

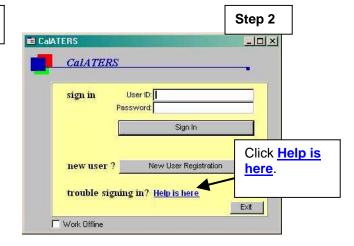
Forgot Your User ID or Password?

Step 1 Information

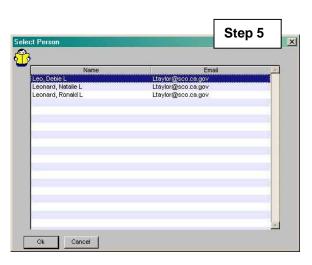
Information

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.

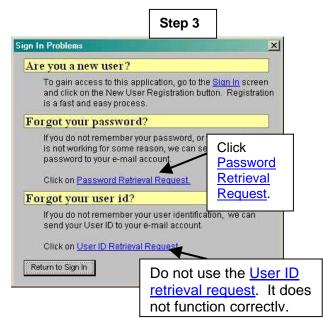
<u>Forgot Password:</u> If you forgot your CalATERS password, follow the steps in these instructions to request a new password.



From the Sign In screen, click Help is here.



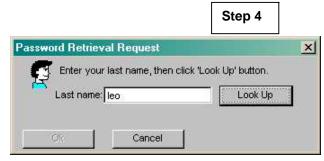
Click on your name and click



Click Password Retrieval Request.



Confirm that you have selected the correct person and click



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



Forgot Your User ID or Password?



You will receive a "Password Request Successful" message. Click



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

Step 9 Information

Information

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 <u>Change Your Password</u> on the CalATERS web site.