Section 2 – Account Registration
1 Introduction
Welcome to OSHPD Electronic Services Portal Client Access (eCA) User Guide
This section of the public user guide provides step-by-step instructions for registering for a public user account in eCA.

Remember: Help is available throughout the application. Wherever you see a help icon, click on the question mark to open help and instructions for that item in the application.

2 User Registration
To submit project applications in eCA, users must first obtain an eCA online account. User registration is the first step in utilizing functionalities in eCA. After the registration is submitted, OSHPD must first approve the account before users can log in the system.

2.1 Apply for an eCA User Account
Users may apply for an eCA user account by entering his or her personal account information.

Start by clicking the ‘Register for an Account’ link on the login page. User first must accept the OSHPD Privacy Policy. See Figure 1.

Figure 1 – Privacy Policy
Click “Continue Registration” to open the Account Registration page. Complete all Login Information and Contact Information. Passwords must be 8 – 21 characters; passwords are case-sensitive.

After completing the online registration form, eCA sends a notification email to the registered user and to the eCA Access Manager. See Figure 4. The eCA Access Manager must activate the account before the user can log into eCA and start submitting project applications. The eCA Access Manager activates user accounts during normal business hours (M-F 8:00 a.m. – 5:00 p.m.) and usually on the same day the account is created.
eCA sends the user an email notifying them that the registered account is now activated and ready to be used. See Figure 5.

Figure 4 – Account Registered Email

**Subject:** eCA Account Registered

John Smith,

Your OSHPD eCA account status has changed or is pending activation.

**Detail information of the Account:**

- Account ID: JohnSmith
- User Name: John Smith
- Business Name: OSHPD
- Address: 400 R St, Sacramento, CA 95811

If you have questions about this email, please contact OSHPD at (916) 440-8484.

Thank you.

OSHPD eCA Access Manager
Phone: (916) 440-8484
E-mail: eCA.AccessManager@oshpd.ca.gov

Figure 5 – Account Activated

**Subject:** Your OSHPD eCA User Account is Activated!

John Smith,

Your eCA account is now active. Please keep a copy of the following information for your reference. Go to eCA at: [https://user.oshpd.ca.gov/CitizenAccess/](https://user.oshpd.ca.gov/CitizenAccess/) to start.

**Account Information Details:**

- User ID: JohnSmith
- User Name: John Smith
- Business Name: Architect Firm
- Address: 400 R Street, Sacramento, CA 95811

Thank you.

OSHPD eCA Access Manager
Phone: (916) 440-8484
E-mail: eCA.AccessManager@oshpd.ca.gov
2.2 Reset Password

If you ever forget your password, you can reset it online at any time. Follow the steps described below.

Step 1: Click on “I’ve forgotten my password” link.

Step 2: Enter the e-mail address used for your account
Step 3: Answer the security question that you selected when you created your account.

**Reset Password**
The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
What is the brand of your first car?

* Security Answer?

Send New Password »

Step 4: eCA sends user an e-mail containing a new temporary password.

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John Smith,

You have successfully reset your eCA password. Your temporary password is JlZ001. You must log in to https://eserv.oshpd.ca.gov/CitizenAccess/ and change it to a permanent password.

If you did not initiate the resetting of your password, please contact OSHPD at (916) 440-8484.

Thank you.

OSHPD eCA Access Manager
Phone: (916) 440-8484
E-mail: eCA.AccessManager@oshpd.ca.gov
Step 5: Log in to eCA with the temporary password provided then update it to a new permanent password. Once the new permanent password is set, user is automatically logged in to eCA.