

CALIFORNIA DEPARTMENT OF FOOD AND AGRICULTURE
1220 N STREET, SACRAMENTO, CALIFORNIA 95814



DIVISION OF MEASUREMENT STANDARDS
REGISTERED SERVICE AGENCY (RSA) PROGRAM

RSA PORTAL USER GUIDE
March 18, 2025

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Purpose

This Registered Service Agency (RSA) User Guide has been developed to provide a walkthrough of the new RSA system for Agencies and Agents.

Below are the detailed functionalities available for Agencies and Agents.

Agency Functions

- Login to Online Account
- Change Password
- View Agency Profile
- Update Contact Information
- View/Print Updated Registration
- Upload Standard Certification
- View Associated Agent Information
- Add/Delete Agents/Locations
- View Payment Activity
- Contact DMS
- Registration Renewal Submission

Agent Functions

- Login to Online Account
- Change Password
- View Personal Profile
- Update Contact Information
- View/Print Updated License
- Add/Delete Associated Agencies
- Contact DMS

Agency Functions

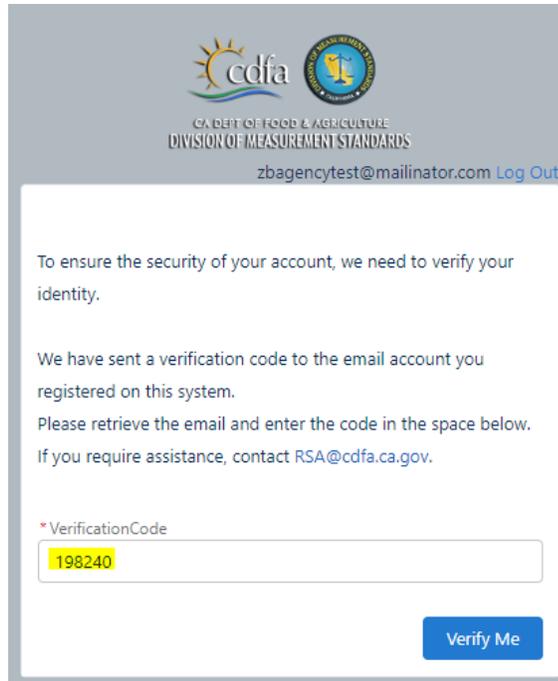
- **Login to Online Account**

- Go to: <https://rsaportal.cdfa.ca.gov/s/login/>
- Enter Username and Password
- Click Log in

Note: Password must include numbers, uppercase and lowercase letters, and at least one of these special characters: minimum 15 characters:

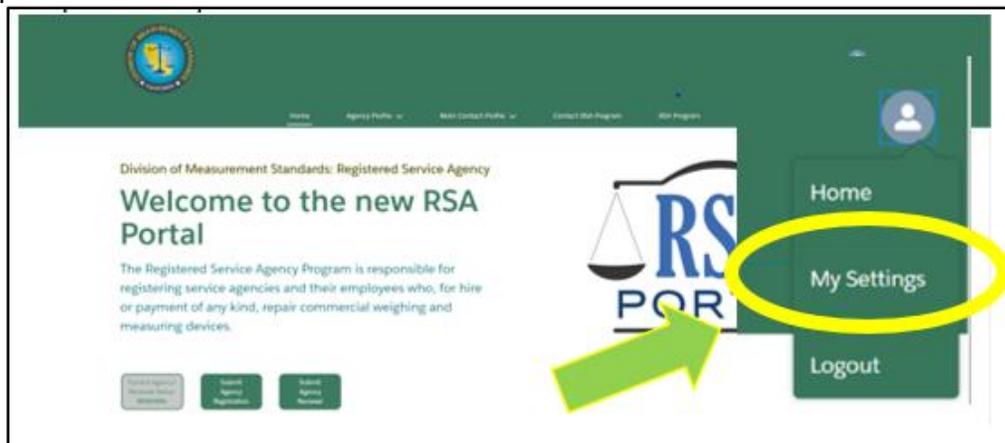
!@#%&^*0_+=={}[]\|:;'.?/~><"

- Upon successful entry of Username and Password, a message appears to enter a verification code that is sent to the registered email address. Enter the verification code into the box and click the blue Verify Me button:

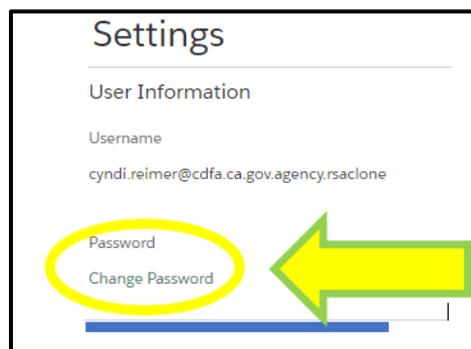


- **Change Password**

On top right, select the User Profile Icon - My Settings to see change password options.

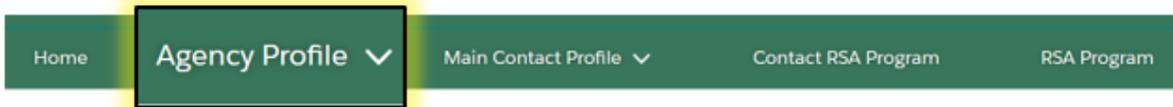


- Select Change Password



- Enter Current Password, New Password, and Verify New Password. Choose 'Save' to save new password or 'Cancel' to proceed without changing your existing password.

- **View Agency Profile**
- Select Agency Profile → View Account

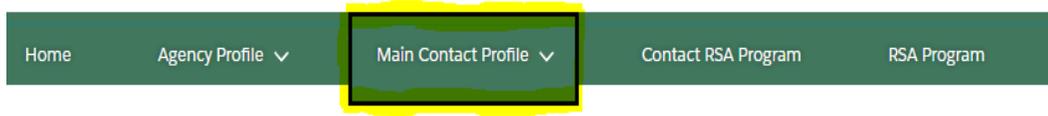


Location ID	Type	Address	Status
Empire state location	Other	1 Apple street, Big Apple, , 09989	
testing 2	Other	test street, NY, NY, 01111	Inactive

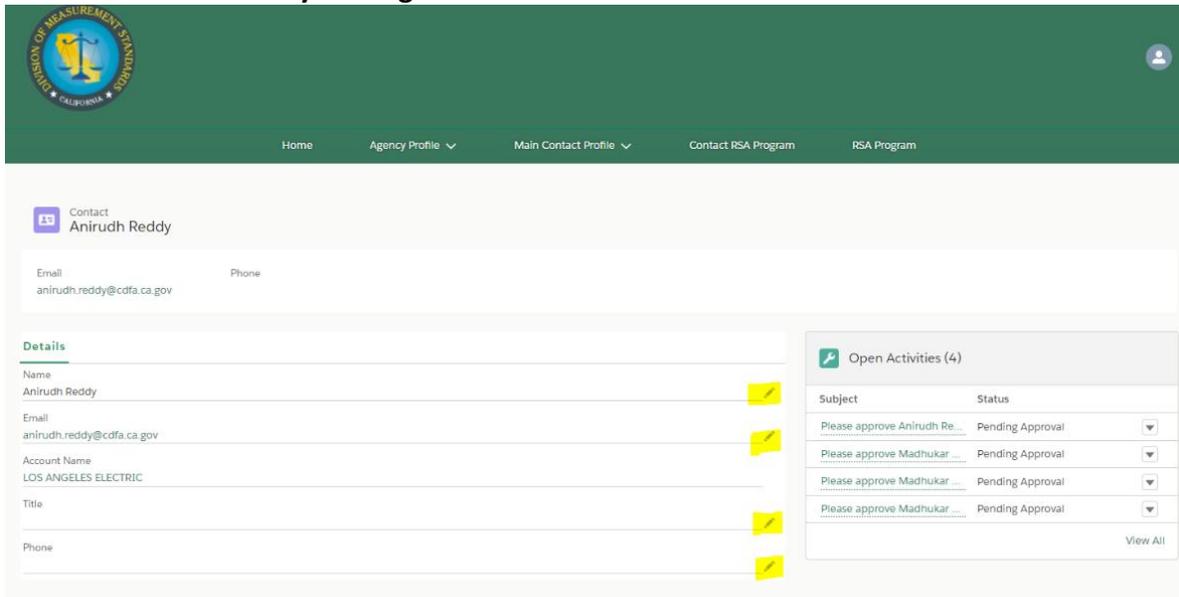
- Scroll down to see all the details on the right-hand side of the page.

