**California DEPARTMENT OF TECHNOLOGY**
**Office of Information Security**

**PROCEDURE:** CAL-CSIRS USERNAME, PASSWORD OR UN-LOCK RESET

**OWNER:** Office of Information Security, California Department of Technology

**DISTRIBUTION**: Cal-CSIRS Designated Users

**ISSUE DATE:** June 2019

# INTRODUCTION:

How to retrieve a username, reset a password, or un-lock account for currently designated users of the California Compliance and Security Incident Reporting SYSTEM (CAL-CSIRS).

# USERNAME RETRIEVAL:

- Go to the Cal-CSIRS login page at https://calcsirs.rsam.com/default.aspx
- Select **Forgot Username**
- Provide email address and click on **Submit** button

You will then receive your username via the two-factor authentication method you selected when the account was created.

# PASSWORD RESET:

- Go to the Cal-CSIRS login page at https://calcsirs.rsam.com/default.aspx
- Select **Forgot Password**
- Provide username and click on **Submit** button

You will then receive your temporary password via the two-factor authentication method you selected when the account was created.

# UN-LOCK ACCOUNT:

If you have made multiple attempts to access your Cal-CSIRS account and have locked yourself out, you will need to submit a request through IT Services Portal.

- Go to https://cdt.ca.gov/
- Scroll to bottom of page and select **Submit Service Request**
- Complete the form, requesting a **Cal-CSIRS Account Un-lock**
- Click on the **Submit** button

After the Remedy ticket is submitted, it will then be routed within the Office of Information Security for action.

Once the account un-lock has been completed, you will receive notification that your account is unlocked.

To avoid locking yourself out of Cal-CSISRS **IN THE FUTURE**, please follow the instructions on Password Resets.

If you need further assistance, please reach our office at security@state.ca.gov or call (916) 445-5239.