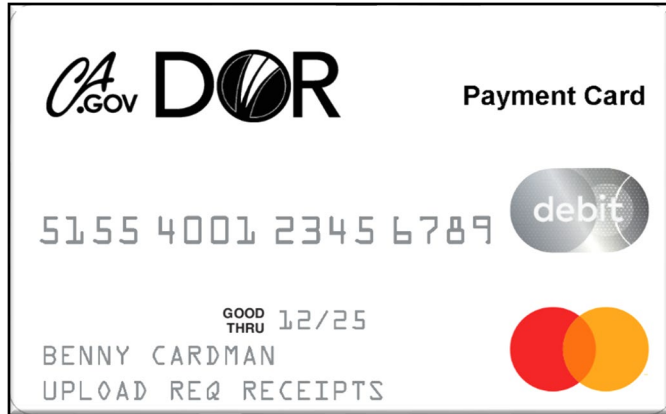


**CA**.GOV **DOR** PAYMENT CARD PROGRAM



# Download the CaDOR VR Payment Card (DOR CPC) Mobile Apps Instructions

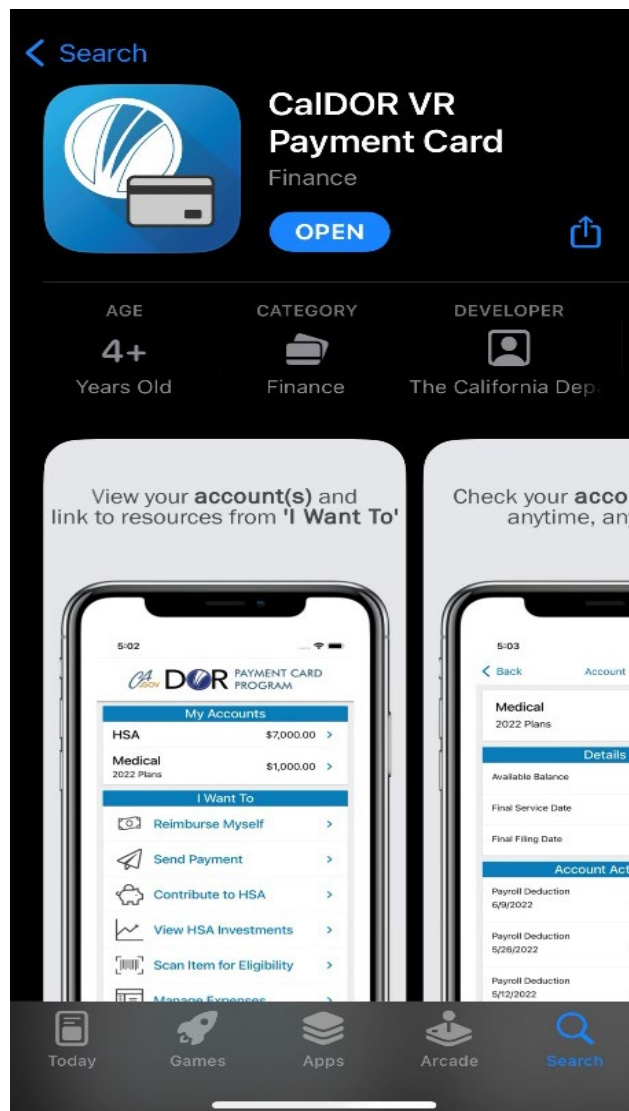
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## A. To Download DOR CPC Mobile App on your iPhone or iPad