- **Update Contact Info**

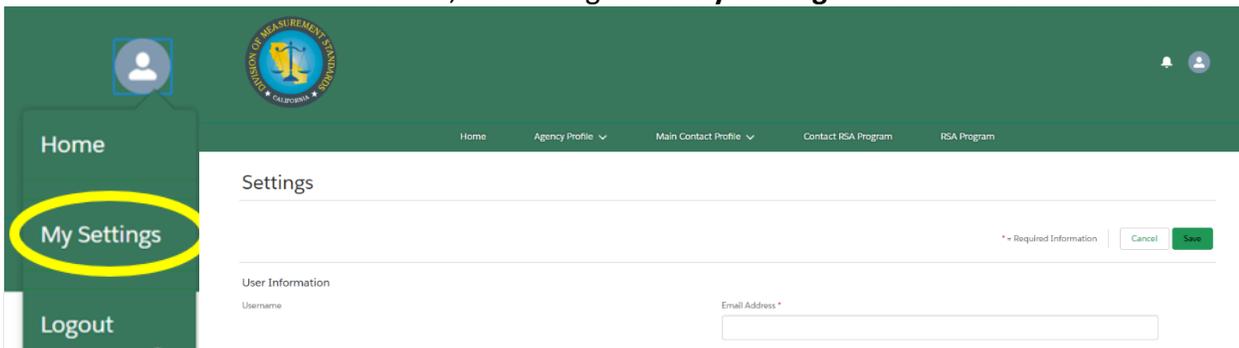
- Select Main Contact Profile → View Contact, to see your Email, Phone, Name, Account Name, Title



- Select the Pencil (highlighted below) to edit details. To change your Email Address, you **must change it in two places: The View Contact Section and the My Settings Section.**



1. Change it in the Section above: **View Contact**
2. Additionally, select the User Profile Icon to open the drop-down menu, then navigate to **My Settings** and edit the email address.



- After changing the email address in these two places, an email will be sent to the original email on file with DMS **AND** the new email address with a link that must be clicked to complete the change request.

- **View/Print Updated Registration**

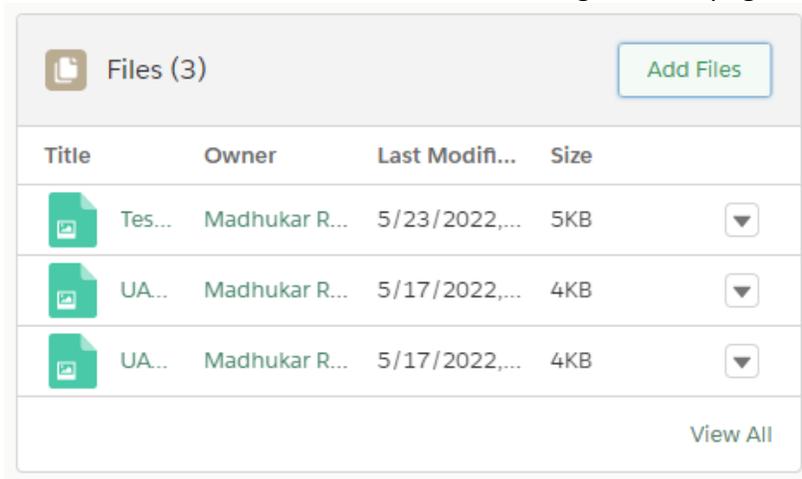
- Click on Agency Profile → Print Registration to view and print your Active Registration.



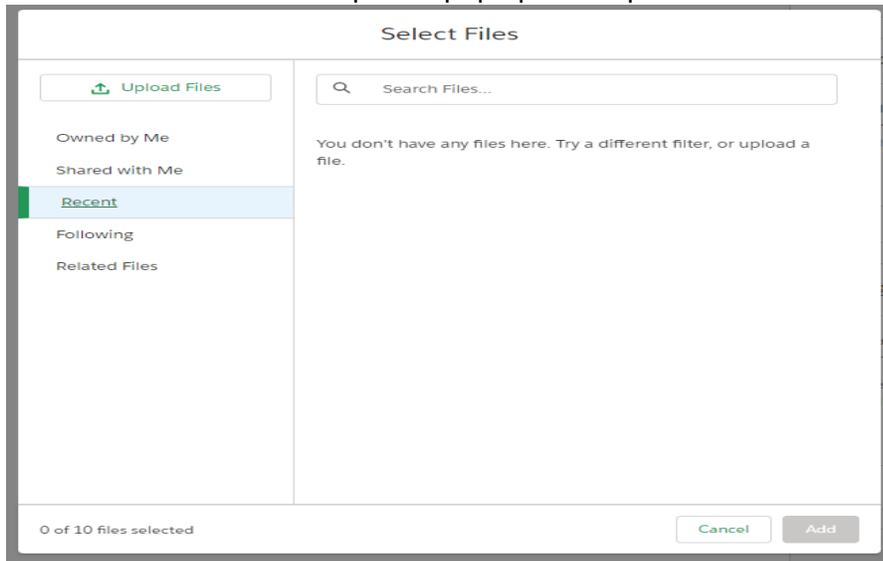
- **Upload Standard Certification**



- Click on Agency Profile → View Account on the right side of the page, scroll down to find “Files” section at the bottom right of the page.



- Click on “Add Files” → opens a pop up with Upload Files

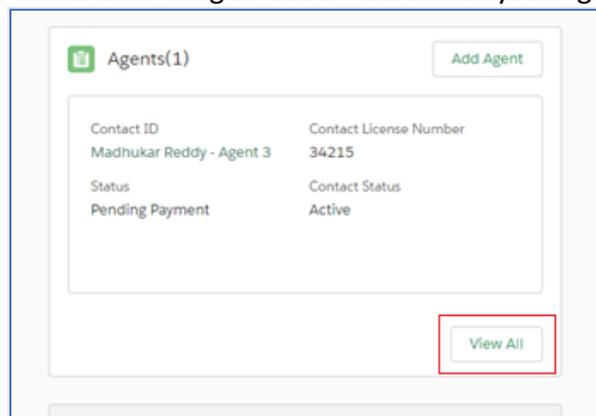


- Select “Upload Files” then select a standard certification file from your computer.
- Then Click on “Add”.

- **View Associated Agent Information**



- Select Agency Profile → View Account, scroll down, and on the right side, find Agents section, which lists any agents associated with your Agency. Click on View All to see all Agents associated with your agency.



Accounts > INTEGRATED PETROLEUM SOLUTIONS 123
 Related Contacts Add Relationship

2 Items · Sorted by Last Name · Updated a minute ago

Contact Name	Status	License No	License To Date
1 Madhukar Reddy - Agent 3	Pending Payment	34215	1/10/2023
2 Madhukar Agency Reddy Main Ctc			

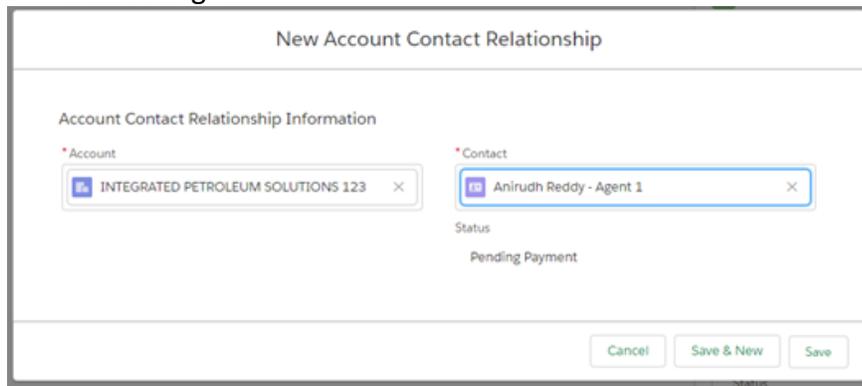
- **Add Agent**



- Select Agency Profile → View Account, scroll down, and on the right side, find Agents section.

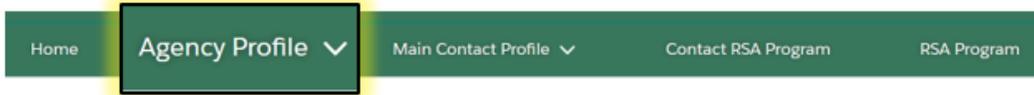


- Click Add Agent

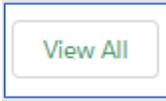
A screenshot of the 'New Account Contact Relationship' form. The form title is 'New Account Contact Relationship'. Below the title is the section 'Account Contact Relationship Information'. It contains two dropdown menus: '*Account' with the value 'INTEGRATED PETROLEUM SOLUTIONS 123' and '*Contact' with the value 'Anirudh Reddy - Agent 1'. Below these is the 'Status' field with the value 'Pending Payment'. At the bottom right, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

- Type Agent Name in Contact, Select the Agent
- Choose Save

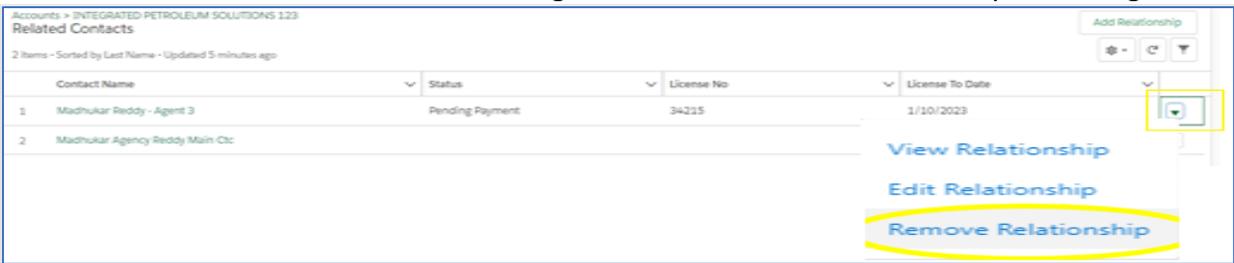
- **Delete Agents**



- Select Agency Profile → View Account on the right side of the page, scroll down, find Agents section.



