

Instructions to Reset Password

FIRST - We highly recommend that you start by closing all your open browser windows (tabs) and clearing your browser cache. Here is a link to our Tech Tip Thursday video that explains why you need to clear your browser cache and shows how to clear it for several common browsers.

<https://youtu.be/6zL0KPcrwG8>

After you take care of your browser cache, THEN go to peocalifornia.org and proceed with the following steps to reset your password:

1. Click Login on the menu.
2. Select the option to Log in with username and password.
3. On that form at the bottom select Lost your password?
4. Enter your user name (your email) and click Get New Password.
5. Go back to your email and watch for a Password Reset email. It can take several minutes to arrive.
6. If you don't see the email in your inbox, please look in your spam or junk folder. We have reports that some of our emails have been sent to spam.
7. On the Password Reset email, click on the link at the bottom. That will open the password reset form.
8. The box at the top of the password reset form displays the strong password that was randomly generated by the system when we uploaded your user information. You can click on the eye icon to see the password.
9. You can accept and save the password shown or you can change it. You can click Generate to generate another random strong password or you can erase the text in the box and enter your own password. Whichever option you choose, be sure to click SAVE to save your password in the website and be sure you know what your password is because you have to enter it the first time you login.
10. You should now be able to login. Enter your username (your email) and your new password and click Login.