### How to download the free mobile app from the App Store

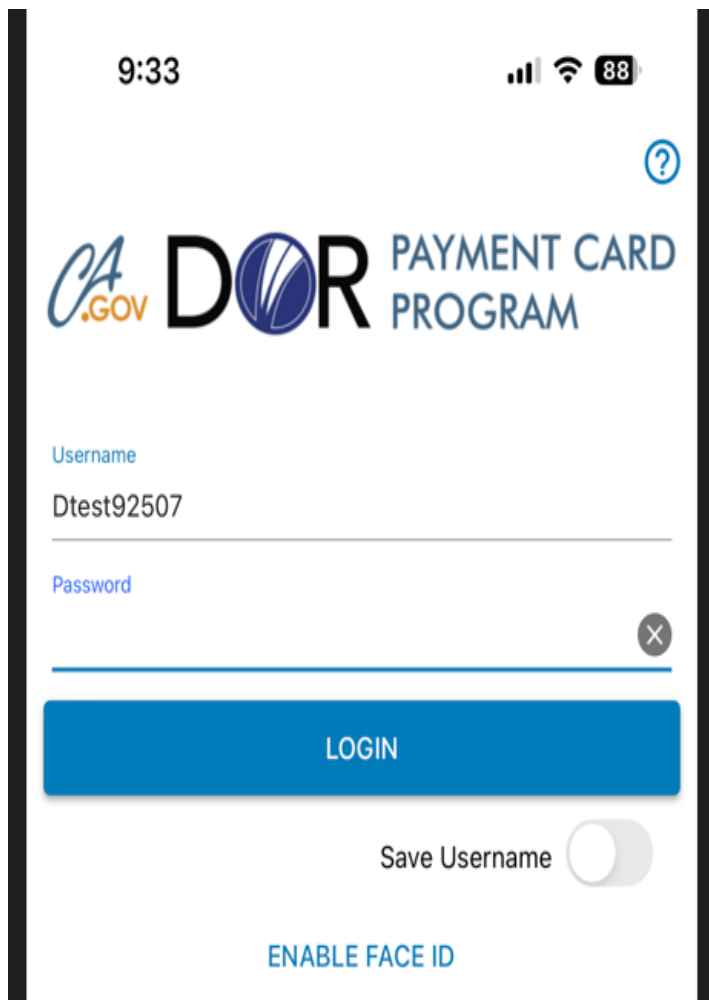
1. On your iPhone or iPad, open the **App Store** app.
2. Tap the **Search tab** to look for CPC App.
3. Type in the search field “**CaIDOR VR Payment Card**”.
4. Tap the Get button to download the app.
5. When the download is complete, open the DOR CPC app.
6. Sign in using your same User ID and Password used for the Participant Portal login.



## Signing in for the first time?

1. When you sign into your portal for the first time you will need to enter in the Username and Password in the below format:

- **Username:** First name initial + Last Name + Zip Code
  - ex. jsmith82543
- **Password:** First name + Last Name + Zip Code
  - ex. jonahsmith82543



The screenshot shows a mobile application interface for the CA DOR Payment Card Program. At the top, the status bar displays the time 9:33, signal strength, Wi-Fi, and battery level at 88%. Below the status bar is a blue question mark icon. The main header features the CA .GOV logo, the DOR logo (a stylized globe), and the text "PAYMENT CARD PROGRAM". Below the header are two input fields: "Username" with the text "Dtest92507" and "Password" with a clear (X) button. A large blue "LOGIN" button is positioned below the password field. At the bottom, there is a "Save Username" toggle switch and a link labeled "ENABLE FACE ID".

2. You will then be prompted to change your password after you log in.

**New Password requirements:**

- 10 Characters or Less
- Minimum of 8 Characters
- Cannot be one of your last 3 passwords.
- Contain Upper and Lowercase letters.
- Contain at least one number.

The screenshot shows a mobile application interface for changing a username and password. At the top, the time is 9:33, and there are icons for signal strength, Wi-Fi, and battery (88%). Below the status bar, there is a navigation bar with a back arrow and the text "Change Username / Password". The main content area is divided into two sections: "Change Username" and "Change Password".

