

**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**  
May 31, 2022

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## 1. 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 Info
- View/Print Updated Registration
- Upload Standard Certification
- View Associated Agent Info
- Add/Delete Agents/Locations
- View Payment Activity
- Contact DMS

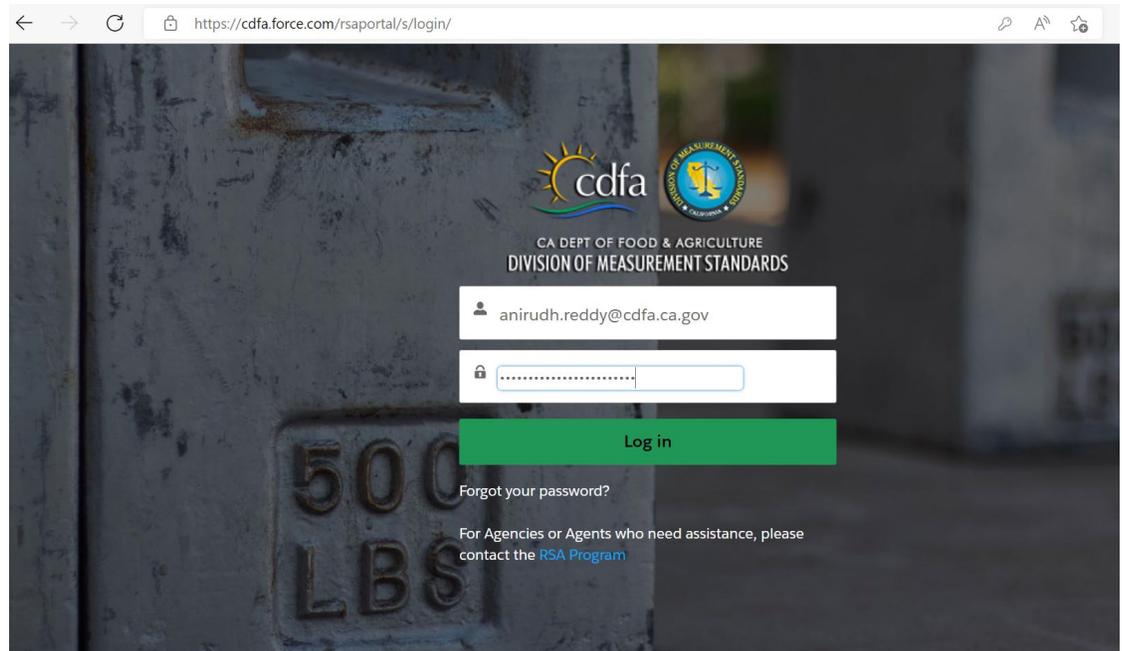
### Agent Functions

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

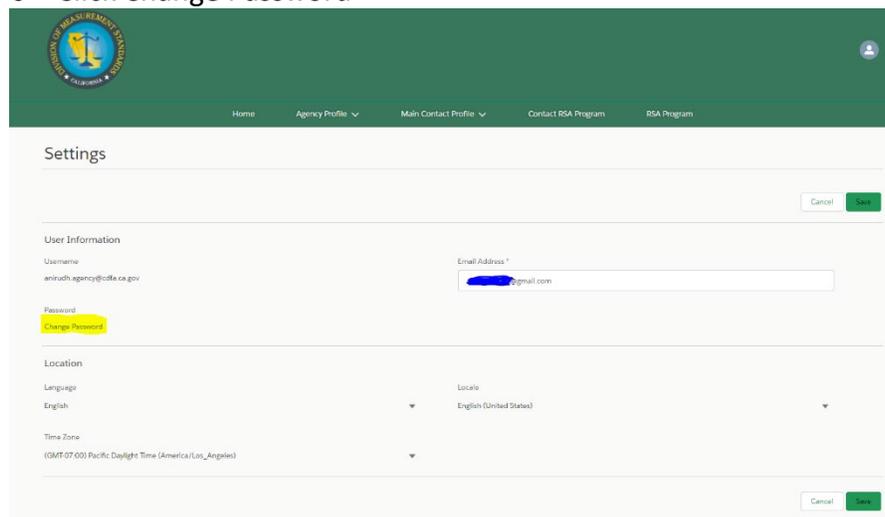
## 2. AGENCY FUNCTIONS

- **Login to Online Account**
  - Enter Username and Password
  - Click Log in

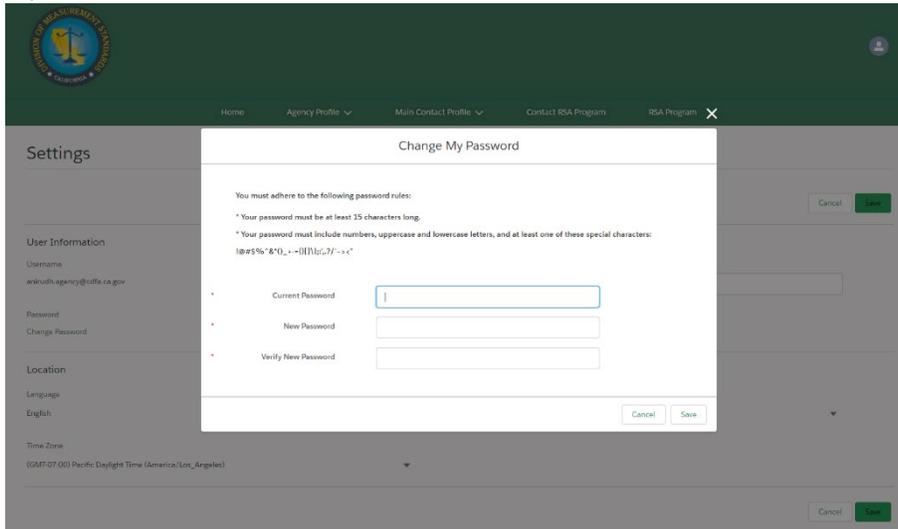
