

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
December 23, 2022

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Purpose

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

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

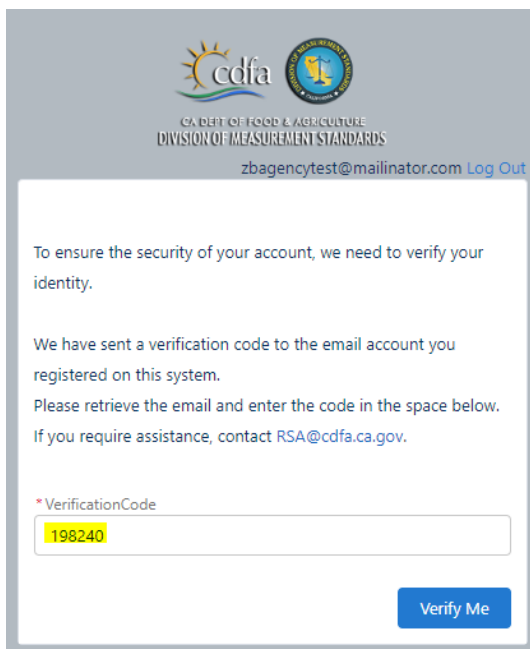
- **Login to Online Account**

- 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:

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

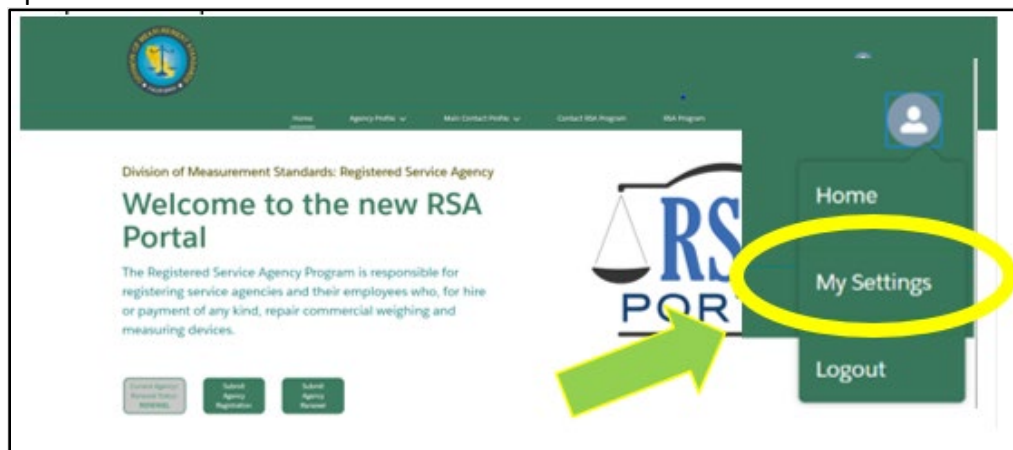
- Upon successful entry of Username and Password, a message appears to enter a verification code that is sent to the registered email address. Enter the verification code into the box and click the blue Verify Me button:



The image shows a verification screen for the RSA Portal. At the top, there are logos for the California Department of Food & Agriculture (CDFA) and the Division of Measurement Standards. Below the logos, the text reads: "To ensure the security of your account, we need to verify your identity." followed by "We have sent a verification code to the email account you registered on this system." and "Please retrieve the email and enter the code in the space below." A link for assistance is provided: "If you require assistance, contact RSA@cdfa.ca.gov." Below this text is a text input field labeled "* VerificationCode" containing the number "198240". A blue "Verify Me" button is located at the bottom right of the form.

- **Change Password**

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



Select Change Password

Settings

User Information

Username
cyndi.reimer@cdfa.ca.gov.agency.rsac1one

Password
[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.

Change My Password

You must adhere to the following password rules:

- * Your password must be at least 15 characters long.
- * Your password must include numbers, uppercase and lowercase letters, and at least one of these special characters:
!@#\$%^&*()_+-=[{}|;:,?/'><~

* Current Password

* New Password

* Verify New Password

[Cancel](#) [Save](#)

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

Home **Agency Profile** ▼ Main Contact Profile ▼ Contact RSA Program RSA Program

Account
INTEGRATED PETROLEUM SOLUTIONS 123

Status: Active Legal Entity: Corporation

Account Name: INTEGRATED PETROLEUM SOLUTIONS 123

Account Number: 1234567890

Status: Active

Legal Entity: Corporation

▼ Address Information

Billing Address: Hello street 1223, San Jose, CA 95128, United States

DBA Name: DBA: INTEGRATED PETRO

DBA Name Expiration Date:

Parent Account:

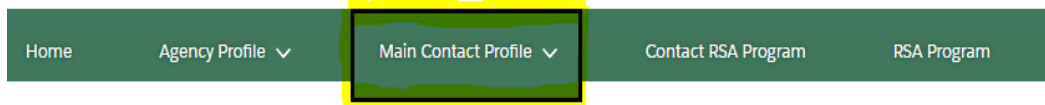
Associated Locations(2+)

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

- Scroll down to see details on to the right

- **Update Contact Info**

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



- Select Pencil as highlighted to edit details. For your email to change, you **must change it in two places.**

Home Agency Profile ▼ Main Contact Profile ▼ Contact RSA Program RSA Program

Contact: Anirudh Reddy

Email: anirudh.reddy@cdfa.ca.gov Phone:

Details

Name: Anirudh Reddy

Email: anirudh.reddy@cdfa.ca.gov

Account Name: LOS ANGELES ELECTRIC

Title:

Phone:

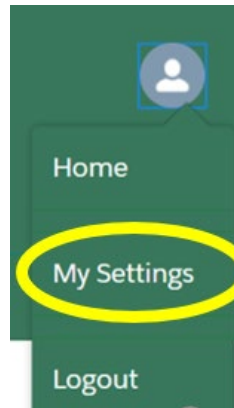
Open Activities (4)

Subject	Status
Please approve Anirudh Re...	Pending Approval
Please approve Madhukar ...	Pending Approval
Please approve Madhukar ...	Pending Approval
Please approve Madhukar ...	Pending Approval

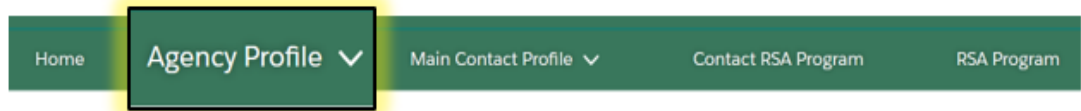
View All

1. Change it in the Section above: **View Contact**, and

2. Select the User Profile Icon, **My Settings** and edit the email address here too.




- After changing the email address in these two places, an email will be sent to the original email on file with DMS, as well as the new email address provided. The emails contain 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.



