HCAI e-Services Portal

Public User Guide

Version Number: 8.0

Section 2 – Account Registration

HCAi **Department of Health Care Access and Information**

1   Introduction

Welcome to HCAI Electronic Services Portal Client Access (eCA) User Guide

This user guide provides step-by-step instructions for registering for a public user account in eCA to submit HCAI construction project applications.
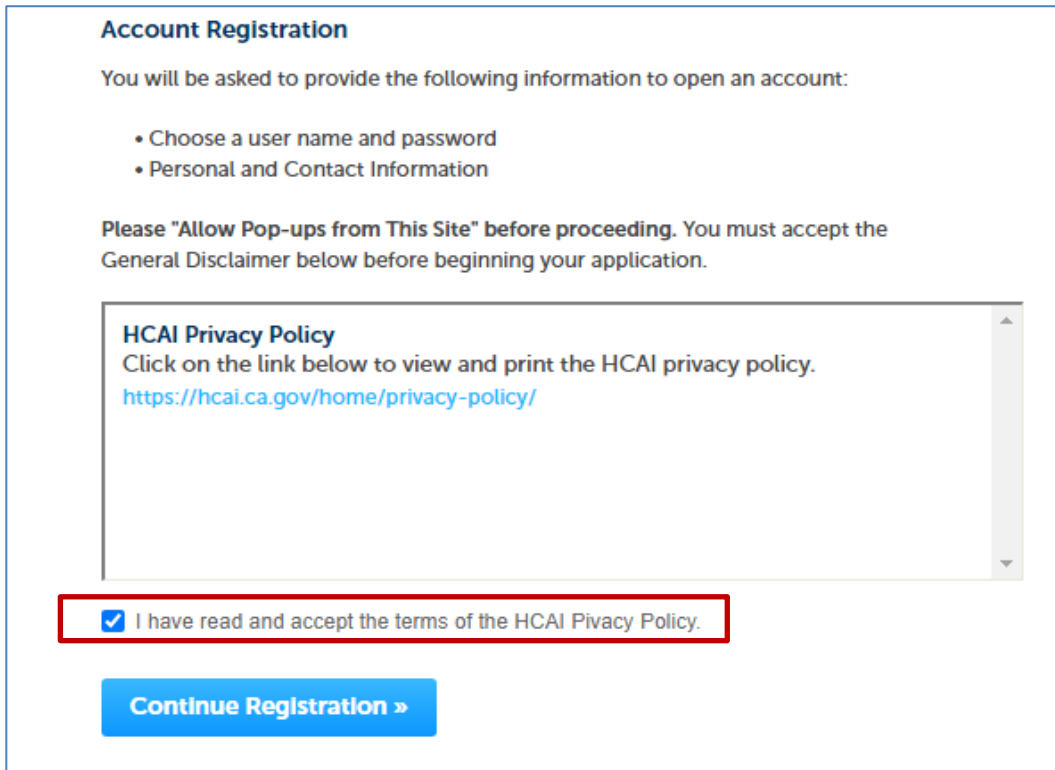
2   User Registration

To submit project applications in eCA, users must obtain an eCA online account. User registration is the first step in utilizing functionalities in eCA. HCAI must approve the registered account before users can log in the system.

2.1   Apply for an eCA User Account

User applies for an eCA user account by entering his or her account information. Figure 3 below shows the online form to be filled out by users when registering an eCA account.

User first must accept the HCAI Privacy Policy.

Figure 1 – Privacy Policy

2.2   Enter Account Information

Complete the online account forms.

Figure 2 – Enter Account Information

2.3   Enter Contact Information (Used on Projects)

Figure 3– Enter Contact Information

After filling out the online registration form, eCA sends user a notification email, see figure below. HCAI must activate the account before user can log in eCA and starts submitting project applications. eCA sends user an email notifying the registered account is now activated and ready to be used

Subject: eCA Account Registered

John Smith,

Your OSHPD eCA account status has changed or is pending activation.

Detail information of the Account:
Account ID: JohnSmith
User Name: John Smith
Business Name: OSHPD
Address: 400 R St, Sacramento, CA 95811

If you have questions about this email, please contact OSHPD at (916) 440-8484.

Thank you.

OSHPD eCA Access Manager
Phone: (916) 440-8484
E-mail: eCA.AccessManager@oshpd.ca.gov

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eCA User,

Your eCA account is now active. Please keep a copy of the following information for your reference. Go to eCA at: https://esp.hcai.ca.gov/CitizenAccess/ to start.

If you are a Design Professional, please login to eClient Access, click the Account Management link and add your professional license to your account by clicking the "Add a License" button. This will enable eClient Access to populate the Projects tab with all HCAI projects that you're associated with.