**Change Username**

Username\*  
Dtest92507

Your username may contain alphanumeric cha... >

**Change Password**

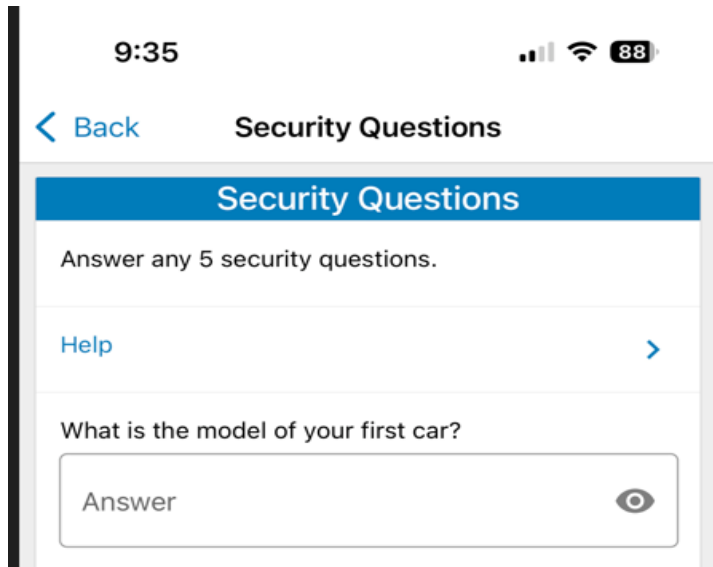
New Password\*

Confirm Password\*

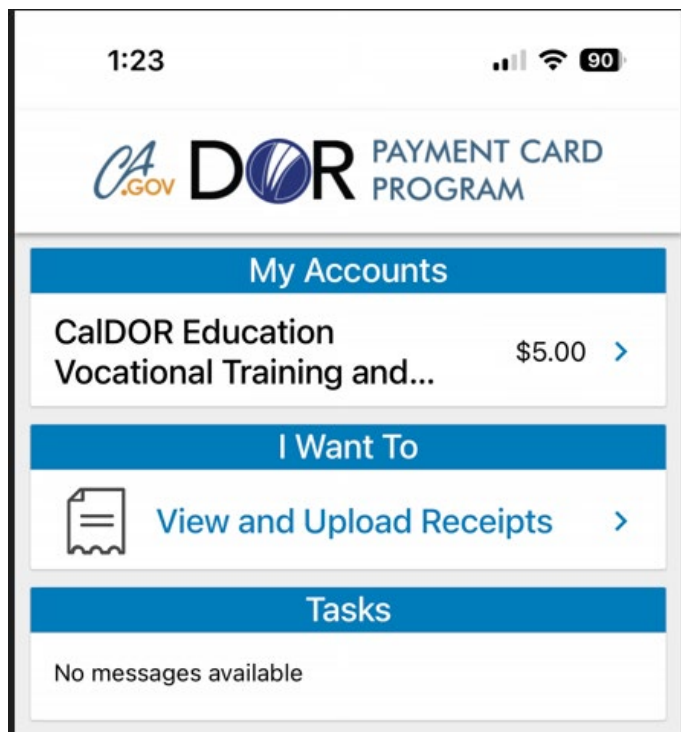
Help >

SUBMIT

3. You will then be prompted to answer 5 security questions of your choosing. You will be required to answer 1-2 of these questions for items such as changing profile information, changing security questions, or updating your password.



4. After successfully creating security answers, you will be able to view your account balance, upload and view submitted receipts, tasks, and more!



## [Trouble finding or downloading the App Store?](#)


If you are having trouble downloading the App Store, please follow one of the troubleshooting options below with links that will take you to an instruction page.

- If the App Store is missing on your device, you might have parental controls turned on. [Adjust your iTunes & App Store Purchases settings](#) and make sure that you choose "Allow" for the Installing Apps setting. The App Store should reappear on your device.
- If you still cannot find the App Store, [swipe to search for it](#).
- If you cannot download or update apps on your iPhone or iPad, please click [here](#) for instructions.
- If you still cannot download or update apps, please contact [Apple Support](#).
  - Within this link, choose a topic then click the Continue button.
  - Click the Call button.
  - Enter your phone number, first name, last name, and email address. Then click the Continue button.
  - Apple Inc. will then give you a call.

## [B. To Download DOR CPC Mobile App on your Android device](#)

While there are multiple sources android users can download apps from, it is recommended to download this app from the Google Play Store.

