



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.

CalATERS Global



We welcome you to CalATERS Global, a web-based solution for travel advance and expense reimbursement processing.

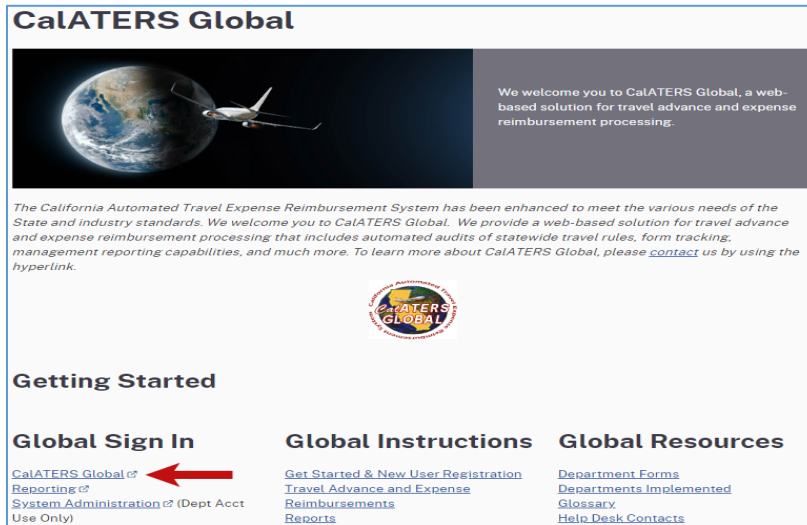
The California Automated Travel Expense Reimbursement System has been enhanced to meet the various needs of the State and industry standards. We welcome you to CalATERS Global. We provide a web-based solution for travel advance and expense reimbursement processing that includes automated audits of statewide travel rules, form tracking, management reporting capabilities, and much more. To learn more about CalATERS Global, please [contact](#) us by using the hyperlink.



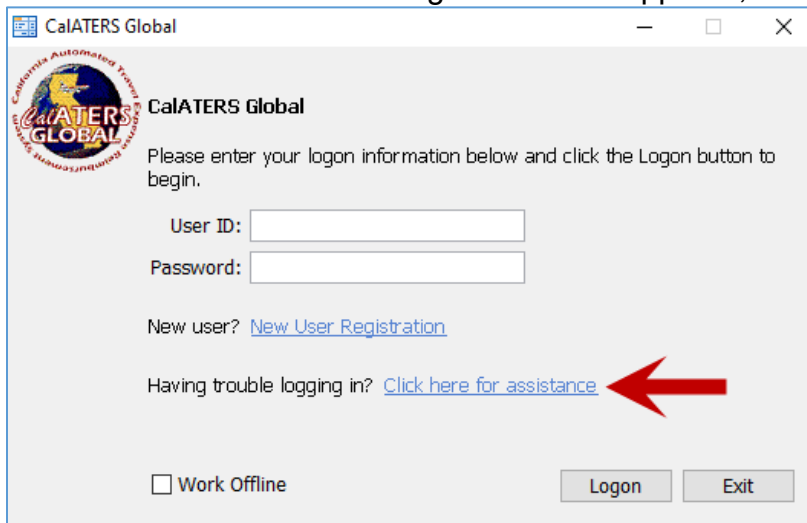
Getting Started

Global Sign In	Global Instructions	Global Resources
CalATERS Global [?] Reporting [?] System Administration [?] (Dept Acct Use Only)	Get Started & New User Registration Travel Advance and Expense Reimbursements Reports	Department Forms Departments Implemented Glossary Help Desk Contacts

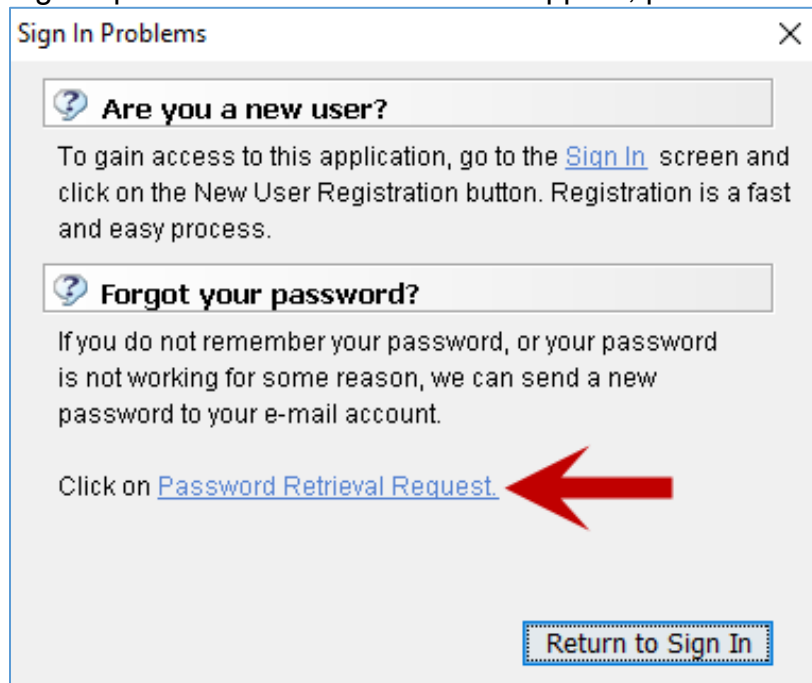
- 3) Select the **CalATERS Global** link located under the title 'Global Sign In'.



