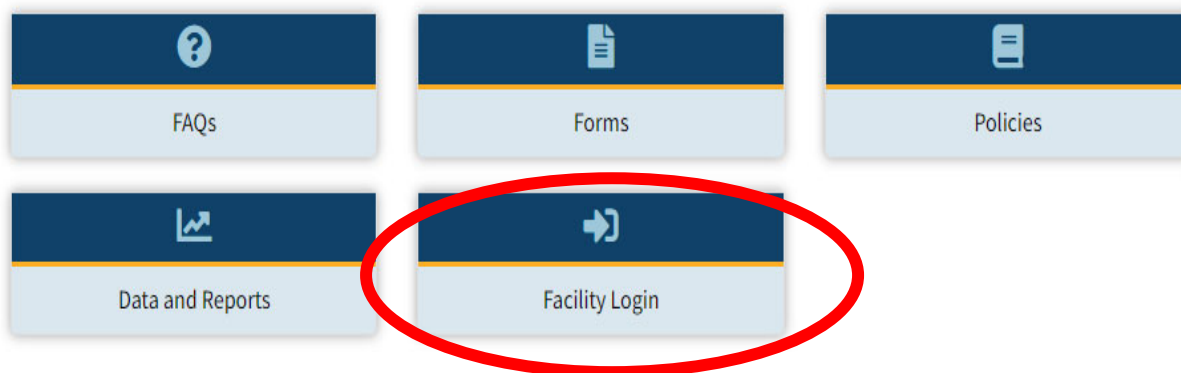


California Patient Representative Information System 2023	
Logging into CAPRIS for New and Existing Users	
Developed by:	Office of the Long-Term Care Patient Representative
Date:	January 6, 2023
Version:	1.0
Resource(s):	<p>2.2 Logging in to CAPRIS for First-Time Users: https://youtu.be/RoRHGnm2PDA</p> <p>2.3 Logging into CAPRIS for Existing Users: https://www.youtube.com/watch?v=VHeluLuN95o</p>

This document is intended to provide instruction on the initial log in process after users are approved to access CAPRIS by the Office of the Long-Term Care Patient Representative and the log in process for existing users.

CAPRIS is an web-based system accessed via weblink and can be found on the Office of the Long-Term Care Patient Representative's webpage at the following link: https://www.aging.ca.gov/Providers_and_Partners/Office_of_the_Long_Term_Care_Patient_Representative/ in the Facility Login tab:



2.2 Accessing CAPRIS for First-Time Users

Upon approval of access to CAPRIS by the OLTCP, first time users must complete set up of their account within the system by completing a few process steps for initial login. The following steps must only be completed once users have submitted a [CAPRIS User Action Request form](#) to the OLTCP and have been approved.

Process Steps for Initial Log-in for the New User

1. To log in to **CAPRIS** for the first time, **enter your email address** in the appropriate field to access the system and click the **“Submit”** button.

The screenshot shows the 'CDA Portal Login Page' on the left and the 'California Patient Representative Information System Login' form on the right. The form includes a 'CDA Staff Instant Login' button, an 'OR' separator, and a 'Login using your email address' section. This section contains an 'Email' input field (highlighted with a red border) and a 'Submit' button. A blue arrow points from the text 'Enter your email address' to the email input field. Another blue arrow points from the text 'Click Submit' to the 'Submit' button. The footer of the form reads '© 2022 - California Department of Public Health'.

Note: users must enter the email address that they provided on the user action request form.

2. After clicking **submit**, the system will prompt you to check your email inbox for a system generated email. An example of this system prompt is shown below:



CDA Portal Login Page

Please click the link we emailed you. If you do not receive it,

- Verify that you provided us with the correct email address
- Check your junk mail folder

If you need assistance, contact your administrator.

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Note: The automated email will come from the California Department of Aging. **The link contained in the email is time sensitive.** The following is an example of the system generated email.

If you did not receive an email after entering your email address, please verify that your email is correct and matches the email address you provided on the CAPRIS User Action Request form. Please also check your junk mail and/or spam folder.

If you did not submit a [CAPRIS User Action Request form](#) and/or have not been approved to use CAPRIS, you will not receive an email and should contact the OLTCPR for assistance.



