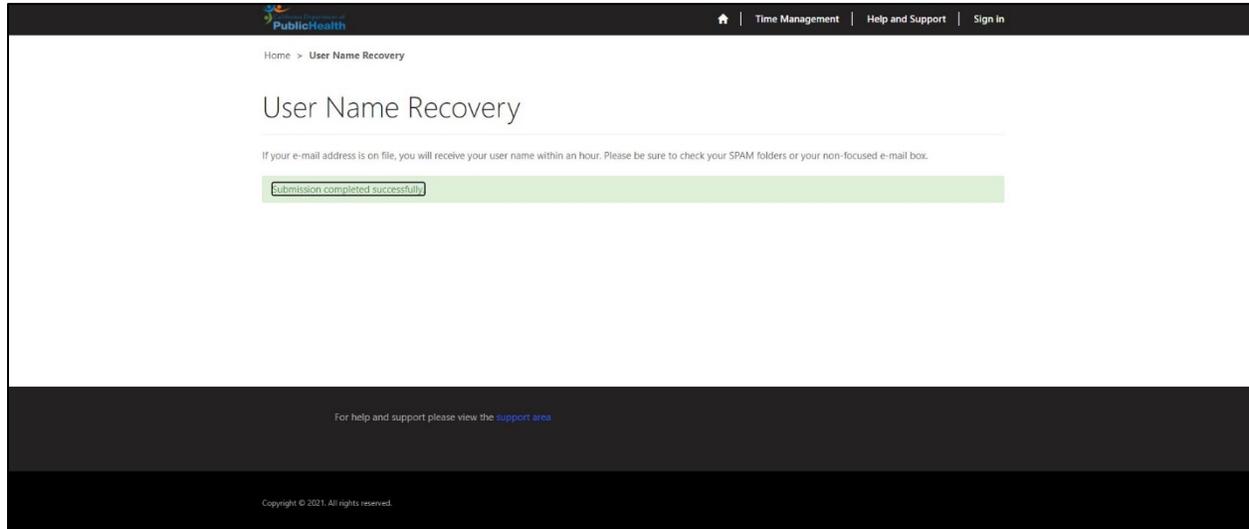
4. Click the 'submit' button



This screenshot is identical to the previous one, showing the 'User Name Recovery' form. The CAPTCHA code '2tcVP9' is visible. A red box now highlights the blue 'Submit' button at the bottom of the form.

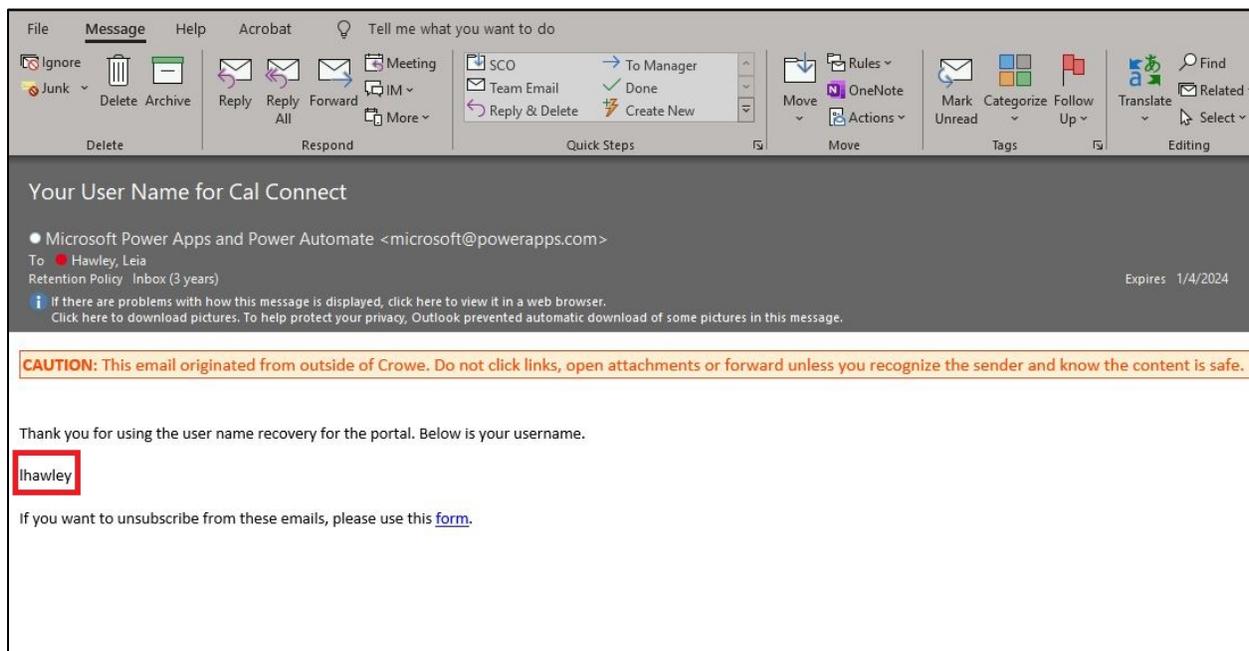
Step 4: Confirmation page of recovery email:

