**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_+= \{[||;],?/\sim><"$ 

$\leftarrow$	$\rightarrow$	С	Ô	https://cdfa.force.com/rsaportal/s/login/	$\mathcal{P}$	A∌	to	
大子	a the state of the state	「「「「「「「」」」	the state of the s	CCCER CONTRACTOR CONTR				
-		T.L.		anirudh.reddy@cdfa.ca.gov				
			1.5	â				
				Log in				
-				Forgot your password?				
1				For Agencies or Agents who need assistance, please contact the RSA Program				
	1 and			LEVI				

### • Change Password

- $\circ$  On top right, select User Profile  $\rightarrow$  My Settings to see below screen
- Click Change Password

						۲
Home	Agency Profile 🗸	Main Contac	t Profile 🗸	Contact RSA Program	RSA Program	
Settings						
						Cancel Save
User Information						
Usemame			Email Address *			
anirudh.agoncy@cdfa.ca.gov				gmail.com		
Password Change Password						
Location						
Language			Locale			
English		*	English (United St	ates)		÷
Time Zone						
(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)		*				
						Cancel

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

					RSA Program 🗙	
Settings			Change My Passw	ord		
User Information	You mus * Your pr * Your pr # Your pr	t adhere to the following pas- issword must be at least 15 c issword must include numbe ${}^{*}(0) \mapsto -\Theta[1]_{12}(2^{1}) \rightarrow c^{*}$	sword rules: haracters long. rs, uppercase and lowercase letters, a	nd at least one of these special ch	aracters:	Cancel Save
semane nirudh.agency@cdfa.ca.gov Password	•	Current Password	Ĩ			
henge Pessword ocation	· ·	New Password				
anguage nglish					Cancel Save	*
ime Zone GMT-07-00) Pacific Daylight Time (Americ	n/Los_Angeles)		*:			

### • View Agency Profile

○ Select Agency Profile  $\rightarrow$  View Account

tatus Legal Entity active Corporation				
Account Name INTEGRATED PETROLEUM SOLUTIONS 123	DBA Name DBA: INTEGRATED PETRO	Associated Locations(2	2+)	New
Account Number 1234567890	DBA Name Expiration Date	Encation ID Empire state location	Type Other	
Status Active	Parent Account	Address 1 Apple street, Big Apple, . 09989	Status	
Legal Entity Corporation		Edit		
✓ Address Information				
Billing Address				
Hello street 1223		Location ID	Туре	
San Jose, CA 95128		testing 2	Other	
United States		Address	Status	
		test street NY NY 01111	Inactive	

o 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
- o Select Pencil as highlighted to edit details

A CLARKER F							٩
	Home	Agency Profile 🗸	Main Contact Profile 🗸	Contact RSA Program	RSA Program		
Contact Anirudh Reddy							
Email Phon anirudh.reddy@cdfa.ca.gov	•						
Details					Open Activities (4)		
Anirudh Reddy					Subject	Status	
Email anirudh.reddy@cdfa.ca.gov					Please approve Anirudh Re	Pending Approval	¥
Account Name					Please approve Madhukar	Pending Approval	¥
LOS ANGELES ELECTRIC					Please approve Madhukar	Pending Approval	v
Title					Please approve Madhukar	Pending Approval	
Phone				7			View All

#### View/Print Updated Registration ٠

 $\circ$  Click on Agency Profile  $\rightarrow$  Print Registration, to view and print your Active Registration

Home Agency Profile	✓ Main Contact Profile ✓	Contact RSA Program	RSA Program	
- + Q 🕶	☐B Page view   A <sup>N</sup> Read aloud	I Add text ↓ ∀ Draw	∽ ∀ Highlight ~	🖉 Erase   🖨
CALIFORNIA DEMANTANT OF	STATE OF CALIF DEPARTMENT OF FOOD AND DIVISION OF MEASUREMEN 6709 Florin Perkins R4, Ste. 100, St. Telephone (916) 229-3000 - R3	DRNIA AGRICULTURE T STANDARDS scramento, CA 95828 SA@cdfa.ca.gov		
SERVI No person sha	CE AGENCY REGISTRATIO	N CERTIFICATE cy unless registered by the		
Secretary of Foo been	od and Agriculture and the current regist paid. (California Business and Professi	ration fee and penalties have on Code §12532)		
RE	GISTRATION YEAR: 02/14/2022	- 02/14/2023	44-051(Rev 6/05)	
INTEGRATED PETROLEUM	Registration No	1025-612	1234567890 \$675.00	
SOLUTIONS 123	Effective Date		02/14/2022	
ATTN: Madhukar Agency Reddy	Registration Expires		02/14/2023	
Main Ctc				
Hello street 1223				