Home Agency Profile Main Contact Profile Contact RSA Program RSA Program

— + ↶ ↷ 📄 Page view A Read aloud 🗨 Add text 📏 Draw Highlight Erase 🖨 📄



STATE OF CALIFORNIA
 DEPARTMENT OF FOOD AND AGRICULTURE
 DIVISION OF MEASUREMENT STANDARDS
 6790 Florin Perkins Rd., Ste. 100, Sacramento, CA 95828
 Telephone (916) 229-3000 - RSA@cdfa.ca.gov



SERVICE AGENCY REGISTRATION CERTIFICATE

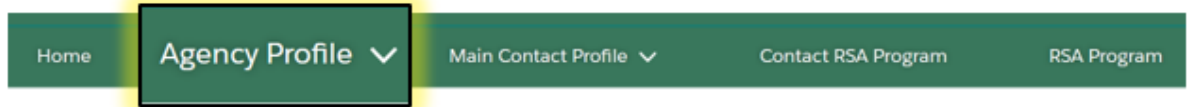
No person shall engage in business as a service agency unless registered by the Secretary of Food and Agriculture and the current registration fee and penalties have been paid. (California Business and Profession Code §12532)

REGISTRATION YEAR: 02/14/2022 - 02/14/2023 44-051 (Rev 6/05)

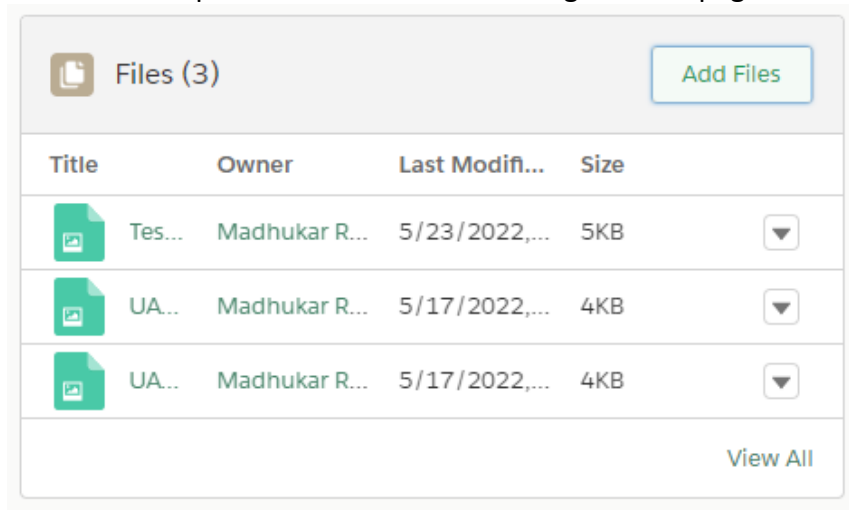
INTEGRATED PETROLEUM SOLUTIONS 123 ATTN: Madhukar Agency Reddy Main Ctc Hello street 1223 San Jose, CA 95128	<table style="width: 100%;"> <tr> <td>Registration No</td> <td>1234567890</td> </tr> <tr> <td>Total Fees Remitted</td> <td>\$675.00</td> </tr> <tr> <td>Effective Date</td> <td>02/14/2022</td> </tr> <tr> <td>Registration Expires</td> <td>02/14/2023</td> </tr> </table>	Registration No	1234567890	Total Fees Remitted	\$675.00	Effective Date	02/14/2022	Registration Expires	02/14/2023	
Registration No	1234567890									
Total Fees Remitted	\$675.00									
Effective Date	02/14/2022									
Registration Expires	02/14/2023									

Primary Location:

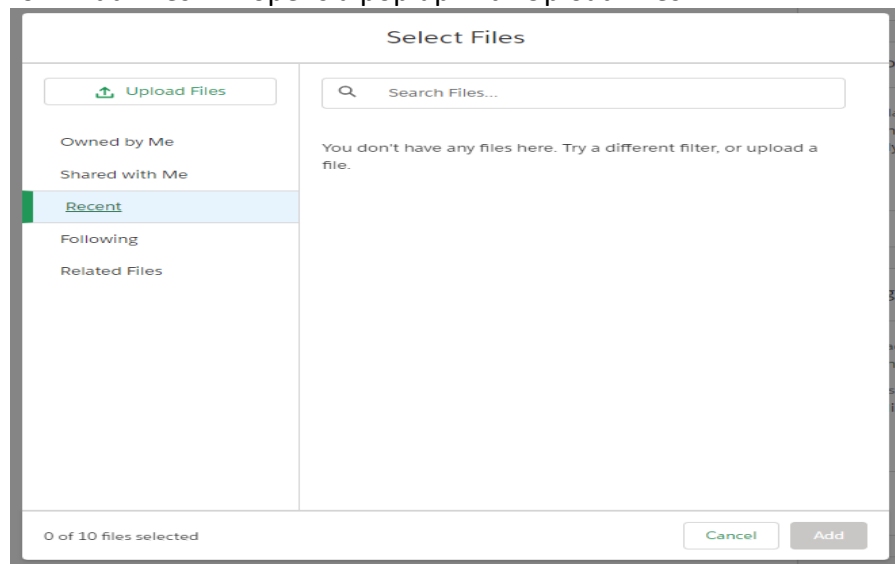
- **Upload Standard Certification**



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

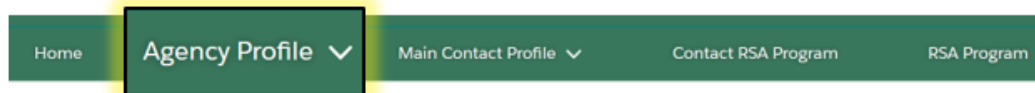


- Click on “Add Files” → opens a pop up with Upload Files

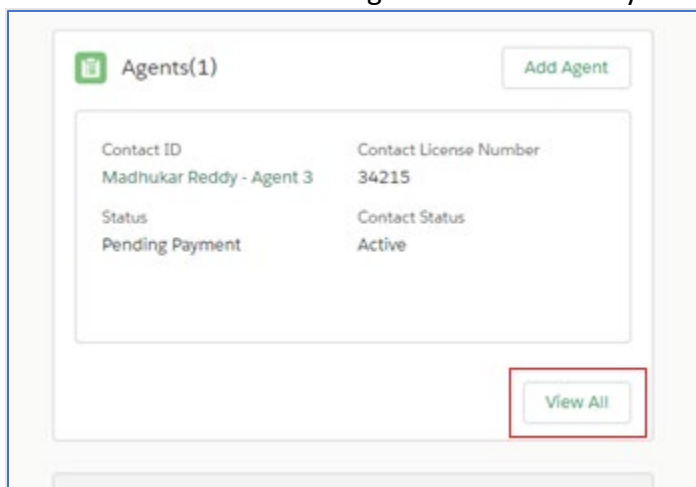


- Select “Upload Files” then select a standard certification file from your computer.
- Then Click on “Add”.

- **View Associated Agent Information**



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



Accounts > INTEGRATED PETROLEUM SOLUTIONS 123
Related Contacts

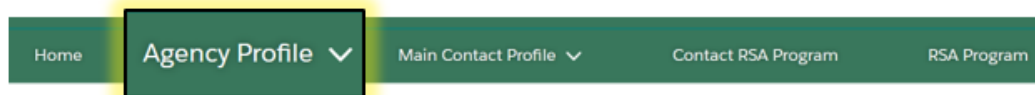
2 items - Sorted by Last Name - Updated a minute ago

Add Relationship

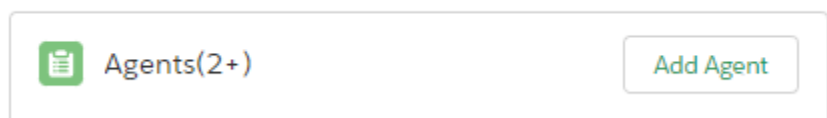
⚙️ ↺ ⚡

	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 placeholder.