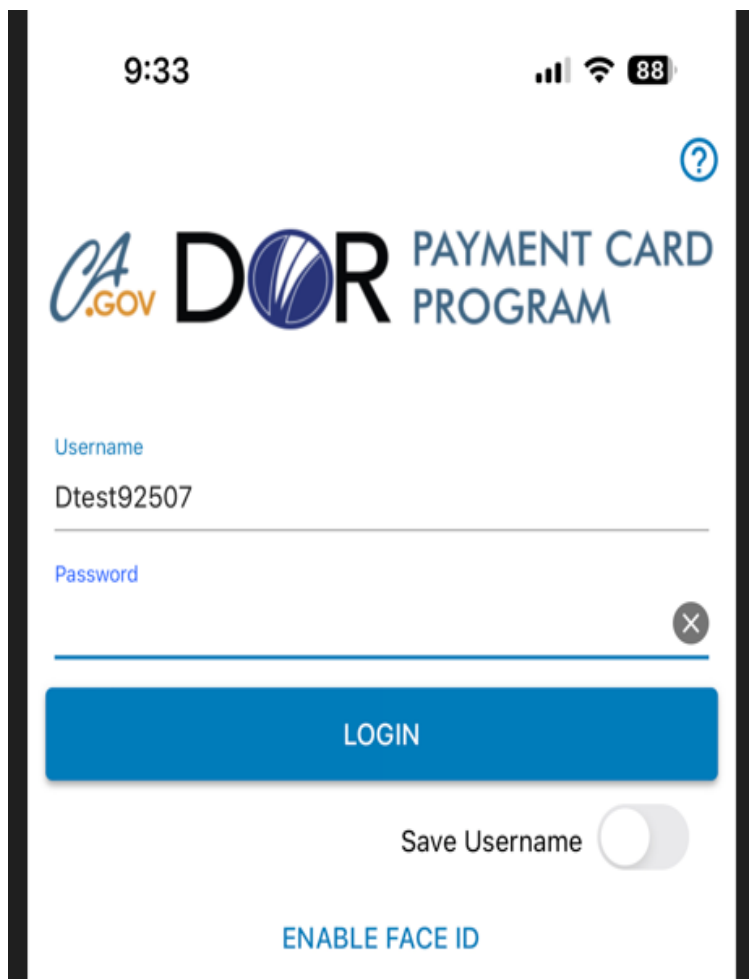
### [How to download the free mobile app from the Google Play Store](#)

1. Open Google Play.
  - On your phone, use the Play Store app .
2. Click the magnify glass icon to search.
3. Type in the search field DOR CPC.
4. Click the DOR CPC, CalDOR Payment Card icon.
5. Click Install.
6. When downloading is complete, open the DOR CPC app.
7. Sign in using your same User ID and Password used for the Participant Portal login.

## Signing in for the first time?

1. When you sign in for the first time you will need to enter in the Username and Password in the below format:

- **Username:** First name initial + Last Name + Zip Code
  - ex. jsmith82543
- **Password:** First name + Last Name + Zip Code
  - ex. jonahsmith82543



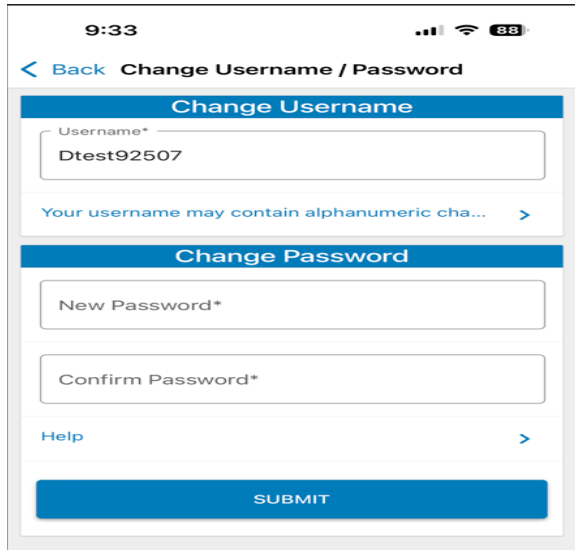
The screenshot shows a mobile application interface for the CA DOR Payment Card Program. At the top, the time is 9:33, and the battery level is 88%. The logo for CA DOR PAYMENT CARD PROGRAM is displayed, with a question mark icon in the top right corner. Below the logo, there are two input fields: "Username" with the text "Dtest92507" and "Password" which is currently empty. A blue "LOGIN" button is positioned below the password field. At the bottom, there is a "Save Username" toggle switch which is currently turned off, and a link that says "ENABLE FACE ID".



2. You will then be prompted to change your password after you log on.

**New Password requirements:**

- 10 Characters or Less
- Minimum of 8 Characters
- Cannot be one of your last 3 passwords.
- Contain Upper and Lowercase letters.
- Contain at least one number.

