Version 2021.1

CSD Local Agencies Portal Supplemental User Guide



CALIFORNIA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT

Table of Contents

Overview	2
How to access the Portal using Privacy Mode	2
How to Reset Password for Agencies Site	5
User Assistance Contact	10

Overview

The California Department of Community Services & Development (CSD) Local Agencies Portal (Portal) is designed to share information with Community Services Block Grant (CSBG) Agencies and Local Service Providers (LSPs), including contract documents, forms, training materials, and other resources.

This Supplemental User Guide offers step-by-step instructions on how to access the Local Agencies Portal using a web browser's privacy features. Please use the steps in this guide to resolve the following common issues that may occur when attempting to access the Portal:

- 1) A user has multiple browser windows and tabs in use and attempts to sign in.
- A user's organization also uses Microsoft-based user accounts and additional steps are needed to help the computer differentiate the user's organization account (e.g. *username@agencies.org*) and the CSD-issued account (e.g. 77777TUser@csd.ca.gov) for a successful sign in.

How to access the Portal using Privacy Mode

To login, CSD recommends using a web browser's privacy mode (e.g. Google Chrome incognito, Firefox Private Window, or Microsoft Edge in-private window). This will resolve issues you may experience when signing in such as the following error:



Step 1: Begin private mode in your internet browser by right clicking the browser icon in the task bar and selecting your browser's version of a private window. The image below is a visual for Google Chrome, Firefox, or Microsoft Edge. You will perform this action once for the browser of your choice to open a new private window.



Step 2: Ensure you are in your browser's privacy mode with confirmation from within the private mode browser window:

Google Chrome 🧔	Firefox 🍯	Microsoft Edge 💽
You've gone incognito	🗪 You're in a Private Window	InPrivate browsing

Step 3: From your browser, visit **https://agencies.csd.ca.gov/Pages/default.aspx**. Scroll down to find the blue "Login to Agencies Portal" button. Click the button to use your CSD issued credentials.

9	California Department of Local Agencies Portal Community Services & Development
Welc Ager	come to the California Department of Community Services & Development's Local ncies Portal.
This w which	rebsite permanently replaces the Department of Community Service & Development (CSD) Providers' Website, is no longer available.
Please CSD's inform login c only y	e use your CSD issued credentials to log in to the Local Agencies Portal. These credentials were sent via email from IT Support Team. However, if you have recently been issued CORE credentials, please use your CORE login nation to access the site. The credentials for both systems will remain the same, and you will not be issued separate details for the Local Agencies Portal. Other personal or organizational Microsoft credentials will not be valid, and our CSD issued credentials will grant you access to the site.
	Login to Agencies Portal

Step 4: You will be prompted to login. Enter your agencies account email then select Next.



Step 5: Enter your password and click Sign in.

Richman	Department of Community Services & Development	
	← ExampleEmail@csd.ca.gov	
	Forgot my password	
I.I.	Sig	
	A #	

Step 6: You have now successfully logged into the CSD Agencies Site.

(3)	California Department of Community Services & Development	Local A	gencies Por	rtal	٩
	НОМЕ	CSBG	ENERGY	REPORTING	
	Welcome Loca	ıl Agencie	es - Partn	ers Against I	Poverty

How to Reset Password for Agencies Site

The following step-by-step guide describes how to reset your password for CSD's Local Agencies Portal. Users will be prompted to reset their password upon their first Sign in. Please note, when choosing a new password, it must meet the criteria outlined in **Step 8**.

Step 1: Open a modern web browser (e.g. Google Chrome, Firefox, or Microsoft Edge); click inside the web address box of the web browser, type agencies.csd.ca.gov and press the "Enter" key; when the Local Agencies Portal is displayed, click the blue "Login to Agencies Portal" button.