- Click Add Agent

New Account Contact Relationship

Account Contact Relationship Information

* Account
INTEGRATED PETROLEUM SOLUTIONS 123

* Contact
Anirudh Reddy - Agent 1

Status
Pending Payment

Cancel Save & New Save

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

- **Delete Agents**

Home Agency Profile Main Contact Profile Contact RSA Program RSA Program

- Select Agency Profile → View Account on the right side of the page, scroll down, find Agent's placeholder.

View All

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

Accounts + INTEGRATED PETROLEUM SOLUTIONS 123

Related Contacts

2 Items - Sorted by Last Name - Updated 5 minutes 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 Cc:			

View Relationship
Edit Relationship
Remove Relationship

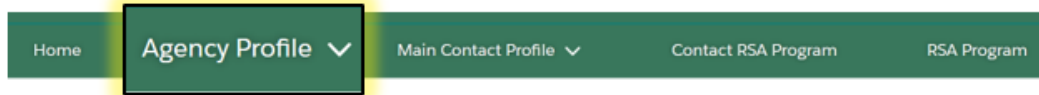
- Click Remove Relationship from the pop-up dialog box to confirm the selection. The page will refresh after the agent is removed.

Remove Account Contact Relationship

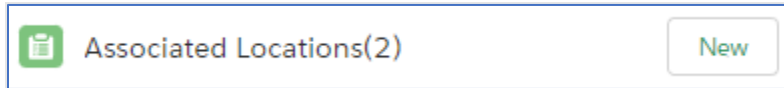
Are you sure you want to remove this contact's relationship with this account?

Cancel Remove Relationship

- **Add Location**



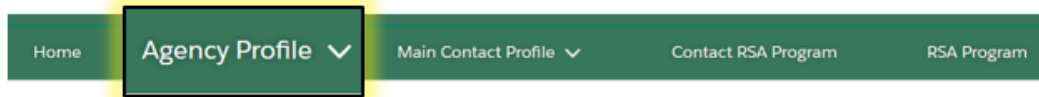
- Select Agency Profile → View Account and on the right side of the page, find Associated Locations placeholder.



- Choose New

- 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 dot for your entered address or the USPS suggested address and click Use Selected Address.

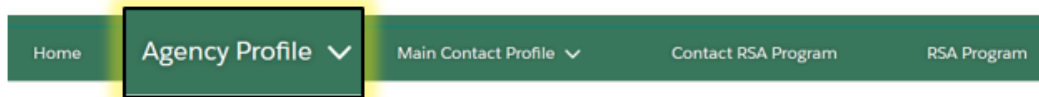
- **View Payment Activity**



- 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	Total Fee Amount
FEE-000000007	\$675.00
Status	Paid Amount
Paid	\$400.00
Regulatory Transaction Fee Id	Total Fee Amount
FEE-000000016	\$200.00
Status	Paid Amount
Due	\$0.00
Regulatory Transaction Fee Id	Total Fee Amount
FEE-000000006	\$525.00
Status	Paid Amount
Paid	\$25.00
View All	

- **Make Payment**



- Select Agency Profile → Make Payment to see any transactions listed, to make payment.

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

Make a Payment for Locations and/or Agents

Select the Locations and Agents you need to make a payment for

Name	Status	Amount
New Location - testing 2	Due	\$100.00
New Location - Blank address test	Due	\$100.00
		Total Amount : \$200.00

- Choose Make Payment again after verifying the transaction value.

Make a Payment for Locations and/or Agents

Select the Locations and Agents you need to make a payment for

Name	Status	Amount
New Agent - becca Agent	Pending	\$25.00
		Total Amount : \$25.00

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

CDFA Payments

Payment Method

* Indicates required field

Payment Information

Description: Anirudh Reddy
Amount Due: \$25

Choose method of payment

☒ Pay by electronic check

* Account Type: Personal

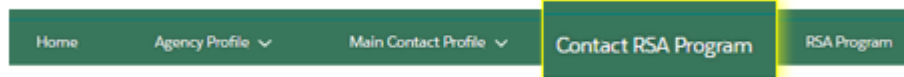
☐ Pay by credit card

Back Next Exit

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

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

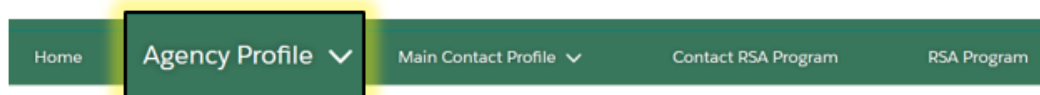
- **Contact RSA Program Staff**



- 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 RSA Program mailbox.
- 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. The form has a dark green header with the RSA logo and navigation links. The main content area is white and contains fields for 'To Address' (auto-populated with 'info@rsa.nc.gov'), 'Subject', and a large text area for the 'Description'. A rich text editor toolbar is visible above the description field. At the bottom right, a green 'Send Email' button is highlighted with a yellow 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.

Home Agency Profile Main Contact Profile Contact RSA Program RSA Program

BUSINESS INFORMATION LOCATION INFORMATION AGENT(S) INFORMATION TYPES OF DEVICE(S) SERVICED DECLARATION PAYMENT

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:

* Street: 7416 Lindsay Road test 2

* City: Bakersfield

* State/Province: CA

* Zip/Postal Code: 93313

* Phone: 7326590011

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

Country: United States

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 dot 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: 201 Nebula Road

* City: Sacramento

* State: CA

* Zip Code: 96568

* Country: US

Cancel Save

Create Associated Location

☐ Address entered

1220 N St
Sacramento
CA
95814

☒ Suggested Address

1220 N ST
SACRAMENTO
CA
95814

Edit Address
Use Selected Address

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

Location Information

Q Search... Add Location New Address

Make Primary	Type	Address
<input checked="" type="radio"/>	Other	201 Nebula Road, Piscataway, CA, 08854
<input type="radio"/>	Primary	5691 Via Ceresa, Yorba Linda, CA, 92886
<input type="radio"/>	Other	Pending location st, Piscataway, CA, 08854

- **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

Q Search... Add Location New Address

Make Primary	Type	Address
<input checked="" type="radio"/>	Primary	201 Nebula Road, Piscataway, CA, 08854
<input type="radio"/>	Other	5691 Via Ceresa, Yorba Linda, CA, 92886
<input type="radio"/>	Other	Pending location st, Piscataway, CA, 08854

Back
Save and Next

- Click Save and Next.
- **Agent(s) Information Section**
 Add, Delete Agents.
 - To Add Agent search with Agent name