California Department
of **AGING**

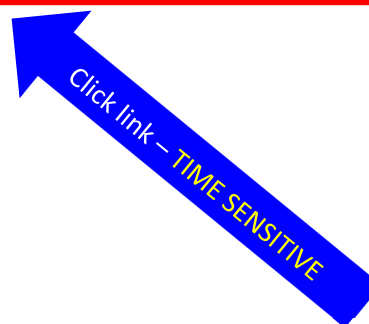
Click this time-sensitive link to [continue to California Patient Representative Information System](#).

If you did not initiate this request, please disregard this email.

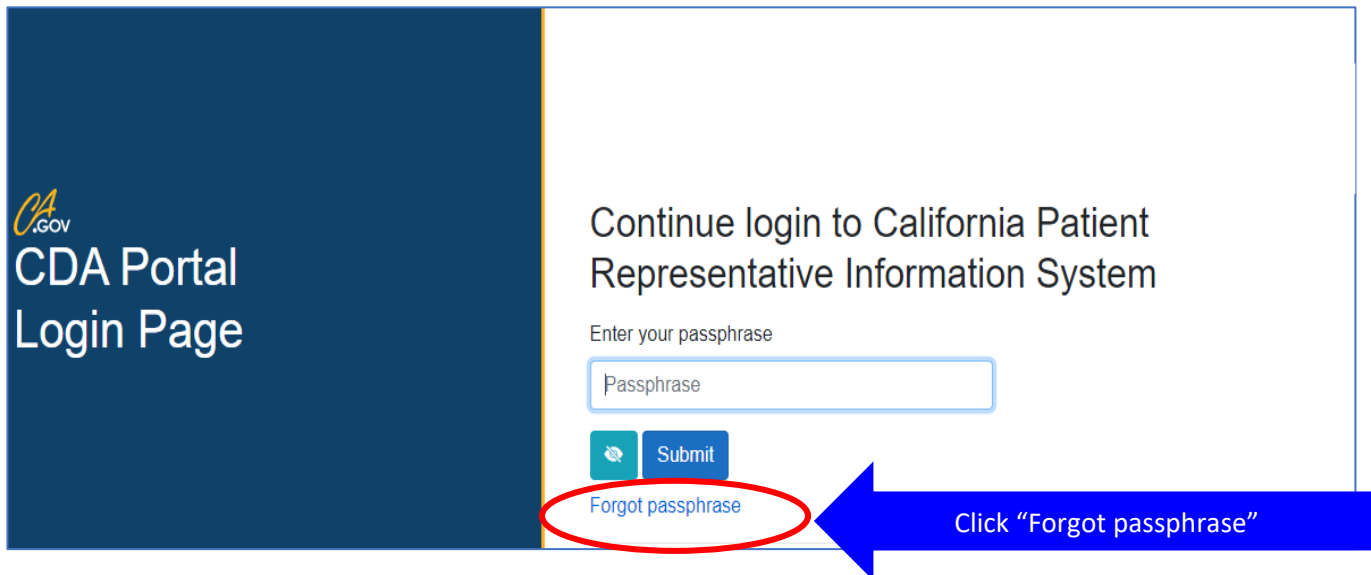
Sincerely,

California Department of Aging

© 2022 - California Department of Aging



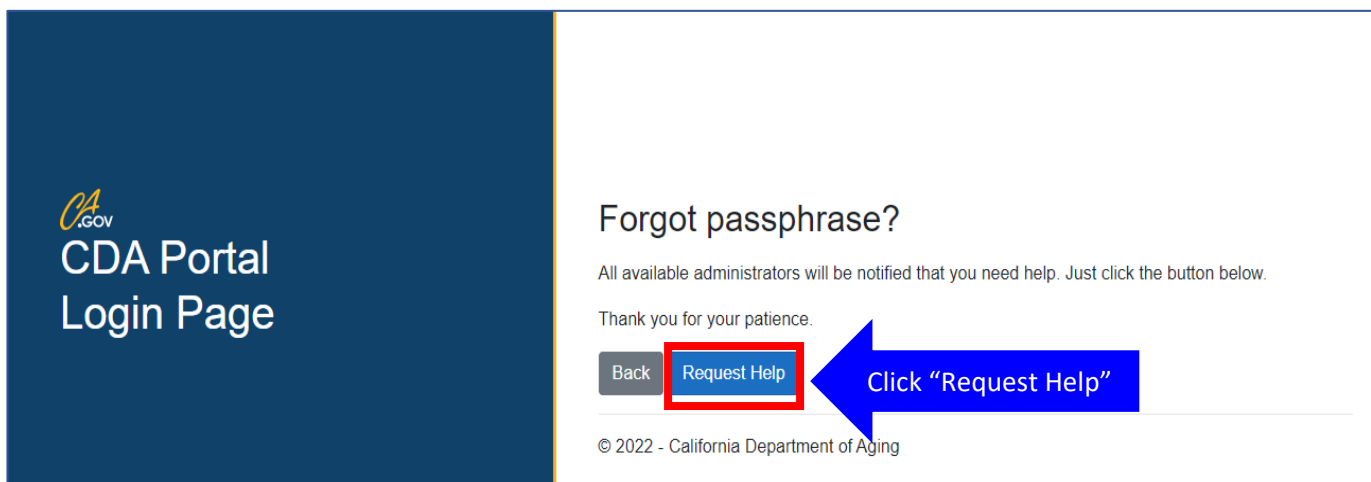
3. Once you click the link (“*continue to California Patient Representative Information System*”) within the email, you will be taken to the following page (shown below) to create a passphrase.



