

Dear Case Managers,

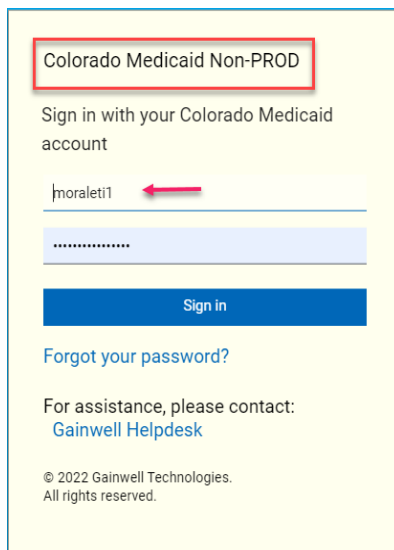
Some Case Managers are experiencing access issues to the training environment (Non-Production) and to the Bridge (Production). It is recommended that users follow these steps to improve their access experience:

General Tips

- Delete all old bookmarked URLs and delete saved password data.
- Clear cookies and web cache by going to the browser settings.

Training Environment (Non-PROD) Tips

- Bookmark and use the [new CCM training environment login page URL](#).
- Confirm “Colorado Medicaid Non-PROD” displays at top of login page.
- Manually enter user ID with no prefix, or with user ID and with **COMEUPSMO** prefix. (Examples below.)
- It is recommended that autosave is not used on the login web page.



Colorado Medicaid Non-PROD

Sign in with your Colorado Medicaid account

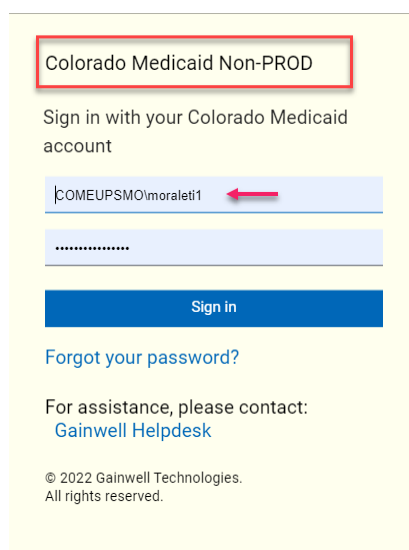
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Sign in

[Forgot your password?](#)

For assistance, please contact:
[Gainwell Helpdesk](#)

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Colorado Medicaid Non-PROD

Sign in with your Colorado Medicaid account

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Sign in

[Forgot your password?](#)

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Bridge (Production) Tips

- Bookmark and use the [new production home page for Bridge URL](#).
- Confirm “Colorado Medicaid PRODUCTION” displays at top of webpage
- Manually enter user ID with no prefix, or with user ID and with **COMEUPS** prefix. (Examples below.)
- It is recommended that autosave is not used on the login web page.

Colorado Medicaid PRODUCTION

Sign in with your Colorado Medicaid account

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Sign in

[Forgot your password?](#)

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Colorado Medicaid PRODUCTION

Sign in with your Colorado Medicaid account

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Sign in

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If access is still an issue after these steps are taken, join this [Meeting Link](#) to receive live support Monday through Friday from 10:00 AM – 2:00 PM MT for questions about access to the Training environment or the Bridge.

Contact the CCM HelpDesk at ccmhelpdesk@gainwelltechnologies.com with questions.

Thank you,

Department of Health Care Policy & Financing