

TrustLine Web-Based System

USER'S MANUAL Ver. 4.0 Rev. 1.3



California Department of Social Services

(Rev. 12/15)

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Welcome Page

Please read this page.

This manual will provide you with the tools and resources necessary for entering information into the TrustLine Web Application.

The TrustLine Web Application (TWA) Single Point of Contact (SPOC) will create a new account for each user. To activate your account please refer to the instructions beginning on the next page, Login to Portal and Applications. After activation, the website you will use for entry of applications is shown below. You may create a shortcut or save it as a favorite in your web browser.

<https://secure.dss.ca.gov/ccld/TLRWA/frmlogin.aspx>

Please note that there are a several places on the entry screens where “**NOTE TO APPLICANT**” is referenced in the instructions. This information needs to be communicated to the applicant. You will begin finding these references on page 8.

If you need assistance, please contact your TWA SPOC.

Login to Portal and Application

Activate account

You will receive an email indicating that a new account has been created for you. The email will have the subject line, “**DSS SAF – New TLRWA User**”, and will contain a temporary password. The email body will look like this:

DSS SAF Account

New User Account

Hello gary@nixon.gov,

Your new user account has been created for TLRWA.

In order to use your new account you must activate it through our new DSS SAF: IDENTITYportal. Click [here](#).

Your temporary password is: 87M7IXCe

Thanks,

The DSS SAF Team

Open the IDENTITY portal by clicking on the underlined word “**here**” found at “**Click here**”. When you click on the word, you will be taken to this screen:

The screenshot displays the IDENTITYportal interface. The top navigation bar includes the IDENTITYportal logo, a user profile icon, and the CDSS CA.GOV logo. The left sidebar contains links for Home, myAPPS, gary@nixon.gov, and Log off. The main content area features a red header with user details: Username: gary@nixon.gov, User Status: Active, App Name: TLRWA, and Description: trustline webapp test environment. Below this, there are buttons for 'Edit my TLRWA User Profile' and 'TLRWA Link Unavailable'. A green success message states: 'Success! Your account has been successfully activated.' Below this, an attention message states: 'Attention! Your TLRWA user account is not ready for use. Please complete the following action(s) below before attempting to login to TLRWA.' A bulleted list indicates: 'Your password is TEMPORARY. Change your password below.' Under the heading 'My Profile Actions:', there are three cards. The first card, 'Change My Temporary TLRWA Password', is circled in blue and shows a key icon. The second card, 'Reset My TLRWA Password Again', shows a circular arrow and lock icon. The third card, 'Request Help', shows an envelope icon and is marked as 'UNAVAILABLE'. The bottom of the page includes a 'Protected by: dsaf' logo and a copyright notice: '© 2015 - IDENTITYportal v2.2.0'.

This page will verify your account has been successfully created and that you must change your temporary password.

Create personal password

Click the key icon below **“My Profile Actions”** to change your password. The following screen will be shown, giving you guidelines on creating your password and entry boxes for your current and new passwords. Enter the temporary password included in the **“DSS SAF – New TLRWA User”** email along with your new password.

Change My TLRWA Password

New Password Must Be:

- a minimum of 8 characters
- a maximum of 25 characters
- at least (1) character from (3) of the following (4) groups:
 - Upper Case Letters - A B C...
 - Lower Case Letters - a b c...
 - Numerals - 1 2 3...
 - Special Characters - \$ & * ! " ' # @ () { } . , etc

Password

Temp Password

New Password

Verify Password

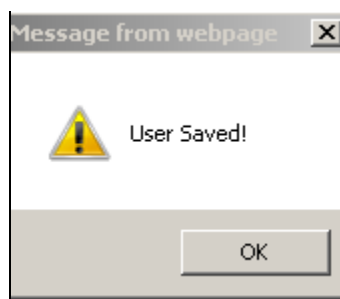
Having Problems? [Reset your password](#)

Close

Change Password

Click “Change Password”.

When you have successfully updated your password, the following notification will appear:



Click the OK button.

5

You will be taken to this screen:

The screenshot shows the IDENTITYportal interface. The top navigation bar is blue with the IDENTITYportal logo and a fingerprint icon. The right side of the top bar shows the CDSS and CA.GOV logos. The left sidebar is dark grey with links for Home, myAPPS, gary@nixon.gov, and Log off. The main content area has a green header with a user profile card. The card displays: Username: gary@nixon.gov, User Status: Active, App Name: TLRWA, and Description: trustline webapp test environment. Below the description are two buttons: 'Edit my TLRWA User Profile' and 'Go to TLRWA →'. The 'Go to TLRWA →' button is circled in blue. Below the header is a section titled 'My Profile Actions:' containing three cards. The first card, 'Change My TLRWA Password', shows a key icon and states 'You have a valid password. Click to change your existing password for this application.' The second card, 'Reset My TLRWA Password', shows a circular arrow and lock icon and states 'Click to reset your existing password. A temporary password will be e-mailed to you.' The third card, 'Request Help', shows an envelope icon and states 'UNAVAILABLE. This feature is not yet available.' At the bottom left, it says 'Protected by: saf' and '© 2015 - IDENTITYportal v2.2.0'.

Click the **“Go to TLRWA”** button to continue to the web application’s Welcome screen.

Welcome!

The California Department of Social Services has implemented the TrustLine Web Application (TWA) for County Welfare Departments and authorized users such as local Alternative Payment Programs (APP) and Resource and Referral (R&R) programs. TWA provides the ability to enter applications online for applicants who want to become TrustLine-registered child care providers.