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 is white and contains the heading 'Continue login to California Patient Representative Information System'. Below this is the prompt 'Enter your passphrase' followed by a text input field labeled 'Passphrase'. There are two buttons: a teal 'Submit' button and a blue 'Forgot passphrase' link. A red circle highlights the 'Forgot passphrase' link, and a blue arrow points to it from the right with the text 'Click “Forgot passphrase”'.

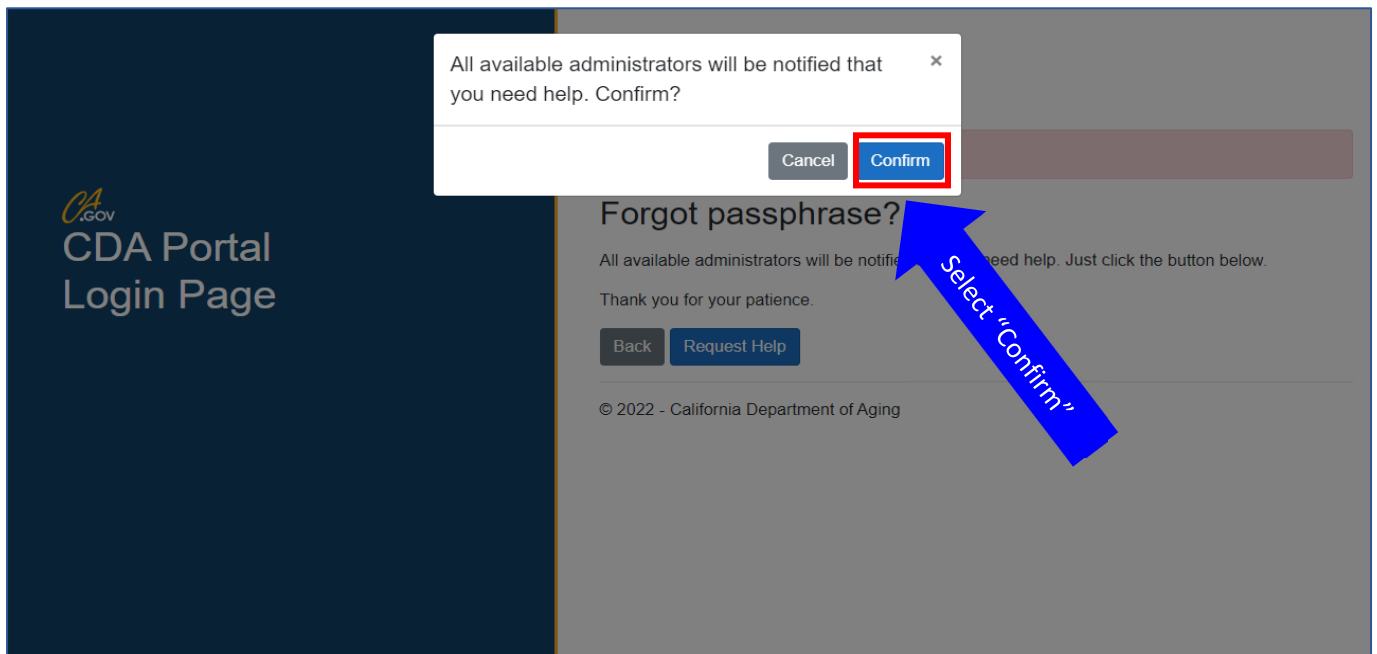
4. Select “**Forgot passphrase**”