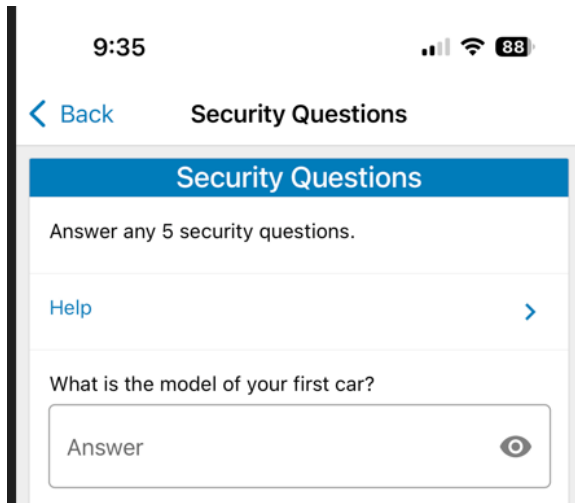


The screenshot shows a mobile application interface for changing a username and password. At the top, the time is 9:33, and the battery level is 88%. The page title is "Change Username / Password". There are two main sections: "Change Username" and "Change Password".

**Change Username:** A text input field contains "Dtest92507". Below it, a message reads "Your username may contain alphanumeric cha...".

**Change Password:** Two text input fields are labeled "New Password\*" and "Confirm Password\*". Below these is a "Help" link and a large blue "SUBMIT" button.

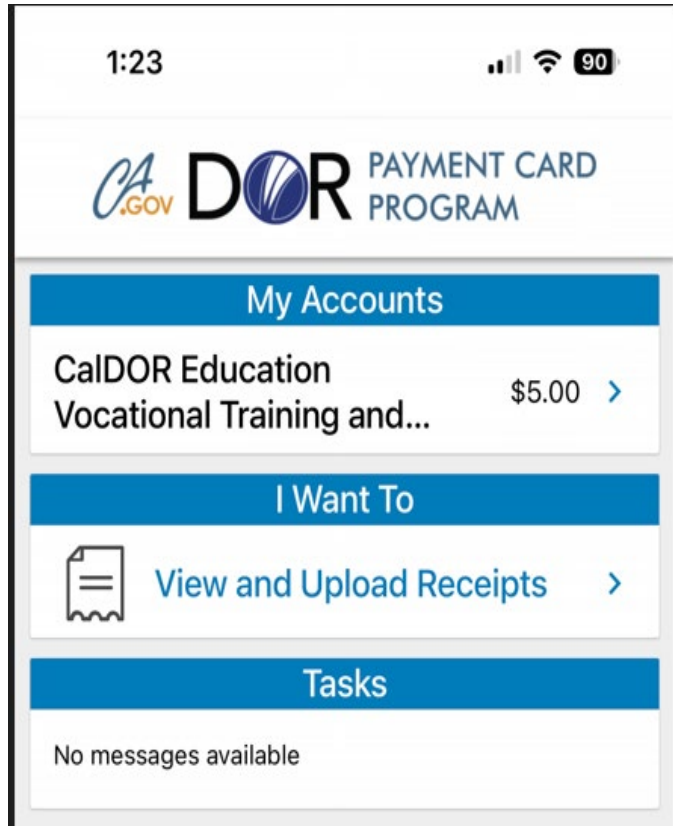
3. You will then be prompted to answer 5 security questions of your choosing. You will be required to answer 1-2 of these questions for items such as changing profile information, changing security questions, or updating your password.



The screenshot shows a mobile application interface for security questions. At the top, the time is 9:35, and the battery level is 88%. The page title is "Security Questions".

The main heading is "Security Questions". Below it, the instruction reads "Answer any 5 security questions." There is a "Help" link. The first question is "What is the model of your first car?". Below the question is a text input field with the placeholder "Answer" and a toggle icon (an eye) to the right.

After successfully creating security answers, you will be able to view your account balance, upload and view receipts, tasks, and more!



### **C. For questions or issues with your DOR CPC Mobile App?**

For any questions or issues regarding your DOR CPC mobile app, please call the toll-free customer service line 833-654-3078, Monday-Friday, 5AM-5PM.