How to Reset Your Password

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Introduction

For anyone who can't access their account, this quick guide walks you through how to reset your password and get back in. Follow the steps below to reset your password and reconnect.
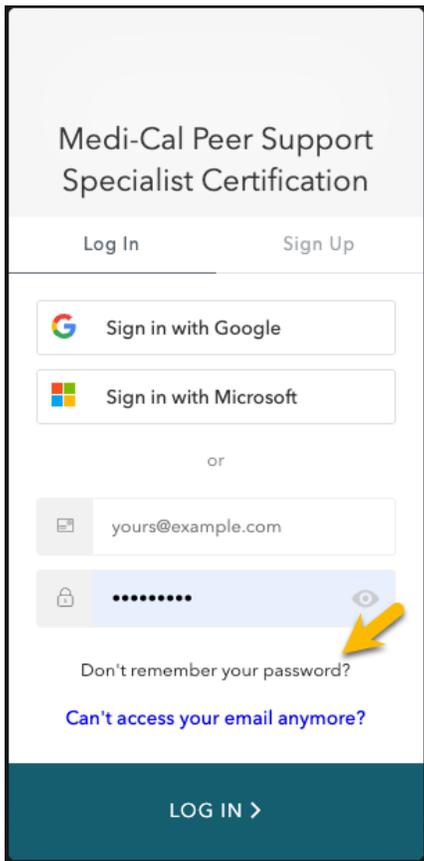
Reset Your Password

Important note: *If you do not receive a password reset email, you may have registered with an integrated login. At the login screen select 'Sign in with Google' or 'Sign in with Microsoft'.*

1. Navigate to www.capeercertification.org

2. Select the green Register/Login button

3. At the login screen, select 'Don't remember your password?'

Medi-Cal Peer Support Specialist Certification

Log In | Sign Up

G Sign in with Google

Sign in with Microsoft

or

yours@example.com

••••••••

Don't remember your password?

Can't access your email anymore?

LOG IN >

4. At the 'Reset your password' screen, enter your current application email address and select 'SEND EMAIL'. You will receive an email with a link to reset your password.

Reset your password

Please enter your email address. We will send you an email to reset your password.

SEND EMAIL >
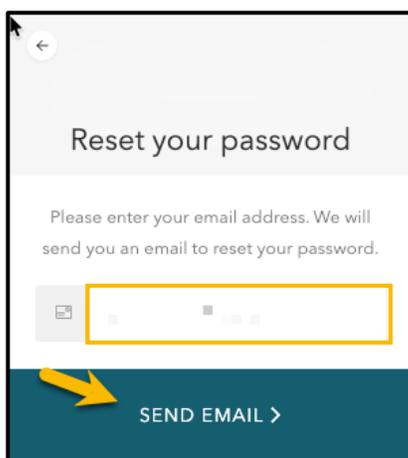
5. If you do not receive an email, you may have logged in with an integrated login. Go back to the login screen and select 'Sign in with Google' or 'Sign in with Microsoft'.
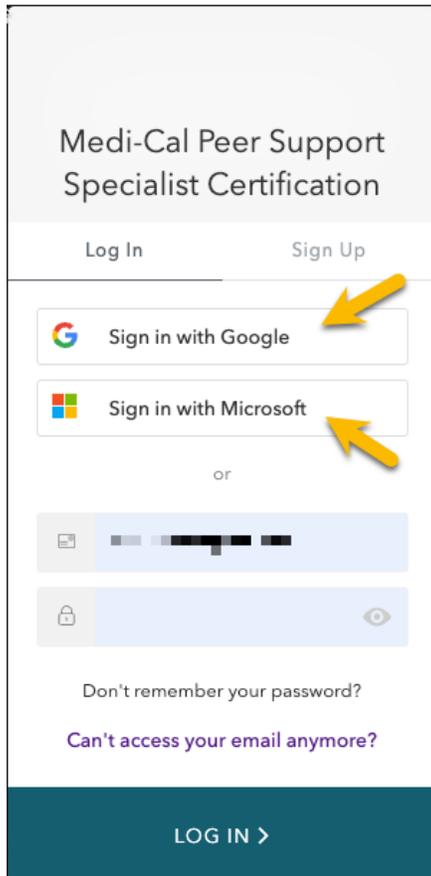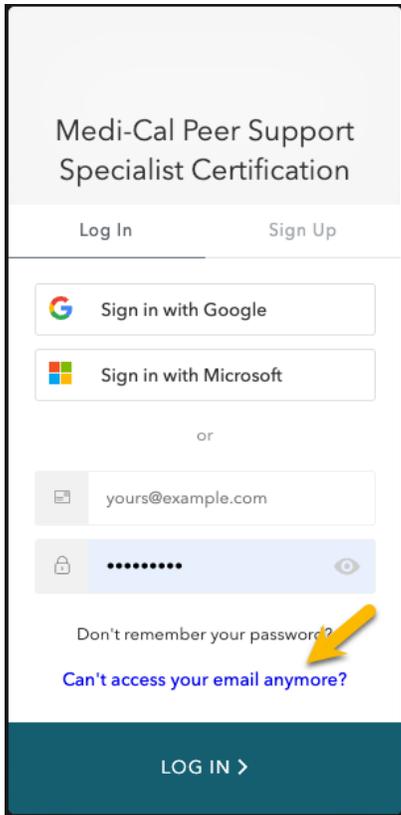
6. If you still cannot login, please email PeerCertification@calmhsa.org for support.