5. Once you select “**Forgot passphrase**”, you will see the screen below. From here, click “**Request Help**”

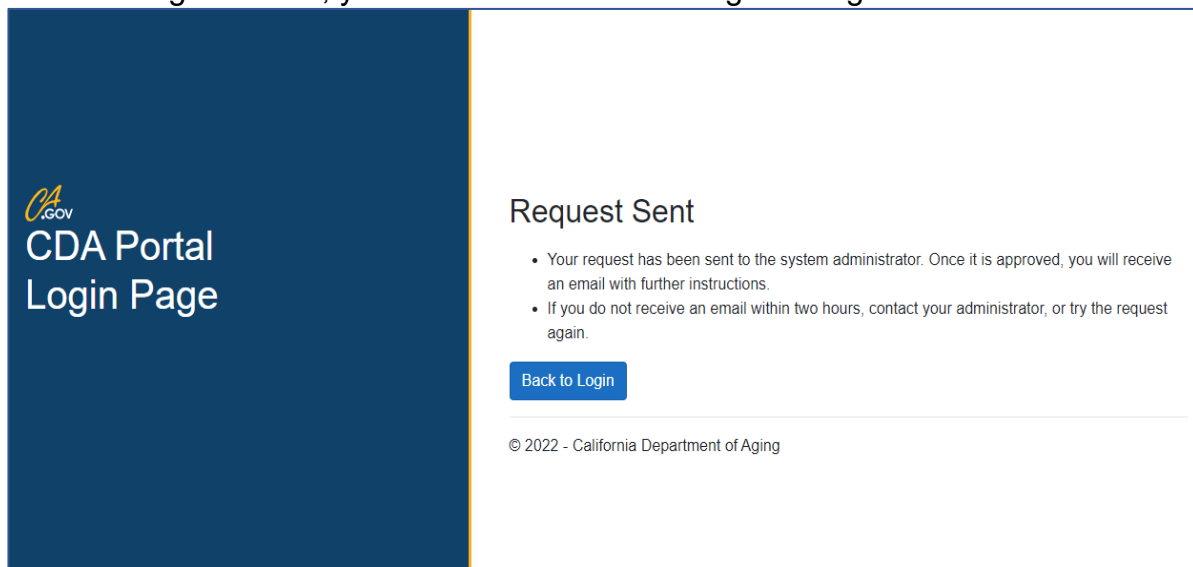


The screenshot shows the 'Forgot passphrase?' page. On the left is a dark blue sidebar with the CA.GOV logo and the text 'CDA Portal Login Page'. The main content area is white and contains the heading 'Forgot passphrase?'. Below this is the text 'All available administrators will be notified that you need help. Just click the button below.' followed by 'Thank you for your patience.' There are two buttons: a grey 'Back' button and a blue 'Request Help' button. A red circle highlights the 'Request Help' button, and a blue arrow points to it from the right with the text 'Click “Request Help”'. At the bottom, there is a copyright notice: '© 2022 - California Department of Aging'.

6. Click **“Confirm”**. This action notifies the OLTCPR that you are attempting to access CAPRIS and will need to create a passphrase.



After clicking “confirm”, you will receive the following message:



Once the OLTCPR has approved your request, you will receive an automated email (shown below) with a time sensitive link. If you do not receive an email with two (2) hours, please contact the OLTCPR or repeat process steps 3-6.



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

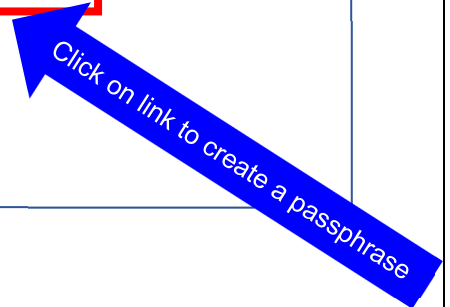
- 7. Creating a Passphrase:** Once OLTCPH has granted you access to the system, you will receive the following message via email prompting you to click the link to return to CAPRIS and create a password:



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



Note: the link contained within the automate email is time-sensitive.

- Once you click the link, the following page will appear. **Create a passphrase**, and click, **“Submit”**.



