



JUSTICE DATA AND INVESTIGATIVE SERVICES
BUREAU
CURES PROGRAM
P.O. BOX 160447
SACRAMENTO, CA 95816
Telephone: (916) 210-3187

September 27, 2023

TO: ALL CURES USERS

RE: CURES User Login Changes

As a reminder, on September 29, 2023, the CURES web application login page and account recovery processes, e.g. “forgot password” and “forgot username” will be updated. While CURES users will encounter some new pages associated with this update, the changes will be easy to navigate and provide a seamless user experience.


Login to CURES

- Go to <https://cures.doj.ca.gov>

TIP: While the CURES website URL has not changed, to avoid possible connectivity issues, we recommend that old website bookmarks are not used to access CURES.

- Select “Continue” to proceed to the login screen

- Enter Username and Password

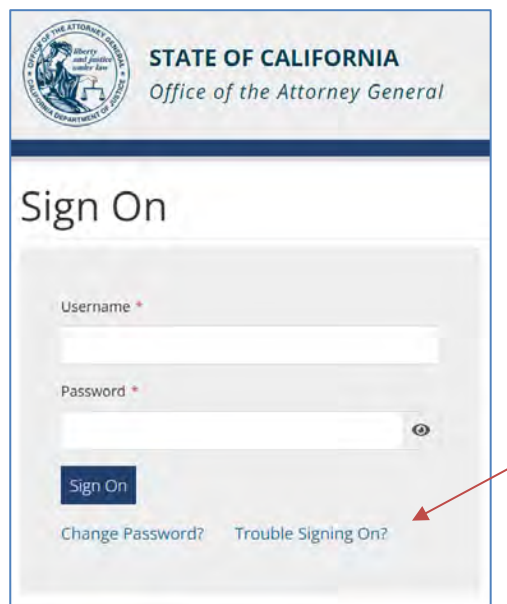


- Select “Sign On”

Account Recovery Feature

In instances where the CURES user encounters a problem logging in with their Username and/or Password, they can utilize the new Account Recovery feature.

- Select the “Trouble Signing On?” link



- Enter Username



The screenshot shows the 'Account Recovery' page for the State of California Office of the Attorney General. At the top left is the state seal. To its right, the text reads 'STATE OF CALIFORNIA' and 'Office of the Attorney General'. Below this is a progress indicator with three steps: '1 Request' (highlighted in dark blue), '2 Validate', and '3 Recover'. The main heading is 'Account Recovery'. Below the heading is the instruction: 'Enter your username to reset your password or unlock your account.' The label 'Username *' is positioned above a text input field containing the placeholder text 'Username'. A red arrow points to the left side of this input field. Below the input field are two buttons: 'Send Request' (dark blue) and 'Cancel' (grey). At the bottom left, there is a link labeled 'Trouble With Username?'.

- If the user forgot their Username, select the “Trouble with Username?” link



This screenshot is identical to the one above, showing the 'Account Recovery' page. However, a red arrow points to the 'Trouble With Username?' link at the bottom left of the page.

- Enter user email address



 **STATE OF CALIFORNIA**
Office of the Attorney General

Username Recovery

Enter your email address to receive an email with your username.

Email Address *

[Send Request](#) [Cancel](#)

[Trouble With Password?](#)

- Select “Send Request” to receive additional account recovery instructions

For questions regarding this bulletin, please contact the CURES Program at cures@doj.ca.gov or (916) 210-3187.