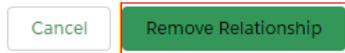
- Select View All
- Click the downward triangle and select Remove Relationship for the agent



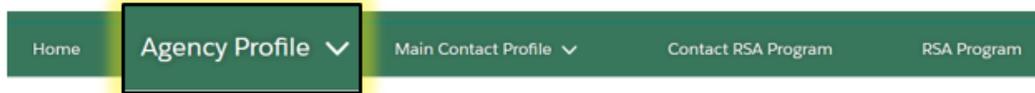
- Click Remove Relationship from the pop-up dialog box to confirm the selection. The page will refresh after the agent is removed.

Remove Account Contact Relationship

Are you sure you want to remove this contact's relationship with this account?



- **Add Location**



- Select Agency Profile → View Account and on the right side of the page, find Associated Locations section.



- Choose New

Create Associated Location

Account Name

Address ⓘ
 *Street

*City *State

*Zip Code *Country

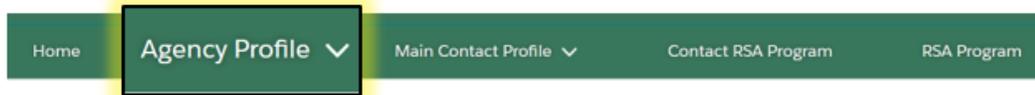
*County

- Complete the form, including the location address and county.
- Select Verify
- Addresses entered are validated by the United States Postal Service (USPS). If there are misspellings or incorrect numbers, you will be presented with a suggested address. Correctly entered addresses will suggest an address that is in ALL CAPS. Proceed by selecting the radio button for your entered address or the USPS suggested address and click *Use Selected Address*.

Create Associated Location

<input type="radio"/> Address entered	<input checked="" type="radio"/> Suggested Address
1220 N St	1220 N ST
Sacramento	SACRAMENTO
CA	CA
95814	95814

- **View Payment Activity**

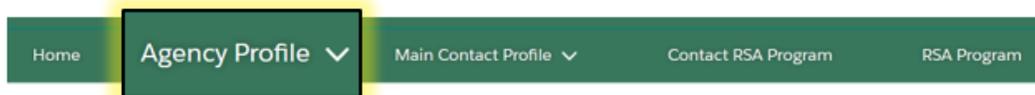


- Click Agency Profile → View Account, scroll down and on the right side of the page, find Regulatory Transaction Fees to see all payment activities.

Regulatory Transaction Fees(2+)	
Regulatory Transaction Fee Id FEE-000000007	Total Fee Amount \$675.00
Status Paid	Paid Amount \$400.00
Regulatory Transaction Fee Id FEE-000000016	Total Fee Amount \$200.00
Status Due	Paid Amount \$0.00
Regulatory Transaction Fee Id FEE-000000006	Total Fee Amount \$525.00
Status Paid	Paid Amount \$25.00

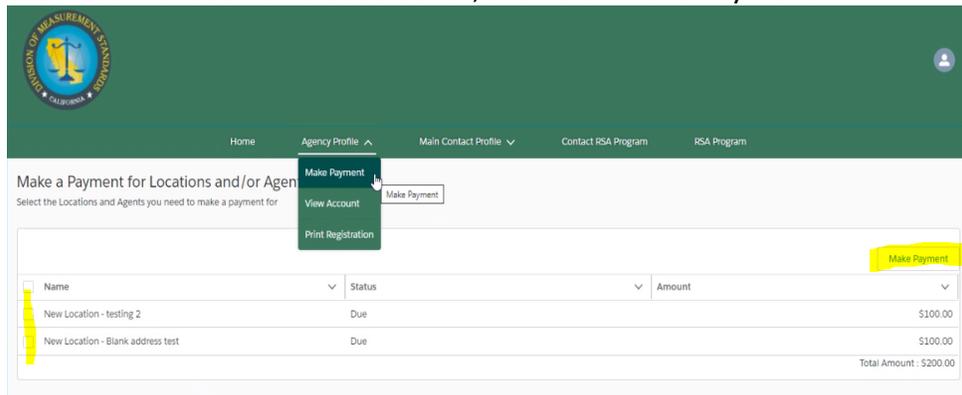
[View All](#)

- **Make Payment**

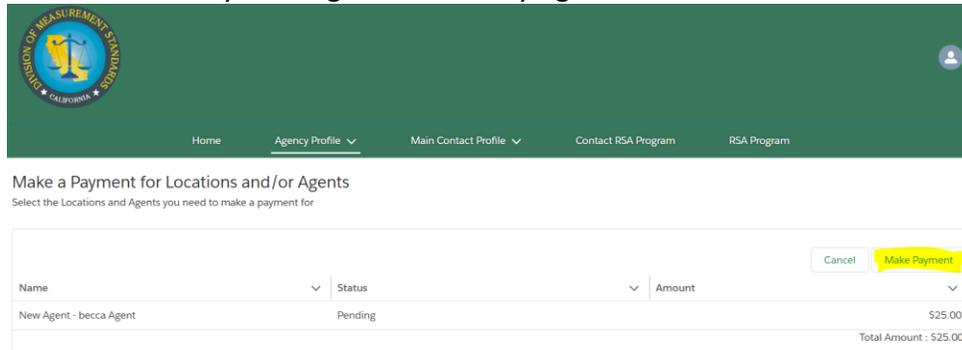


- Select Agency Profile → Make Payment to see a list of any transactions that need to be paid.

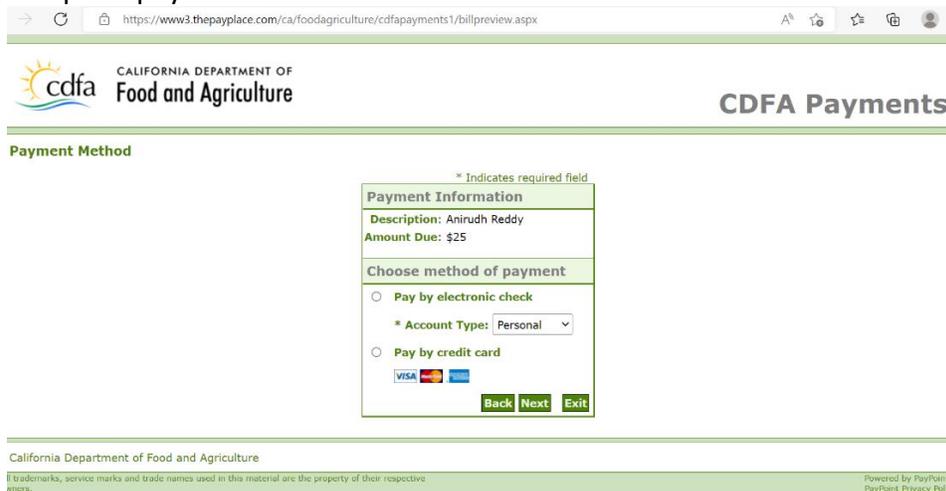
- Select associated transaction(s) by clicking individual check boxes or click the check box next to Name to select all, then click Make Payment.



- Choose Make Payment again after verifying the transaction value.



- Proceed with either electronic check or Credit Card and follow screens to complete payment.



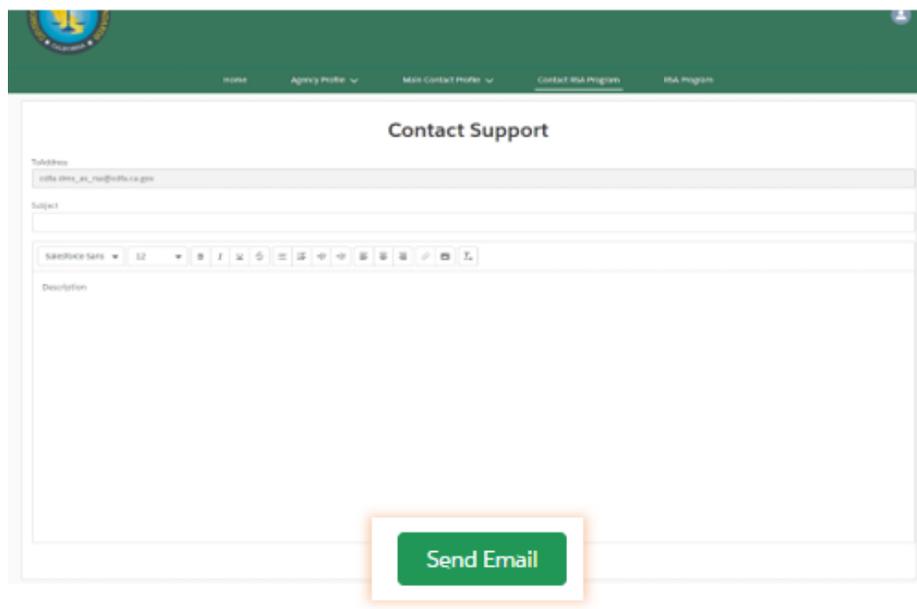
- Following successful payment, you will receive an email confirmation, and a success message will appear – select Click to Continue to return to your agency information page.