CDA Portal Login Page

Continue login to California Patient Representative Information System

Enter your passphrase



Submit

[Forgot passphrase](#)

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Create 16 character password. Then click submit.

Note: your password must be at least 16 characters, and contain three (3) of the following:

- Upper case letter
- Lower case letter
- Number
- Special characters (e.g. *, !, #, @, etc.)

Passphrase reminders:

- Passphrases expires after 90 days; CAPRIS will prompt user for a new passphrase.
- Cannot be recycled.
- Must not be shared.

When you have successfully created a password, you will see the “Login Success” screen (shown below). You may also be prompted to enter a recovery number. It is optional to enter a recovery number, but may be helpful if you forget your passphrase in the future.

9. Click, “Go to Application” to enter CAPRIS.



CDA Portal Login Page

Login Success

Uh-oh! You have no recovery phone number!

A recovery phone number helps you get assistance if you forget your passphrase.

[Update Recovery Phone](#)

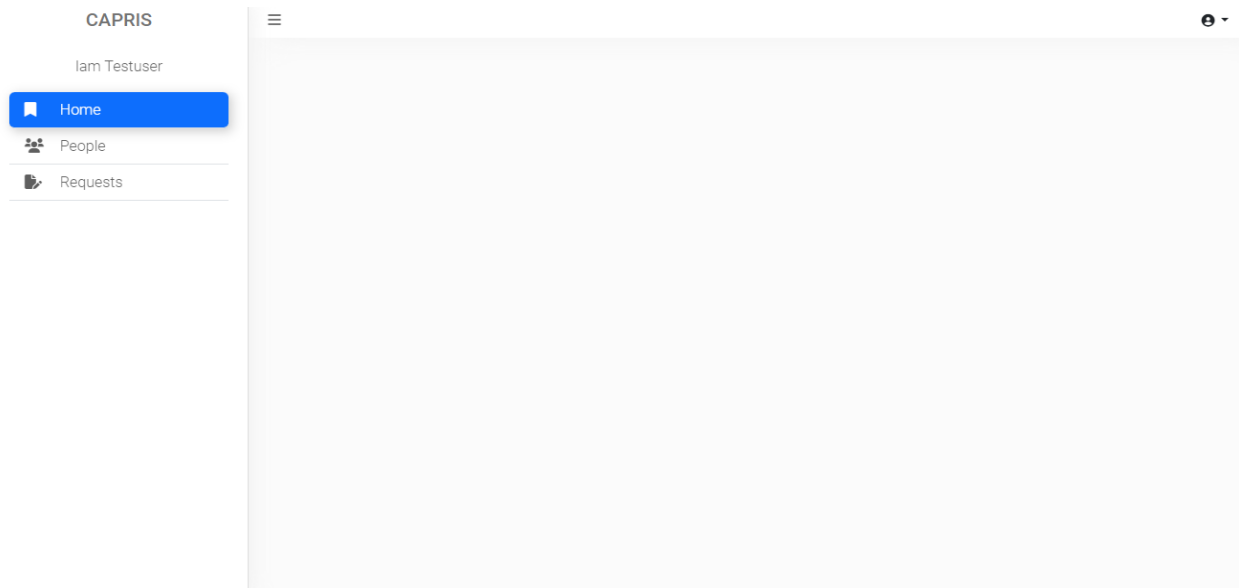
[Change Passphrase](#)

[Go to Application](#)