Before entering information into the TWA you will need to register. Single Points of Contact (SPOC) have been identified by the counties or designated agencies for Child Care. You will work with your county SPOC unless your county contracts with an Alternative Payment Program or the Resource and Referral Network in which case the Resource and Referral Network is the SPOC. These contacts will assist you with registering to enter applications and will answer questions regarding day-to-day use of the TWA.

Prior to entering applications using the Trustline Web App we strongly recommend that you read the User Manual and FAQs.

[Click Here to Login to TrustLine Web App](#)


[Click Here for FAQs](#)

[Click here for the User Manual](#)


From the Welcome Screen you can view or print the current User Manual and the Frequently Asked Questions (FAQs). To log into the TrustLine Web App select “Click Here to Login to TrustLine Web App”. The login screen is shown below. Log in using your email address as the user name and the personal password you just created.

TrustLine Login

USER NAME




PASSWORD



FORM

TLR 1



Login

[Forgot Your Password? Account Locked? Need a New Password?](#)

Data Entry

On each of the following four data input screens enter the required information.
Important notes:

- To move between screens please use the “Previous” and “Next” buttons at the bottom of each screen.



- At the end of the fourth data input screen, clicking “**Finish**” will submit the application. No additional editing may be done so please use the “**Previous**” and “**Next**” buttons to review the application before you click “**Finish**”.



- To cancel a session at any time, click the “**Cancel**” button.



Please see the example below:



TRUSTLINE REGISTRY

TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
BACKGROUND CHECK APPLICATION

[Start](#)
[Personal Information](#)
[Transfer Process](#)
[TrustLine Information](#)
[Complete](#)

Personal Information

3) RESIDENCE ADDRESS

Street

Apt #

City State

Zip County

4) ☐ MAILING ADDRESS (Copy Residence Address)

Street

Apt #

City State

Zip County

5) DOB MMDDYYYY Sex

Height Ft. In. Weight Pounds

Eye Color Hair Color

6A) Social Security Number

6B) Driver's LIC or ID# / Alien

Reg / Out-of-State-ID 8 Characters Max

7) TELEPHONE NUMBERS WITH AREA CODE (0000000000)

Day Evening

- Fields displayed with **red text** are required. You cannot continue to the next data input screen unless these fields have an appropriate value in them.
- Where a specific input format is required, such as entering a date, there will be a guide near the data input point to show you the format to be used, such as, “**MMDDYYYY**”, indicating a two digit month, two digit day and four digit year combination.
- Safeguards are in place to prevent letters from being entered in number fields and vice versa.
- A navigation panel to the left of each data input screen indicates where you are in the data input process (“Start”, “Personal Information”, etc.).
- You may navigate back and forth between screens while completing the data entry process. However, once you click the “Finish” button to submit the data you cannot go back to the data entry session you just completed.
- Your session will time out after 20 minutes of no activity and the application will not submit correctly if attempted. If this occurs, close the application and log in again to start over.

Application Entry Screen 1 of 4

CA.GOV Home **Department of SOCIAL SERVICES** CDSS

TrustLine

TRUSTLINE REGISTRY

TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
BACKGROUND CHECK APPLICATION

Start
Personal Information
Transfer Process
TrustLine Information
Complete

Basic Information

1) Last Name
First Name
Middle Name

2) AKA

	First Name	Last Name	MI
1	<input type="text"/>	<input type="text"/>	<input type="text"/>



Add

Cancel Next

Copyright © 2013 - State of California Department of Health & Human Services

1. Enter the applicant's full legal name in the boxes provided. Do not use nicknames. **NOTE TO APPLICANT:** Use the name that is on your identification card. If your I.D. lists your maiden name but you are using a married name, use the married name as the main name and the maiden name as the AKA. If your signature is missing on the application, the application will be returned.
2. Enter all other names used. **NOTE TO APPLICANT:** This includes aliases such as 'Beth' if used as a legal name.

Application Entry Screen 2 of 4



TRUSTLINE REGISTRY

TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
BACKGROUND CHECK APPLICATION

[Start](#)
[Personal Information](#)
[Transfer Process](#)
[TrustLine Information](#)
[Complete](#)

Personal Information

3) RESIDENCE ADDRESS

Street

Apt #

City State

Zip County

4) ☐ MAILING ADDRESS (Copy Residence Address)

Street

Apt #

City State

Zip County

5) DOB Sex

Height Ft. In. Weight Pounds

Eye Color Hair Color

6A) Social Security Number

6B) Driver's LIC or ID# / Alien Reg / Out-of-State-ID 8 Characters Max



7) TELEPHONE NUMBERS WITH AREA CODE (0000000000)

Day Evening

- Enter the applicant's complete residence address including the zip code and county. **NOTE:** City names must be spelled out. Abbreviated city names will not be accepted.
- Enter the applicant's complete mailing address including the zip code and county, if different than residence address. **NOTE TO APPLICANT:** Once you are registered, failure to notify the TrustLine Registry Program of a change of mailing address within 10 days of your move will result in your name being removed from the Registry.
- Enter the date of birth, sex, height, weight, eye color and hair color. **NOTE:** Applicants must be 18 years of age or older to apply for the TrustLine Registry.