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



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



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.

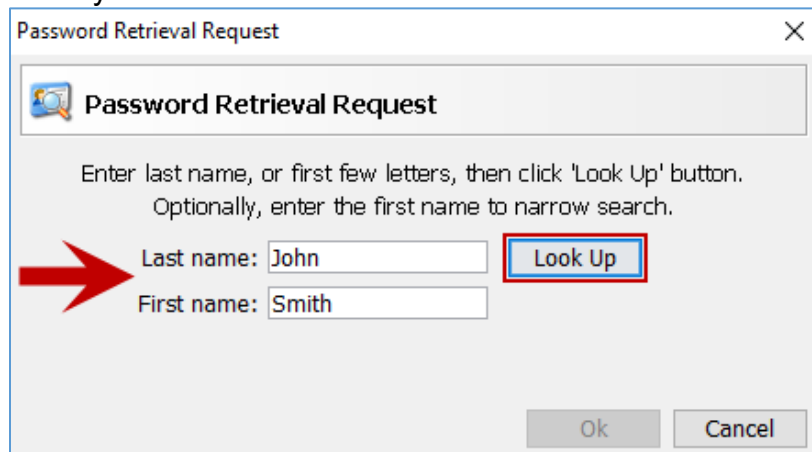
Forgot your password?

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

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



Password Retrieval Request

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

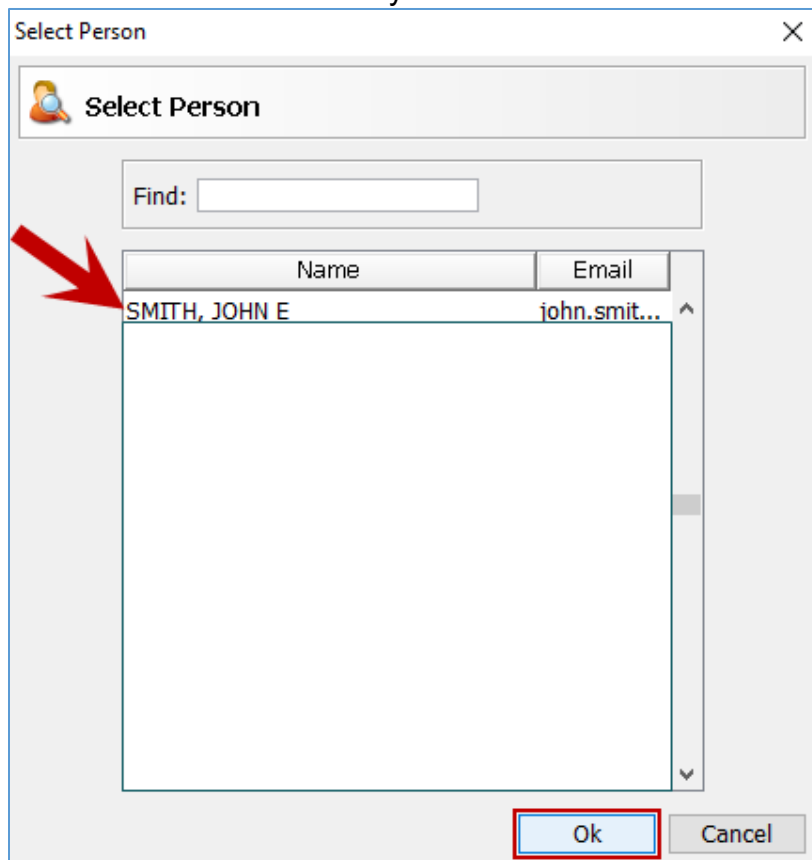
Last name: **Look Up**

First name:

