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

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

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://operv.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 the 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](image)

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

![Password Reset](image)

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