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 Remedy.

- 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.

AUTHORITY/REFERENCES

http://icentral.technology.ca.gov/policies-procedures/