Section 4 – Account Management, Association and Delegation
1 Introduction
Welcome to OSHPD Electronic Services Portal Client Access (eCA) User Guide

This user guide provides step-by-step instructions for managing the information in your Public user Account and gives step-by-step instructions on associating your professional license to your account and delegating other public users with your authorities.

2 Account Management
Public users can perform various tasks to manage their public user accounts in eCA. In order to do so, the public user must first log in to their account in eCA. Then click on the “Account Management” link to view and edit the account information.

Figure 1: Account Management link

2.1 Login Information
Under the Login Information section, click on the “Edit” button to update the public user account login information. A pop-up window will appear to make any changes.

In the pop-up window, public users can update any of their information with the exception of “User Name”. When all of the desired changes are complete, click the “Save” button to save your updates. Click on “Cancel” to cancel the updates. See Figure 3.

Figure 3: Update Login Information
2.2 Contact Info

Under the “Contact Information” section, click on the “Edit” button to update the public user account contact information, such as address and phone numbers. A pop-up window will appear to make any changes.

Figure 4: Edit Contact Information

Figure 5: Contact Information pop-up
3 Associating a Professional License to the Account

Registered public users that are properly associated with their professional licenses have the added benefits of creating and submitting project applications, obtaining building permits, paying application fees, access to invoices and receipts, checking on the status of pending activities, and more. In order to associate a professional license to a public user account, the license record must be a valid record existing in OSHPD database and must match the contact information – licenses cannot be associated to other unlicensed users.

To associate your account to your professional license (Architect, Engineer, Contractor, Inspector), click the “Add a License” button under License Information. See Figure 6.

Figure 1: Add a License

Select the “License Type” and enter a valid “State License Number” to find the license.

The following prefixes are required in order for the system to find your license:

- Architect: C
- Civil Engineer: CE
- Electrical Engineer: E
- Mechanical Engineer: M
- Structural Engineer: S
- Geotechnical Engineer: GE
- Certified Engineering Geologist: EG
- Geologist: GEO
- Contractor: No Prefix
- Owner/Builder Contractor: OB
- IOR: A, B, or C
Once the license record is found, click on the “License Number” link to associate it to your account. A pop up window will appear - click on “OK” to confirm the selection. See Figure 7.

Figure 2: Associate a License

When a license is associated to a public user account, eCA will send the public user an email notification. The association of the professional license to the account must be approved by OSHPD. Figure 8 is a sample of the email that you will receive:

Subject: A Licensed has been associated to your OSHPD eCA account

John Smith,

You have added a professional license to your OSHPD eCA user account. OSHPD must approve this association before it becomes active. You will not be notified when the association is approved.

Account Information Details:
User ID: johnsmith
User Name: John Smith
Business Name: OSHPD
Address: 400 R Street, Sacramento, CA 95811

Associated Licensed Professional:
License Number: C16028
License Type: Architect

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

Thank you.

eCA eCA Access Manager
Phone: (916) 440-8484
E-mail: eCA.AccessManager@oshpd.ca.gov
3.1 Deleting a Professional License from the Account

To delete a license that has been previously associated to your public user account, click the “Remove my license” button under the License Information section to delete the license. See Figure 9.

Figure 9: Remove a License

4 Delegates

4.1.1 Delegate Overview

If you are the Legal Owner Designee and your account has been associated to one or more facilities, you may enable other members of your team, such as project managers, construction managers, administrative assistants, etc., to act on projects at your facility(s) by adding their user account as delegates to your account. Until you delegate other users, only you will be able to submit completed applications to OSHPD, pay application fees, have access to invoices and receipts, check on the status of in-progress applications, etc. Delegates will have the same authorizations that you have.

If you are a Licensed Professional (Architect, Engineer, Contractor, Inspector), you may enable other members of your team, such as alternates, administrative assistants, etc., to act on your behalf by adding their user account as delegates to your account. This will allow you and your delegates to create project applications for new projects, alternate methods of compliance and post-approval documents online and to submit them to the Facility Representative for approval and submission to OSHPD.

To delegate another user, the user must have already created a public user account and you must know the email address they entered when they created their account. The Delegates section of Account Management displays users who are added to your account and users who added you to their accounts.
4.1.2 Add Delegate
Click the “Add a Delegate” button to start managing your delegations. A pop-up window appears for user to designate the delegation permissions. See Figure 10.

Enter the name that identifies the delegate to you – it does not need to match the user ID – and the e-mail address of the delegate. The e-mail address must be the address delegate registered with for his or her eCA account. After selecting appropriate delegate permission, click on “Invite a Delegate” button. See Figure 11.
4.1.3 Delegate Permissions

In the “Set Delegate Permission” section, select the appropriate permissions. Below is a list of delegate permission descriptions.

- **Create Applications in Projects**: select this checkbox to create new applications or new applications for an existing project.

- **Renew Records in Projects**: This permission is currently not used for OSHPD eCA.

- **Amend Records in Projects**: select this checkbox to amend an application such as PAD, AMC or Building Permit for an existing project.

- **Manage Inspections in Projects**: This permission is currently not implemented by OSHPD eCA.

- **Manage Documents in Projects**: This permission is currently not implemented by OSHPD eCA.

- **Make Payments in Project**: select this checkbox to allow delegate to select application fee payment method and pay fees online.

After selecting the delegate permission and inviting the delegate, user has option to change the delegate permission.

Click on “View Invitation” link. A pop-up window will appear to facilitate any needed permission change(s).
4.1.4 Accept or Reject Delegate Invitation

As soon as you add a delegate to your public user account, eCA sends an email to the delegate notifying them of the invitation. Below is a sample of the email that the delegate receives:

An OSHPD eCA user, John Smith, has added you as a delegate. Please log in to your account at https://eserv.oshpd.ca.gov/CitizenAccess/ to accept or reject the delegation invitation.

If you have questions or experience any issues, contact us at eserv@oshpd.ca.gov.

Thank you.

Figure 14: eCA delegation invitation email

The delegate must log-in to eCA and open the “Account Management” section. Under the Delegate section, the invitation is displayed. The delegate must accept or reject the delegate invitation.

Figure 15: Delegation Invitation

Authorities from the delegator are not conferred to the delegate until the invitation is accepted.

The delegator can review the permissions, edit the permissions or remove delegate at any time.

Click on “Actions” as shown below to perform above tasks.

Figure 16: View/Remove Delegate Permissions
4.1.5 Delegate Effect

After accepting the delegate invitation, the delegate's project list will display all of the projects that were created by or associated to the delegator. Based on the delegation permission, the delegate can create a new project, a PAD, AMC, or Building Permit, or they can resume applications that are in-progress.

![Figure 17: Projects Tab](image-url)