Forgot Your User ID or Password?

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 1
Information

Step 2

From the Sign In screen, click Help is here.

Step 3

Click Help is here.

Step 4

Click Password Retrieval Request.

Step 5

Key you name in the last name field and click Look Up.

Step 6

Click on your name and click Ok.

Do not use the User ID retrieval request. It does not function correctly.
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You will receive a “Password Request Successful” message. Click **Ok**.

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.

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