Note: Password must include numbers, uppercase and lowercase letters, and at least one of these special characters: minimum 15 characters: !@#\$\$%^&\*()\_+-=0[]\|;:'.?/~><"



- **Change Password**
  - On top right, select User Profile → My Settings to see below screen
  - Click Change Password

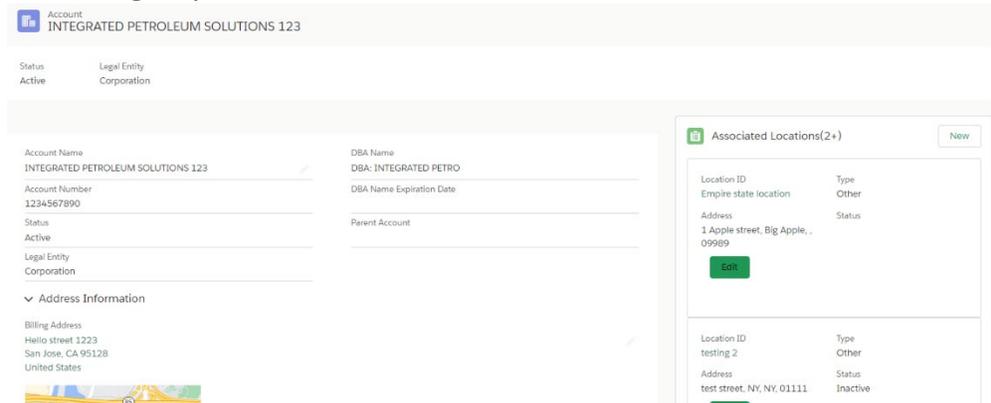


- Enter Current Password, New Password and Verify New Password. Click 'Save' to save new password or click 'Cancel' to proceed without changing existing password.



- **View Agency Profile**

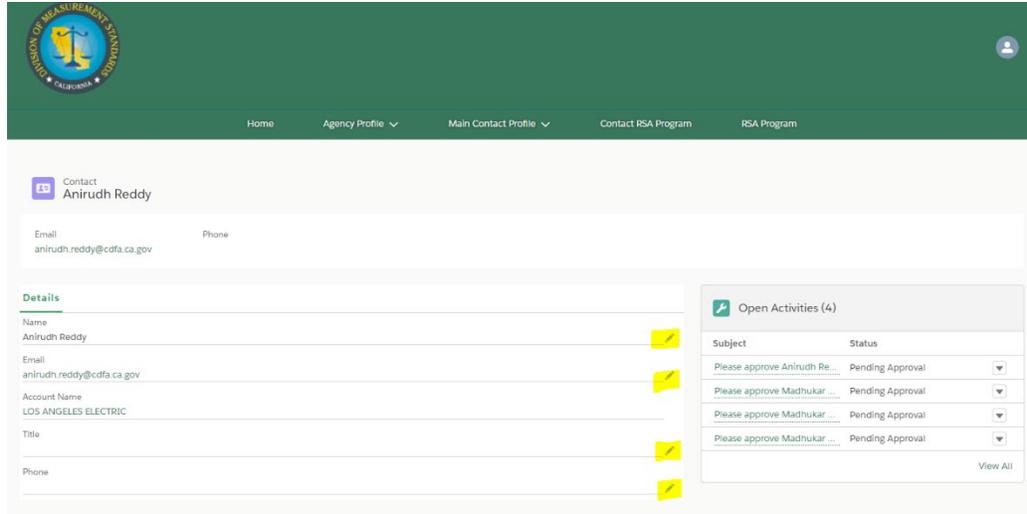
- Select Agency Profile → View Account



- 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 and Phone
- Select Pencil as highlighted to edit details



