

## 1028-Business Portal FAQs

### CERS General Business Portal FAQs

*Version 2 (posted February 2014)*

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#### The following are general questions that business users have submitted

##### **How do I create a CERS Account?**

You can create a CERS Account by going to “CERS Central” (<http://cers.calepa.ca.gov/>) and selecting “Business Portal Sign In.” Then select the option to “Create New Account.” Follow the instructions on “Create Your CERS Account” screen.

##### **I did not receive my activation email**

If you did not receive your activation email when you create a CERS Account, see if the email went into your spam folder. Because of the automated nature of CERS activation emails, some email providers/software may treat emails from CERS automated email address ([cers@calepa.ca.gov](mailto:cers@calepa.ca.gov)) as spam. To avoid this, make sure to add this address as a “trusted contact” or the equivalent in your email software.

If you need your account activation email resent, return to the CERS Business Sign In page, enter your CERS Account’s username you’ve created and request to have your activation email resent to you. If the email does not reach your inbox please contact the CERS Technical Support at [cers@calepa.ca.gov](mailto:cers@calepa.ca.gov). CERS Technical Support will forward you a copy of the activation email text. Please contact the CERS help desk last. It is imperative that your email address is capable of receiving emails from [cers@calepa.ca.gov](mailto:cers@calepa.ca.gov). This email address will be sending notifications regarding your business in the future.

##### **I can’t remember my password/username or the answer to my security question**

If you cannot remember your password/username or the answer to your security question please email the CERS Technical Support Team at [cers@calepa.ca.gov](mailto:cers@calepa.ca.gov). The help desk will call you and ask you a few questions to assist in resetting your password.

##### **I am a consultant for multiple businesses. Should I set up a CERS username account for each business I am reporting for?**

No, CERS users are capable of managing separate business under one CERS account.

## **A CERS user from our business has left the company. How do I remove their access from my business organization?**

A lead user from the business can click on the “Manage Business” tab on CERS homepage. Select the option “Manage People.” Select the name of the user and delete their access to the business.

## **Can CERS users share one CERS Username and Password?**

No, each user should have a separate username and password. As stated under the CERS Conditions of Use, users should NOT share their username or password with anyone.

## **My email address has changed since I have created my CERS account. How do I change my email address?**

Your email address/profile information can be edited by going to “Your Name’s Account” at the top right hand corner of your CERS homepage. The email address can be edited by clicking “Edit My Profile”.

## **I created a duplicate CERS facility. How do I remove it?**

The duplicate facility should be merged to the existing facility. Select “My Business” tab, select “Manage Facilities”, select “Merge Facilities”. If the duplicate CERS facilities are in different CERS businesses/organizations, you will need to use the “Transfer Facility” feature on the page mentioned above before you merge the facilities.

## **I need HELP!**

Please contact your local regulator. All CUPAs are equipped with the necessary skills to help users navigate the CERS system. If you do not know your CUPA contact information, from the [CERS Central Home](#) page select “[Unified Program Regulator Directory](#)” and locate your locale CUPA by county.

## **I emailed a request for technical support. When should I expect a reply?**

The CERS Technical Support Team will reply to emails within 1-2 business days. If the issue is not easily resolved the technical team will inform the user of the progress of the issues.

## **My submittal element was “Not Accepted.” How do I edit the information?**

Submittal elements can be edited by starting a new submittal. To do this, sign into CERS and select the Start/Edit Submittal button for your facility, select the “Start” button for the submittal element(s) you wish to update, and normally you would want to select start your new submittal using the “Based upon my submittal of...” option. Then enter the form edits (and/or new document uploads) you need to update, and then submit the new submittal.

## **Why doesn't CERS support some older web browsers?**

In order to provide the highest level of services to the broadest base of users on a limited state budget,

Cal/EPA made a decision to have the California Environmental Reporting System (CERS) not support older web browsers used by very small percentages of the user community. CERS supports most relatively current web browsing software packages (e.g., Internet Explorer 8+, FireFox 3.6+, current versions of Google Chrome and Safari). The application blocks access by older versions of some browsers (e.g., IE7) as they inaccurately render the user interface or block certain functionality sufficiently to make CERS unusable. The Cal/EPA Unified Program regrets we can't support the particular browser brand/version you use. We encourage you to either upgrade your software to a more current version, or use a current version of an alternate web browser.

**For additional CERS assistance contact your facility's local regulator**

Technical problems can be referred to CERS Technical Support ([cers@calepa.ca.gov](mailto:cers@calepa.ca.gov))