6. a) Enter the social security number (SSN). **NOTE TO APPLICANT:** Pursuant to the Federal Privacy Act (P.L. 93-579) and the Information Practices Act of 1977 (Civil Code Sections 1798 et seq.), notice is given for the request of your SSN on this application. The requested SSN is voluntary. Failure to provide the SSN may delay the processing of this application and the criminal record check. The law requires that you complete a background check (Health and Safety Code Section 1596.603). The Department will create a file concerning your criminal background check that will contain certain documents, including information that you provide. You have the right to access certain records containing your personal information maintained by the Department (Civil Code Section 1798 et seq.). Under the California Public Records Act, the Department may have to provide copies of some of the records in the file to members of the public who ask for them, including newspaper and television reporters.
6. b) Enter the identification number. **NOTE:** Applicants are required to provide one of the four forms of identification: California Driver's License; California I.D. Card; Alien Registration Card; or a numbered, picture I.D. issued from a state other than California. If the application has only a SSN without one of the four acceptable forms of identification, it will be returned.
7. Enter a daytime and evening telephone number including the area code.

Application Entry Screen 3 of 4

TRUSTLINE REGISTRY

TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
BACKGROUND CHECK APPLICATION

[Start](#)
[Personal Information](#)
[Transfer Process](#)
[TrustLine Information](#)
[Complete](#)

Transfer Process

8) Transfer Process

Are you currently licensed or working in a facility licensed by the California Department of Social Services Community Care Licensing or have you worked in a licensed facility within the last three years? ☐ Yes ☐ No

If yes, do you want to transfer your Criminal History clearance from Community Care Licensing to TrustLine? ☐ Yes ☒ No

If yes, enter the facility number or your PerID:


MMDDYYYY

9) Applicant Signed Date


11) AGENCY

Agency Name	<input type="text"/>
Agency Address	<input type="text"/>
Agency Number	<input type="text"/>
Agency City	<input type="text"/>
Agency State (2 char - "CA")	<input type="text"/>
Agency Zip	<input type="text"/>

8. **Transfer Process:** Select **Yes or No**. If you marked Yes to both questions, please provide either the Facility Number (9 digits) where the applicant is working or his/her PerID (10 digits). If completing the Transfer Process, fingerprints are not required.
9. The applicant must sign and date the application. If the signature and date are missing, the application will be returned as incomplete.
10. Enter the Date Signed.
11. Enter the Resource & Referral (R&R) or Payment Program (CWD or APP) Agency Name and address fields if there is an agency listed in Box 11 of the paper application.



TRUSTLINE REGISTRY



TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM CALIFORNIA DEPARTMENT OF SOCIAL SERVICES BACKGROUND CHECK APPLICATION

[Start](#)
[Personal Information](#)
[Transfer Process](#)
[TrustLine Information](#)
[Complete](#)

TrustLine Information

If you are using an APP, please do not enter information in Section 12

*** R and R CODE MUST BE ENTERED IN SECTION 13 ***

12) COUNTY WELFARE DEPARTMENT STAGE 1 AND CAL LEARN ONLY

County
County ID

Program ☐ Stage 1 ☐ Cal Learn ☒ No Option

Case Number 1)
2)

County Worker Name

Worker Phone

Date Signed

13) CHILD CARE AND REFERRAL/ALTERNATIVE PAYMENT PROGRAM USE ONLY.

Payment Program

☐ Stage 1 ☐ Stage 2 ☐ Stage 3 ☐ CCDBGAPP ☐ GFAPP ☒ No Option

County
County ID

R and R Program
R and R Code

AP Program Name
APP Code

Case Number(s)1)
2)

County Worker Name
Worker Phone

TRANSACTION COMPLETED BY :

Name of Operator

Transmitting Agency

LSID#

ATI Number

Review all information before selecting Finish

- If the applicant is being paid to provide child care by the County Welfare Department (CWD) through Stage 1 child care funds, complete the fields in Box 12 and the R&R Program Name and R&R Code in Box 13. Please do not choose the County or Payment Program in Box 13, only the R&R fields.
- If the applicant is being paid to provide child care by the Alternative Payment Program (APP), complete the fields in Box 13. The fields in Box 12 for this application will be blank.
- There should be only one County and one Payment Program selected. You must always enter a Resource and Referral Program Name and the R and R Code in Box 13.

12. County Welfare Offices – Instructions

- a) Select the County Name.
- b) Select the program that is funding the child care.
- c) Enter the family's case number assigned by the County Welfare Department.
- d) Enter the worker's name, phone number, and date signed.
- e) Enter the R&R Program Name and R&R Code in 13.
- f) Have applicant complete and sign the TLR 508.