Your Payment Processed successfully.
Please [Click To Continue](#).

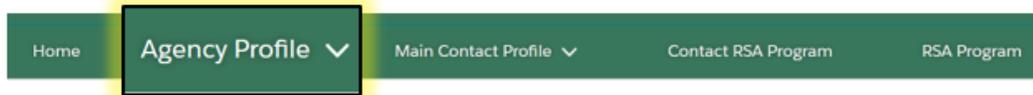
- **Contact RSA Program Staff**



- Click on Contact RSA Program to send an email to RSA Program for any questions or comments you may have.
- The To Address is auto populated with the RSA Program email address.
- Subject: Enter a relevant subject for this email.
- Body: Provide a brief description for the purpose of this email.
- Select Send Email button to send an email to RSA Program.
- A pop-up will appear indicating the message was sent.

A screenshot of the 'Contact Support' form. At the top is a dark green header with the RSA logo on the left and navigation links: 'Home', 'Agency Profile', 'Main Contact Profile', 'Contact RSA Program', and 'RSA Program'. Below the header, the form title 'Contact Support' is centered. The form contains three main sections: 'To Address' with the pre-filled email 'info_rsa_ag_ned@rso.ca.gov', 'Subject' with an empty text box, and 'Description' with a large text area. A rich text editor toolbar is visible above the description area. At the bottom right of the form, a green 'Send Email' button is highlighted with a red rectangular box.

- **Registration Renewal Submission**



- Select Agency Profile → Registration Renewal to start the Renewal form.
- **Business Information section**
 - You will have the option to update your mailing address, phone number, and e-mail address.

Registration Number: 100

Business Information

If you wish to change your Business Type/Structure, Name of Owner, Name of Business, or DBA Name please contact the RSA Program

* Business Type/Structure: Corporation

Name of Owner (Name of Sole Owner or Partners/ Name of LP, LLC or Corporation as shown on the Secretary of State website)

* First Name: Madhukar

* Last Name: Reddy

* Name of Business (If using a DBA "Doing Business As" name, list the Fictitious Business Name (FBN) statement which is filed with the County Clerk Recorder): Madhukar Agency

DBA Name: Madhukar Reddy & Co.

* Mailing Address: 7416 Lindsay Road test 2

* Street: 7416 Lindsay Road test 2

* City: Bakersfield

* State/Province: CA

* Zip/Postal Code: 93313

Country: United States

* Phone: 7326590011

* E-mail: madhukar.reddy@cdfa.ca.gov

Save and Next

- Select Save and Next.

- **Location Information Section**

- Optionally you can Add, Delete, or change Primary location.
- To Add New Location.
 - Click New Address.
 - Give new address and click Verify. Addresses entered are validated by the United States Postal Service (USPS). If there are misspellings or incorrect numbers, you will be presented with a suggested address. Correctly entered addresses will suggest an address that is in ALL CAPS. Proceed by selecting the radio button for your entered address or the USPS suggested address and click *Use Selected Address* to add the new location to the form.

Address Information

Address ⓘ

*Street

*City *State

*Zip Code *Country

Create Associated Location

Address entered
 1220 N St
 Sacramento
 CA
 95814

Suggested Address
 1220 N ST
 SACRAMENTO
 CA
 95814

- **Change Primary location**
 - Select radio button under **Make Primary**.

Location Information

Make Primary	Type	Address	
<input type="radio"/>	Other	201 Nebula Road, Piscataway, CA, 08854	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>
<input checked="" type="radio"/>	Primary	5691 Via Ceresa, Yorba Linda, CA, 92886	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>
<input type="radio"/>	Other	Pending location st, Piscataway, CA, 08854	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>

- **To Delete Location**
 - Click on Trash bin icon on the same line as address.
Note: Deleting Primary location is prohibited. You always need one primary location for renewal.

Location Information

Make Primary	Type	Address	
<input checked="" type="radio"/>	Primary	201 Nebula Road, Piscataway, CA, 08854	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>
<input type="radio"/>	Other	5691 Via Ceresa, Yorba Linda, CA, 92886	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>
<input type="radio"/>	Other	Pending location st, Piscataway, CA, 08854	<input style="background-color: #28a745; color: white;" type="button" value="🗑"/>

- Click Save and Next.

- **Agent(s) Information Section**

Add, Delete Agents.

- To Add an Agent, use the Agent search by typing in the Agent's name.
- Use the Agent's First Name first. If this does not work, try using the Agent's Last Name.

Agent(s) Information

Q search... Add Agent

AGENT NAME	LICENSE NUMBER	ACTION
becca Agent	1234567890	
Kiel Agent	234590	

Back Save and Next

- Select Agent

Agent(s) Information

Cyndi Agent X Add Agent

AGENT NAME	LICENSE NUMBER	ACTION
becca Agent	1234567890	
Kiel Agent	234590	

Back Save and Next

- Click Add Agent

- **To Delete Agent**

- Click on Trash bin in the same row with Agent name.

Agent(s) Information

Q search... Add Agent

AGENT NAME	LICENSE NUMBER	ACTION
becca Agent	1234567890	
Kiel Agent	234590	
Cyndi Agent	987654	

Back Save and Next

- Click Save and Next.

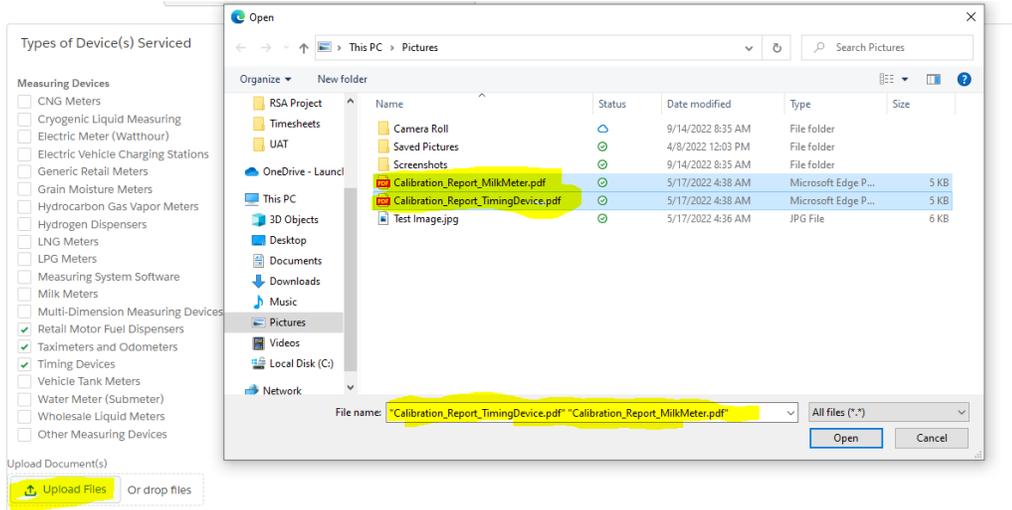
- **Types of Device(s) Serviced Section**

- Select the types of devices that your Agency will service and upload all related calibration certificates for your standards. To select or unselect, click on the check box next to device name.

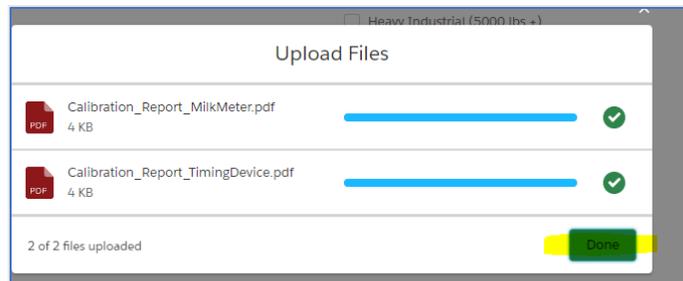


- **Upload Standard Certifications/ Calibration reports**

- Click Upload Files -> Select the Certification/ Report files from your device.



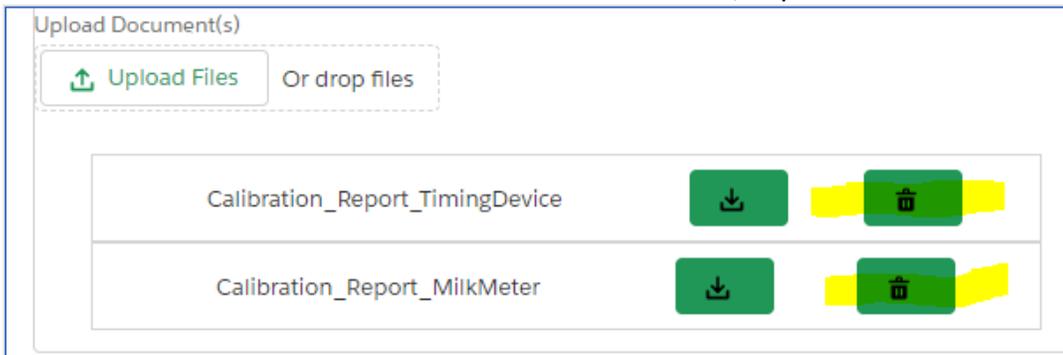
- Select Open after selecting the correct file.
- Choose Done.