#### Upload Standard Certification •

 $\circ$  Click on Agency Profile  $\rightarrow$  View Account, on the right side, find Files placeholder

Title		Owner	Last Modifi	Size	
	Tes	Madhukar R	5/23/2022,	5KB	•
	UA	Madhukar R	5/17/2022,	4KB	•
	UA	Madhukar R	5/17/2022,	4KB	

 $\circ$  Click on Add Files  $\rightarrow$  Opens a pop up with Upload Files

	Select Files
1 Upload Files	Q Search Files
Owned by Me Shared with Me Recent	You don't have any files here. Try a different filter, or upload a file.
Following Related Files	
0 of 10 files selected	Cancel Add

- $\circ$   $\,$  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

Contact ID	Contact License Number
Madhukar Reddy - Agent 3	34215
itatus	Contact Status
ending Payment	Active

# • Click on View All to see all Agents

Accour Relat	nts > INTEGRATED PETROLEUM SOLUTIONS 123 ed Contacts					Add Relationship
2 items	<ul> <li>Sorted by Last Name - Updated a minute ago</li> </ul>					₽ C T
	Contact Name	Status	$\vee$	License No	License To Date	~
1	Madhukar Reddy - Agent 3	Pending Payment		34215	1/10/2023	V
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"

Assound Contact Delationship Information	
*Account	*Contact
INTEGRATED PETROLEUM SOLUTIONS 123 X	Anirudh Reddy - Agent 1 ×
	Status
	Pending Payment 🔻

o 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

Rela	ted Contacts					Add Relation	ship
2 item	s • Sorted by Last Name • Updated 5 minutes ago					\$ • C	Y
	Contact Name	✓ Status	$\vee$	License No	License To Date	$\vee$	
1	Madhukar Reddy - Agent 3	Pending Payment		34215	1/10/2023		•
2	Madhukar Agency Reddy Main Ctc						V

Select Status to Inactive

	Home Agency Profile 🗸 Main Contact	t Profile 🗸 Contact RSA Program RSA Program	
ounts > INTEGRATED PETROLEUM SOLUT	TONS 123	×	Add Relations!
ems - Sorted by Last Name - Updated 9 minut		Contest Deletionship	\$ · C
Contact Name	Edit Account C	ontact kelationship	Date 🗸
Madhukar Reddy - Agent 3			
Madhukar Agency Reddy Main Ctc	Account Contact Relationship Information	-None-	
	INTEGRATED PETROLEUM SOLUTIONS 123	Active	
		Inactive	
		Pending medere	
		✓ Pending Payment	
		Cancel Save & New Save	

- Click on "Save"
- Add Location
  - Select Agency Profile → View Account, onto the right side, find 'Associated Locations' placeholder
  - o Click on "New"

	Ad	d Location		
· Charles *	Address Location - New Action			
	Home *Account		A Program	
	INTEGRATED PETROLEUM SOLUTION	S 123	×	
Account INTEGRATED PETROLEUM SO	UTIONS *Location Name			
	· los		_	
tive Corporation	Other		:	
	Address			
	Street			
			sociated Locations	
TEGRATED PETROLEUM SOLUTIONS 123		100 - 20 ap - 1 - 2 - 2 - 2		
	City	State/Province	on ID	
234567890	Zie Restel Code	Carata	_	
	Zip/Postal Code	LISA	pie street, Big Apple,	
cuive		USA	9	
	* Status			
Andrew Information	Pending Payment		· .	
Address Information		Energy		
		Add Loc	4100	
			e 2	
			treet, NY, NY, 01111	Inactive
0			in the second	
SSOM RIVER				
and the second se				
Alamitos Blossom Hill Rd				
CODELO Map data 62022 Google				
				Primary

- 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

X

- o Go to Location, click on "Edit"
- Select Status to 'Inactive'