13. Resource & Referral/Alternative Payment Program – Instructions

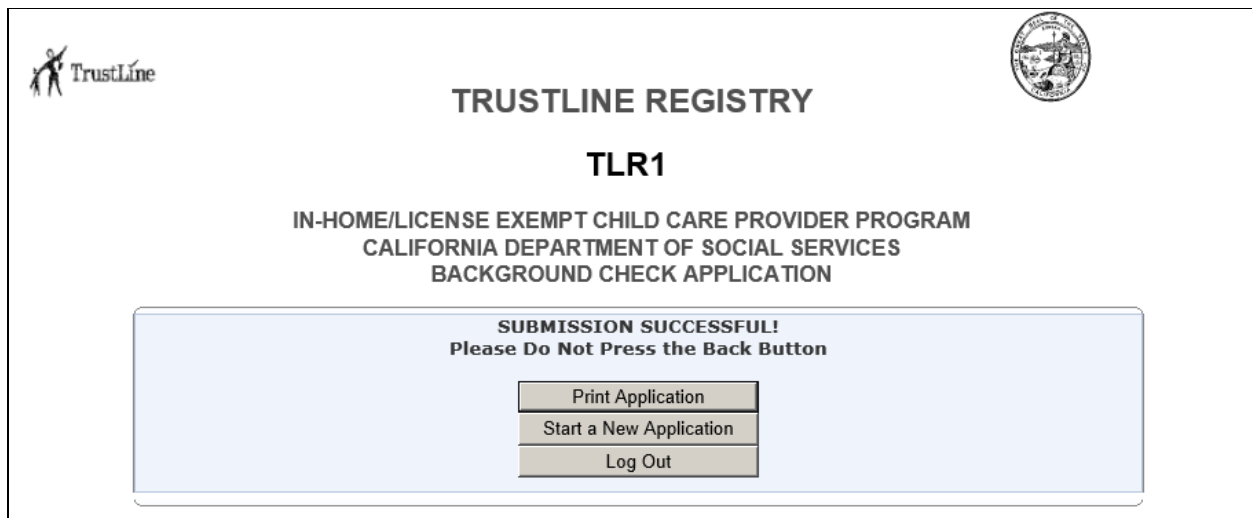
- a) Select the program that is funding the child care.
- b) Select the County Name.
- c) Enter the R&R Program Name and R&R Code.
- d) Enter the APP with appropriate I.D. number including the Community Colleges.
- e) Enter the case number if the Payment Program assigns a case number for tracking purposes.
- f) If this is a referral from CWD, include worker name and phone number.
- g) Have the applicant complete and sign the TLR 508 and forward to CDSS along with the application.

14. Transaction Completed by:

- a) Enter the Name of Operator as completed by the Live Scan technician.
- b) Enter the Live Scan ID (LSID) #.
- c) Enter the Transmitting Agency.
- d) Enter the Automated Transaction Identifier (ATI) Number.

If needed, please verify the information entered using the “Previous” and “Next” buttons. Clicking “Finish” on the fourth screen submits the application and allows for a printout of the completed application.

Submission Successful Options



The screenshot shows a web interface for the TrustLine Registry. At the top left is the TrustLine logo, and at the top right is the California Department of Social Services seal. The main heading is "TRUSTLINE REGISTRY" followed by "TLR1". Below this is the program name: "IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM", "CALIFORNIA DEPARTMENT OF SOCIAL SERVICES", and "BACKGROUND CHECK APPLICATION". A light blue box in the center contains the message "SUBMISSION SUCCESSFUL! Please Do Not Press the Back Button". Below this message are three buttons: "Print Application", "Start a New Application", and "Log Out".

This screen indicates your data submission succeeded along with three action options available to you.

1. **Print Application** - A printable version of an application containing the data just entered can be accessed by pressing this button. The printable application will open in a new window. After printing close the window and select option two or three.
2. **Start a New Application** – Selecting this button takes you back to the first data entry screen to start a new data input session beginning with the “Last Name” field.
3. **Log Out** – Ends your session.

A sample of the printed application is on the next page.

TrustLine Registry TLR1					
Personal Information					
1. Last Name		First Name		Middle Name	
SMITH		LYNN			
2. AKA					
JONES LYNN BROWN LYNNETTE					
Residence Address					
3. Street	APT#	City	State	Zip Code	County
123 W ELM ST		SACRAMENTO	CA	95814	34
Mailing Address if Different					
4. Street	APT#	City	State	Zip Code	County
123 W ELM ST		SACRAMENTO	CA	95814	34
5. Date of Birth	Sex	Height	Weight	Eye Color	Hair Color
1980/01/15	F	62	135	BLU	BRO
6a. Social Security Number			6b. Driver's License or ID#		State of ID
999-88-7777			A1234567		CA
7. Day Phone			Evening Phone		
916-555-1212					
8. Transfer Process					
Currently Licensed?		Transfer Licensing Information?		Facility Number or PerID	
NO		NO			
9. Signature				Date	
				2015/07/27	
10. The Completed TrustLine Registry Criminal Record Statement (TLR 508) Must Be Included With Your Application					
11. Agency					
Agency Name	Agency Address	Agency Number	Agency City	Agency State	Agency Zip
CHILD SOURCE	1010 9TH ST		SACRAMENTO	CA	95814
12. County Welfare Department Stage 1 and Cal Learn Only					
County			County ID		
SACRAMENTO			34		
Stage 1			Cal Learn		
W1					
Case Number 1			Case Number 2		
34019876543					
County Worker		County Signature		County Phone	Date
WANDA WELLS				916-551-1000	2015/07/15
13. Child Care Resource and Referral/Alternative Payment Program					
Stage 1	Stage 2	Stage 3	CCDBGAPP	GFAPP	
County			County ID		
			34		
Child Care Resource and Referral Program				R and R Code	
CC CENTER				12345	
AP Program Name				APP Code	
Case Number 1			Case Number 2		
Worker			Worker Phone		
16. Live Scan Misc.					
Name of Operator		Transmitting Agency		LSID	
SAM SMITH		UPS STORE		A33	
ATI Number		Submission Date			
A999ABC888		2015/07/27			

Start a New Application Screen:

CA.GOV Department of SOCIAL SERVICES CDSS

TrustLine

TRUSTLINE REGISTRY

TLR1

IN-HOME/LICENSE EXEMPT CHILD CARE PROVIDER PROGRAM
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
BACKGROUND CHECK APPLICATION

Start
Personal Information
Transfer Process
TrustLine Information
Complete

Basic Information

1) Last Name
First Name
Middle Name

2) AKA

First Name	Last Name	MI
1 <input type="text"/>	<input type="text"/>	<input type="text"/>

Add

Cancel Next

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Logout Screen:

Welcome!