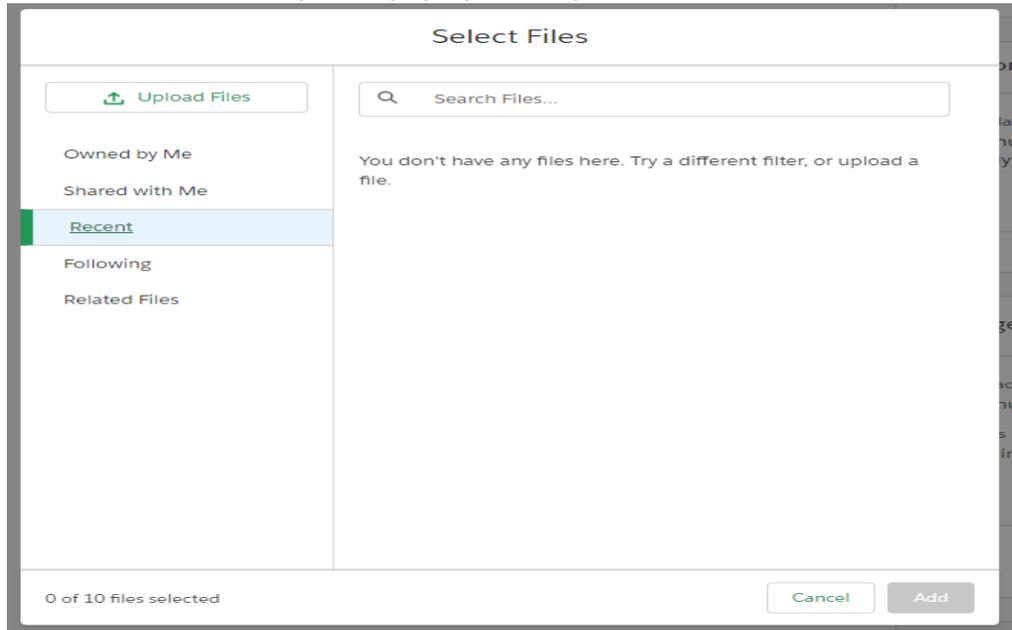
- **View/Print Updated Registration**
  - Click on Agency Profile → Print Registration, to view and print your Active Registration



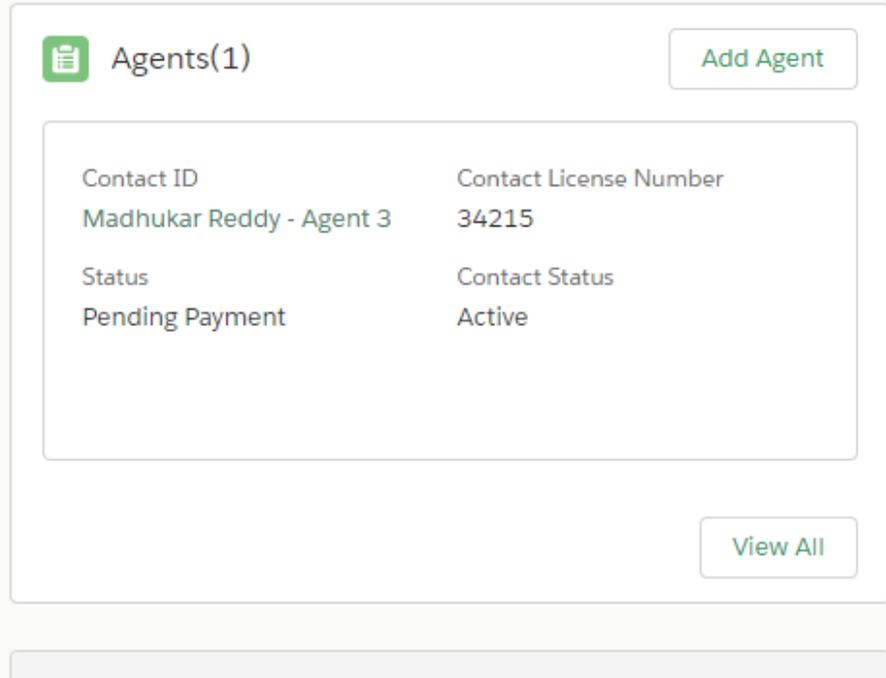
- **Upload Standard Certification**
  - Click on Agency Profile → View Account, on the right side, find Files placeholder



- Click on Add Files → Opens a pop up with Upload Files



- Click on Upload Files and then select a Standard Certification file from your computer
- Then Click on “Add”
- **View Associated Agent Info**
  - Select Agency Profile → View Account, on the right side, find ‘Agents’ placeholder which lists any Agents associated to your Agency