*Account  Account  INTEGRATED PETROLEUM SOLUTIONS 123  *Cocation Name Blank address test  Type Other  Address Street  test street  City NY Zip/Postal Code Country 99999 USA  *Status Pending Payment  Postboo	*Account INTEGRATED PETROLEUM SOLUTIONS 123 *Location Name Blank address test *Type Other Address Street test street City NY Zip/Postal Code 99999	State/Province	ion ID ting ting
* Account  INTEGRATED PETROLEUM SOLUTIONS 123  * Location Name Blank address test * Type Other Other  Address Street test street City NV Cip/Postal Code NV State/Province NY Sign/Postal Code Country 99999 USA * Status Pending Payment	* Account  INTEGRATED PETROLEUM SOLUTIONS 123  *Location Name Blank address test *Type Other Address Street test street City NY Zip/Postal Code 99999	State/Province	Con ID ting rss.
INTEGRATED PETROLEUM SOLUTIONS 123     X       *Location Name     Blank address test       *Type     Other       Other     *       Address     Street       test street     ////////////////////////////////////	INTEGRATED PETROLEUM SOLUTIONS 123  *Location Name Blank address test *Type Other Address Street test street City NY Zip/Postal Code 99999	State/Province	ion ID ting tas
* Location Name Blank address test * Type Other Cher Cher Chy State/Province NY State/Province NY Sip/Postal Code Country S9999 USA * Status Pending Payment Checkbook Pending Payment Checkbook Che	* Location Name Blank address test * Type Other Address Street test street City NY Zip/Postal Code 99999	State/Province	ion ID iting iss
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City State/Province NY State/Province NY State/Province State/Province NY State/Province NY States USA States Stat	City NY Zip/Postal Code 99999	State/Province NY Country	
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Pending Payment	* Status		855
None	Pending Payment	\$	treet
Inactive	None		
Pending Payment	Inactive Pending Payment	5	- 188
Pending Payment	Perong Poyment		- 188
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			evic
			- 188
			e Na
			Dispe

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

FFF 00000007	fotal Fee Amount		
FEE-00000007	\$075.00		
Status	Paid Amount		
Paid	\$400.00		
Regulatory Transaction Fee Id	Total Fee Amount		
FEE-00000016	\$200.00		
Status	Paid Amount		
Due	\$0.00		
Populatory Transaction Foo Id	Total Foo Amount		
FEE-000000006	\$525.00		
Status	Paid Amount		
Paid	\$25.00		
		Vie	ew All
NTEGRATED PETROLEUM SOLUTIONS 123 Y Transaction Fees			

- 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

				٩
Home Agency Pr	ofile A Main Conta	act Profile 🗸 Contact RSA Program	n RSA Program	
Make a Payment for Locations and/or Agen Select the Locations and Agents you need to make a payment for Print Reg	ount Make Payment			Make Payment
Name ~	Status	~	Amount	~
New Location - testing 2	Due			\$100.00
New Location - Blank address test	Due			\$100.00
				Total Amount : \$200.00

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

A DELEMENT AND A DELEMENT									٢
	Home	Agency Prot	ile 🗸	Main Contact Profile	Contact RSA Pr	ogram	RSA Program		
Make a Payment for L Select the Locations and Agents yo	_ocations	and/or Age e a payment for	nts						
								Cancel	Make Payment
Name		$\sim$	Status		~	Amount			~
New Agent - becca Agent			Pending						\$25.00
								т	Cotal Americant - 626.00

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

→ C	ulture/cdfapayments1/billpreview.aspx	A" to te 🕀 😩
Codfa California department of Food and Agriculture		<b>CDFA Payments</b>
Payment Method		
	<ul> <li>* Indicates required field</li> <li>Payment Information</li> <li>Description: Anirudh Reddy</li> <li>Amount Due: \$25</li> <li>Choose method of payment</li> <li>Pay by electronic check</li> <li>* Account Type: Personal ~</li> <li>Pay by credit card</li> <li>Visa *</li> <li>Back Next Exit</li> </ul>	
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## • 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
- $\circ$   $\;$  To Address: is auto populated with RSA Program Staff mailbox  $\;$
- o 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

	Home	Agency Profile 🗸	Main Contact Profile 🗸	Contact RSA Program	RSA Program	
			Contact Sup	port		
Address						
dfa.dms_as_rsa@cdfa.ca.gov						
bject						
Salesforce Sans v 12 v	B I <u>U</u> 5	= 18 40 40 E				
Description						

# 3. AGENT FUNCTIONS

- Login to Online Account
  - Enter your Username and Password and click 'Log in' to login to the RSA Portal



- Change Password
  - $\circ$  On top right, select User Profile  $\rightarrow$  My Settings to see below screen
  - Click Change Password

