

How do I report a technical issue to CERS Technical Support

CERS Request Technical Assistance

To report a technical issue to CERS Technical Support, select the 'Request Technical Assistance' link located at the bottom of the page. (Please Note: You must be signed in to CERS.)*

* – To sign in, select either the *Business Portal Sign In* or *Regulator Portal Sign In* link from CERS Central: <http://cers.calepa.ca.gov/> then enter your username and password into the sign in page.

California Environmental Reporting System: Business

's Account Sign Out Tools Help

CERS Business Home Submittals Facility Compliance My Business

Select Your Business

Below is a list of the CERS Businesses (not facilities) associated with your CERS Account. Select one of the businesses below to view its facility(s). Add a new facility/business

Business Name	Headquarters (City, State)	Facilities	Users	Created On
There are no Organizations to display				

Version 2.23.0013 | Enhancements | CERS Central

California Environmental Reporting System: Business | © 2017 California Environmental Protection Agency
 CERS Technical Support [Request Technical Assistance](#)
 Unified Program/General Assistance: Contact your [local regulator\(s\)](#)

Complete the "Phone Number" and "Issue Description" fields, and then select the "Submit" button.

Technical Support Request

Most questions about how to use CERS for your facility reporting should be directed to your CUPA. Your CUPA's contact information is available from the "Tools" menu at the top of the page.

If you are having technical problems accessing CERS or receiving errors while using CERS, please complete the form below. It may take 1-2 business days for CERS Technical Support staff to make an initial response to your issue, and possibly longer during January-March.

Technical Support Ticket Information

Provide as much detail as possible about the technical problem you are having, including pertinent information such as CERS ID, Regulator Name, Submittal Element, Business Name, etc.

Your Name: Catherine Rohifes
 Your Email Address: catherine.rohifes@calepa.ca.gov
 Your Username: CRohifes35

Current Uri: https://cersapps.calepa.ca.gov/Training/Business/11293
 Current CERSID: 10159679

Your Browser Information: Firefox 52.0 on WinNT

Phone Number (optional, if you want to be called back): xxx-xxx-xxxx

Issue Description (Be specific please): Receive detailed information about your issue and NOT have to enter it in yourself. Tech Support will get the detailed information that they need to work on your issue and will follow up in email.

Business and Regulator Portal

Submit Cancel

You will then receive an email confirmation from CERS with tracking information for your Help Request.

<p>Account ID: 1079860 Username: CRohlfes35 Email : catherine.rohlfes@calepa.ca.gov Browser: Mozilla/5.0 (Windows NT 10.0; WOW64; rv:52.0) Gecko/20100101 Firefox/52.0 Portal: CERS Business Environment: Training Page Url: https://cers-apps.calepa.ca.gov/Training/Business/11293 Help Center Ticket Code: JVA5HQI</p> <p>*****Additional Context Information (if available)***** CERSID: 10159679 Facility: Cookie Company Organization ID: 11293 Organization Name/Headquarters: Cookie Company (Newcastle, CA)</p> <p>Phone (if provided, expects a callback): 916-445-6812 Comments Provided By User: this is a test for the next 60 seconds we will tesing</p> <p>This is an automated email sent from the CERS System. Please DO NOT REPLY.</p> <hr/> <p>California Environmental Reporting System http://cers.calepa.ca.gov/ Contact: CERS_Technical_Assistance@cers@calepa.ca.gov</p>

Once CERS Technical Support has reviewed, tested, and has feedback about the reported issue they will follow up in an email to you.

For additional CERS assistance contact your facility's local regulator

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