7. If you do not have access to your email, see the next steps.

Unable to Access Your Email

If you do not have access to the email address on your application, follow the next steps.

8. At the login screen, select 'Can't access your email anymore?'

9. On the Verify Your Identity screen, enter the required information.

    Note*: The information you enter must match exactly what is on your <u>current</u> certification application, including your email address.*

10. For Date of Birth field, you must first select the Year

a. Scroll to find and select your birth year

b. The select your birth month

c. The finally, select your birth date.
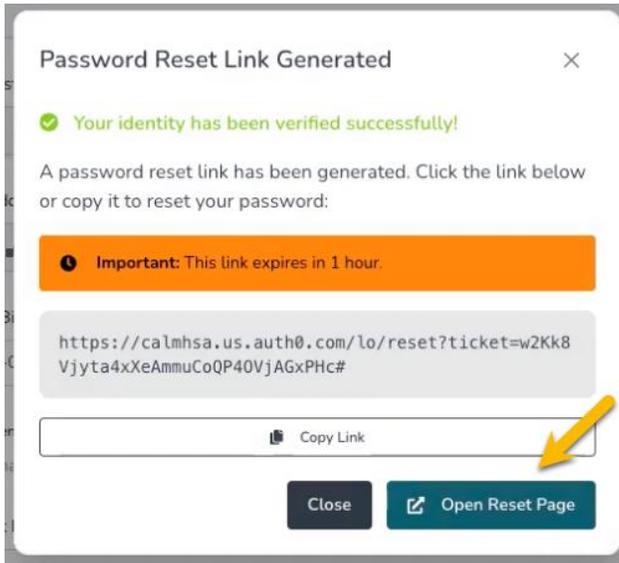

d. You will see your date of birth populated

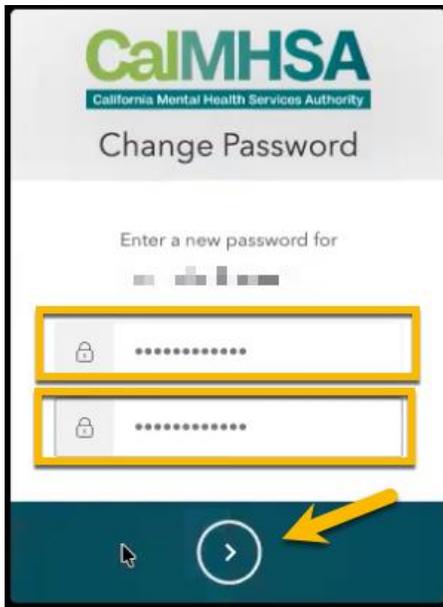11. Select 'Verify Identity and Request Reset Link'

12. A 'Password Reset Link Generated' pop-up will display.
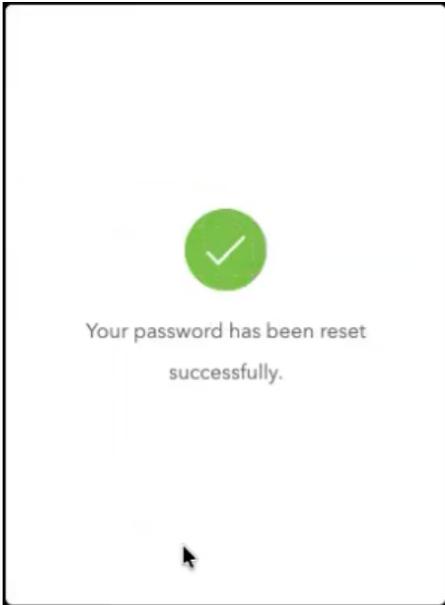

13. Select 'Open Reset Page'

    a. Alternatively, you can also copy link and paste as a URL in a new tab in your browser.

14. A 'Change Password' screen appears

15. Enter and re-enter your new password and select the arrow to save.

16. You should see a confirmation page that says your password has been reset.

17. Go back to the login page and log in with your new password.

Note: If you cannot access your email, change your email using the [How to: Change Your Email](#) instructions.

18. If you need additional support, please email peercertification@calmhsa.org.