Agent(s) Information

Add Agent

AGENT NAME	LICENSE NUMBER	ACTION
becca Agent	1234567890	
Kiel Agent	234590	

Back Save and Next

- Select Agent

Agent(s) Information

Cyndi Agent × 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

Add Agent

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

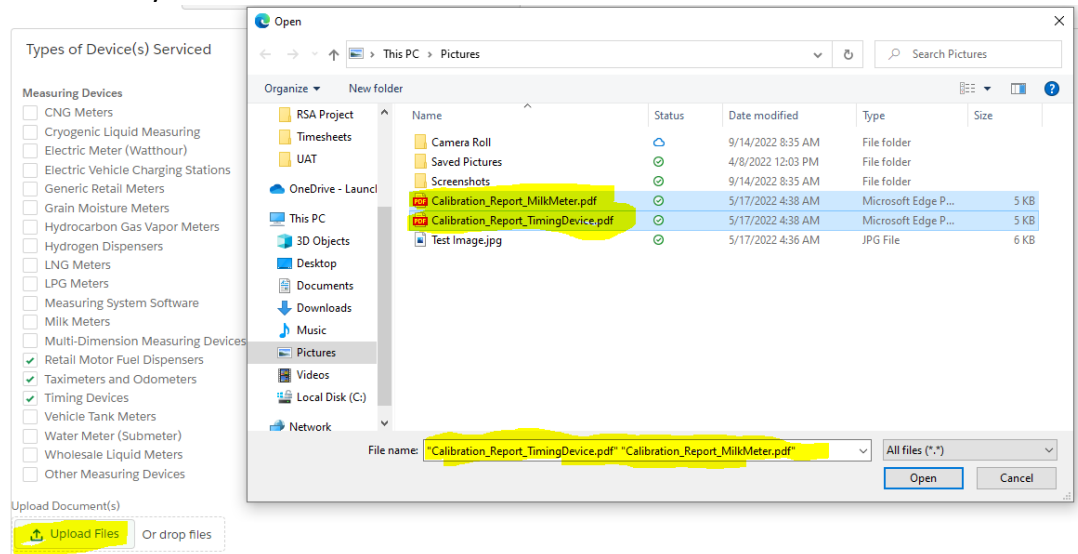
Back Save and Next

- Click Save and Next.

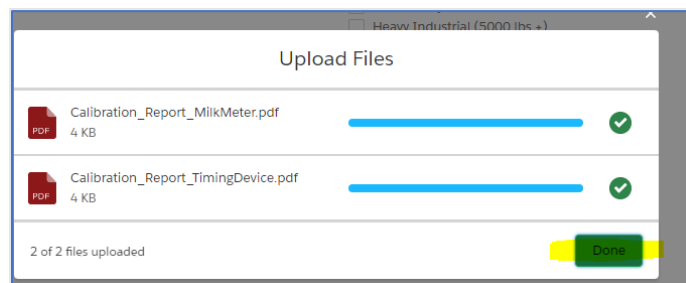
- Types of Device(s) Serviced Section

- Select the devices that your Agency will service and upload all related calibration certificates.
- 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.



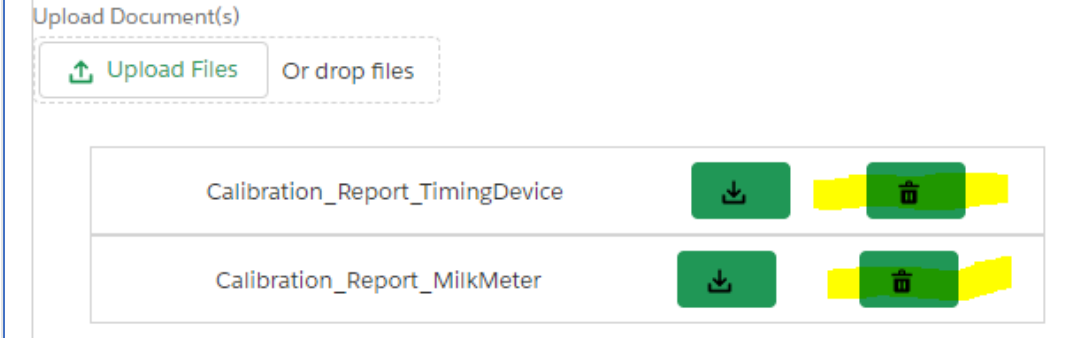
- Select Open after selecting the correct file.
- Choose Done.




- Click Save and Next.





- **To Delete Uploaded Files**

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



Upload Document(s)

 Upload Files Or drop files

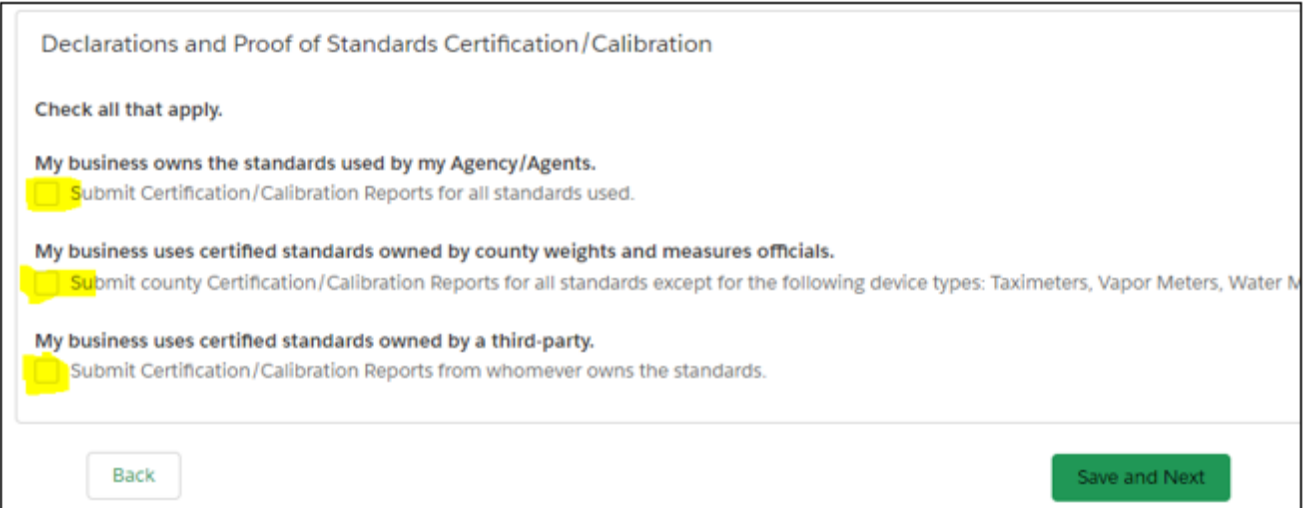
Calibration_Report_TimingDevice		
Calibration_Report_MilkMeter		

- Click 'Save and Next'

Note: Renewal process could be delayed if you do not submit all the Standard certifications/ calibration reports of the devices included in the Renewal. Please include all certifications/calibrations reports related to the devices serviced.

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

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



Declarations and Proof of Standards Certification/Calibration

Check all that apply.

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.

[Back](#) [Save and Next](#)

- Click Save and Next.

- **Fees and Payment Information Section**

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


Licensed Agents	\$25.00	2	\$50.00
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.

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





The screenshot shows the 'CDFA Payments' page with a 'Payment Results' section. It includes a 'Thank You' message and a 'Printable Receipt' link. The receipt details are as follows:

Merchant:	California Department of Food and Agriculture
Merchant City/State:	Sacramento, CA
Payment Status:	Payment Success
Payment Date:	09/20/2022
Confirmation Number:	22092017582691
Billing Address:	Madhukar Reddy 1 Apple street Big Apple, NY 09989 (732) 659-0011
E-Mail Address:	Madhukar.Reddy@cdfa.ca.gov
Total Amount:	550.00 USD
Card Type:	MC
Account #:	x0640
Authorization Code:	052900

An 'Exit' button is located at the bottom right of the receipt area.

