

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 <u>Help Desk Contacts</u>.

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'.

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Home About Us Public S	ervices State and Local State Employees F	Publications	News	Contact Us	Language
Home > State Employees > CalATERS Global					
CalATERS Global					
The California Automated Travel Expenses herein CalifERS Global. We provide sub-obased so tracking, management reporting capabilities, an	ursement system has been enhanced to meet the van uoto hot travel advance and expense reimbursement pi I much more. To learn more about CalATERS Global, pi CalATERS Global, pi	ous needs of the S rocessing that inclu lease <u>contact</u> us by	ate and industi des automated using the hype	y standards. We wei audits of statewide tr enlink.	come you to ravel rules, form
Getting Started					
Global Sign In	Global Instructions	G	ilobal Re	sources	
CalATERS Global Reporting System Administration (Dept Acct Use Only)	Get Started & New User Repistration Travel Advance and Expense Reimburseme Reports	ents De EA Gi He Ca Sc Sc	partment Form partments Imp (Q's ossary (Ip Desk Contar (IATERS Letter CO Expense Cli- end Us Your Co	IS lemented Cts S aim Information mments	

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

📰 CalATERS GI	obal	-		\times		
A RER	CalATERS Global Please enter your logon information below and click t begin.	ne Logon	button t	to		
	User ID:					
	Password:					
	New user? New User Registration					
	Having trouble logging in? <u>Click here for assistance</u>					
	Work Offline	jon	Exit			

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.

Password Retrieval Request	\times		
🔯 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: John Look Up			
First name: Smith			
Ok Cancel			

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 Pers	on		×
🚨 Sel	ect Person		
	Find:		
	Name	Email	
	SMITH, JOHN E	john.smit	<u>^</u>
			~
		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 Can	cel

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



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

Sign In Problems	×
Ø Are you a new user?	
To gain access to this application, go to the <u>Sign In</u> screen an click on the New User Registration button. Registration is a face and easy process.	ıd st
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.

