



## CaliforniaCare360™ Portal – Quick Start Guide

### Member Access Portal:

<https://univ-portal.sacvalleymedshare.org/#/login>

### Support & Help:

Use the “Contact Support” link on the login screen for access or login issues



SacValley MedShare Member Access Portal

Username \*  
Enter username

Password \*  
Enter password

Sign In

Contact Support

[I forgot my Username or Password](#)

### Patient Search Criteria:

Enter the required fields:

- **MRN** (*exact search*) OR
- **Last Name, First Name** requires at least 2 characters in each field

### Password Format Requirements:

- Length: 10–16 characters
- Minimum: 2 letters, 2 numbers, 2 special characters
- Must include upper & lowercase
- Cannot reuse the last 12 passwords
- Password expires every 91 days (warn at 60 days)

### How to Query eHealth Exchange (External Documents):

- Search and open the patient record
- Select the External Documents tab
- Choose document Type from the dropdown
- Review returned external documents