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

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

- 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.

The screenshot shows the 'Agency Profile' page for 'Madhukar Agency'. The page includes a navigation bar with links: Home, Agency Profile, Main Contact Profile, and Contact RSA Program. The main content area displays the following information:

Account Madhukar Agency		
Status Active	Legal Entity Corporation	Renewal Process Pending Approval
Account Name Madhukar Agency		DBA Name Madhukar Reddy & Co.
Account Number		DBA Name Expiration Date

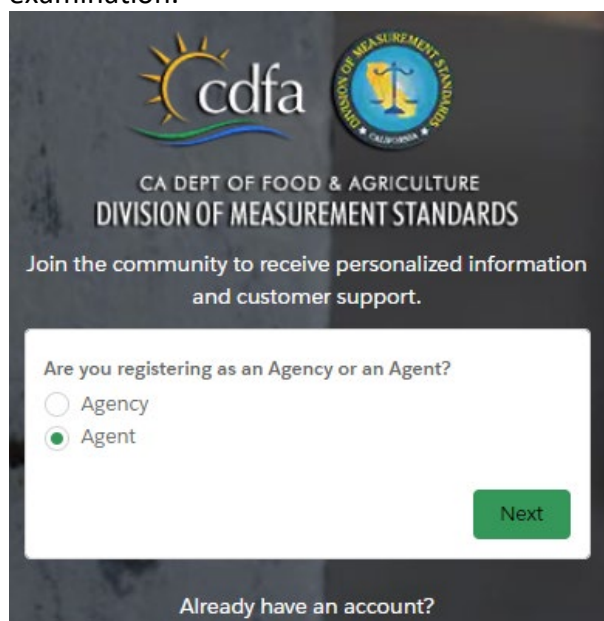
NOTE: Any updates you make to a registration during the renewal process will not be part of the renewal registration and will need to be submitted after the initial submission is processed.

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

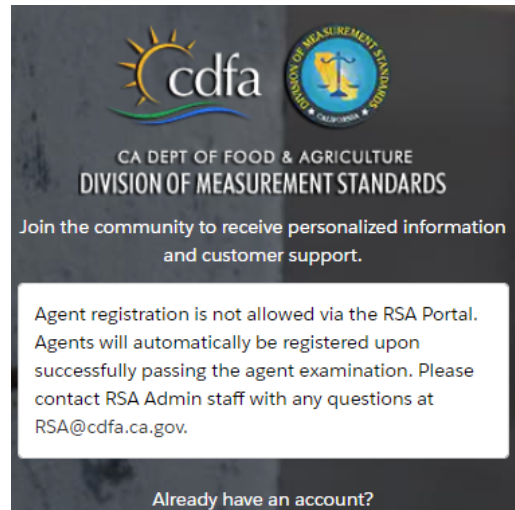


The screenshot shows the RSA Portal login page. At the top, there are logos for 'cdfa' and the 'DIVISION OF MEASUREMENT STANDARDS'. Below the logos, the text reads 'CA DEPT OF FOOD & AGRICULTURE' and 'DIVISION OF MEASUREMENT STANDARDS'. There are two input fields: 'Username' and 'Password'. Below these fields is a green 'Log in' button. To the right of the 'Log in' button, the 'Sign Up' link is circled in yellow. A large yellow arrow points from the right towards the 'Sign Up' link. Below the 'Log in' button, there is a link for 'Forgot your password?' and a note: 'For Agencies or Agents who need assistance, please contact the RSA Program'.

- NOTE: Agents are not permitted to directly sign up for Account access. Agents will be manually entered upon successfully passing the agent examination.

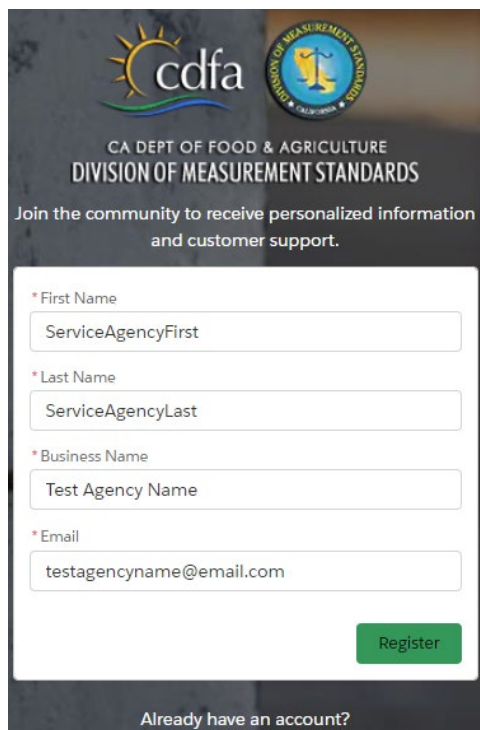


The screenshot shows the RSA Portal registration page. At the top, there are logos for 'cdfa' and the 'DIVISION OF MEASUREMENT STANDARDS'. Below the logos, the text reads 'CA DEPT OF FOOD & AGRICULTURE' and 'DIVISION OF MEASUREMENT STANDARDS'. Below this, it says 'Join the community to receive personalized information and customer support.' There is a section titled 'Are you registering as an Agency or an Agent?' with two radio buttons: 'Agency' and 'Agent'. The 'Agent' radio button is selected. Below this section is a green 'Next' button. At the bottom of the page, there is a link that says 'Already have an account?'.



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

- Enter your First Name, Last Name, Business Name, and Agency Email address, then select Register. **This email address will become your username.**



cdfa
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.



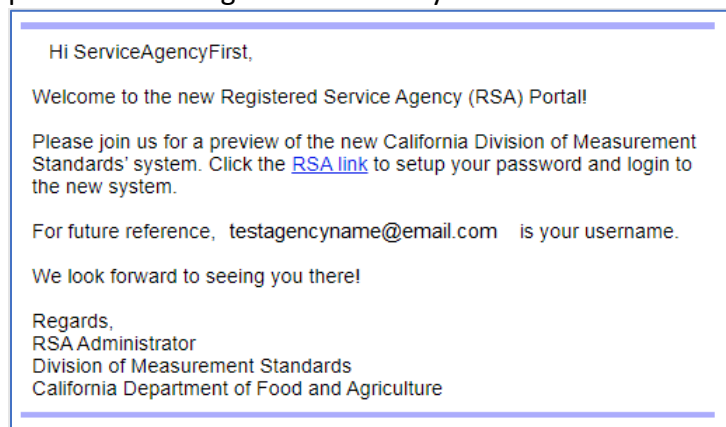
cdfa
CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

Join the community to receive personalized information and customer support.

Your request for RSA Portal access has been received and will be reviewed by RSA Admin staff.

Already have an account?

- 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.



Hi ServiceAgencyFirst,

Welcome to the new Registered Service Agency (RSA) Portal!

