SUDS Tip Sheet: Portal Login Troubleshooting

Can't log in to the SUDS Portal? Most login problems take just a few minutes to fix. Find what you're seeing below and follow the steps. If none of these work, contact the SUDS Help Desk.

Find what you're seeing below and follow the steps. If you're still stuck, reply to this ticket.

"It says my username or password is wrong."

- **Check the end of your username.** It should end with **.portal or .suds**. Example: jane.doe@agency.org.portal. Your full username is in your Welcome email from the SUDS Help Desk.
- **Check that you're on the right page.** Log in at https://socgov22.my.site.com/SUDSPortal and bookmark the page.
- **Type in your password yourself.** Your browser may be filling in an old saved password. Delete any SUDS passwords saved in your browser, then type your password.

"I forgot my password."

- Contact the SUDS Help Desk to reset it. The SUDS Help Desk does not have access to your password.

"My account is locked."

- This happens after too many failed login attempts. Contact the SUDS Help Desk to unlock your account.

"I clicked Create Passkey."

- Contact the SUDS Help Desk. They need to remove the passkey before you can set up the Salesforce Authenticator app.

"I got a new phone" or "I deleted the Authenticator app."

- Contact the SUDS Help Desk. They'll disconnect your old phone, and then you can set up your new one using the tip sheet *How to Log in to the SUDS Community Portal for the First Time*.

"It's asking for a verification code."

- Check your email for a code from Salesforce. Check spam and trash if you don't see it. Enter the code and click **Verify**.

"I never got the Salesforce setup email."

- Check your spam and trash folders. Still missing? Contact the SUDS Help Desk to resend it.

"My bookmark goes to the wrong page."

- Delete your old SUDS bookmarks and bookmark this link instead: https://socgov22.my.site.com/SUDSPortal
- Help with bookmarks:
  - Chrome
  - Edge
  - Safari
  - Firefox

Keep your password private. The SUDS Help Desk cannot see your password and will never ask for it. Don't send it to anyone.

Contact the SUDS Help Desk

cdhs_sudshelpdesk@state.co.us

Need more help? Drop in to SUDS Office Hours:

- First Thursday of each month, 9:00 AM MT: https://meet.google.com/zmz-qgxm-tdd
- Fourth Tuesday of each month, 2:00 PM MT: https://meet.google.com/mag-pocb-evu

The Colorado Department of Human Services (CDHS) is committed to accessibility. For more on CDHS's accessibility policies, please visit Accessibility at CDHS. If you have difficulty using this document's content, please email the State Unit on Aging at cdhs_stateunitonaging@state.co.us or call 303-866-2800.