Forgot your User ID or Password

STEP 1
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.

From the CalATERS web site at http://www.sco.ca.gov/calaters_global.html
Under Global Sign In, click CalATERS Global.

STEP 2
From the sign in screen, Click here for assistance.

STEP 3
Click Password Retrieval Request.

STEP 4
Enter your Last (and First) name, then click Look Up.

Confirm that you have selected the right person and click OK.

STEP 5
Click OK.

STEP 6
Click Return to Sign In or the X to close the window and return to the sign in screen.

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 to Change Your Password.