Guide to Logging Into CAIR and Managing Your CAIR User Account

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PURPOSE OF THIS GUIDE
This Guide describes how to:

1. Login to CAIR for the first time and set-up your Security Questions (Page 1-4)
2. Troubleshoot login problems (Page 5-7)
3. Manage your User Account on an ongoing basis (Page 8)

For additional support, contact CAIR Help Desk:
Phone: 800-578-7889
Email: CAIRHelpDesk@cdph.ca.gov
I. Logging into CAIR for the First Time

Follow the instructions below to login to CAIR for the first time:

An email with your Temporary Password should have been sent to you.

- Regular and Power users: Your Temporary Password will be emailed to you after you have successfully completed Regular training.
- Read-only users: Your Temporary Password will be emailed to you as soon as your account is created by the CAIR Help Desk.

Note: If you did not receive the email with your Temporary Password, contact the CAIR Help Desk.

1. Go to the CAIR Login screen at [https://cair.cdph.ca.gov](https://cair.cdph.ca.gov).

1. On the Login screen (see below) enter your:
   - Org Code (your site’s Organization Code): This is not case-sensitive.
   - Username (your individual Username): This is not case-sensitive.
   - Temporary Password: This is case-sensitive.

Note: If you do not know your site’s Org Code and/or your Username contact the CAIR Help Desk.

2. Then click the ‘Login’ button.

IMPORTANT: Each person logging into CAIR must have their own User Account. User accounts and Passwords must not be shared.
3. If your login was NOT successful, the following error message will appear on-screen.

If you continue to get this error message, you must contact the CAIR Help Desk because the ‘Forgot Password’ button will not work the first time you are logging into CAIR.

4. If your login was successful the following screen will appear:

5. You must read this Security Notification and then click the ‘I Agree’ button to proceed.

8. You will then be directed to change your Password. Passwords must contain:
   - At least 8 characters
   - Both upper-case and lower-case letters
   - At least one number
   - At least one special character from the characters located above the number 1-9 keys on your keyboard - !, @, #, $, %, ^ & or *

9. Click the ‘Save’ button when you are done.
10. Once you change your Password, you will be directed to set-up three Security Questions/Answers. These will be used if you ever forget your password and need to reset it.

The answers to your Security Questions must be:
- A minimum of five characters.
- Can only be used once (i.e., the same answer cannot be used for more than one question).
- Cannot contain a word that is in the question.
- Note: Answers are not case-sensitive.

11. Once you create and submit your three Security Questions and Answers, you will see a pop-up prompting you to enter your email address. Click the ‘Close’ button to proceed.

12. On the screen that appears, click on the “Edit My User Account” link to enter your contact information. This is helpful in the event CAIR staff need to contact you about your account.
13. On the screen that appears, enter your contact information and then click the ‘Save’ button.

14. On the screen that appears, click on the ‘CAIR’ link (under Applications) in the blue menu on the left.

15. You will then be directed to the screen below. Click on the link for your site’s Org Name. 
   NOTE: If you have been given access to multiple sites within your organization, you will see more than one Org Name listed. Select the site you will be working at that day.

16. You will then be logged into CAIR for the Org you selected.
II. Troubleshooting Login Problems

CAIR will automatically prompt you to change your Password every 90 days. When prompted, follow the on-screen instructions to change your password.

Also, if you do not log into CAIR for 90 or more days, your account will be automatically inactivated. In these cases, your supervisor must submit a request through the CAIR Account Update website to reactivate your account – the Forgot Password button cannot be used to reactivate it.

A. Resetting Your Password (if you forget your Password)
After you have successfully logged into CAIR for the first time, follow the steps below to reset your password if you ever forget it.

You CAN reset your own Password using the ‘Forgot Password’ button if you:
• Forgot your Password.
• Had your account locked from too many failed login attempts.

You CANNOT use the ‘Forgot Password’ button if your account has been Inactivated (see page 8).

If you enter an incorrect Password, you will get the following Validation Error message:

You will get 5 attempts to login with the correct login information. If you do not successfully login within 5 attempts, your account will be locked and you will get the following Validation Error message:

If you get this message, you must use the ‘Forgot Password’ button to unlock your account.
Once you click on the ‘Forgot Password’ button, follow these steps to reset your Password:

1. On the screen that displays, enter your Org Code and Username and then click the ‘Submit’ button.

![Image of screen with Org Code and Username fields]

2. If you entered your correct Org Code and Username, you will be prompted to answer one of your Security Questions.

![Image of screen with security question]

If you did not enter your correct Org Code and/or Username, you will receive the message below. If you do not remember your Org Code and/Username, contact the CAIR Help Desk

![Image of screen with invalid Org Code and Username]

3. If you successfully answered your Security Question, you will be directed to the screen below to create a new Password.

   Note: You cannot use a Password that you have already used within the last 9 times.

![Image of screen with new password fields]

Once you create a new Password, you will be automatically logged into CAIR.
4. If your email address is on-file in CAIR, you will receive the email below that confirms your Password has been changed. See Page 9 for how to add your email address to CAIR.

![Email Confirmation](image)

If you DO NOT successfully answer your security Question, you will receive your next Security question, with a note at the bottom letting you know the previous question was answered incorrectly.

![Security Question](image)

If you are unable to answer any of your 3 Security Questions correctly, you will receive the message below. You will need to contact the CAIR Help Desk.

![Error Message](image)

If you try to log into CAIR and your account has been **inactivated**, you will receive the following Validation Error message:

**Validation Errors**
- Your user account is inactive/disabled. Please contact your administrator to reactivate your account.

![Validation Error](image)

If you get this message, you must have your supervisor request to re-activate your account through the CAIR Account Update website. You **cannot** reactivate it through the ‘Forgot Password’ button.
III. Managing Your CAIR User Account

If you ever want to change your Password, update your contact information, or change your Security Questions/Answers, you can do this via two different screens in CAIR.

1. Log into CAIR.

2. On the Home screen (below), under the Manage My Account section on the left blue Menu:
   - Select the Edit My User Account link to add/update your contact information
   - Select the Change My Password link to change your Password.
   - Select the Security Questions link to change your security questions and/or answers.

You can also get to the screen above via the ‘manage access/account’ link which is at the top of every screen in CAIR.

If you have any questions or still have trouble logging into CAIR after using this Guide, contact the CAIR Help Desk at: 800-578-7889, CAIRHelpDesk@cdph.ca.gov