- Click Save and Next.

- **To Delete Uploaded Files**

- Click on Trash bin Icon on certification/ report file name



- Click 'Save and Next'

Note: The Renewal process could be delayed if you do not submit all up-to-date Standard certifications/ calibration reports of the devices included in the Renewal. Please include all up-to-date certifications/calibrations reports related to the devices serviced. Calibration Certificates expire two years after the certification date, but there are exceptions. If you have any questions, please email the RSA Admin at rsa@cdfa.ca.gov.

- **Declarations and Proof of Standards Certification/Calibration Section**

- Check all that apply
- Select by clicking on the Check box

The screenshot shows a form titled 'Declarations and Proof of Standards Certification/Calibration'. It starts with the instruction 'Check all that apply.' There are three radio button options:

- My business owns the standards used by my Agency/Agents. Submit Certification/Calibration Reports for all standards used.
- My business uses certified standards owned by county weights and measures officials. Submit county Certification/Calibration Reports for all standards except for the following device types: Taximeters, Vapor Meters, Water Meters.
- My business uses certified standards owned by a third-party. Submit Certification/Calibration Reports from whomever owns the standards.

 At the bottom left is a 'Back' button and at the bottom right is a green 'Save and Next' button.

- Click Save and Next.

- **Fees and Payment Information Section**

- Review your payment
- Enter your first name and last name in the signature area.

Renewal Fees Sub Total:			\$550.00
	PENALTY RATE		
Late Penalty	0%		\$0.00
Total Due:			\$550.00

Late Penalty Fees apply when registration renewal is overdue.
 Fees paid five (5) days after due date will be charged a penalty fee of 30%.
 Fees paid after 30 days will be charged a penalty fee of 50%.
 CCR: Title 4, Division 9, Chapter 4, Section 4082.

By endorsing this document, you agree to abide by all provisions of the California Business and Professions Code, Division 5, and the California Code of Regulations, Title 4, Division 9, Chapter 4, Section 4082, and the use of certified standards while installing or repairing equipment.

Signature: [Enter: First Name and Last Name]

- Select Make Payment.
- Proceed with either electronic check or credit card and follow screens to complete payment.



CALIFORNIA DEPARTMENT OF
Food and Agriculture

CDFA Payments

Payment Method

* Indicates required field

Payment Information

Description: Madhukar Reddy
 Amount Due: \$550

Choose method of payment

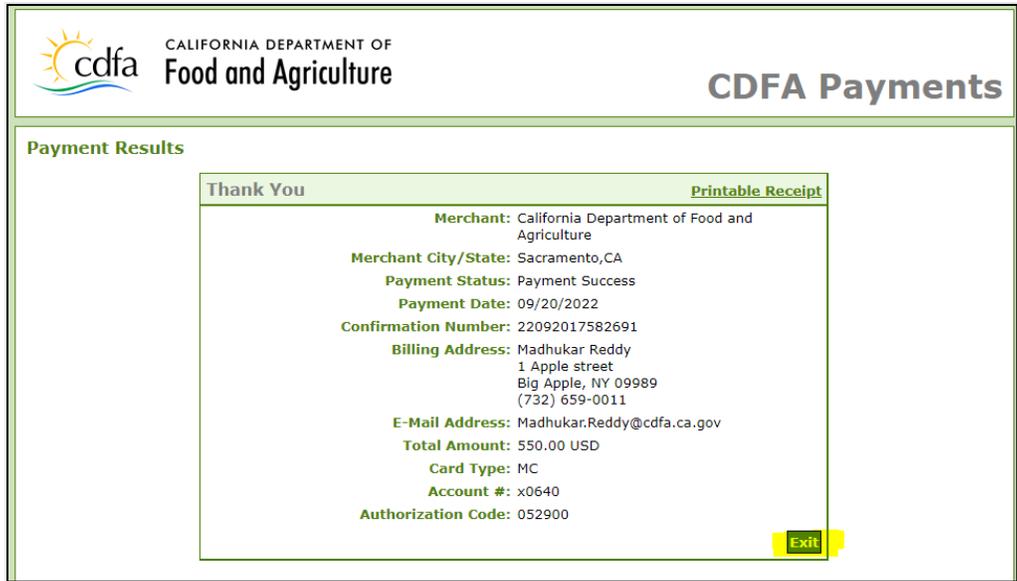
Pay by electronic check

* Account Type:

Pay by credit card







- Select Click to Continue on the next screen to return to the RSA Portal.

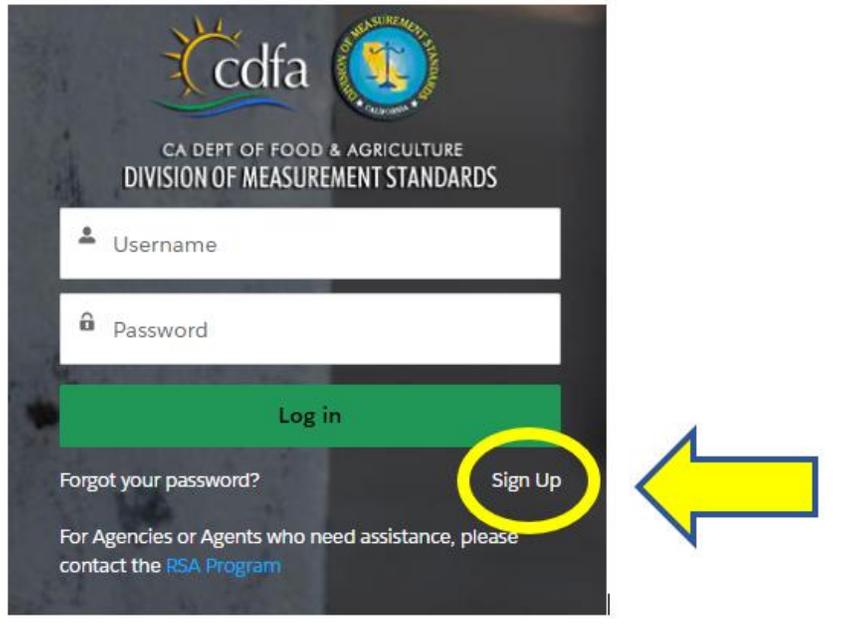


- You have successfully submitted the Renewal. Email confirmations are sent for receipt of payment and RSA Renewal. Renewal Process will now display a status of Pending Approval. DMS RSA Program staff will need time to review the submission before approving.

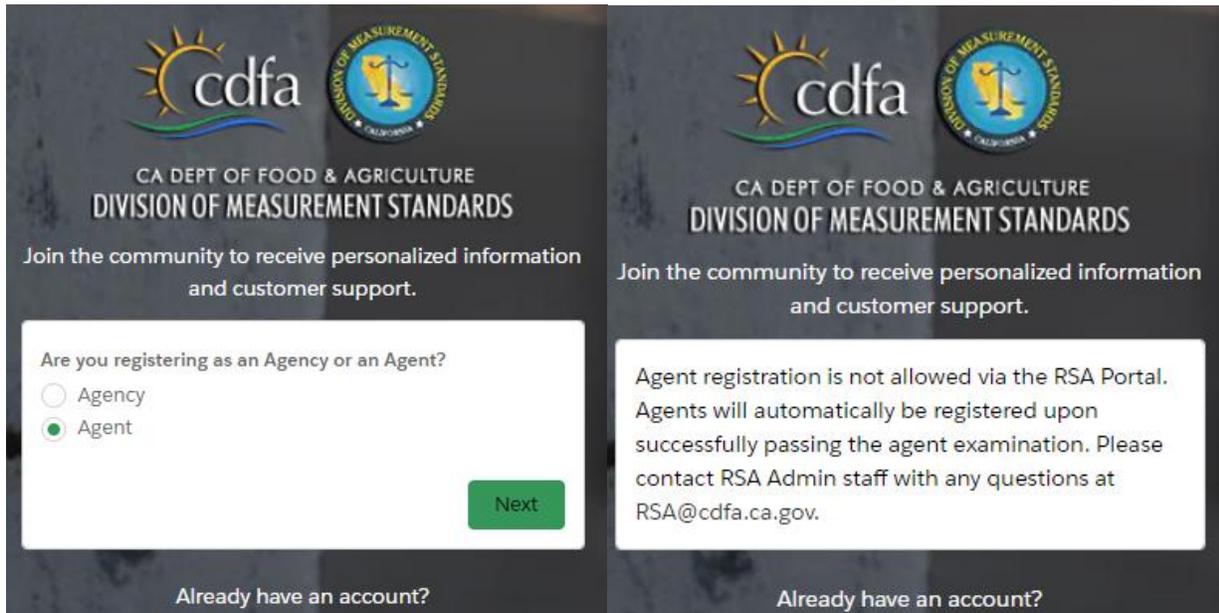


NOTE: Any updates you make to a registration during the renewal process will not be part of the renewal registration and will need to be submitted after the initial submission is processed.

