



# 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](http://www.sco.ca.gov/calaters_global.html) Under Global Sign In, click CalATERS Global.

## STEP 4

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

Enter your Last (and First) name, then click

Select Person

Find:

Name
Scarlet, Miss

Ok Cancel

Select your name and click

## STEP 2

CalATERS Global

Please enter your logon information below and click the Logon button to begin.

User ID:

Password:

New user? [New User Registration](#)

Having trouble logging in? [Click here for assistance](#)

Logon Exit

From the sign in screen, [Click here for assistance](#).

## STEP 5

Enter last name or first few letters, then click 'Look Up' button.

Last name:  Look Up

Password information will be sent to Miss Scarlet

Ok Cancel

Confirm that you have selected the right person and click

Password Request Successful!

Your password has been mailed to your e-mail account. Thanks!

Ok

Click

## STEP 3

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 your password to your e-mail account.

Click on [Password Retrieval Request](#)

Return to Sign In

Click [Password Retrieval Request](#).

## STEP 6

Click or the 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](#).