Ok Cancel

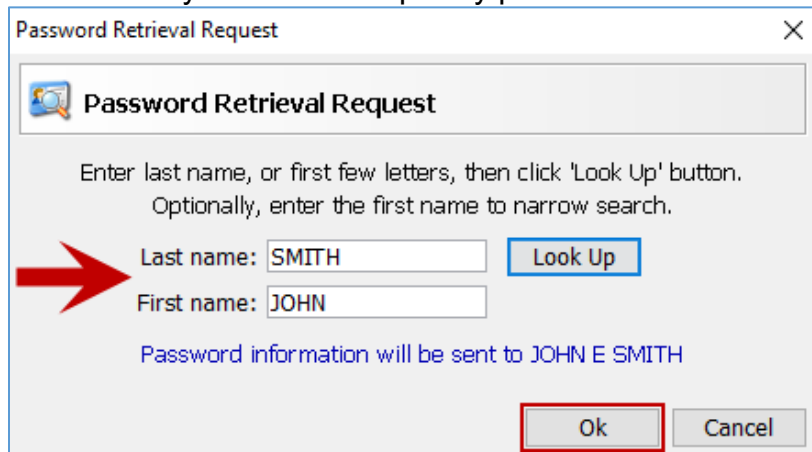
- 7) Select your **name** and click **Ok**.

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.



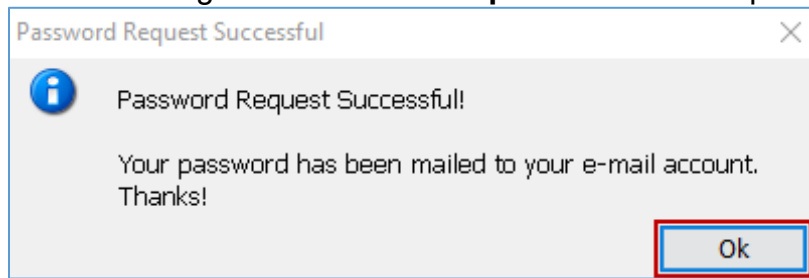
The 'Select Person' dialog box contains a search field labeled 'Find:'. Below it is a table with two columns: 'Name' and 'Email'. The first row shows 'SMITH, JOHN E' and 'john.smit...'. A red arrow points to the 'Name' column. At the bottom, the 'Ok' button is highlighted with a red box, and the 'Cancel' button is to its right.

- 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.

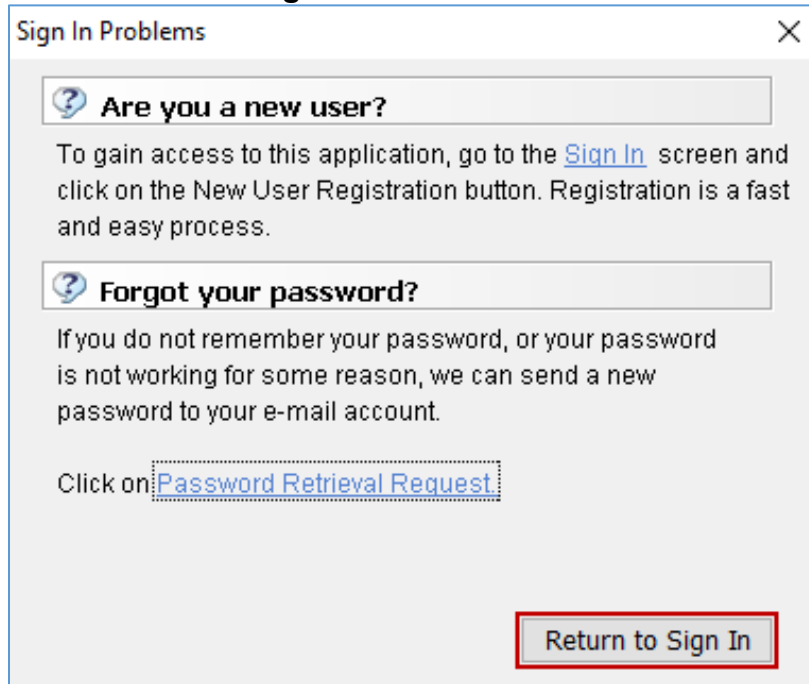


The 'Password Retrieval Request' dialog box contains instructions: 'Enter last name, or first few letters, then click 'Look Up' button. Optionally, enter the first name to narrow search.' Below this are two input fields: 'Last name: SMITH' and 'First name: JOHN'. A red arrow points to the 'Last name' field. A blue 'Look Up' button is to the right of the 'Last name' field. Below the input fields, it says 'Password information will be sent to JOHN E SMITH'. At the bottom, the 'Ok' button is highlighted with a red box, and the 'Cancel' button is to its right.

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.



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