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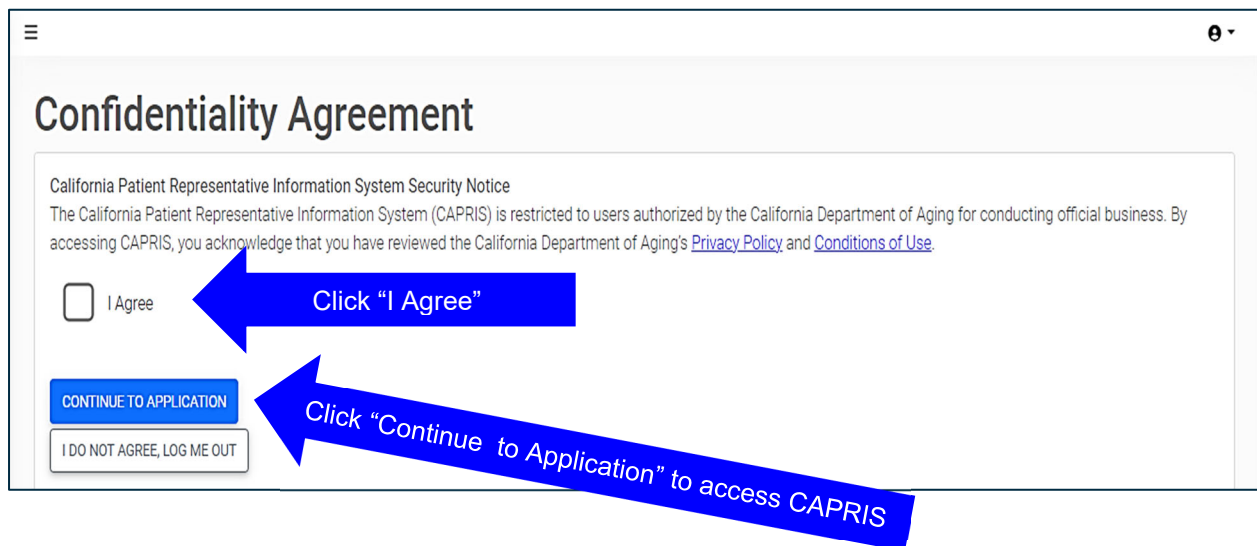
Click “Go to Application” to access CAPRIS

10. After successfully logging in to CAPRIS, you will see the homepage.



11. Once you have successfully logged into CAPRIS for the first time, you will see the Confidentiality Agreement. Please review CDA's Privacy Policy and Conditions of Use. If you agree to adhere to the confidentiality and privacy agreement, click **"I Agree"** and then click **"Continue to Application"**.

Note: you will only need to agree to the confidentiality agreement once.



2.3 Logging into CAPRIS for Existing Users

The following series of process steps are intended for users who have already gained access to CAPRIS and established a passphrase.

Process Steps for Initial Log-in for the Existing User

1. To log in CAPRIS, **enter your email address** in the appropriate field to access the system and click the “**submit button**”.

The screenshot shows the CDA Portal Login Page. On the left is a dark blue sidebar with the C.A.GOV logo and the text 'CDA Portal Login Page'. The main content area is white and contains the following elements: 'California Patient Representative Information System Login', a blue button labeled 'CDA Staff Instant Login', the word 'OR', the text 'Login using your email address', an 'Email' input field, and a blue 'Submit' button. Two blue arrows with white text are overlaid on the form: one points to the 'Email' field with the text 'Enter your email address', and the other points to the 'Submit' button with the text 'Click Submit'. At the bottom left of the white area, there is a small copyright notice: '© 2022 - California Department of Aging'.

2. After entering your email address, you see the screen below and will be sent a system generated email.

The screenshot shows the CDA Portal Login Page after email entry. The sidebar remains the same. The main content area is white and contains the following elements: 'Email sent to staff9268@gmail.com', the text 'Please click the link we emailed you. If you do not receive it,', a bulleted list with two items: 'Verify that you provided us with the correct email address' and 'Check your junk mail folder', the text 'If you need assistance, contact your administrator.', and a small copyright notice at the bottom: '© 2023 - California Department of Aging'.

