I've forgotten my User Name and/or Password? How do I reset?

Clicking the "*Forgot your Username or Password?*" link on the CERS Business Portal Sign In page will take you here:

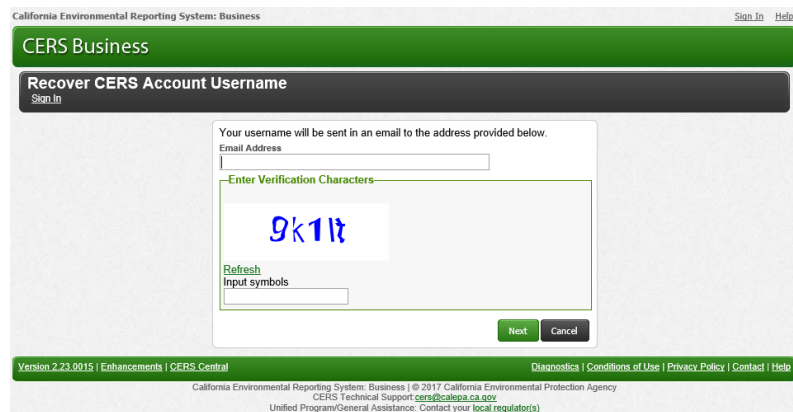

If you've forgotten your Username:	*You must know the <u>email address</u> associated with your CERS account to continue.*
	Click the "Recover my Username" button
	Enter the email address associated with your CERS account. Enter the Verification Characters provided.
	Below is an example of the confirmation that CERS will send your user name to the email provided:

For additional CERS assistance contact your facility's local regulator
Technical problems can be referred to CERS Technical Support (cers@calepa.ca.gov)

Your username was sent to the email address an****se@gmail.com.

This and future emails from CERS will be sent from cers@calepa.ca.gov. Please ensure your email software/service will not block emails from this address as spam or junk.

Sign In

Below is an example of the email you will receive containing your user name:

[Training] CERS Account Username Reminder   Inbox x

CERS Automated Messaging - DO NOT REPLY <DoNot.ReplyTo.Cers@calepa.c:
to me

Ann Gause,

On May 9, 2017 you requested a reminder email for your CERS Account username. Your username is: anngause@gmail.com

CERS Sign-In: https://cersapps.calepa.ca.gov/Training/Business//Account/SignIn/

This is an automated email sent from the CERS System. Please DO NOT REPLY.

California Environmental Reporting System
http://cers.calepa.ca.gov/
Contact: CERS Technical Assistance (cers@calepa.ca.gov)

If you do not receive an email from CERS containing your Username within 15 minutes of your request, remember to check your email spam folder. If you still have not received the email from CERS, please send an email to: cers@calepa.ca.gov. Be sure to include in your email that you never received your username from CERS as requested.

CERS Tech Support will be able to provide you with your Username.

| **If you've forgotten your Password:** | ***You must know the <u>Username</u> or <u>email address</u> associated with your CERS account to continue.*** |
| | Click the "Reset my Password" button |

CERS Business

Recover CERS Username or Reset Password
Sign In

Forgot Username?   Forgot Password?

Recover my Username   Reset my Password

Version 2.22.0015 | Enhancements | CERS Central   Diagnostics | Conditions of Use | Privacy Policy | Contact | Help

Enter the Username or email address associated with your CERS account. Enter the Verification Characters provided.

For additional CERS assistance contact your facility's local regulator
Technical problems can be referred to CERS Technical Support (cers@calepa.ca.gov)

Below is an example of the confirmation that CERS will send your user name to the email provided:

An email will be sent to ca**********01@gmail.com with instructions to reset your password.

This and future emails from CERS will be sent from *cers@calepa.ca.gov*. Please ensure your email software/service will not block emails from this address as spam or junk.

Below is an example of the email you will receive containing a link to reset your CERS password:

"A password reset request for the CERS Account with username _____ was made on May 22, 2017. To continue resetting your password, select the link below (or copy and paste the link into your web browser).

Link Provided: http://cerslink.calepa.ca.gov/--------

If you do not receive an email from CERS containing a link to reset your password within 15 minutes of your request, remember to check your email spam folder. If you still have not received the email from CERS, please send an email to: cers@calepa.ca.gov. Be sure to include in your email that you never received a link to reset your password from CERS as requested. CERS Tech Support will be able to provide you with a link to reset your password.

For additional CERS assistance contact your facility's local regulator
Technical problems can be referred to CERS Technical Support (cers@calepa.ca.gov)