- **Sign Up as a New Agency**
<https://www.cdfa.ca.gov/rsaportal>
 - Click Sign Up



- **NOTE:** Agents should not directly sign up for Account access.
- Agent Accounts will automatically be created upon successfully passing the agent examination, which is located here:
<https://apps1.cdfa.ca.gov/serviceagentexam/>



- When signing up as an Agency, select Agency and then click Next.






CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

Join the community to receive personalized information and customer support.

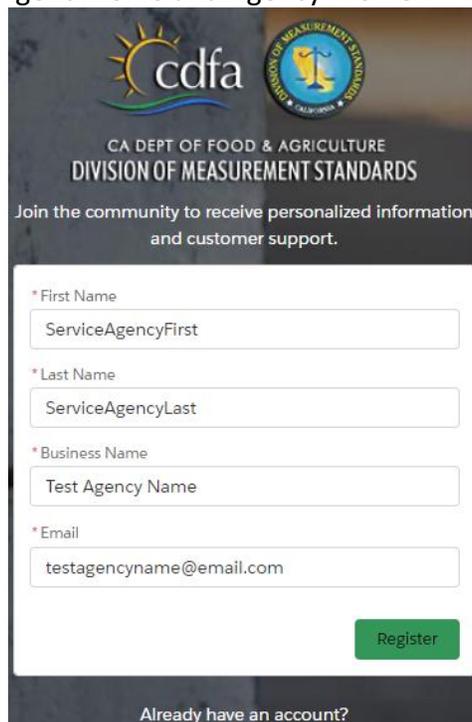
Are you registering as an Agency or an Agent?

Agency
 Agent

Next

Already have an account?

- Enter your First Name, Last Name, Business Name, and Agency Email address, then select Register. **This email address will become your username.**
- **IMPORTANT TIP:** If you are the owner of an Agency **AND** will perform work for that Agency as an Agent, it is recommended that *separate* email addresses be used for your Agent Profile and Agency Profile.






CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

Join the community to receive personalized information and customer support.

* First Name
ServiceAgencyFirst

* Last Name
ServiceAgencyLast

* Business Name
Test Agency Name

* Email
testagencyname@email.com

Register

Already have an account?

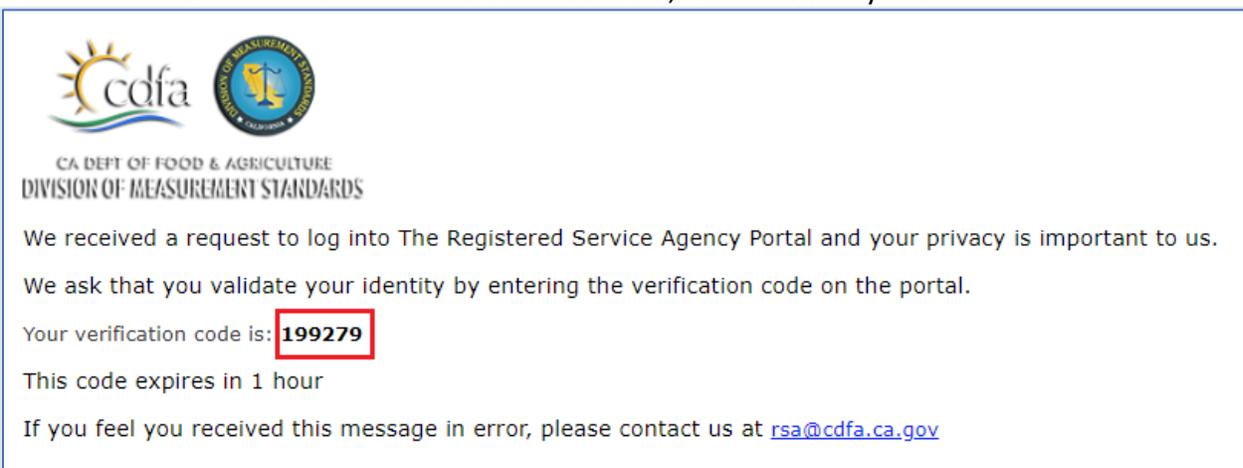
- Registration information will be reviewed by RSA Program.

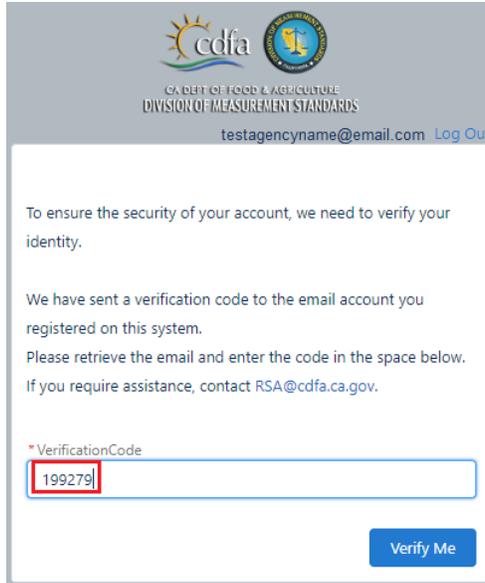


- Upon confirmation by RSA Program, an email will be automatically sent to the email address entered above. Click the RSA link in the email to set up your password and log in to the RSA system.

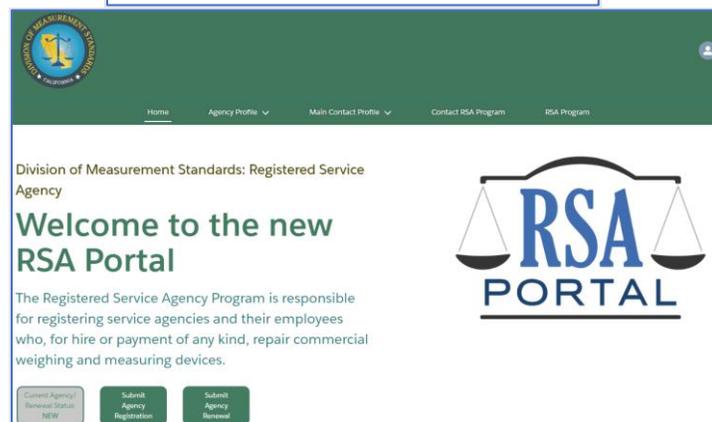
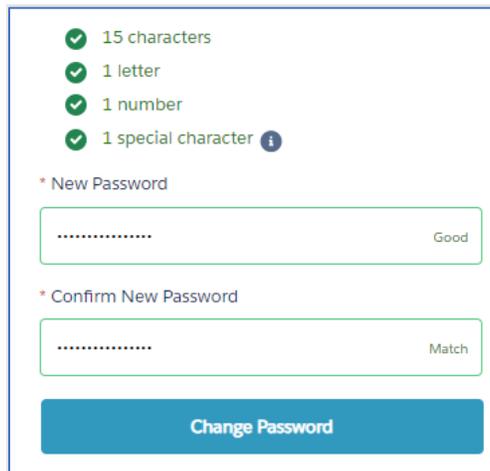


- The RSA system is safeguarded with multi-factor authentication. Upon the first and each subsequent login, you will be provided an email with verification code that **must** be used within **60 minutes**. Check your email for the verification code, enter it into the Verification Code box, and click Verify Me.





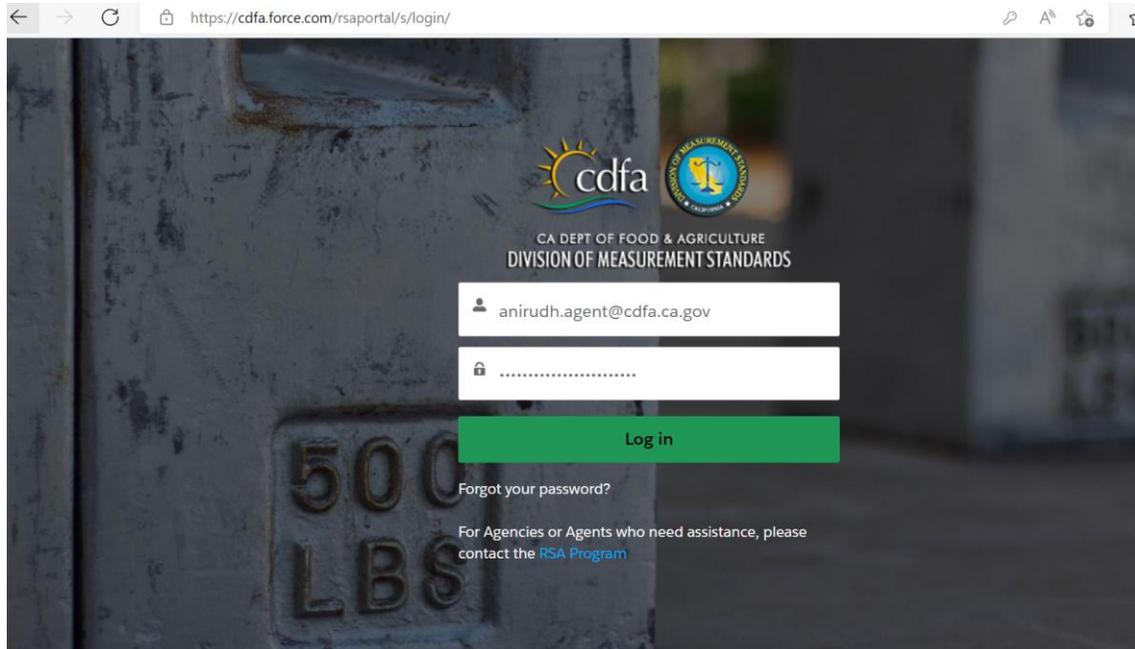
- During this first log in, you must supply a password that meets the minimum-security requirements of 15 characters with 1 letter, 1 number, and 1 special character. As these are entered, you will see visual indication you’ve supplied a valid password, the password strength, and the password confirmation match. After completion, click Change Password to gain immediate access to the RSA Portal.