- Click on View All to see all Agents

Accounts > INTEGRATED PETROLEUM SOLUTIONS 123  
Related Contacts

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, on the right side, find Agent’s placeholder
- Click on “Add Agent”

- Type Agent Name in Contact, Select the Agent

- Click “Save”

- **Delete Agents**

- Select Agency Profile → View Account, onto the right side, find ‘Agents’ placeholder
- Click “View All”
- Select ‘Edit Relationship’ from the triangle button for 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 Ctc				

- Select Status to Inactive

Account Contact Relationship Information

Account  
INTEGRATED PETROLEUM SOLUTIONS 123

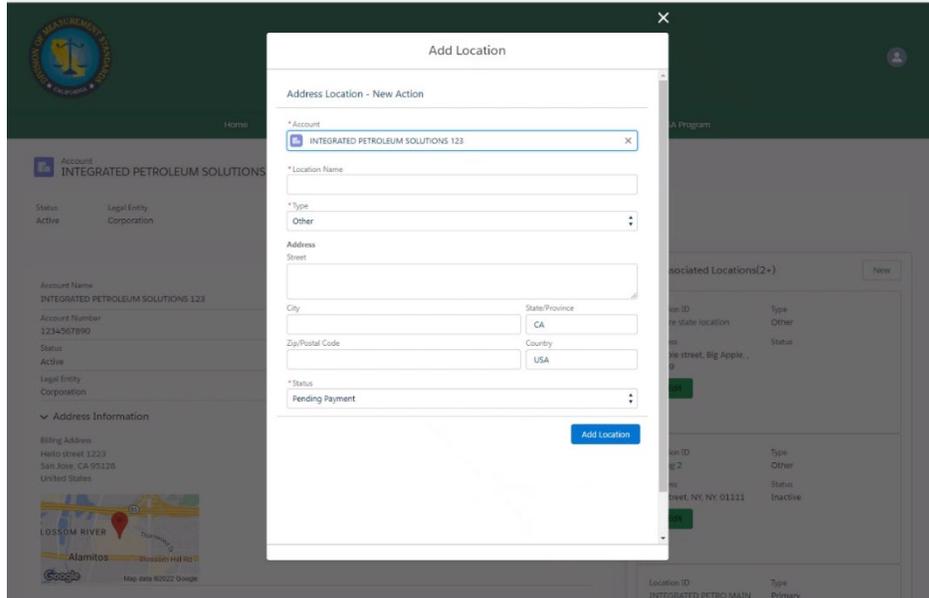
-None--  
 Active  
 Inactive  
 Pending  
 Pending Payment

Cancel Save & New Save

- Click on “Save”

- **Add Location**

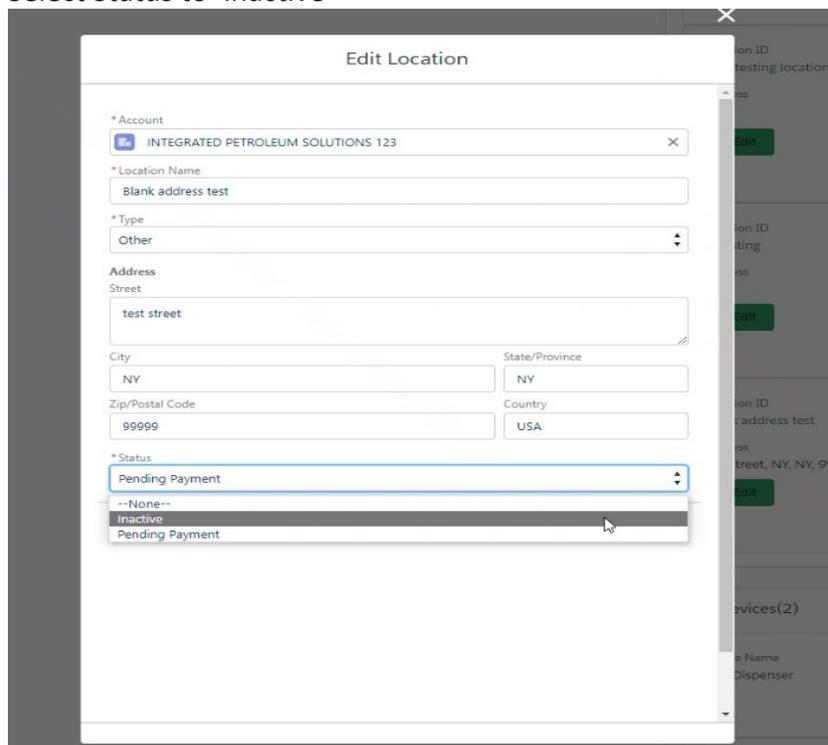
- Select Agency Profile → View Account, onto the right side, find ‘Associated Locations’ placeholder
- Click on “New”



