FORGOT USER ID OR PASSWORD

PURPOSE

This document will provide step by step instructions for users to go through the process of attaining their CalATERS User ID and/or resetting their CalATERS password.

ASSUMPTIONS

The user has completed the New User Registration process.
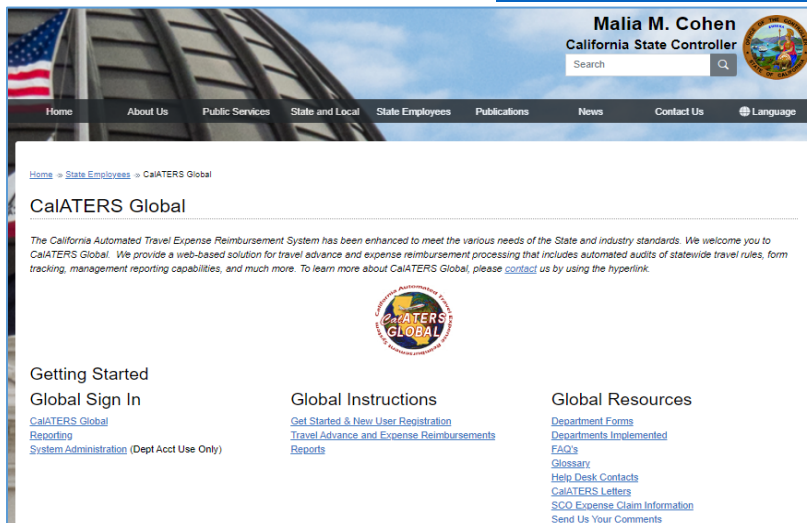
TARGET AUDIENCE
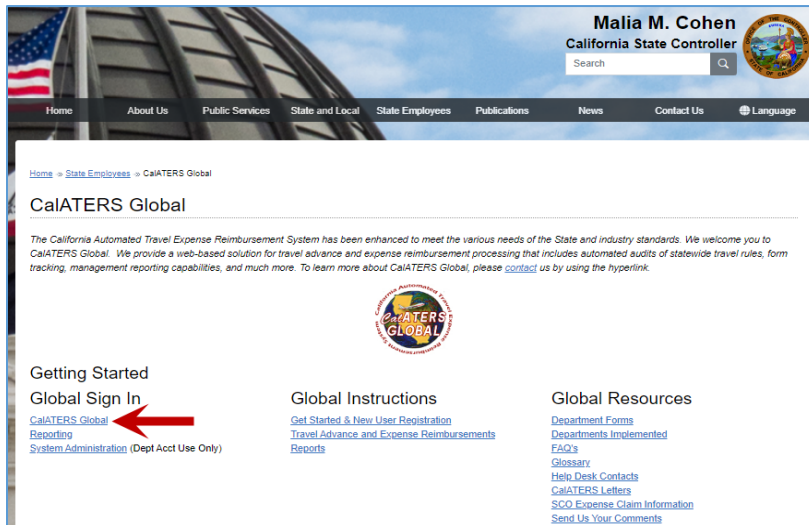
All registered CalATERS Users

FORGOT USER ID

1) If you forgot your CalATERS User ID, you will need to contact your department's CalATERS Help Desk to retrieve your user ID at Help Desk Contacts.
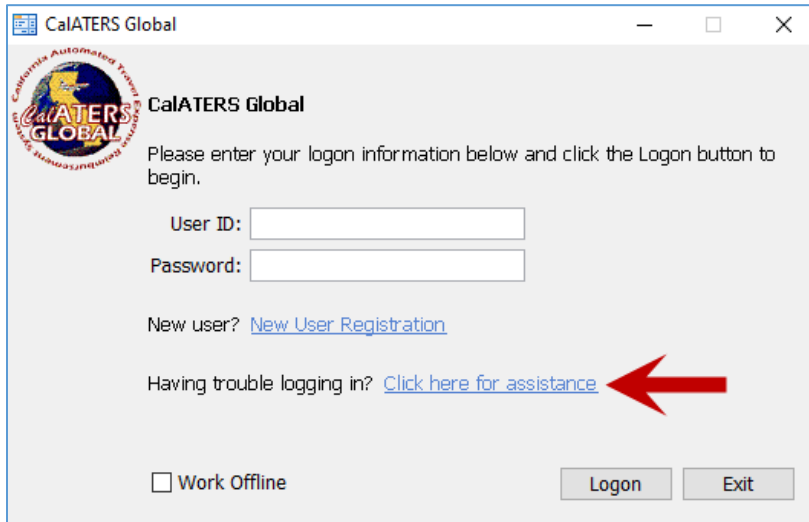
FORGOT PASSWORD