Agent Functions

- **Login to Online Account**

- Enter your Username and Password and click 'Log in' to login to the RSA Portal.



- The RSA system is safeguarded with multi-factor authentication. Upon clicking Log In, you will be provided with an email with verification code that **must** be used within 60 minutes. Check your email for the verification code, enter it into the Verification Code box, and click Verify Me.



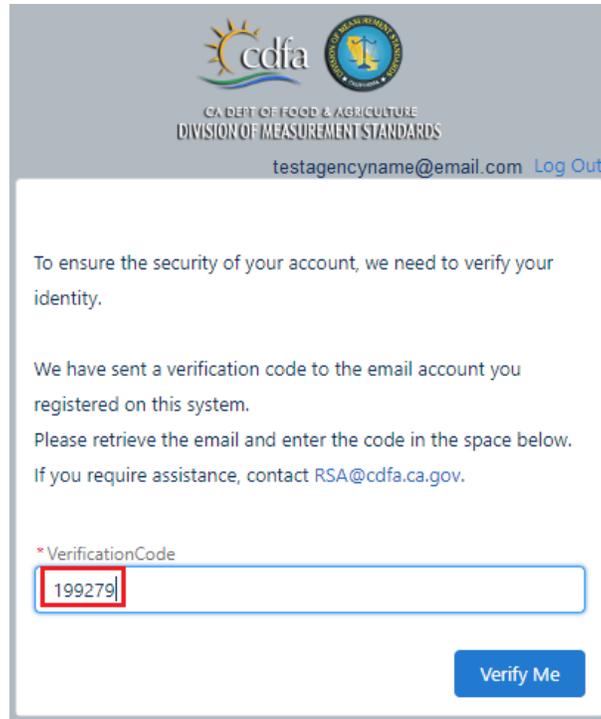
CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

We received a request to log into The Registered Service Agency Portal and your privacy is important to us. We ask that you validate your identity by entering the verification code on the portal.

Your verification code is: **199279**

This code expires in 1 hour

If you feel you received this message in error, please contact us at rsa@cdfa.ca.gov



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testagencyname@email.com [Log Out](#)

To ensure the security of your account, we need to verify your identity.

We have sent a verification code to the email account you registered on this system.

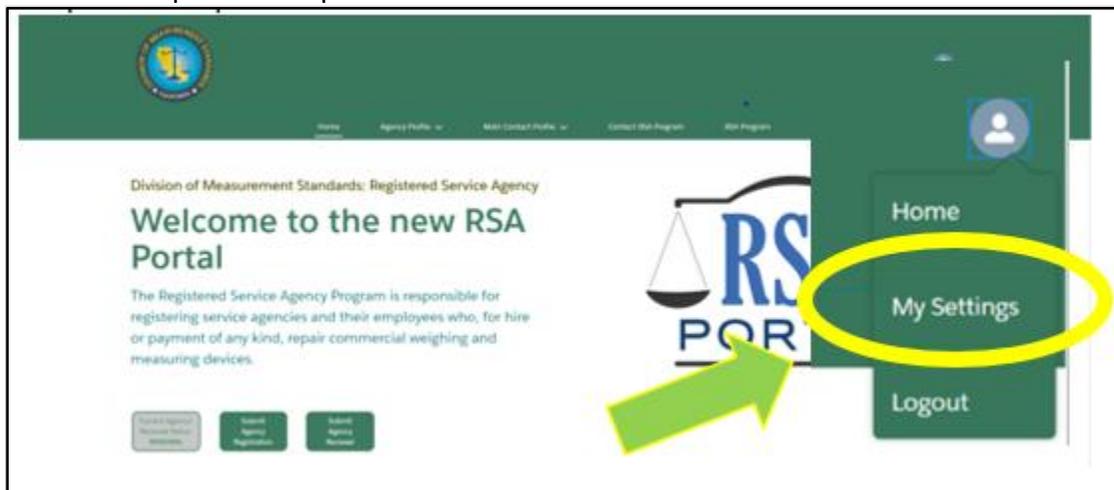
Please retrieve the email and enter the code in the space below.

If you require assistance, contact RSA@cdfa.ca.gov.

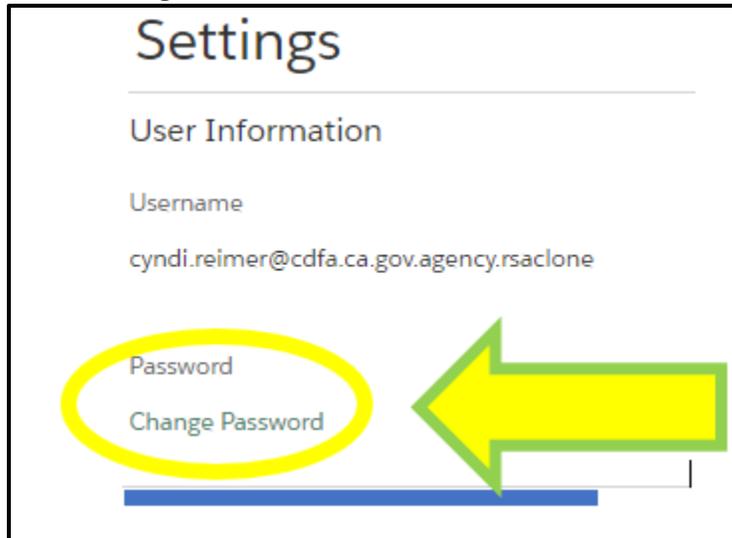
*VerificationCode
199279

[Verify Me](#)

- **Change Password**
 - On top right, select the User Profile Icon and My Settings to see change password options.



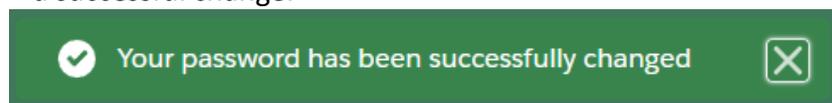
- Select Change Password.



- Enter Current Password, New Password, and Verify New Password. Choose Save to save your new password or Cancel to proceed without changing your existing password.

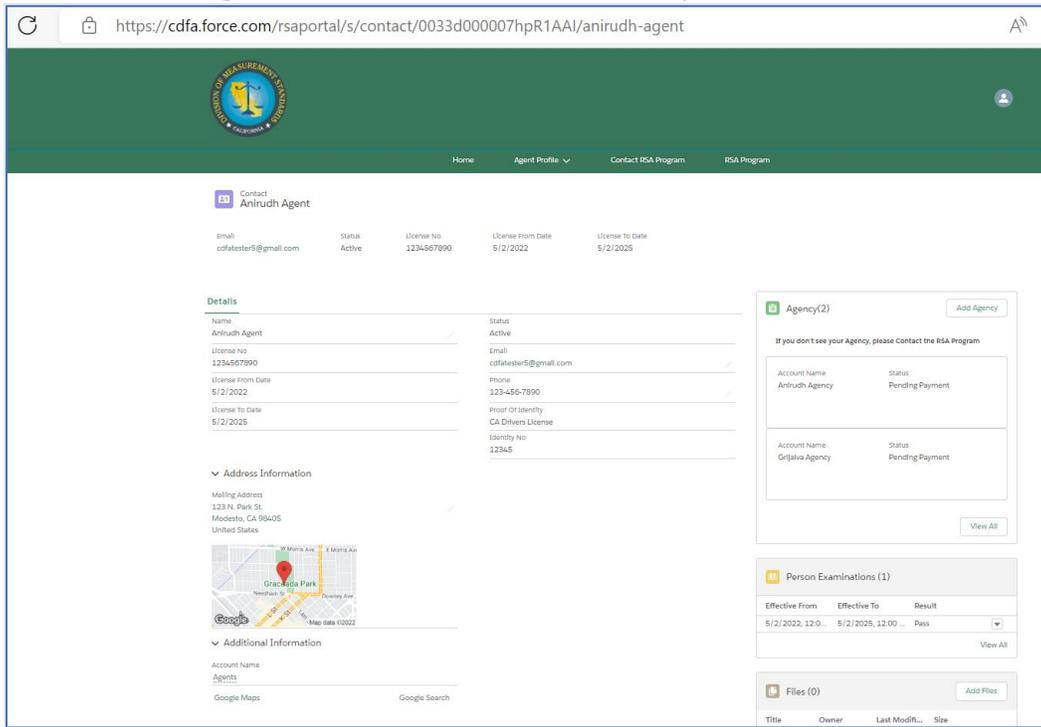
 A screenshot of the 'Change My Password' form. At the top, there are navigation links: Home, Agency Profile, Main Contact Profile, Contact RSA Program, and RSA Program. The form title is 'Change My Password'. Below the title, it states: 'You must adhere to the following password rules:'. Two rules are listed: '* Your password must be at least 15 characters long.' and '* Your password must include numbers, uppercase and lowercase letters, and at least one of these special characters: |@#5%^&*()_+~{|}!|:;.,?/'-><'. Below the rules are three input fields: 'Current Password', 'New Password', and 'Verify New Password'. At the bottom right of the form are 'Cancel' and 'Save' buttons.

