



JUSTICE DATA AND INVESTIGATIVE SERVICES
BUREAU
CURES PROGRAM
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TO: ALL CURES USERS

RE: CURES User Login Changes - Coming Soon

On September 23, 2023, the CURES web application login page and account recovery screens will be updated. While CURES users will encounter some new pages associated with this update, the system login and account recovery processes, e.g. "forgot password" and "forgot username," will be seamless for the CURES user.

An additional reminder and more information will be shared in advance of the September 23rd implementation of this change. In the meantime, we have prepared feedback anticipating these frequently asked questions:

- 1) Will my username or password be changing?
 - No, your CURES username and/or password will not be changing.
- 2) Will CURES be using the same website address?
 - Yes, CURES will be using the same website address.
- 3) Will I have to reset my security questions?
 - No, your security questions will not need to be reset.
- 4) Why are these changes being made?
 - CURES is moving to a new vendor to support account management services. The changes will primarily be internal to the system, and our goal is to have minimal impact to users in the transition.

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