- Give Location and Address
- Click on “Add Location” to Save

● **Delete Location**

- Select Agency Profile → View Account, onto the right side, find ‘Associated Locations’ placeholder
- Go to Location, click on “Edit”
- Select Status to ‘Inactive’



- Click “Save Location”

- **View Payment Activity**
  - Click Agency Profile → View Account, scroll down on the right to 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](#)

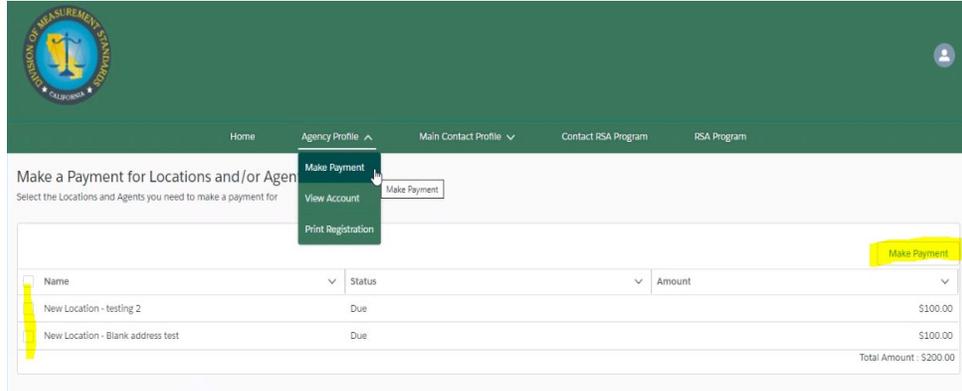
Accounts > INTEGRATED PETROLEUM SOLUTIONS 123  
Regulatory Transaction Fees

3 Items - Sorted by Status - Updated a few seconds ago

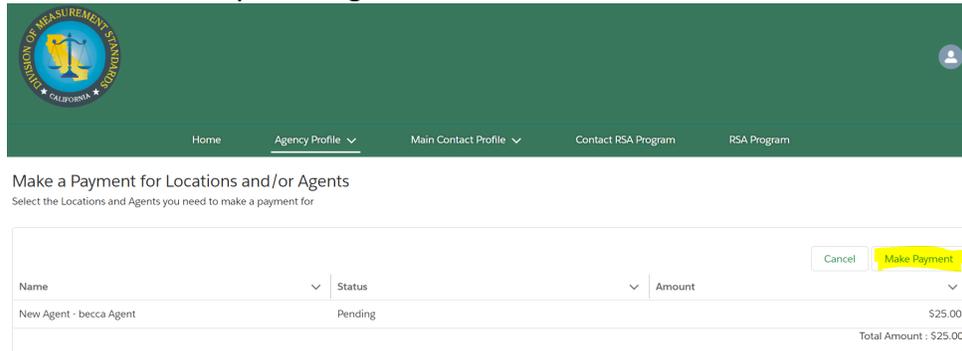
#	Regulatory Transaction Fee Id	Status	Total Fee Amount	Paid Amount
1	FEE-000000006	Paid	\$525.00	\$25.00
2	FEE-000000007	Paid	\$675.00	\$400.00
3	FEE-000000016	Due	\$200.00	\$0.00

- **Make Payment**

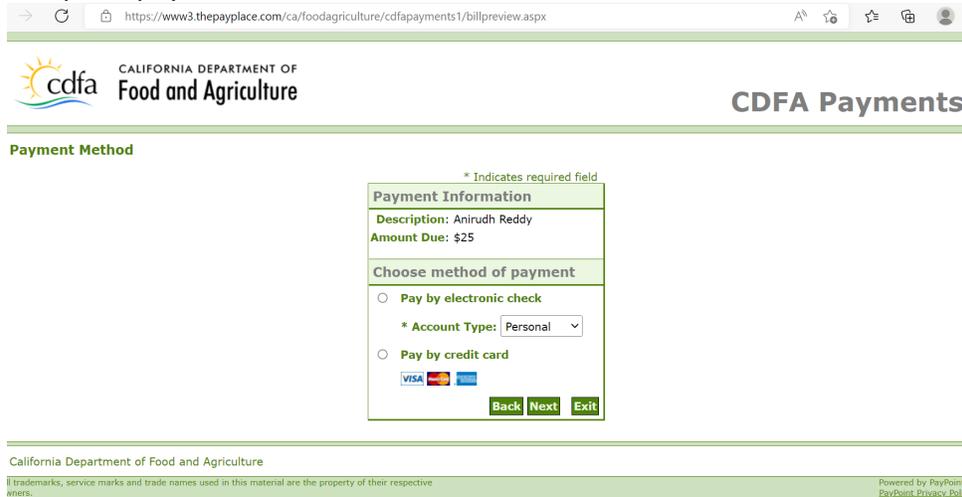
- Click Agency Profile → Make Payment, to see any transactions available to make payment.
- Select associated transaction(s) and click Make Payment to proceed with Payments