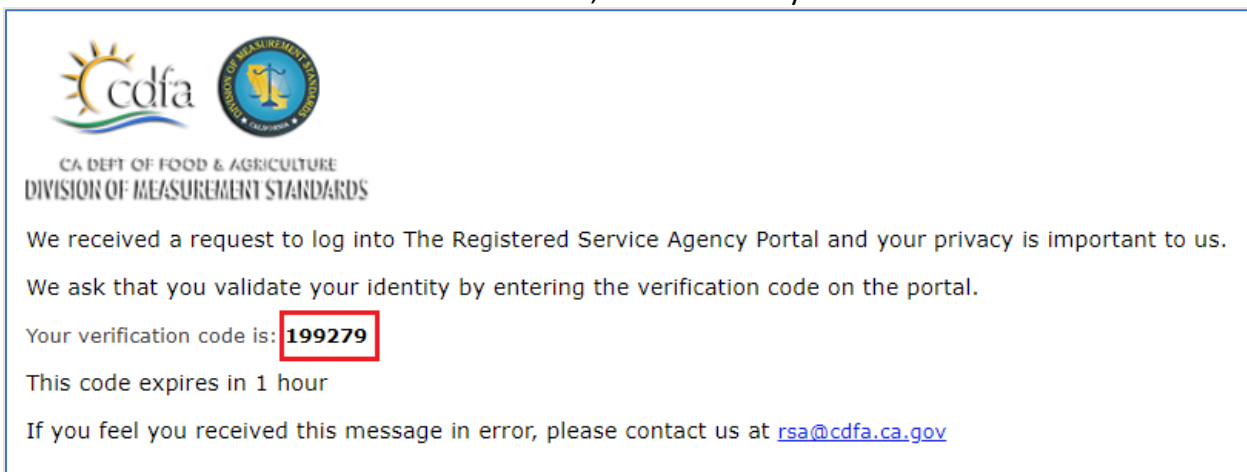
Please join us for a preview of the new California Division of Measurement Standards' system. Click the [RSA link](#) to setup your password and login to the new system.

For future reference, testagencyname@email.com is your username.

We look forward to seeing you there!

Regards,
RSA Administrator
Division of Measurement Standards
California Department of Food and Agriculture

- 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.



The screenshot shows the RSA portal verification page. It includes the CDFA logo and the text: "CA DEPT OF FOOD & AGRICULTURE DIVISION OF MEASUREMENT STANDARDS". Below this, it says "testagencyname@email.com Log Out". The main content area states: "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." There is a text input field labeled "* VerificationCode" containing the value "199279". A blue "Verify Me" button is located at the bottom right.

- 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.

- ✓ 15 characters
- ✓ 1 letter
- ✓ 1 number
- ✓ 1 special character ⓘ

* New Password

.....



Good

* Confirm New Password

.....

Match

Change Password



Home Agency Profile ▾ Main Contact Profile ▾ Contact RSA Program RSA Program

Division of Measurement Standards: Registered Service Agency


Welcome to the new RSA Portal

The Registered Service Agency Program is responsible for registering service agencies and their employees who, for hire or payment of any kind, repair commercial weighing and measuring devices.

Current Agency/
Renewal Status:
NEW

Submit
Agency
Registration

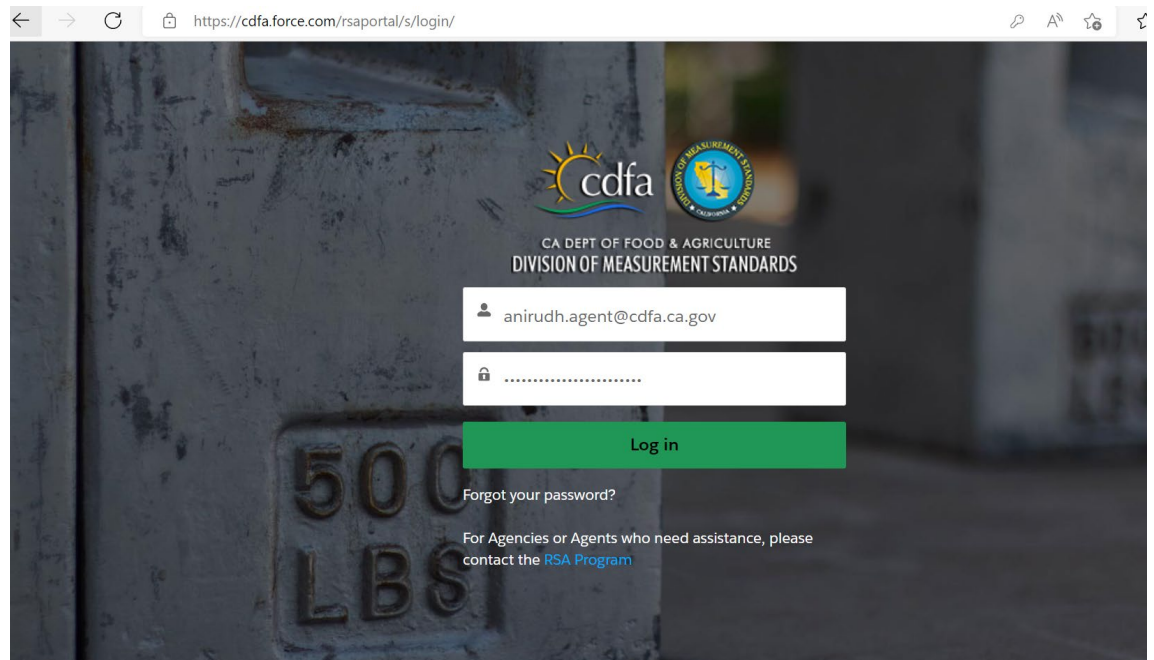
Submit
Agency
Renewal





Agent Functions

- **Login to Online Account**


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




← → ↻ https://cdfa.force.com/rsaportal/s/login/

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 anirudh.agent@cdfa.ca.gov

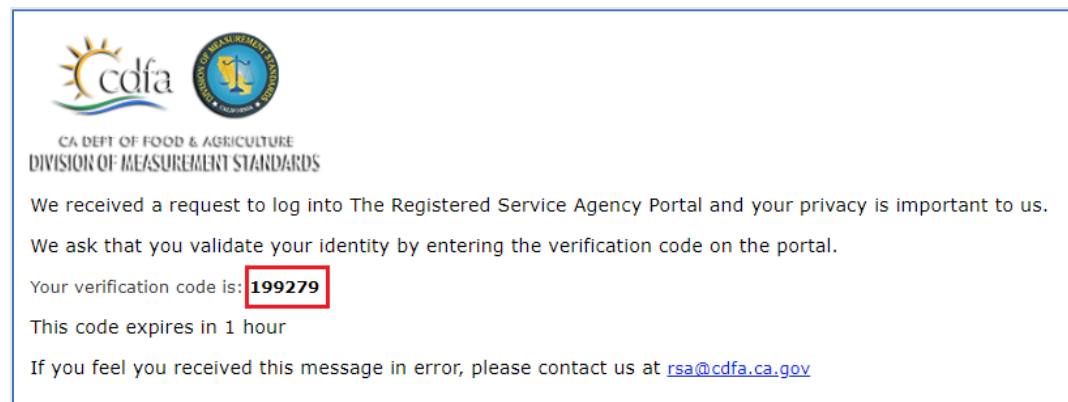




Log in

[Forgot your password?](#)

For Agencies or Agents who need assistance, please contact the [RSA Program](#)

- The RSA system is safeguarded with multi-factor authentication. Upon clicking Log In, 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.



CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

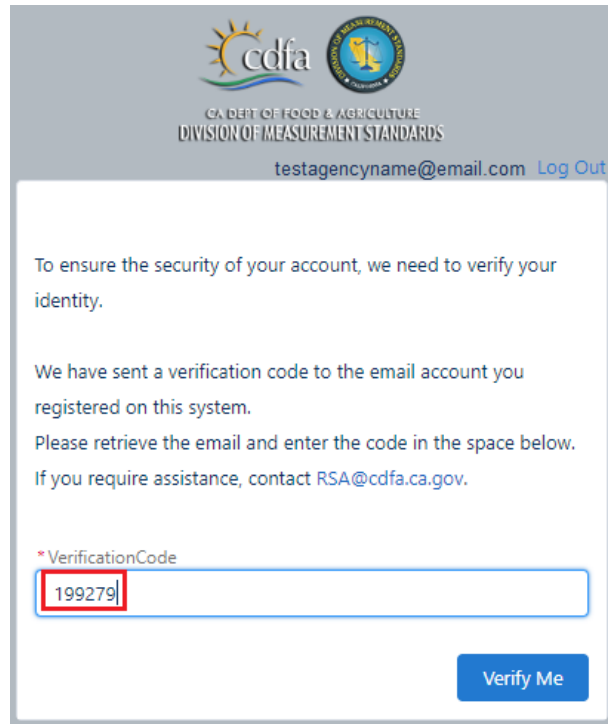
We received a request to log into The Registered Service Agency Portal and your privacy is important to us.

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



cdfa
CA DEPT OF FOOD & AGRICULTURE
DIVISION OF MEASUREMENT STANDARDS

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.

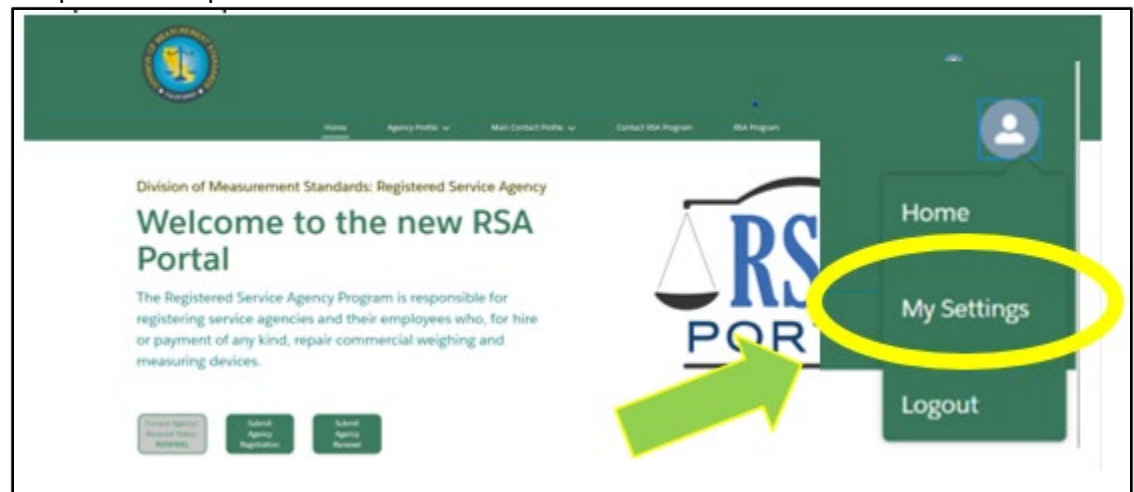
*VerificationCode

199279

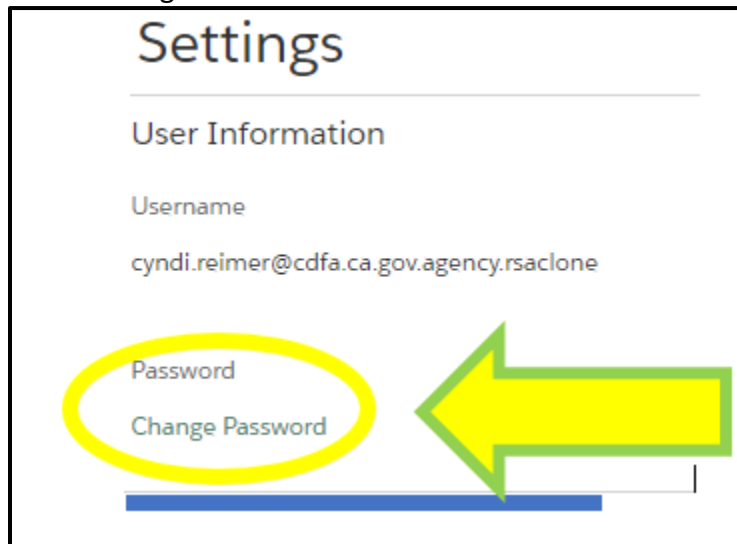
[Verify Me](#)

- **Change Password**

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

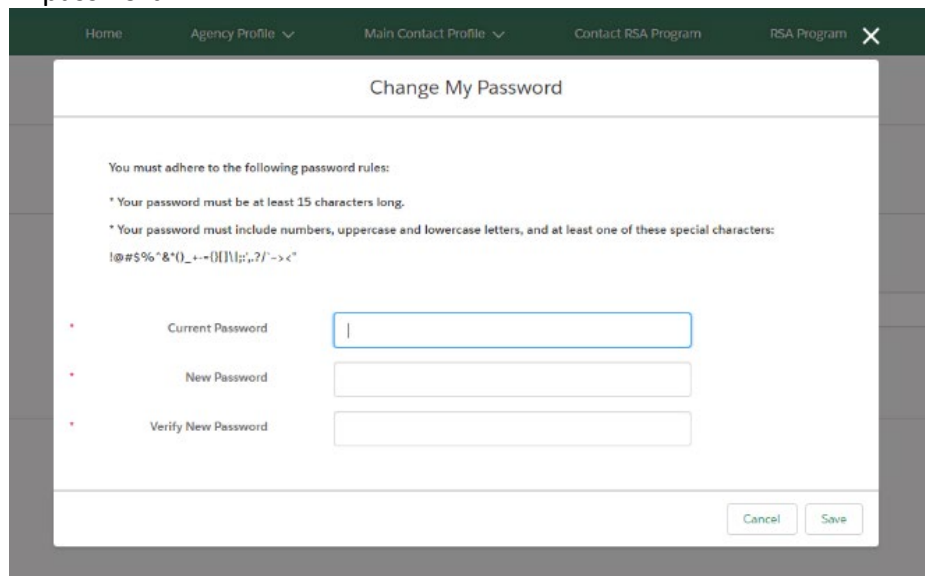


- Select Change Password.



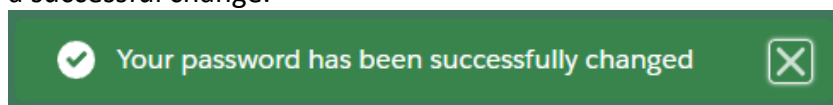
The screenshot shows the 'Settings' page with the 'User Information' section. The 'Username' is 'cyndi.reimer@cdfa.ca.gov.agency.rsac1one'. The 'Password' section has a 'Change Password' link highlighted with a yellow circle. A large yellow arrow points to the 'Change Password' link.