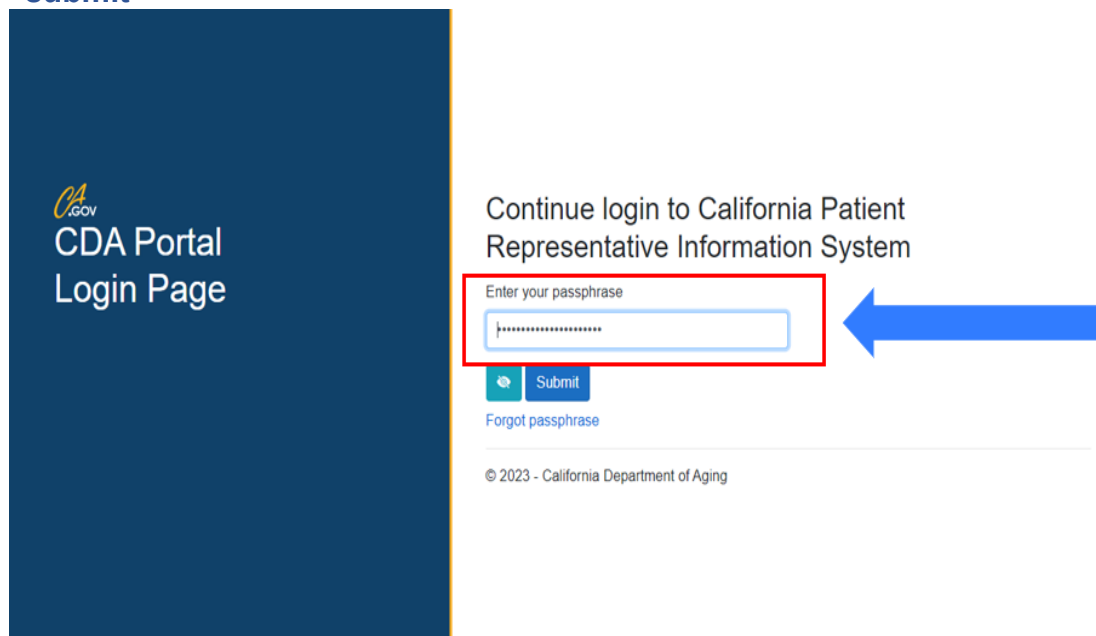
Note: The automated email will come from the California Department of Aging and will contain a time sensitive link to access the system. Click the link to continue to the CAPRIS login page.

If you did not receive an email after entering your email address, please verify that your email is correct and matches the email address you provided on the CAPRIS User Action Request form. Please also check your junk mail and/or spam folder.

3. Click the link contained in the automated email.

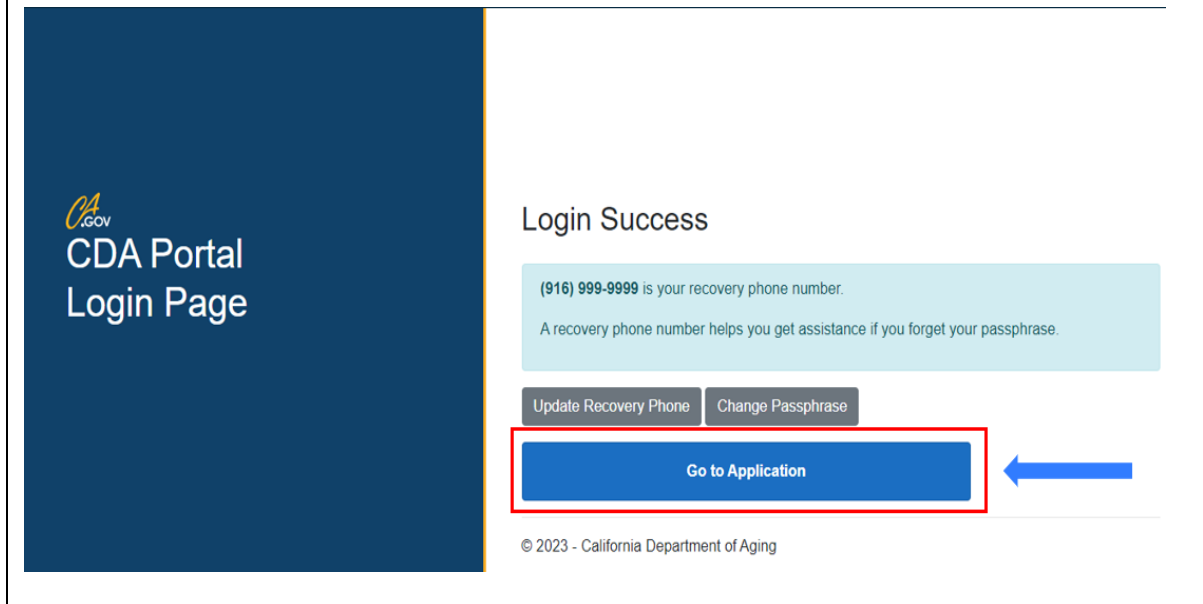


4. Enter your 16-character passphrase in the designated field and click “submit”



When you have successfully entered your passphrase, you will see the “Login Success” screen (shown here). You may also be prompted to enter a recovery number. It is optional to enter a recovery number, but may be helpful if you forget your passphrase in the future.

5. Click, “Go to Application” to enter CAPRIS.



Troubleshooting Login for new and existing users:

For assistance troubleshooting the CAPRIS login 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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