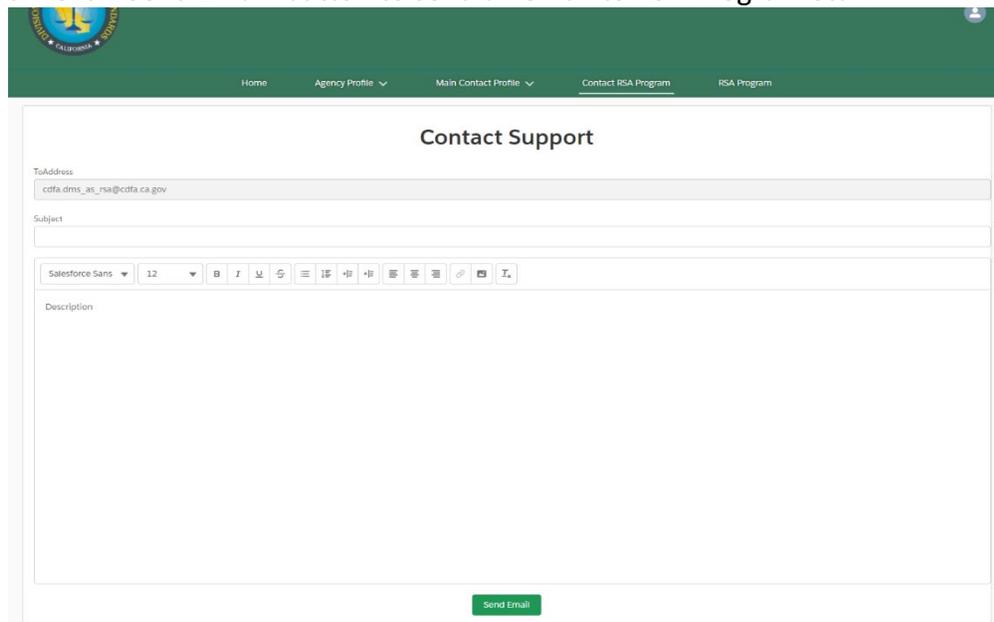
- Click on 'Make Payment' again to make sure the transaction value



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



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



The screenshot shows the 'Contact Support' form within the RSA Self-Service Portal. The form is titled 'Contact Support' and is located on a page with a green header. The header contains navigation links: Home, Agency Profile, Main Contact Profile, Contact RSA Program (which is the active page), and RSA Program. The form itself has a white background and a green border. It contains the following fields:

- ToAddress:** A text box containing the email address 'cdfa.dms\_as\_rsa@cdfa.ca.gov'.
- Subject:** An empty text box.
- Description:** A large text area for entering the purpose of the email. Above this area is a rich text editor toolbar with options for font face (Salesforce Sans), font size (12), bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list (•), numbered list (1), link (🔗), unlink (🔗), and text color (A).

At the bottom right of the form is a green button labeled 'Send Email'.

### 3. 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/

cdfa  
CA DEPT OF FOOD & AGRICULTURE  
DIVISION OF MEASUREMENT STANDARDS

anirudh.agent@cdfa.ca.gov

Log in

Forgot your password?

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

- Change Password
  - On top right, select User Profile → My Settings to see below screen
  - Click Change Password

