

BreeZe Helpful Hints

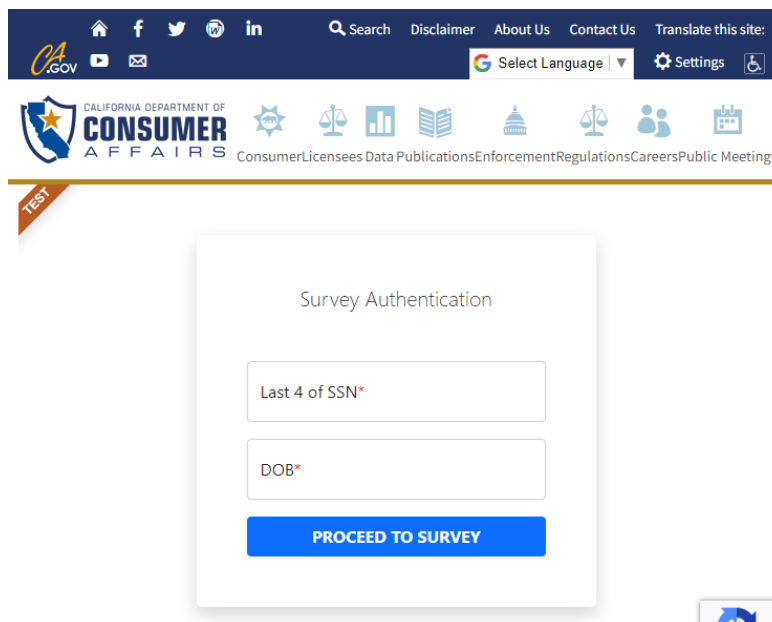
HCAI Workforce Survey Troubleshooting

If you are having issues with the HCAI Survey section of the online renewal application, follow the tips below before contacting BBS.

1. It is recommended to complete your renewal on a computer or tablet. There are some items that may need to be opened in a separate window or be expanded to answer. Phones may be too small to view all the screens or options properly.
2. Make sure you are using an up-to-date web browser like Chrome, Firefox, or Microsoft Edge. Internet Explorer is no longer supported.

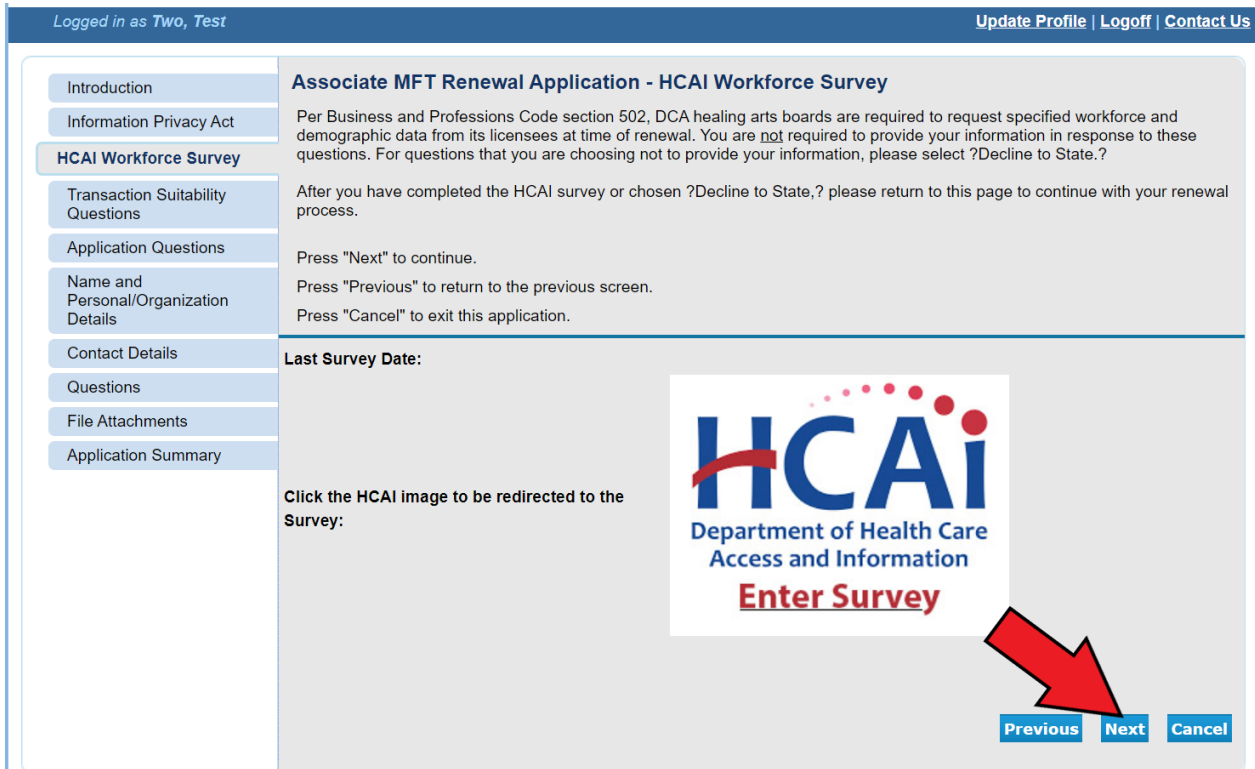


3. When redirected, make sure you are entering accurate information to authenticate your identity.



The screenshot shows the top navigation bar of the California Department of Consumer Affairs website, including social media icons, search, and utility links. Below the navigation bar is a row of icons representing various services: Consumer Affairs, Licenses, Data, Publications, Enforcement, Regulations, Careers, and Public Meetings. The main content area features a 'Survey Authentication' form with two input fields: 'Last 4 of SSN*' and 'DOB*'. A blue 'PROCEED TO SURVEY' button is located below the input fields. A 'TEST' banner is visible in the top left corner of the form area.

4. When you have completed the HCAI workforce survey, you will be brought back to Breeze and **MUST click the “Next” button** to proceed with the online renewal.



If the tips above did not resolve your issue, please contact the Cashiering Unit at BBS.CASHIER@dca.ca.gov for further assistance.