The California Department of Social Services has implemented the TrustLine Web Application (TWA) for County Welfare Departments and authorized users such as local Alternative Payment Programs (APP) and Resource and Referral (R&R) programs. TWA provides the ability to enter applications online for applicants who want to become TrustLine-registered child care providers.

Before entering information into the TWA you will need to register. Single Points of Contact (SPOC) have been identified by the counties or designated agencies for Child Care. You will work with your county SPOC unless your county contracts with an Alternative Payment Program or the Resource and Referral Network in which case the Resource and Referral Network is the SPOC. These contacts will assist you with registering to enter applications and will answer questions regarding day-to-day use of the TWA.

Prior to entering applications using the Trustline Web App we strongly recommend that you read the User Manual and FAQs.

[Click Here to Login to TrustLine Web App](#)

[Click Here for FAQs](#)

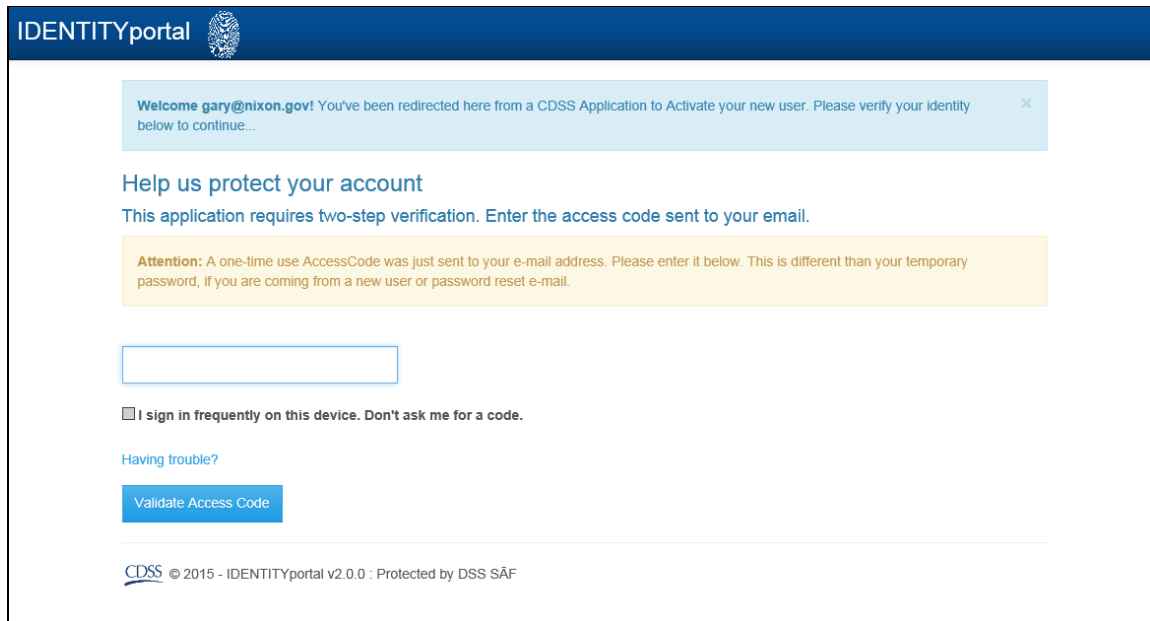
[Click here for the User Manual](#)

Troubleshooting

Account Locked?

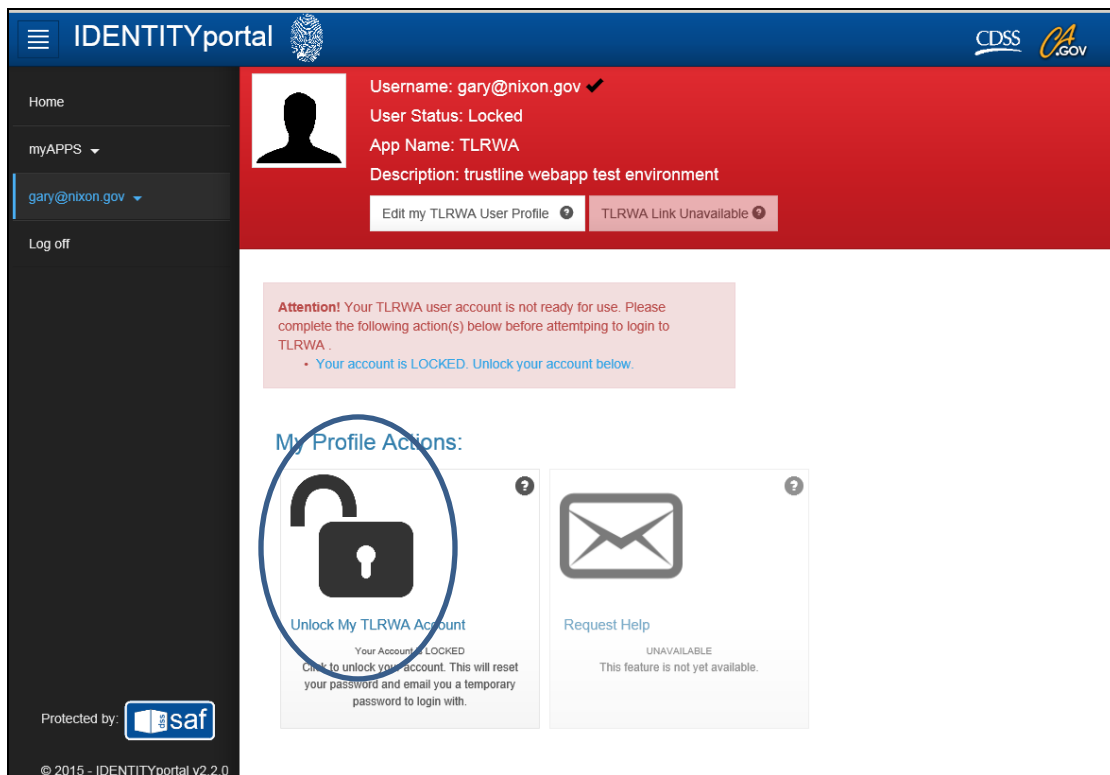
From the Login page you can also retrieve a forgotten password, unlock your account, or create a new password.

