

# BUSINESS OBJECTS PASSWORD INSTRUCTIONS

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## PASSWORD EXPIRED

1. Contact the CMS Net Help Desk at 866-685-8449 or email [cmshelp@dhcs.ca.gov](mailto:cmshelp@dhcs.ca.gov).
  - a. Tell the help desk you need your Business Objects password reset. Give the help desk your User ID if you know it.
2. You will receive an email with your temporary password from [dbareq@dhs.ca.gov](mailto:dbareq@dhs.ca.gov). This will come as a secure email. If you are unable to open please contact the CMS Net Help Desk.
3. Go to <https://www.ext.dhs.ca.gov/iisadmpwd>.
  - a. Enter your user id and then copy and paste the temporary password received in the email.
  - b. Enter your user name.
  - c. Enter your Temporary Password in the OLD password field (the temporary password is the one you received in the email).
  - d. Enter new password and confirm it. Passwords must be 9 characters or more and contain at least:
    - i. 1 UPPERCASE
    - ii. 1 lowercase
    - iii. 1 numeric character
    - iv. Not a previous password

NOTE: Do not use a space or a number as the first character of your password.
4. Go to The Business Objects Website to log in:  
<https://biportal.dhcs.ca.gov/InfoViewApp/Logon.aspx>

## CHANGING YOUR PASSWORD BEFORE IT EXPIRES

The password will expire every 60 days whether or not you log in.

The system will mail you a warning message every day for the last ten days your password is valid. The email will be sent from [noreply@dhcs.ca.gov](mailto:noreply@dhcs.ca.gov) and the subject will be "DHCS/CDPH NOTICE of Password Expiration." The email does not mention Business Objects.

1. Suggestions for remembering to change the password:
  - a. Change your Business Objects password when another system reminds you to change your password. Example: CMS Net Access Codes expire every 60 days, so change your Business Objects password at the same time you change your Access Code.
  - b. Create a calendar reminder to change your password before the 60 days is up.
2. Go to <https://www.ext.dhs.ca.gov/iisadmpwd>.
  - a. Enter your user id and password.
  - b. Enter your user name.
  - c. Enter your current password in the OLD password field.
  - d. Enter new password and confirm it. Passwords must be 9 characters or more and contain at least:
    - i. 1 UPPERCASE
    - ii. 1 lowercase
    - iii. 1 numeric character
    - iv. Not a previous password

NOTE: Do not use a space or a number as the first character of your password.

3. Go to The Business Objects Website to log in:  
<https://biportal.dhcs.ca.gov/InfoViewApp/Logon.aspx>

## PASSWORD PROBLEMS

1. Link in the email to the password reset site does not work.
  - a. Use <https://www.ext.dhs.ca.gov/iisadmpwd>
2. Copying and pasting the password is not working
  - a. Copying the password also copies an extra space.
    - i. Delete the last character in the pasted password and try again; or
    - ii. Copy the password, then hold down the SHIFT key and click the left arrow on your keyboard until just the password is selected (usually just takes one click).
  - b. Try a different user name format.
    - i. Try dhsextra\username in the user name field (use this on the password change sites only).
  - c. Account is Disabled
    - i. There is no warning message for this; the temporary password just will not work. This usually happens if you do not log in for a long time. Contact the CMS Net Help Desk.
3. Website is telling me “Either the password is too short or password uniqueness restrictions have not been met.”
  - a. New password does not meet password requirements. Passwords must be 9 characters or more and contain at least:
    - i. 1 UPPERCASE
    - ii. 1 lowercase
    - iii. 1 numeric character
    - iv. Not a previous password

NOTE: Do not use a space or a number as the first character of your password.

4. Website is telling me “Active Directory Authentication could not log you on. Please make sure your logon information is correct. If your account is in any domain other than "dhsextra" you must enter your user name as DomainName\UserName.”
  - a. You have a temporary password and are trying to log in to the Business Objects main site. Use <https://www.ext.dhs.ca.gov/iisadmpwd>; or
  - b. Your password has expired and needs to be reset or changed.