

ENTITY REQUEST USER CREDENTIALS GUIDE FOR IPAS, CalHEERS, PRINT STORE, and LMS



ENTITY USER

If your entity is approved and cannot access IPAS (<https://ipas.ccgrantsandassistors.org/>) or the Print Store follow the instructions below. Only **one** set of user credentials is provided per system.

****NOTE:** For Entity's CalHEERS (CoveredCA.com) login credential requests contact the CEC/PBE Helpline (855) 324-3147.

SECTION A – EXISTING ENTITY CONTACTS

An Authorized or Primary Contact listed on an entity's IPAS application.

Requesting Entity user credentials for:

- | | |
|--------------------|---|
| IPAS | CAC Program
Email IPASupport@ccgrantsandassistors.org and request the IPAS user email to reflect the current Authorized or Primary Contact email, as listed in IPAS.
Changes to IPAS user email will result in delivery of login credentials to the new email address within 24 to 48 hours. The username cannot be changed. |
| Print Store | Email m360support21@kpcorp.com to request a password reset. Requests to update user email must be submitted through the Change Request Form section 4.2: Primary Contact. |
| CalHEERS | Contact the CEC/PBE Helpline at (855) 324-3147 |

NEW Authorized or Primary Contacts who recently replaced an existing entity contact on the IPAS application will be contacted to confirm their affiliation and role.

COUNSELOR USER

SECTION B – COUNSELOR ACCOUNT ACCESS

Counselors experiencing issues accessing or updating account information such as user email, user information, and password resets for the following systems must contact the respective Help Desks.

Requesting Counselor assistance for:

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|-------------------------------------|--|
| LMS | Contact CCULearning@coveredca.com to: <ul style="list-style-type: none">▫ Change/update user information, i.e. email address, name, etc.▫ Report issues with initial LMS credentials▫ Reset password▫ Report issues with completing CBTs |
| CoveredCA.com
(CalHEERS) | Contact the CEC/PBE Helpline at (855) 324-3147 to: <ul style="list-style-type: none">▫ Change/update user information, i.e. email address, name, etc.▫ Reset password▫ Report CalHEERS dashboard issues▫ Report consumer application issues Contact IPASupport@ccgrantsandassistors.org for the following reasons: <ul style="list-style-type: none">▫ Report issues with activating Delegation Code/initial CalHEERS setup Contact your Primary Contact to: <ul style="list-style-type: none">▫ Change/update profile information seen in 'Find Local Help' section 3.0 of the Change Request form must be submitted |

Need Help? Contact: **In-Person Assistance Support** at IPASupport@ccgrantsandassistors.org or **Navigator Program Support** at NavigatorProgram@covered.ca.gov