Settings

Cancel Save

User Information

Username  
anirudh.agency@cdfa.ca.gov

Email Address \*  
@gmail.com

Password  
Change Password

Location

Language  
English

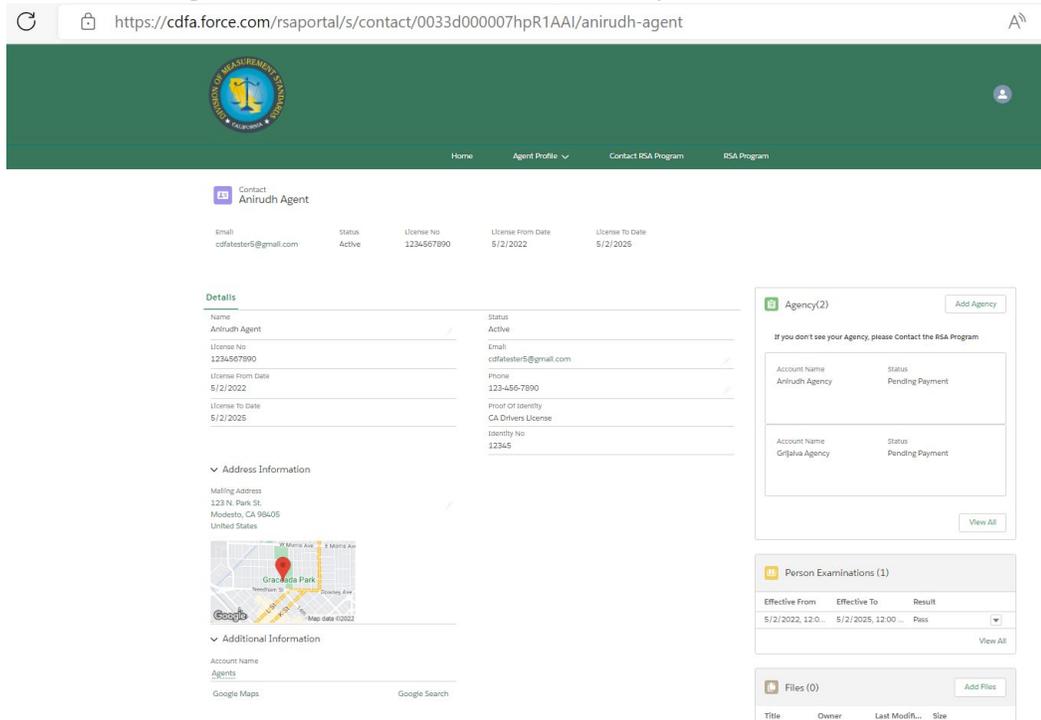
Locale  
English (United States)

Time Zone  
(GMT-07:00) Pacific Daylight Time (America/Los\_Angeles)

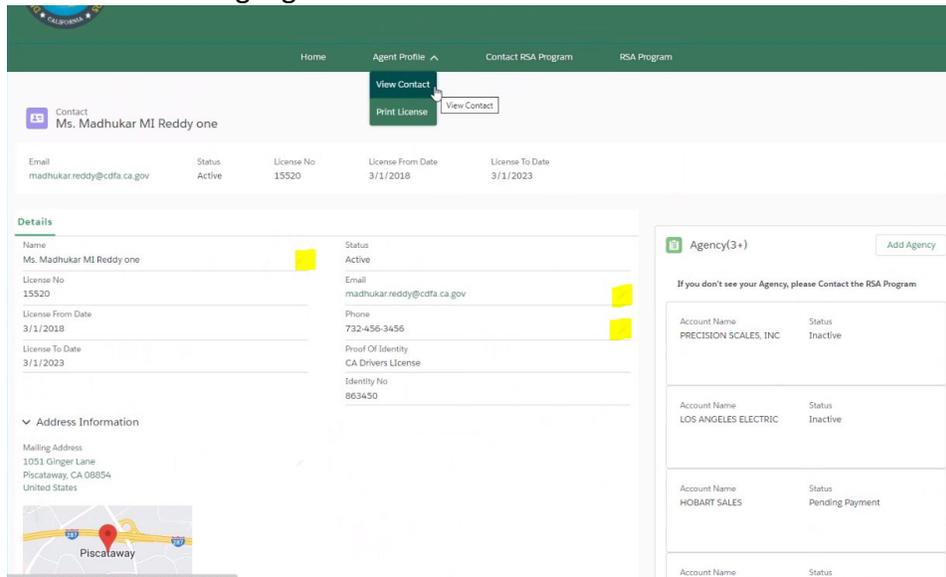
Cancel Save

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

- View Personal Profile
  - Click Agent Profile → View Contact, to see personal details

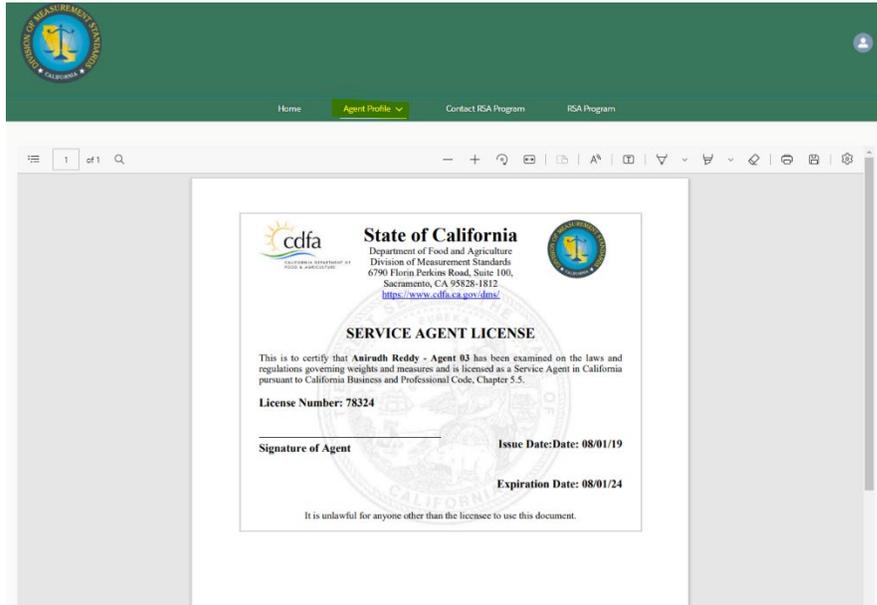


- Update Contact Info
  - Select Agent Profile → View Contact, to see your Name, Email, Phone, and address, etc.
  - Select Pencil as highlighted to edit details