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



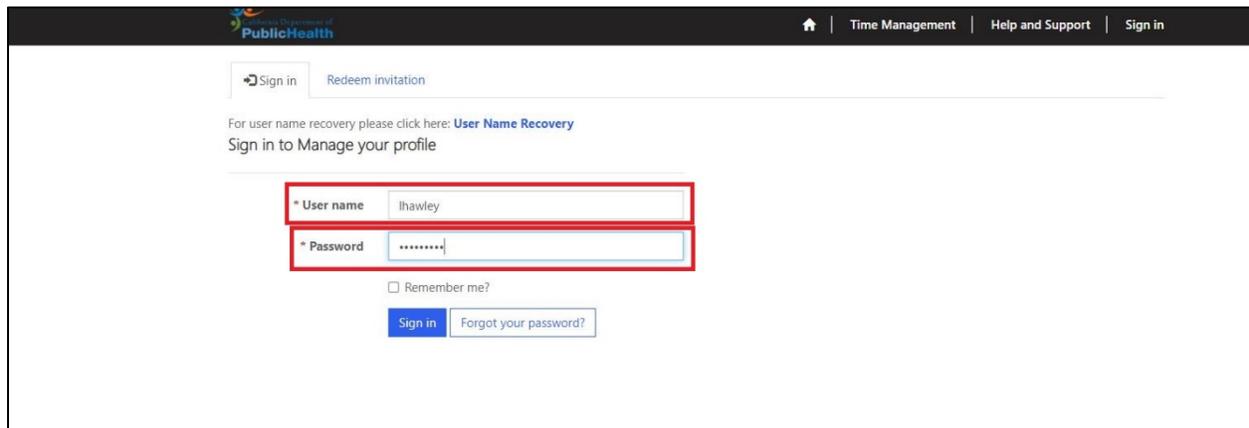
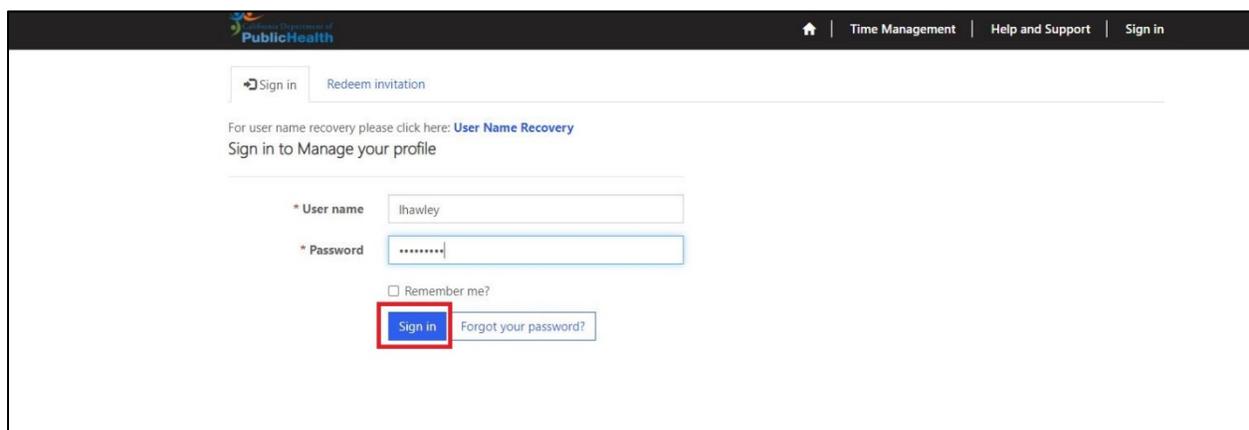
Step 5: Access associated email account to retrieve username:

- 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 [Office of Infectious Diseases Preparedness and Response Portal](#) page enter your username and password in the fields and click the sign in button to continue to the portal.

A screenshot of the California Department of Public Health sign-in page. The page has a dark header with the department logo and navigation links: Home, Time Management, Help and Support, and Sign in. Below the header, there are two tabs: "Sign in" (selected) and "Redeem invitation". The main content area contains the text "For user name recovery please click here: [User Name Recovery](#)" and "Sign in to Manage your profile". There are two input fields: "* User name" with the value "lhawley" and "* Password" with masked characters "*****". Below these fields is a checkbox for "Remember me?". At the bottom of the form are two buttons: "Sign in" and "Forgot your password?". The "Sign in" and "User name" fields are highlighted with a red rectangular border.A second screenshot of the same sign-in page. The layout is identical to the first screenshot, but the "Sign in" button is now highlighted with a red rectangular border. The "User name" and "Password" fields are no longer highlighted.