



Forgot Your User ID or Password?

**Step 1
Information**

Information

Forgot User ID: If you forgot your CalATERS User ID, contact your department's CalATERS Help Desk, click [Help Desk Contacts](#) from the CalATERS web site to get contact information.

Forgot Password: If you forgot your CalATERS password, follow the steps in these instructions to request a new password.

Step 2

CalATERS

sign in User ID:
Password:
Sign In

new user ? New User Registration

trouble signing in? [Help is here](#) Exit

Work Offline

Click [Help is here](#).

From the Sign In screen, click [Help is here](#).

Step 3

Sign In Problems

Are you a new user?
To gain access to this application, go to the [Sign In](#) screen and click on the New User Registration button. Registration is a fast and easy process.

Forgot your password?
If you do not remember your password, or it is not working for some reason, we can send you a new password to your e-mail account.
Click on [Password Retrieval Request](#).

Forgot your user id?
If you do not remember your user identification, we can send your User ID to your e-mail account.
Click on [User ID Retrieval Request](#).

Return to Sign In

Click [Password Retrieval Request](#).

Do not use the [User ID retrieval request](#). It does not function correctly.

Click [Password Retrieval Request](#).

Step 4

Password Retrieval Request

Enter your last name, then click 'Look Up' button.

Last name: Look Up

Ok Cancel

Key your name in the last name field and click

Step 5

Select Person

Name	Email
Leo, Debie L	Ltaylor@sco.ca.gov
Leonard, Natalie L	Ltaylor@sco.ca.gov
Leonard, Ronald L	Ltaylor@sco.ca.gov

Ok Cancel

Click on your name and click

Step 6

Password Retrieval Request

Enter your last name, then click 'Look Up' button.

Last name: Look Up

Password information will be sent to Debie L Leo

Ok Cancel


Confirm that you have selected the correct person and click



Forgot Your User ID or Password?



Step 7



You will receive a "Password Request Successful" message. Click .

Step 8



Click  or the  in the upper right of this window to close the window and return to the Sign In screen.

Step 9
Information

Information

CalATERS has sent a new password to the e-mail address in your Profile. Go to your e-mail and get the password. You can then Sign In to CalATERS using your new password.

To change the system assigned password, see instructions for [Change Your Password](#) on the CalATERS web site.