

LEO User ID and Password Tips

To access LEO, you'll need a User ID and a password. The information below will help you learn how to request an ID and password as well as how to maintain your user information to make sure your access to LEO is not interrupted.

LEO Resource Page: <http://www.cdph.ca.gov/programs/AIDS/Pages/OALEO.aspx>
Web Admin Utility: <https://www.ext.dhs.ca.gov/useradmin>

How to Request a LEO User ID

If you are a coordinator or site supervisor with staff members who need to access LEO to enter data or generate reports, you must request a LEO User ID for these staff members. Here's how:

1. First, make sure the staff members are entered into the LEO staff pages and all of the information is complete and correct, *including a valid e-mail address* for each one.
 2. On the LEO Resource page, click the link that says "Add a LEO Account."
 3. In the e-mail that opens, provide the name(s) of the staff member(s) who need LEO accounts. Be sure to identify yourself as the coordinator or site supervisor for these staff members, and indicate which LHJ and agency you are affiliated with.
 4. Click 'send'
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Within a few days, each of the staff members should receive a secure e-mail with their LEO User ID and a temporary password.

Once a User ID has been assigned, the site supervisor or coordinator must go to staff member's 'User Information' tab to be sure that system permissions are assigned appropriately. (On this page, staff members may be assigned to specific roles and access to specific interventions, depending on their duties. See the LEO Quick Start Guide for more info.)

How to Change a Temporary Password

Once you have received an e-mail with your User ID and temporary password, you must first change your temporary password to a password of your choosing by going to a special user utility. **You will NOT be able to login to LEO with a temporary password.** Here is the process:

1. Follow the directions to open your secure e-mail.
 2. Once you've opened your e-mail, you will find three important pieces of information:
 - a. Your User ID. (It will contain parts of your name, such as Pjones3, or Tgreene)
 - b. Your temporary password. (It will contain several random looking characters, such as t%70?/y)
 - c. A link to a web admin utility for changing your temporary password to a password of your choosing. (<https://www.ext.dhs.ca.gov/useradmin>)
 3. Open a new browser window and paste in the url to go to the web address.
 4. Type your User ID into the pop-up dialogue box.
 5. Copy / paste your temporary password into the password box. (Do not try to type it.)
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6. Follow the onscreen instructions to create your new LEO password. You should get to a screen that says “You have successfully changed your password.”

Tip: Your new password should have at least 8 characters, a mixture of upper and lower case, and at least one non-alpha character, such as a number or special symbol.

Click the link that appears on this page, or go to <https://www.ext.dhs.ca.gov/useradmin> to set up your secret question, which you will need in case you ever forget your new password.

You may now use your User ID and new password to login to LEO.

How to Set Up a Secret Question

If you didn't set up your secret question and answer when you first changed your password, you should do so now. If you forget your password, you will be able to reset it by using your secret question/answer. To set up your secret question, follow the steps below:

1. Go to <https://www.ext.dhs.ca.gov/useradmin>. Type your User ID and password into the dialogue box that comes up.
 2. Click the “Edit” button, and update your information, including selecting a secret question, and typing a secret answer into the box below.
 3. Click the “Update” button to save your changes.
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Important Note: *You'll need to be able to select your question from a list and type in your answer* in order to reset your password using this method.

How to Reset Your Password by Secret Question

If you set up a secret question and answer, you never have to worry about forgetting your password, because you can always reset it yourself by using your ‘secret question.’ Here's how:

- Go to the LEO Login page and click on the link, “Reset My LEO Password.”
 - On the next screen, type in your User ID, select your question, and type in your answer.
 - Click the button “Get New Password.” A new temporary password will be e-mailed to you.
 - When you get your new temporary password, follow the directions above for changing your temporary password. (For security reasons, this e-mail will NOT contain your User ID or the link to the password changing utility.)
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- If you have not set up a secret question, you will not be able use this process. You must contact OA and request a manual password reset.
 - If you've forgotten your User ID, your supervisor or data entry clerk can look it up for you in the LEO staff pages. Your User ID appears on the User Information tab
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How to Login to LEO

Once you have a LEO User ID and you have changed your temporary password to one of your choosing, you can login to LEO. Go to the LEO Resource page, click the appropriate “Login to Leo” link, type your User ID and password into the appropriate boxes, and click “OK.”

If you cannot log into LEO with your User ID and new password, ask your supervisor to check that your information is entered into the LEO staff pages correctly – specifically, your User ID on the LEO Staff “User Information” tab must exactly match the User ID you received in your initial e-mail. Your User ID cannot be changed.

How to Get Help

If you need help, e-mail LEOHelp@cdph.ca.gov. Be sure to provide your name, LHJ/agency, your contact info, and a brief description of the problem. The LEO Help desk will respond as quickly as possible. ***Please be patient:*** Response times can range from a couple of hours to two days.