You will be locked out of your account after three or more failed login attempts and will be directed to the following page. You will also receive an email with the subject line, “**DSS SAF - IDENTITYportal Access Code**”.

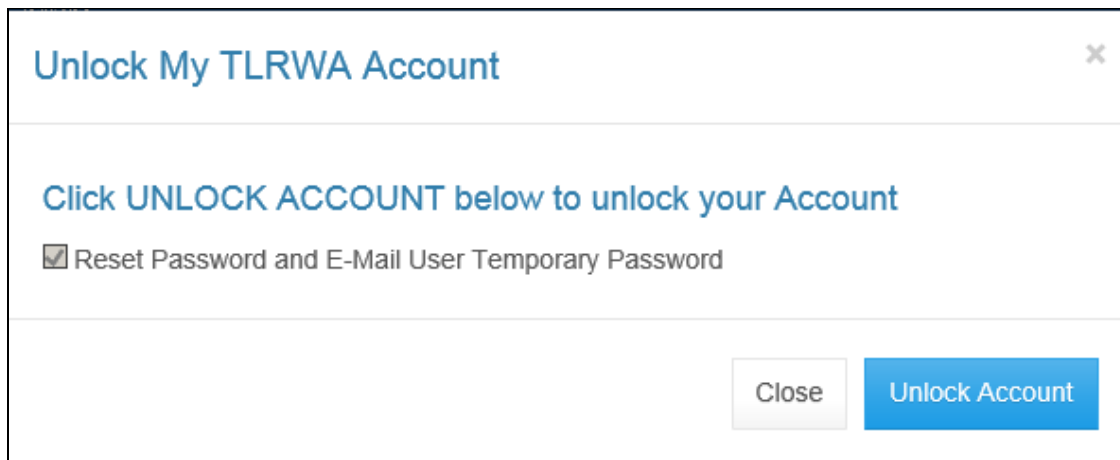


The screenshot shows the IDENTITYportal login interface. At the top, a blue header bar contains the text "IDENTITYportal" and a small circular logo. Below the header, a light blue notification box states: "Welcome gary@nixon.gov! You've been redirected here from a CDSS Application to Activate your new user. Please verify your identity below to continue..." with a close button (X). The main content area has the heading "Help us protect your account" followed by the instruction "This application requires two-step verification. Enter the access code sent to your email." Below this is a yellow attention box: "Attention: A one-time use AccessCode was just sent to your e-mail address. Please enter it below. This is different than your temporary password, if you are coming from a new user or password reset e-mail." A text input box is provided for the access code. Below the input box is a checkbox labeled "I sign in frequently on this device. Don't ask me for a code." and a link "Having trouble?". A blue button labeled "Validate Access Code" is positioned below the link. At the bottom, a footer line reads: "CDSS © 2015 - IDENTITYportal v2.0.0 : Protected by DSS S&F".

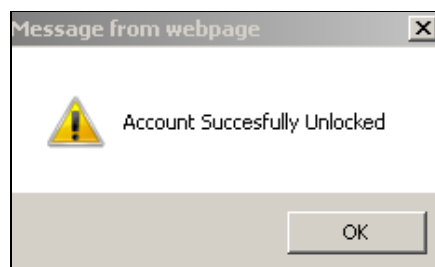
To unlock your account, enter the Access Code from the email into the box above and click the “**Validate Access Code**” button. Once the code is validated, you will see this page:



Click on the lock icon – you will be shown this screen:




Click the “**Unlock Account**” button. When the account is unlocked, this notification will appear:



Click OK. You will be taken to this screen where you must change your password:

≡

IDENTITYportal



CDSS


CA.GOV

Home

myAPPS

gary@nixon.gov

Log off



Username: gary@nixon.gov ✓

User Status: Active

App Name: TLRWA

Description: trustline webapp test environment


Edit my TLRWA User Profile

TLRWA Link Unavailable

Attention! Your TLRWA user account is not ready for use. Please complete the following action(s) below before attempting to login to TLRWA .

Your password is TEMPORARY. Change your password below.


My Profile Actions:



Change My Temporary TLRWA Password

You have a temporary password


Click to change your password for this application.



Reset My TLRWA Password Again

Having Trouble?


Click to reset your temporary password again. A new temporary password will be e-mailed to you.



Request Help

UNAVAILABLE

This feature is not yet available.

Protected by: 

© 2015 - IDENTITYportal v2.2.0

Click on the key icon. The following screen will be shown, giving you guidelines on creating your password and entry boxes for your current and new passwords. Enter the temporary password that was included in the “DSS SAF - TLRWA Password Reset Notification” email along with your new password.

