



User Account Troubleshooting

Purpose:

This document is a quick reference guide on how to troubleshoot issues with My Turn user accounts. My Turn Clinic Portal: <https://mycavax.cdph.ca.gov/s/>

- 1 [Determine if the user already has an account](#)
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For the latest My Turn educational materials, please visit [EZIZ- Covid](#), [EZIZ - Flu](#), [YouTube](#) or the Knowledge Center tab on My Turn Clinic



My Turn Help Desk

Direct Line: 1-833-502-1245, Option 4
Email: My.Turn.Clinic.HD@accenture.com

Determine if the user already has an account

The user should first check to see if they received an email titled: **Invitation to Register for COVID-19 Vaccination Program** (new users) or **Your new myCAvax password** (password reset) for instructions to reset their password or register for an account.

If the user has not received an email, the Clinic Manager (CM) should check if they are on the user roster.

1.	Select the More tab on the clinic toolbar.
2.	Select the Manage Users tab.
3.	Enter the search criteria. Search for a user by entering any or all fields (First Name, Last Name, Provider Account , etc.)

If the user does have an account

The user should:

1.	Use Google Chrome to access My Turn Clinic.
2.	Double-check their username (required format is: YourEmail.myturn).
3.	Clear cache.

If the above does not resolve the issue, the Clinic Manager should:

1.	Verify information on the user's Contact Details page is accurate (e.g., First Name, Last name, Email, Role).
2.	Clinic Manager must review the User Management Quicksheet to: Reset Password, Activate/Deactivate User, or View/Update User Information .
3.	If the issue cannot be resolved by the CM, contact the My Turn Help Desk.

If the user does not have an account

1.	Clinic Manager must review the User Management Quicksheet to Add Individual Users or Bulk Upload Users .
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