AND								
	Home	Agency Profile 🗸	Main Conta	ct Profile 🗸	Contact RSA Program	RSA Program		
Settings								
							Cancel	Save
User Information								
Usemame				Email Address				
anirudh.agency@cdfa.ca.gov					Øgmail.com			
Password Change Password								
Location								
Language				Locale				
English			*	English (United	States)		*	
Time Zone								
(GMT-07:00) Pacific Daylight Time (America/Los_A	Ingeles)		•					
							Cancel	Saro

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

# • View Personal Profile

0	Click Agent Profile	$\rightarrow$	View	Contact,	to see	personal	details
---	---------------------	---------------	------	----------	--------	----------	---------

South States							4
				Agent Profile 🗸	Contact RSA Program	RSA Program	
<b>E</b>	<sub>Contact</sub> Anirudh Agent						
Emali cdfates	ter5@gmall.com	Status Active	License No 1234567890	License From Date 5/2/2022	License To Date 5/2/2025		
Details						Agency(2)	Add Agency
Name Anirudh	Agent			Status Active		If you don't see your Assessy places (	contact the DSA Program
License N 1234567	io 7890			Emali cdfatester5@gmail.com		in foo don't see foor Agency, prese o	contact the Nam Program
Ucense F 5/2/202	rom Date 22			Phone 123-456-7890		Account Name Sta Anirudh Agency Per	tus ndlng Payment
License T 5/2/202	o Date 25			Proof Of Identity CA Drivers License			
				Identity No 12345		Account Name Sta Grilalva Agency Per	tus nding Payment
✓ Add	ress Information						
Maling A 123 N. P Modesto	iddress Iark St. J., CA 98405						View All
United S	Gracidada Park Gracidada Park Necihari S	Marins Ave notes fore-				Person Examinations (1) Effective from Effective To 5/2/2022, 12:0	Result
↓ Add	itional Information						View A
Account I Aments	Name						
Agents						<b>1</b>	

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

			Agent Profile		RSA Program			
Contact Ms. Madhukar MI Re	ddy one		View Contact Print License	Contact				
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			Status Active		Agency(3+)	Add Agenc		
icense No 15520			Email madhukar.reddy@cdfa.ca.gov		If you don't see your Agency, pl	If you don't see your Agency, please Contact the RSA Program		
License From Date 3/1/2018			Phone 732-456-3456		Account Name	Status		
License To Date 3/1/2023			Proof Of Identity CA Drivers LIcense		Theodore Schees, inc	Incore		
✓ Address Information			Identity No 863450		Account Name LOS ANGELES ELECTRIC	Status Inactive		
Aaling Address 1051 Ginger Lane %Secataway, CA 08854 Jnited States	5				Account Name HOBART SALES	Status Pending Payment		
Piscataway	5				Account Name	Status		

• View/Print Updated License

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



- Add/Delete Associated Agencies
  - $\circ$  Click Agent Profile  $\rightarrow$  View Contact, find Agency placeholder to the right.

			a second s	C	074 0		
		Porte	Agent Pronie V	Contact IGA Program	KGA Progr	Im	
Contact Ms. Madhukar MI Re	iddy one						
Email	Status	License No	License From Date	License To Date			
maunukar.reopygycola.ca.gov	ACTIVE	10020	3/1/2010	5/1/2025			
talls							
ame Is. Madhukar MI Reddy one			Status Active			Agency(3+)	Add Agency
cense No 5520			Emaîl madhukar.reddy@cdfa.ca.go	v		If you don't see your Agency, p	please Contact the RSA Program
cense From Date /1/2018			Phone 732-450-3450			Account Name	Status
License To Date 3/1/2023			Proof Of Identity CA Drivers License			PRODUCT SCREES, INC.	in accive
			Identity No 863450				
Address Information						LOS ANGELES ELECTRIC	Status Inactive
talling Address							
051 Ginger Lane Iscataway, CA 08854							
inited States						Account Name HOBART SALES	Status Pending Payment
Piscataway	0						
Coogla Map cata	Ave.					Account Name Certified Scales HQ	Status Pending Payment
Additional Information							
ccount Name							

- 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
  - o To Address: is auto populated with RSA Program Staff mailbox
  - o Subject: Enter a relevant subject for this email
  - Body: Provide a brief description for the purpose of this email
  - o Click 'Send Email' to send an email to RSA Program Staff

					۲
	Home	Agent Profile 🗸	Contact RSA Program	RSA Program	
		Conta	ict Support		
ToAddress					
cdfa.dms_as_rsa@cdfa.ca.gov					
Subject					
Salesforce Sans ¥ 12 ¥ B 7	U 4 = 12 40 -		- T.		
Description					
			Send Email		