Change My TLRWA Password

New Password Must Be:

a minimum of 8 characters

a maximum of 25 characters

at least (1) character from (3) of the following (4) groups:

Upper Case Letters - A B C...

Lower Case Letters - a b c...

Numerals - 1 2 3...

Special Characters - \$ & * ! " ' # @ () { } . , etc

Password

Temp Password

New Password

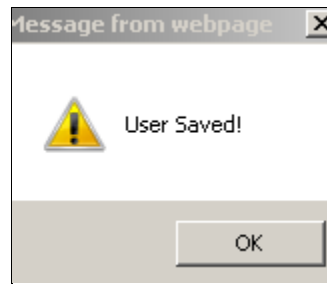
Verify Password

Having Problems? Reset your password

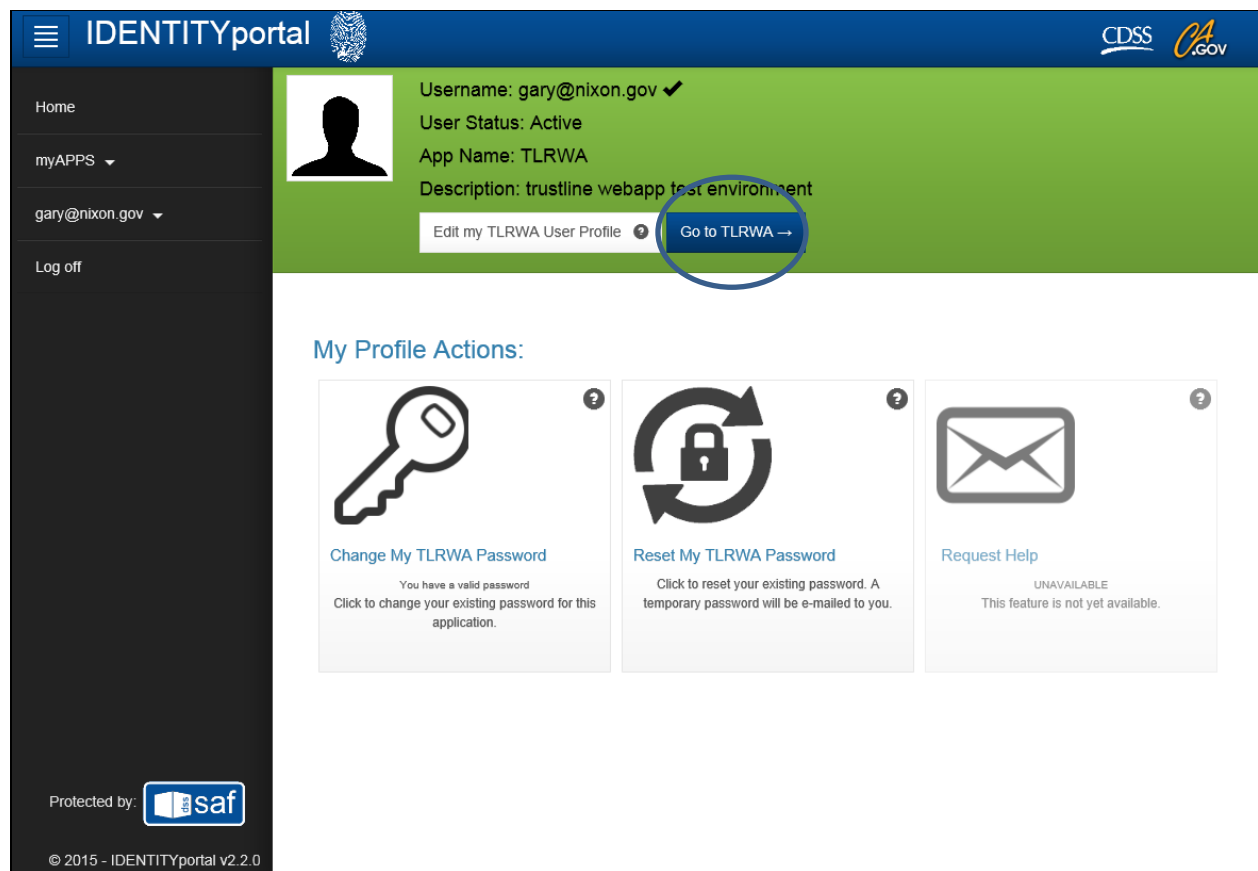
Close

Change Password

Once you successfully update your password, the following notification appears:



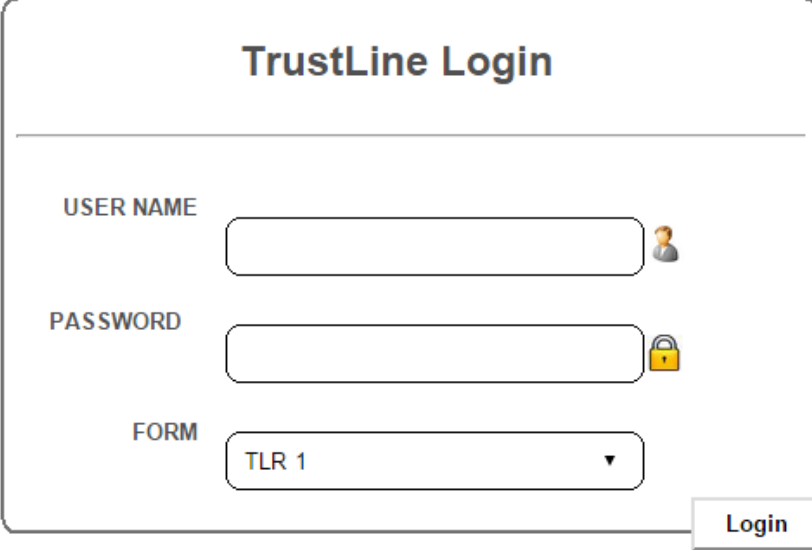
Click OK. You will be taken to this screen:



Click the “Go to TLRWA” button to go to the web application’s Welcome Screen.