- Upon clicking Save, a dialog box will appear at the top of the page indicating a successful change.



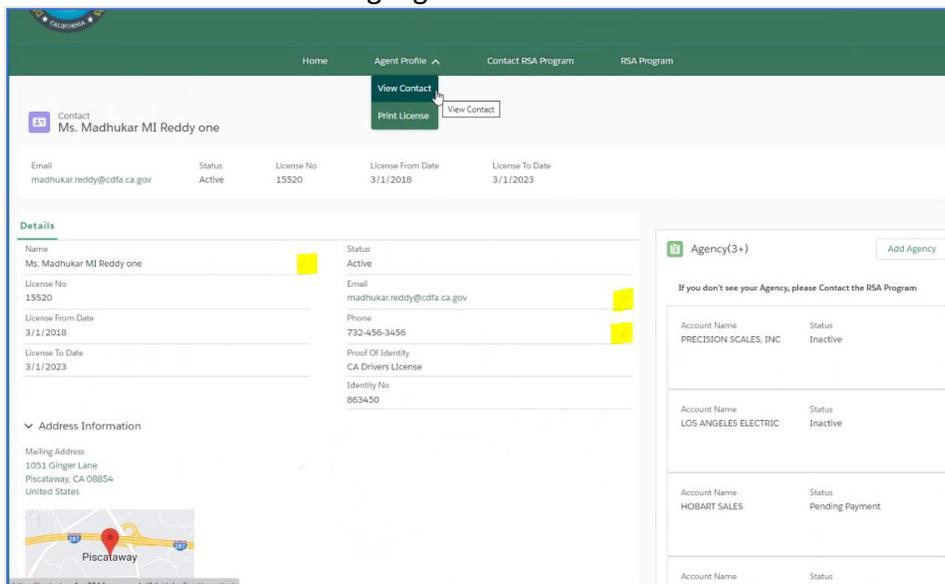
- **View Personal Profile**

- Click Agent Profile → View Contact to see personal details.



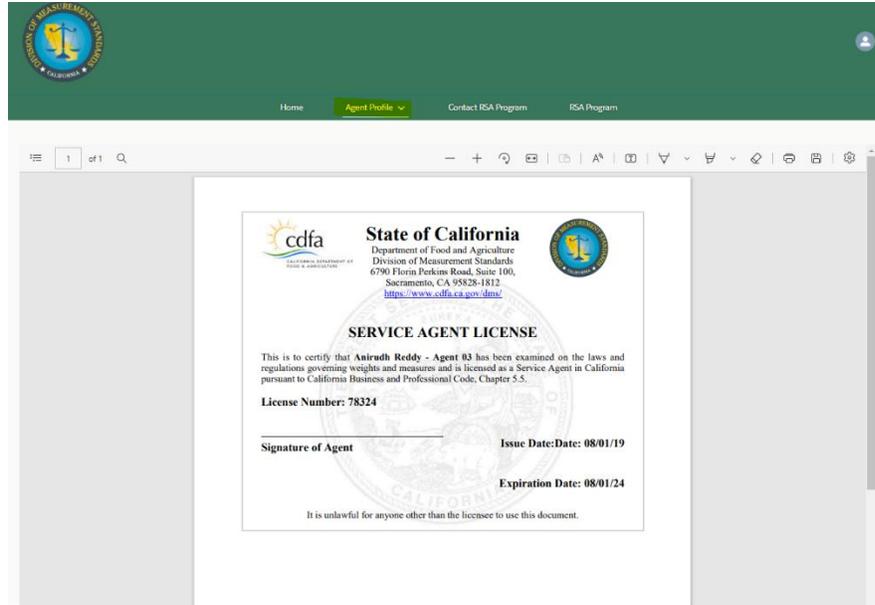
- **Update Contact Information**

- Select Agent Profile → View Contact to see your Name, Email, Phone, address, etc.
- Select the Pencil as highlighted to edit details.



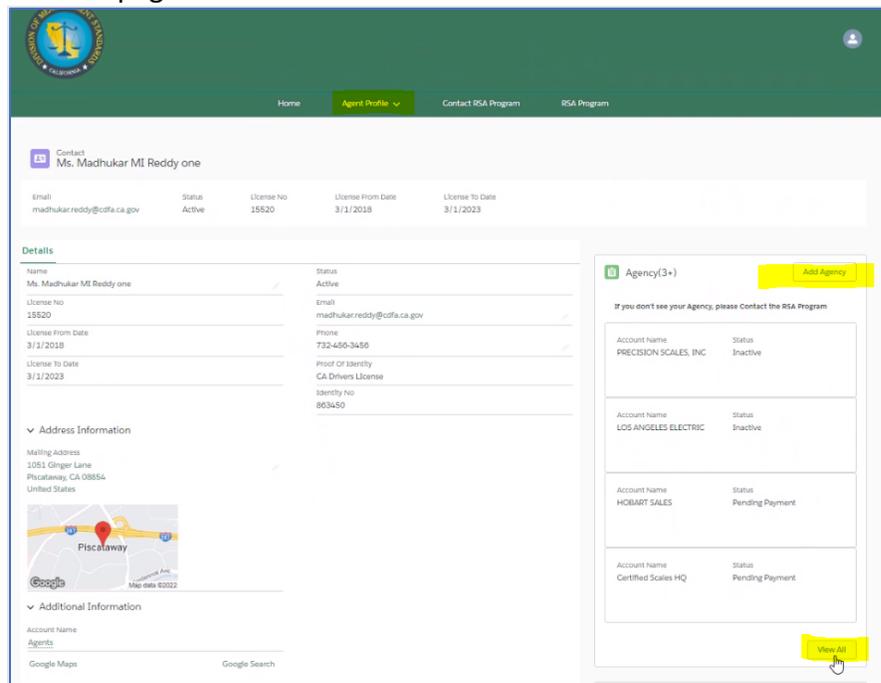
- **View/Print Updated License**

- Click Agent Profile dropdown → Click Print License to view and print your Service Agent License.



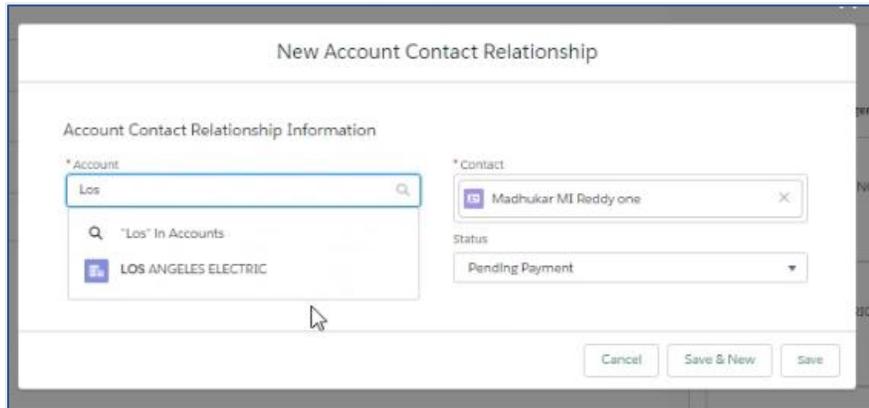
- **Add/Delete Associated Agencies**

- Click Agent Profile → View Contact, find Agency placeholder on the right side of the page.



- Click Add Agency to request association to an Agency.

- Type Agency name to find the Agency and click Save. This will automatically send a request to the Agency.



- **Contact RSA Program Staff**



- Click on Contact RSA Program to send an email to RSA Program for any questions or comments you may have.
- The To Address is auto populated with RSA Program mailbox RSA@CDFA.ca.gov
- Subject: Enter a relevant subject for this email.
- Body: Provide a brief description for the purpose of this email.
- Select Send Email button to send an email to RSA Program.

