Dear New DCR User,

Thank you for requesting a DCR account.

We will request a new account for you in the BHIS Portal. Once BHIS approves your account, you will receive an encrypted email with your new username and temporary password from BHIS@dhcs.ca.gov. Depending on the setting of your browser, you may have to turn off your pop-up blocker to open this email. To turn off your pop-up blocker in Internet Explorer, Go to Tools -> Internet Options -> Security -> Trusted Sites -> Sites and enter https://*.ca.gov and click Add.

Please make a note that the temporary password you receive must be changed before you log in to the BHIS portal for the first time. To change your password, click on and open the message file attachment of the encrypted email. Please click on the link provided in the email and follow on screen directions to change your temporary password. You will go to the new DCR website - http://appdir.dhcs.ca.gov/bhis/Pages/default.aspx - click Log In on the bottom right, enter your username and temporary password, and hit ok. You will then be taken to a page where you must reset your password and select a security question. Please write down which security question you select, as the system will not remind you which one you chose the next time you are required to answer it. Once this is completed, log in to BHIS with your new password.

To access the DCR application, go to the Applications menu at the top left of the BHIS home screen.

If you experience any issues with the encrypted email, using your log in name, resetting or using your password, or connecting to the BHIS Portal, please contact BHIS directly. Their UserID's, Passwords, Connectivity, and Encryption support team can be reached at BHIS@dhcs.ca.gov or (800) 579-0874.

For all other DCR assistance not related to log in information or connectivity, please contact Ryan Reichel at ryan.reichel@sfdph.org or (415) 255-3494. Please also sign up to attend a DCR training by contacting Ryan.

Thank you,

DCR Support Team