Log in to IDENTITY portal directly

If you forgot your password, your account is locked or you need a new password click the link as shown below to go to the Identity Portal:



The image shows a login form titled "TrustLine Login". It contains three input fields: "USER NAME" with a person icon, "PASSWORD" with a lock icon, and "FORM" with a dropdown menu showing "TLR 1". A "Login" button is located at the bottom right of the form. Below the form, there is a link: "Forgot Your Password? Account Locked? Need a New Password?".

TrustLine Login

USER NAME

PASSWORD

FORM

Login

[Forgot Your Password? Account Locked? Need a New Password?](#)

NOTE: For security purposes, TWA users must change their passwords every 60 days.



Clicking on Log In will bring you to this screen.

The image shows the login screen of the IDENTITYportal. It has a dark background. On the left is a large fingerprint icon. To its right is the text 'IDENTITYportal' in large white letters. Below the text is a white rectangular input field with the placeholder text 'Username/E-Mail'. Underneath the input field is a wide, light gray button with the text 'Sign In' in black.

Enter your Username and click “Sign In”. You will be taken to the following screen:

Welcome, data@dss.ca.gov [\[Change Username\]](#)

Find and select a  Application below to Login:

Filter

	Application Name	Description
Manage Account	MAI	Master Adoption Index
Manage Account	SecurityUI	DSS Security - SecurityUI
Manage Account	WIS	Welfare Intercept System
Manage Account	County Site	Secure and enhanced version of Transparency site to be used exclusively by authorized county and CCL employees.
Manage Account	TLRWA	trustline webapp test environment
Manage Account	Trust Line Web API	TLRWS

Click “**Manage Account**” next to “**TLRWA**”. You will be taken to the following screen:

Authenticating access for your TLRWA account ×

Help us protect your account

This application requires two-step verification.

Attention: A one-time use AccessCode was just sent to your e-mail address. Please enter it below. This is different than your temporary password, if you are coming from a new user or password reset e-mail.

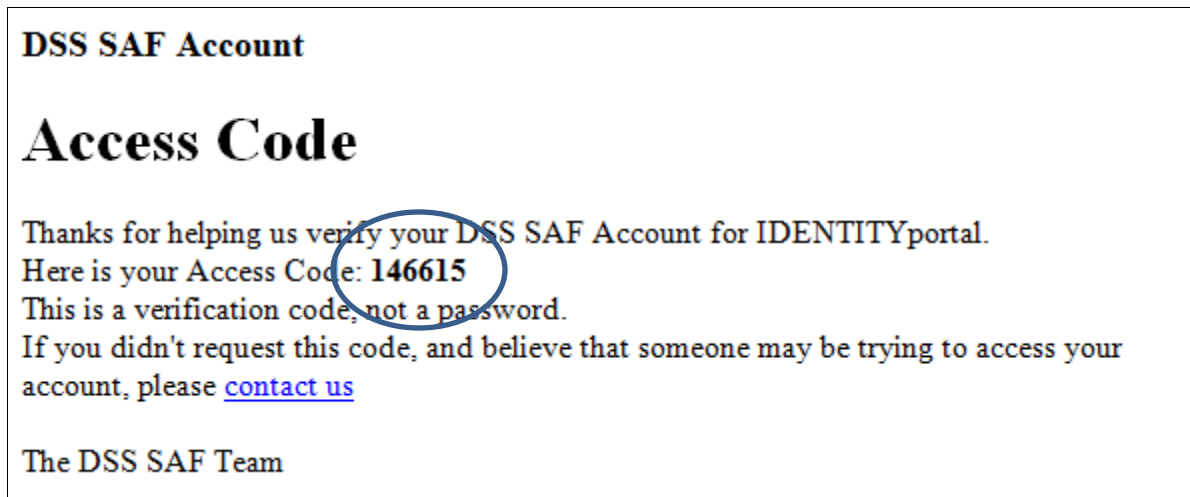
☐ I sign in frequently on this device. Don't ask me for a code.

[Having trouble?](#)

Close

Validate Access Code

You will receive an email containing an Access Code. Enter the code as shown in the screen above and click **"Validate Access Code"**.



Once you have entered the Access Code and it is verified, you will be asked to change your password before continuing. Please see above for instructions and guidelines for creating the new password.

If you encounter access and/or login issues, please contact your SPOC for help. A list of SPOCs can be found [here](#).

Please do not contact "support@dss.ca.gov" for TrustLine Web App support. The "support@dss.ca.gov" email address is for Department of Social Services web security assistance and is unrelated to the TrustLine Web App. As noted above, please contact your SPOC.

Note: There may be compatibility issues among the various versions of Internet Explorer. If another browser is installed, such as Google Chrome, then please try to unlock your account and/or reset your password using an alternate browser.

Contacts

If you need assistance with the TWA, please contact your TWA SPOC.