Frequently Asked Questions about the Login Process

Question: I tried to register with a username and password but did not receive the confirmation email.

If you do not receive the confirmation e-mail, please try the following tips:

1) It could be found in your "Junk Email" folder (see highlight in image 1 below).

2) Look for an email from no-reply@state.ca.gov.

3) In Outlook, sometimes messages are sorted as "Focused" or "Other". Check the "Other" tab. (see highlight in image 2 below).

4) Check with your organizations/department email administrator to make sure you can receive emails from no-reply@state.ca.gov.

5) If you want to use a Microsoft account, then please login by clicking the "Continue with Microsoft" button. (see highlight in image 3 below)

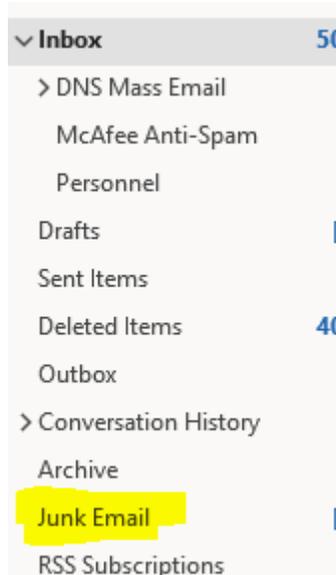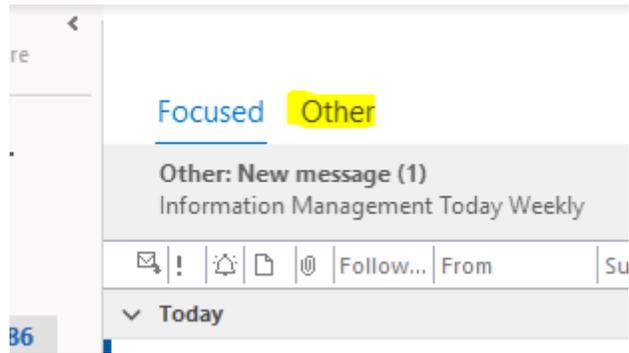Image 1: Junk Email folder in Outlook.

Image 2: Outlook's "Focused" and "Other" tabs

Image 3: Login using Microsoft account