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**Frequently Asked Questions**

**How do I reset my Personal Identification Number (PIN)?**

* Please call the toll-free number on the back of your card.
* Request New Personal ID Number (PIN) at (866) 898 - 9795

**How do I find my Member ID (PID = Participant ID)?**

* On your Welcome Letter that you received from your Counselor or call your Local DOR office and ask for your Participant ID (PID).

**How do I request a replacement card? (Lost/Stolen/Damage?)**

* To request a replacement card or to report your card as lost or stolen, please contact the CPC Call Center at 833-654-3078 or login to your account online.

**How will I know when an authorized fund is loaded to my card for authorized goods & services?**

* When authorized funds are issued and loaded to your CPC card, you will receive an email notification informing you funds are ready use. You can also check your [balance](https://caldorpaymentcard.lh1ondemand.com/) on your online account or Mobile App.

**How can I submit receipts?**

* You can easily submit receipts by taking a picture of the entire receipt with your mobile phone and uploaded to your online account at [CPC Pariticpant Portal](https://caldorpaymentcard.lh1ondemand.com/Login.aspx?ReturnUrl=%2f) or Mobile App, or send an email with a picture of your receipt to your Counselor.

**Can I withdraw cash using the CPC card?**

* No, you are unable to withdraw cash from CPC card.

**Can I make online purchases using the CPC card?**

* Yes, you can use your card both online and in-store to purchase authorized goods and services.

**How can I update my phone number or email address?**

* You can easily update your phone number and email address in your online account or contact the CPC Call Center at 833-654-3078.

**How can I update my physical address, mailing address, or name change?**

* If you need help to change your name or mailing address please contact your local DOR VR Service Delivery Team.

**What to do if you receive a declined transaction for an authorized purchase?**

* Please contact the CPC Call Center at 833-654-3078, found on the back of the card.

**How to request a password change to access my online portal?**

* If you need help to change/reset your password, please contact the the CPC Call Center at 833-654-3078, found on the back of the card.

**How do I activate my card?**

* Please call the phone number listed on the white sticker on the card – it should say “Please call this toll-free line to activate your card”.
* Activation line: 1-833-647-9633

**How do you login to your account? Check Balance?**

* Instructions and details can be found on the paper that your card came with. Instructions are also provided on the Participant Portal Instruction document that can be found on the [CalDOR Payemnt Card (CPC) Resources](https://www.dor.ca.gov/Home/caldorpaymentcardresources) webpage.

**How long does it take to receive my card?**

* 10 – 14 Business Days

**What to expect if there are unauthorized charges on my account?**

* If unauthorized charges were made by you, please return the item(s) **ASAP** for a refund back to the CPC card so the funds provided by DOR can be used appropriately.
* If unauthorized charges are **NOT** made by you, please complete the Debit Card Transaction Dispute Form in your online account and notify your counselor **ASAP**.
  + Dispute Form can be found under the Tools & Support Tab
  + Advise to complete ASAP and follow instructions carefully.
  + Your DOR team can help you fill out the form.

**Can I use my CPC card for Out-of-Country purchases?**

* No, your CPC card cannot be used for out of the country purchases.