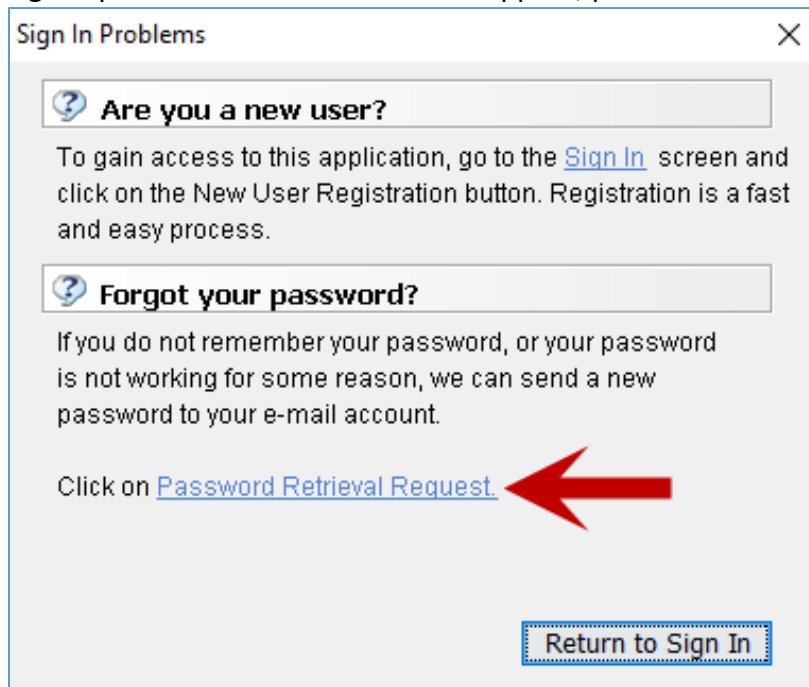2) Go to the CalATERS Global website at https://www.sco.ca.gov/calaters_global.html.

3) Select the **CalATERS Global** link located under the title 'Global Sign In'.

4) After the CalATERS Global Sign In window appears, select the **Click here for assistance** link.

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5) Sign in problems screen window will appear, please select **Password Retrieval Request** link.

6) Enter your **Last** and **First** name. Then select the **Look Up** button.

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7) Select your **name** and click **Ok**.
   Note: If you have a common last name, you can use the find search field as a filter. By typing in the first name, you will get names that start with your first name and have the same last name. If you see multiple common names appear (Ex: John Smith), you can expand the email address section to look for your email address.

Select Person ✕

   Select Person

Find: _____

Name	Email
SMITH, JOHN E	john.smit...

Ok   Cancel
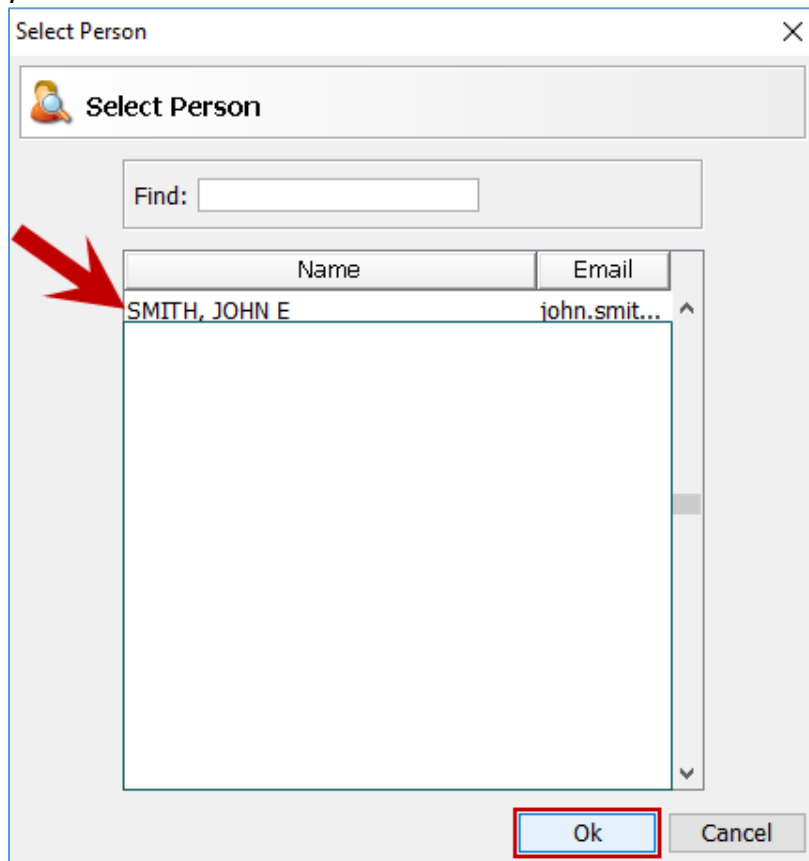
8) Once you have selected your **name** and verified the email address, you will be prompted to confirm that you want a temporary password sent to the following name. Select the **Ok** button**.**

Password Retrieval Request ✕

   Password Retrieval Request

Enter last name, or first few letters, then click 'Look Up' button.
Optionally, enter the first name to narrow search.

