

CITY OF PHOENIX - HUMAN SERVICES DEPARTMENT

Portal Login FAQ

- **Login Credentials:** When self-registering, please make note of your Security Answer and Password and store it in a safe place.

Creating a Secure Password: Start by entering a short series of words separated by spaces which are easy to remember but would be hard for others to guess. When a password is secure enough, the status bar will turn from yellow to green.

Suggestions for Creating Your Secured Password:

- Your favorite song lyric with spaces in between words
- An inspirational quote with spaces in between words
- Any combination of 4-5 related words with spaces in between words (i.e. favorite types of food or flowers)
- Your password should not include any variation of your name or email

NOTE: No need to use special characters (e.g. @#\$%), uppercase or lowercase letters. It may take a moment to find the right password for you, but it will never expire.

- **Email Verification Steps:** After registering, check your email for an email verification message from noreply@communityos.org. Please check your Spam folder if you do not see the email in your Inbox. Click the link in the email. This will open your internet browser and display a message at the bottom of the page that says your email has been verified. Do not click the email verification link twice as you will receive an error message. This process is to ensure that the correct email address has been registered. If the system cannot verify your email, you will be prevented from accessing the site.
- **Logging Into the Site:** After your email has been verified, go to your internet browser and type the following link: <https://cophsdpsc.communityos.org/> to access the site. Once the site opens, click the yellow "Sign In" button at the top right of the page and use your login credentials from the first bullet above (For Mobile Phone Users, you will see a black square at the top right of the page. Tap the black square to open the menu to see the yellow "Sign In" button). After signing in, you will be able to access the site.
- **Password Reset:** You will need to do this step if you lost your password or locked yourself out your account. Click the Forgot Password link: <https://cophsdpsc.communityos.org/forgot-password>. You will be asked to provide your email used to register on the site. You will see a message that an email has been sent to your personal email box. Open your email and look for the Password Reset message from noreply@communityos.org. Click the link in the email. Enter your new password. For the Security Answer, please ensure you are using the same information used in step 1 above, Login Credentials. You will receive a "Password Changed" message and the browser will take you the login page: <https://cophsdpsc.communityos.org/>. You will now be able to login using your new password.
- **Email Not Verified Message:** If you are seeing the "Email Not Verified" error message when attempting to login to the site, please check your personal email box for an email verification message from noreply@communityos.org. Instructions for Email Verification are provided under the second bullet above.
- **Access Denied Message:** If you are receiving the "Access Denied" error message when attempting to access the site, navigate to the following URL to login: <https://cophsdpsc.communityos.org/>. If you are using a phone, check the address bar for the URL to ensure it does not have any additional text, this may cause an issue with loading the page. Once the URL loads the page, check the top right corner for your name in the yellow button. If the yellow button says, "Sign In", click on it and use your login credentials from the first bullet above (For Mobile Phone Users, you will see a black square at the top right of the page. Tap the black square to open the menu to see the yellow "Sign In" button). After signing in, you will be able to access the site.

- **Invalid URL Message:** If you are receiving the “Invalid URL” error message when attempting to access the site, navigate to the following URL to login: <https://cophsdpsc.communityos.org/>. If you are using a phone, check the address bar for the URL to ensure it does not have any additional text, this may cause an issue with loading the page. Once the URL loads the page, check the top right corner for your name in the yellow button. If the yellow button says, “Sign In”, click on it and use your login credentials from the first bullet above (For Mobile Phone Users, you will see a black square at the top right of the page. Tap the black square to open the menu to see the yellow “Sign In” button). After signing in, you will be able to access the site.
- **Invalid Credentials Message:** If you are seeing the “Invalid Credentials” error message when attempting to login to the site, make sure to check your information saved from the Login Credentials in the first step above.
- **Account Has Been Locked Message:** If you are seeing the “Account Has Been Locked” error message when attempting to login to the site, you will need to reset your password. See the Reset Password Instructions above.
- **If you are unable to login, review the items below:**
 - Have you verified your email address?
 - Have you noted down the correct Security Answer and Password? Are you using the same information? If you forgot your password, use the Password Reset step explained above.
 - Are you on the main login page, <https://cophsdpsc.communityos.org/>? Check the URL and make sure it does not have any additional text.