



Forgot your User ID or Password

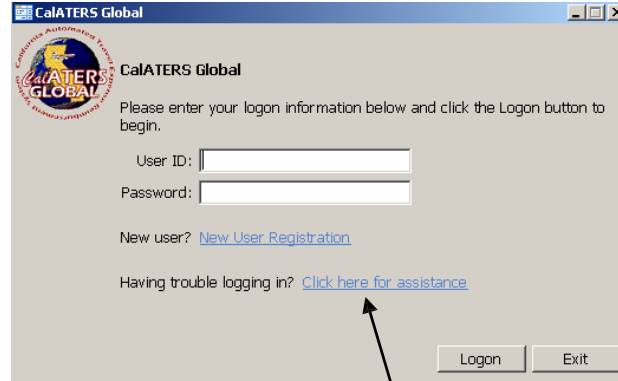
STEP 1

Forgot User ID: If you forgot your CalATERS Global User ID, contact the Cal Fire CalATERS Global Help desk at CALATERSHelpDesk@fire.ca.gov or call 916-653-8971.

Forgot Password: If you forgot your CalATERS Global password, follow the steps in these instructions to request a new password.

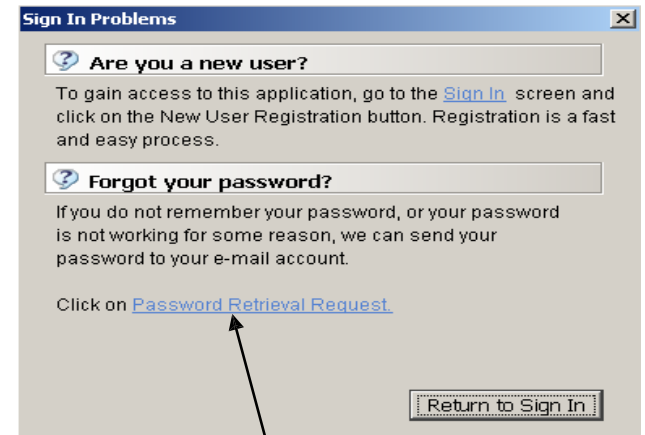
From the CalATERS Global web site at http://www.sco.ca.gov/calaters_global.html Under Global Sign In, click CalATERS Global.

STEP 2



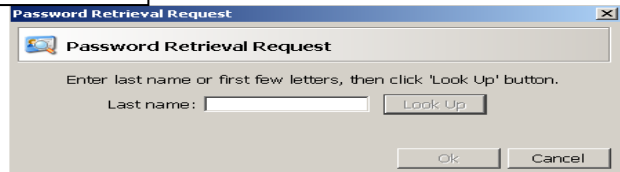
From the sign in screen, [Click here for assistance](#).

STEP 3

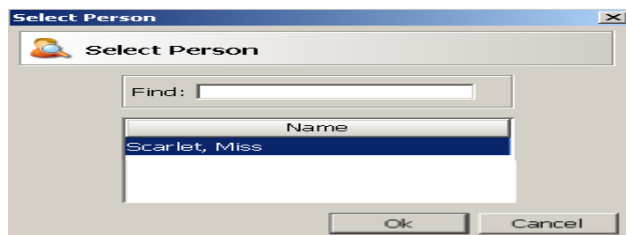


Click [Password Retrieval Request](#).

STEP 4

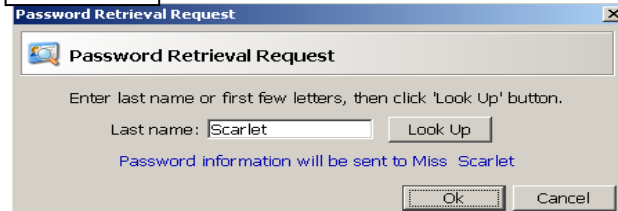


Enter your Last name, then click [Look Up](#).

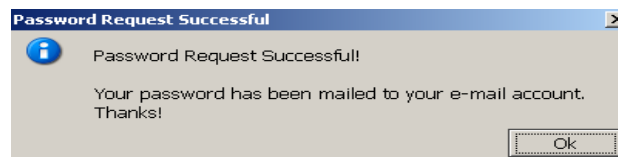


Select your name and click [Ok](#).

STEP 5



Confirm that you have selected the right person and click [Ok](#).



Click [Ok](#).

STEP 6

Click [Return to Sign In](#) or the **X** to close the window and return to the sign in screen.

CalATERS Global 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 Global using your new password.

To change the system assigned password, see instructions to [Change Your Password](#).