



# OSHPD e-Services Portal

*Public User Guide*

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Version Number: 8.0

## **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, you 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 you can log in the system.

### 2.1 Apply for an eCA User Account

You 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. You first must accept the OSHPD Privacy Policy. See Figure 1.

Figure 2.1(1) – Account Registration

The figure consists of two side-by-side screenshots of the eCA application interface. The left screenshot is titled 'Login' and features two input fields: 'User Name or E-mail:' and 'Password:'. Below these fields is a blue 'Login »' button. At the bottom, there is a checkbox labeled 'Remember me on this computer' and a link that says 'I've forgotten my password'. A red circle highlights the link 'New Users: Register for an Account'. The right screenshot is titled 'Account Registration' and contains the text: 'You will be asked to provide the following information to open an account:'. Below this are two bullet points: 'Choose a user name and password' and 'Personal and Contact Information'. A warning message states: 'Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.' A scrollable box contains the 'OSHPD Privacy Policy' link and text. At the bottom, a red box highlights a checkbox with the text 'I have read and accept the terms of the OSHPD Pivacy Policy.' Below this is a blue 'Continue Registration »' button.

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.

Figure 2.1(2) – Account Registration

### Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

#### Login Information

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\* User Name:  ?      \* E-mail Address:

\* Password:  ?      \* Type Password Again:

\* Enter Security Question:  ?

\* Answer:  ?

#### Contact Information

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Choose how to fill in your contact information.

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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.

Figure 2.1(3) – Account Registration

**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](mailto:eCA.AccessManager@oshpd.ca.gov)

eCA sends an email notifying you that the registered account is now activated and ready to be used. See Figure 5.

Figure 2.1(4) – Account Registration

**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://eserv.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

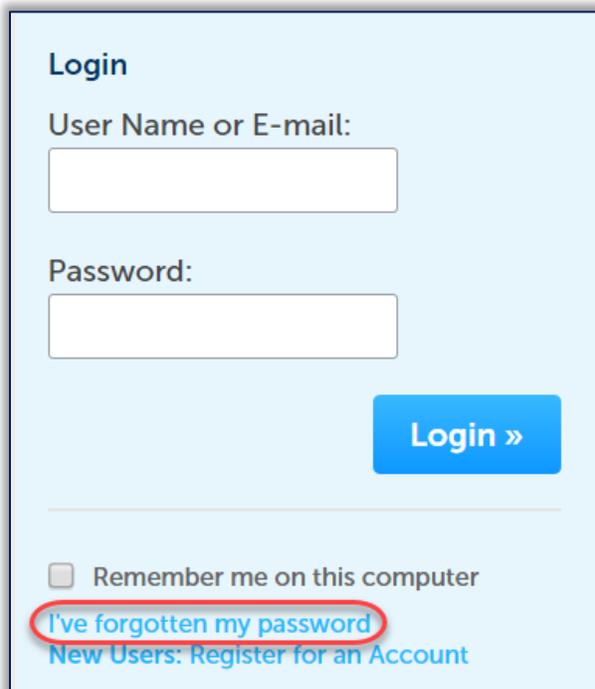
Thank you.

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

## 2.2 Reset Password

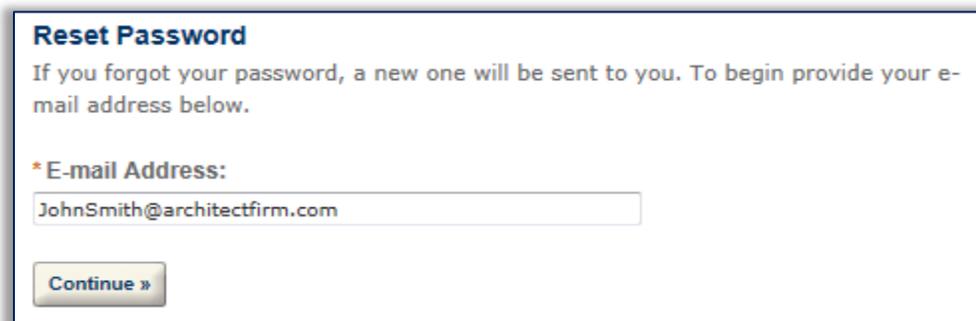
If you ever forget your password, you can reset it online at any time. Follow the steps described below.

*Step 1: Click the **I've forgotten my password** link.*



The screenshot shows a light blue login form. At the top, it says "Login". Below that are two input fields: "User Name or E-mail:" and "Password:". To the right of the password field is a blue button labeled "Login »". Below the input fields is a horizontal line, followed by a checkbox labeled "Remember me on this computer". Below the checkbox is a link "I've forgotten my password" which is circled in red. At the bottom, there is a link "New Users: Register for an Account".

*Step 2: Enter the e-mail address used for your account*



The screenshot shows a "Reset Password" form. It starts with the heading "Reset Password" and a paragraph: "If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below." Below this is a label "\* E-mail Address:" followed by an input field containing the text "JohnSmith@architectfirm.com". At the bottom left of the form is a button labeled "Continue »".

*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?**

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

**Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.**

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

John Smith,

You have successfully reset your eCA password. Your temporary password is **J!Zo01**. 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](mailto: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, you will be automatically logged in to eCA.*

The image shows a web form titled "Change Password". It contains four required input fields: "User Name" (with "johnsmith" entered), "Old Password", "New Password", and "Confirm Password". A "Submit »" button is located at the bottom left of the form.