Last name: SMITH   Look Up
First name: JOHN

Password information will be sent to JOHN E SMITH

Ok   Cancel

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9) You will then get a **Password Request Successful** prompt, select the **Ok** button.

Password Request Successful ×

Password Request Successful!

Your password has been mailed to your e-mail account. Thanks!

Ok
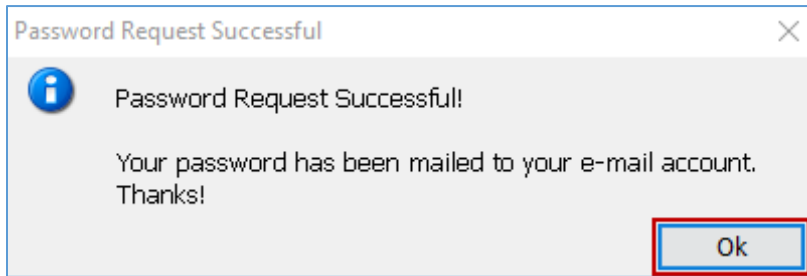
10) Select **Return to sign in** button to close the window and return to the Logon screen.

Sign In Problems ×

? **Are you a new user?**

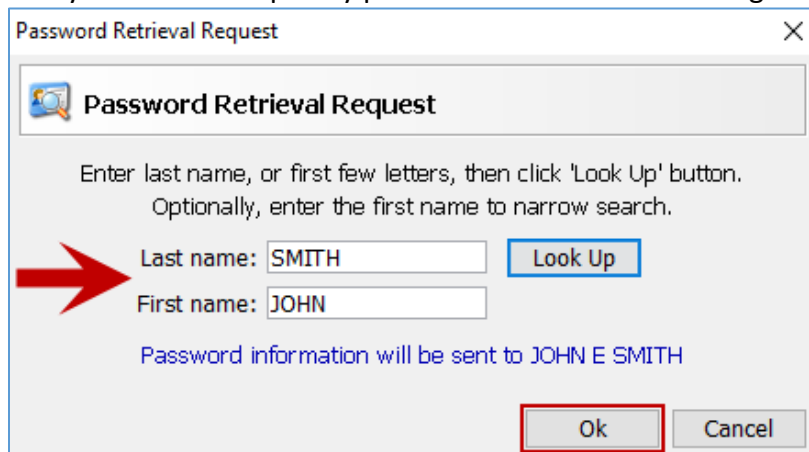To gain access to this application, go to the Sign In screen and click on the New User Registration button. Registration is a fast and easy process.
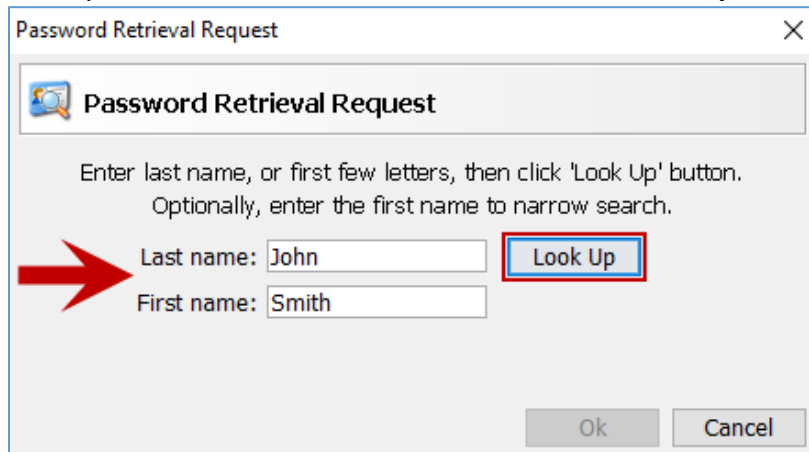
? **Forgot your password?**

If you do not remember your password, or your password is not working for some reason, we can send a new password to your e-mail account.

Click on Password Retrieval Request.

Return to Sign In

11) Once the password has been requested, a system generated email will be sent to the **e-mail address indicated in your CalATERS profile**.

CalATERS Global

Your password has been reset at your request.

Your new password is: DfvY6rsd

Note: Do not reply to this system generated email. If you need assistance please contact your Department Help Desk.

password

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