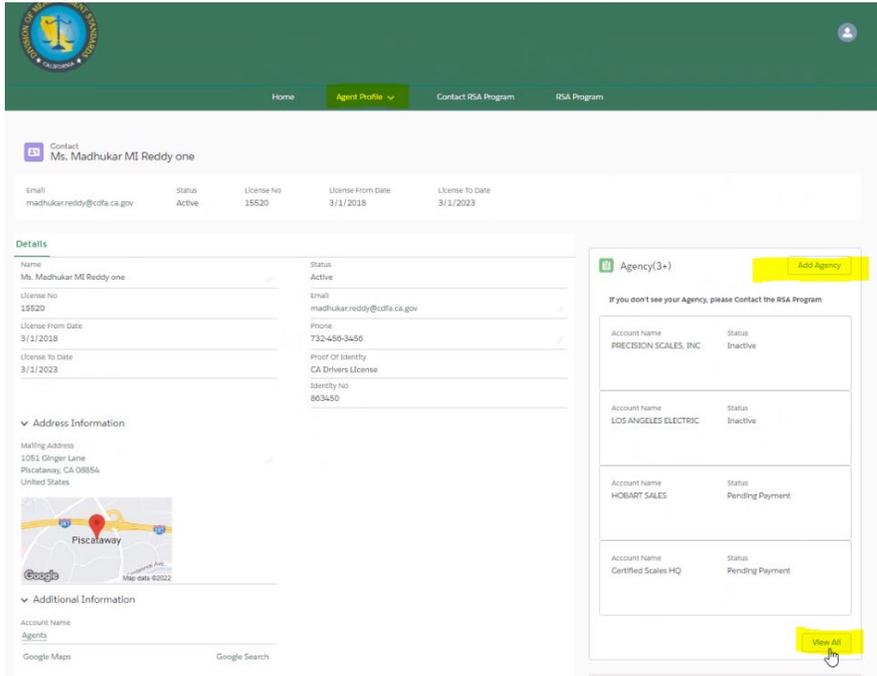


- View/Print Updated License

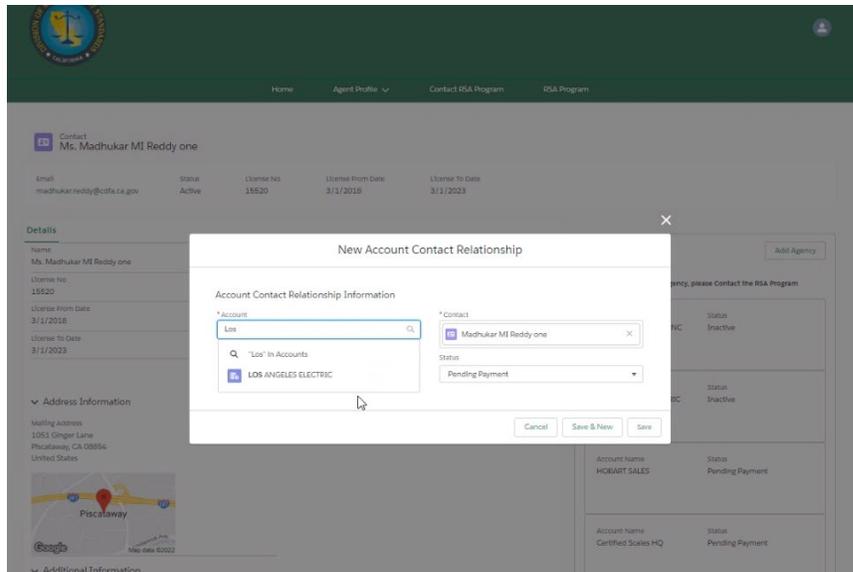
- Click Agent Profile dropdown → Click Print License, to view and print the Service Agent License



- Add/Delete Associated Agencies
  - Click Agent Profile → View Contact, find Agency placeholder to the right.



- 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 DMS
  - Click on 'Contact RSA Program' to send an email to RSA Program Staff for any questions or comments you may have
  - To Address: is auto populated with RSA Program Staff mailbox
  - Subject: Enter a relevant subject for this email
  - Body: Provide a brief description for the purpose of this email
  - Click 'Send Email' to send an email to RSA Program Staff