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



The screenshot shows the 'Change My Password' form. It includes a list of password rules: 'You must adhere to the following password rules:', '* 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: !@#\$%^&*()_+-={}|~`~?/~->~<'. There are three input fields: 'Current Password', 'New Password', and 'Verify New Password'. At the bottom right 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.

The screenshot shows the RSA Portal interface for the contact 'Anirudh Agent'. The URL is <https://cdfa.force.com/rsaportal/s/contact/0033d000007hpR1AAI/anirudh-agent>. The header includes the California Department of Finance logo and navigation links: Home, Agent Profile, Contact RSA Program, and RSA Program. The main content area displays the contact's information:

- Contact:** Anirudh Agent
- Email:** cdfatest5@gmail.com
- Status:** Active
- License No:** 1234567890
- License From Date:** 5/2/2022
- License To Date:** 5/2/2025

Details:

- Name:** Anirudh Agent
- License No:** 1234567890
- License From Date:** 5/2/2022
- License To Date:** 5/2/2025
- Status:** Active
- Email:** cdfatest5@gmail.com
- Phone:** 123-456-7890
- Proof of Identity:** CA Drivers License
- Identity No:** 12345

Address Information:

- Mailing Address:** 123 N. Park St, Modesto, CA 95605, United States

Additional Information:

- Account Name:** Agents

Agency(2):

Account Name	Status
Anirudh Agency	Pending Payment
Grifone Agency	Pending Payment

Person Examinations (1):

Effective From	Effective To	Result
5/2/2022, 12:00...	5/2/2025, 12:00...	Pass

Files (0):

- **Update Contact Information**

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

The screenshot shows the RSA Portal interface for the contact 'Ms. Madhukar MI Reddy one'. The URL is <https://cdfa.force.com/rsaportal/s/contact/0033d000007hpR1AAI/madhukar-reddy-one>. The header includes the California Department of Finance logo and navigation links: Home, Agent Profile, Contact RSA Program, and RSA Program. The main content area displays the contact's information:

- Contact:** Ms. Madhukar MI Reddy one
- Email:** madhukar.reddy@cdfa.ca.gov
- Status:** Active
- License No:** 15520
- License From Date:** 3/1/2018
- License To Date:** 3/1/2023

Details:

- Name:** Ms. Madhukar MI Reddy one
- License No:** 15520
- License From Date:** 3/1/2018
- License To Date:** 3/1/2023
- Status:** Active
- Email:** madhukar.reddy@cdfa.ca.gov
- Phone:** 732-456-3456
- Proof Of Identity:** CA Drivers License
- Identity No:** 863450

Address Information:

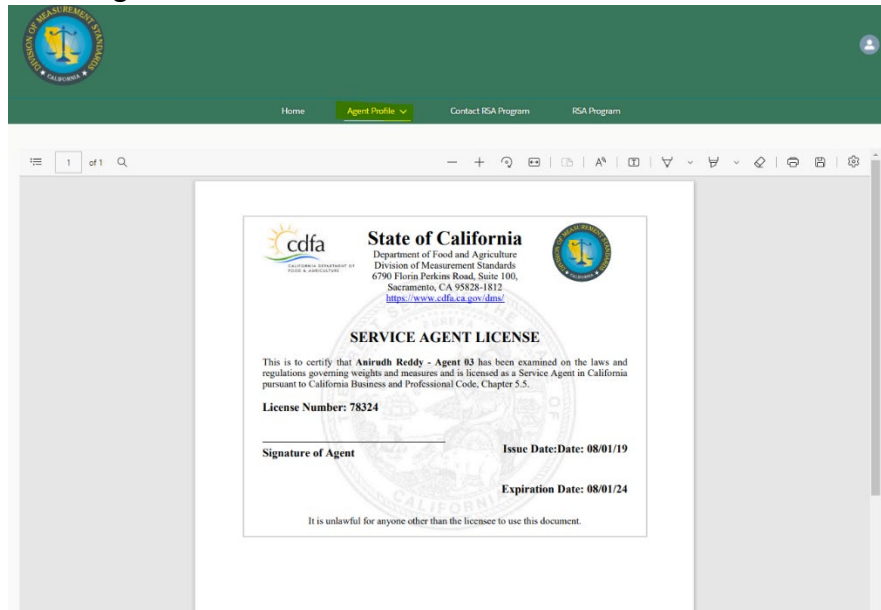
- Mailing Address:** 1051 Ginger Lane, Piscataway, CA 08054, United States

Agency(3+):

Account Name	Status
PRECISION SCALES, INC.	Inactive
LOS ANGELES ELECTRIC	Inactive
HOBART SALES	Pending Payment

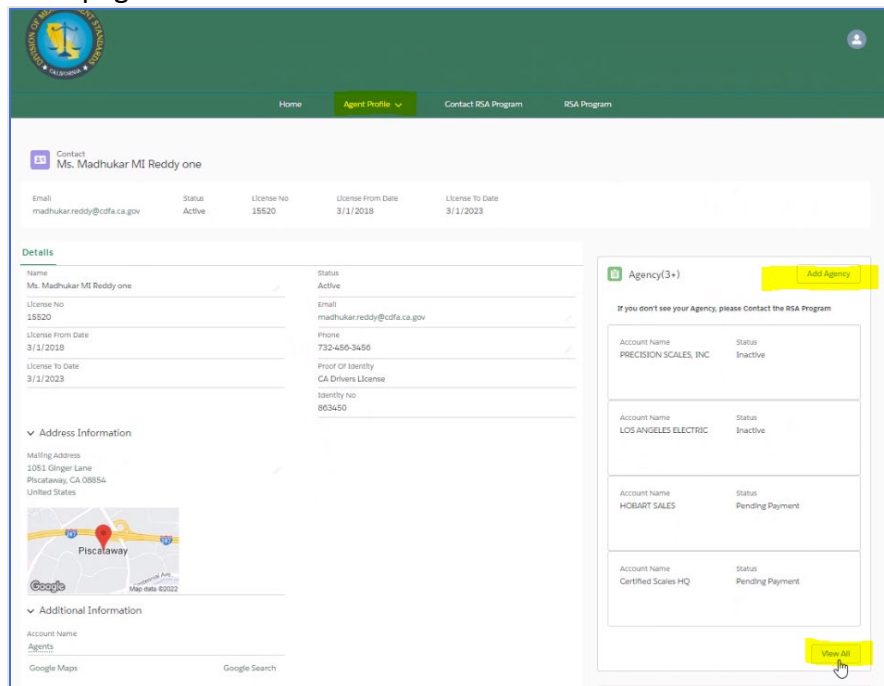
- **View/Print Updated License**

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



- **Add/Delete Associated Agencies**

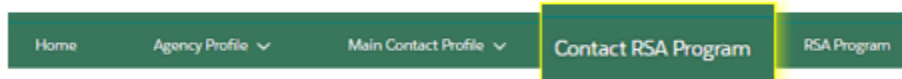
- Click Agent Profile → View Contact, find Agency placeholder on the right side of the page.



- 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.