Account Information Details:
User ID: JonDoe
Email: John.Doe@wang.com

Thank you.

HCAI eCA Access Manager
Phone: (916) 440-8400
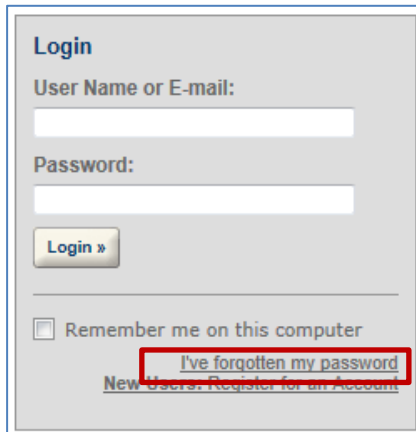E-mail: eCA.AccessManager@hcai.ca.gov

Figure 1 & 5 - eCA System Generated Emails

YOUR ACCOUNT IS ACTIVE AND YOU CAN LOGIN AND BEGIN USING eClient Access

2.4   Reset Password

Users can reset their eCA account passwords online. Follow the steps described below. Do they have an initial password? If not how do they establish the answer to the Security Question?
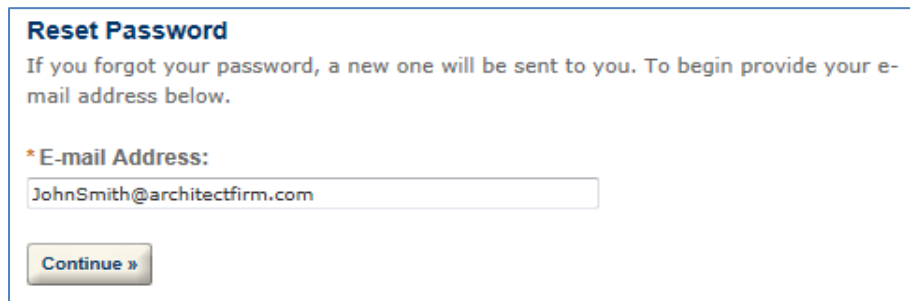
Step 1: Click on "I've forgotten my password" link.

Login

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer
I've forgotten my password
New Users: Register for an Account
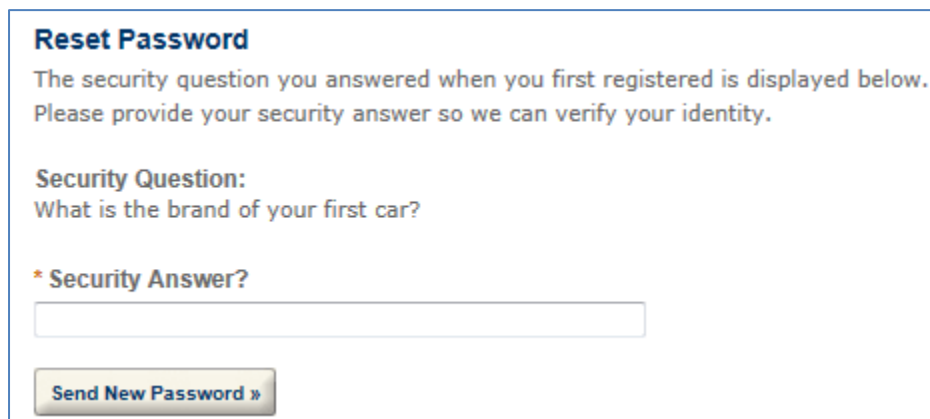
Step 2: Enter the e-mail address used for your account

Reset Password

If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.

* E-mail Address:

JohnSmith@architectfirm.com

Continue »

Step 3: Answer the security question

Reset Password

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
What is the brand of your first car?

* Security Answer?

Send New Password »

Step 4: eCA sends user an e-mail containing the new temporary password.

> ✓ **Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.**

> You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

> eCA User,
>
> User Name: john.doe@wang.com
> Email: john.doe@wang.com
>
> You have successfully reset your eCA password. Your temporary password is:
>
> **$ii45Ed**
>
> You must log in to https://esp.hcai.ca.gov/CitizenAccess/ and change it to a permanent password.
>
> If you did not initiate the resetting of your password, please contact HCAI at (916) 440-8400.
>
> Thank you.
>
> HCAI eCA Access Manager
> Phone: (916) 440-8400
> E-mail: eCA.AccessManager@hcai.ca.gov

Step 5: Log in to eCA with the temporary password provided then update it to a new permanent password. Once the new permanent password is set, user is automatically logged in to eCA.

Change Password

* User Name:

jjohnsmith

* Old Password:

* New Password:

* Confirm Password:

Submit »