(California Department of Local Age Community Services & Development	encies Portal
Weld Ager	come to the California Department of C ncies Portal.	ommunity Services & Development's Local
This w which	vebsite permanently replaces the Department of Co 1 is no longer available.	mmunity Service & Development (CSD) Providers' Website,
Please CSD's inforn login o only y	e use your CSD issued credentials to log in to the Loca IT Support Team. However, if you have recently been nation to access the site. The credentials for both syst details for the Local Agencies Portal. Other personal c your CSD issued credentials will grant you access to th	l Agencies Portal. These credentials were sent via email from issued CORE credentials, please use your CORE login ems will remain the same, and you will not be issued separate r organizational Microsoft credentials will not be valid, and e site.
	Login to A	gencies Portal

Step 2: When the Sign in page is displayed, click "Can't access your account?". Then click "Next".

Department of Community Development Sign in someone@example.gov Can't access your account?	
C Sign-in options	

Step 3: When the "Which Type of Account do you need help with?" page is displayed, choose "Work or school account Created by your IT department".

Assessed	Department of Community Senters & Development Which type of accour need help with?	nt do you
	Work or school account Created by your IT department	£
	Personal account Created by you	Back

Step 4: When the "Get back into your account – Who are you?" page is displayed, enter your CSD supplied User ID – be sure to include the "@csd.ca.gov" (e.g.,77777TUser@csd.ca.gov).

Microsoft Online Passwi × + ∨	*	-	٥	×
← → O 🛛 https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com%2f648d2806 🛄 🛣	r∕≡	Q.	ß	
Microsoft				
Get back into your account				
Who are you?				
To recover your account, begin by entering your user ID and the characters in the picture or audio below.				
User ID:				
88888TUser4@csd.ca.gov ×				
Example: user@contoso.onmicrosoft.com or user@contoso.com				
I				
Enter the characters in the picture or the words in the audio.				
Next Cancel				

Step 5: Then, enter the letters and numbers displayed in the Captcha below the User ID field (if entered incorrectly it will ask you to try again); then, click "Next".

Department of Commun Services & Development	ty	
Get back into yo	ur account	
Who are you?		
To recover your account, begin by enter	ng your user ID and the characters in the picture or audio	below.
User ID:		
88888TUser4@csd.ca.gov		
VSSWP	बर द	
Enter the characters in the picture or the	words in the audio.	

Step 6: On the following screen the choice will be auto populated, verify the partial email address, then click "Email"; the system will email the partially listed address.

Department of Comm Services & Developm	nunity ent	
Get back into y	our account	
verification step 1 > choose	e a new password	
Please choose the contact method v	ve should use for verification:	
• Email my alternate email	You will receive an email containing a verification code at your alternate email address (Te ^{«******} @csd.ca.gov).	
	Email m	
Cancel		

Step 7: When you receive the email, retrieve the verification code from the email and enter the verification code in the field indicated below, then click "Next".

Department of Comn Services & Developm	nunity ient
Get back into y	our account
verification step 1 > choose	e a new password
Please choose the contact method (we should use for verification:
• Email my alternate email	We've sent an email message containing a verification code to your inbox.
	6032222 ×
	Next Are you having a problem?
Cancel	

Step 8: Choose your new password. Once your new password has been entered (see password requirements on the next page), then click "Finish".

Department of Community Services & Development	
Get back into your a	account
verification step 1 \checkmark > choose a new	password
* Enter new password:	
•••••	
* Confirm new password:	
••••••	ি
Finish Cancel	

Please ensure your new password meets the following requirements:

- Contains at least ten (10) characters.
- Contains at least three out of four character-types: uppercase letters, lowercase letters, digits, and special characters.
- Contains only letters (a through z), digits (0 through 9), and the following special characters.
- ~!@#\$%^&*_-+=`|\(){}[]:;"'<>,.?/
- Does not contain the space () character.
- Does not contain the user's full name or the User ID.
- Is not the same as the last 24 passwords used.

Notably, your password may only be changed once every 24 hours.

Step 9: If you are successful in changing your password, you will receive a message notifying you that your password has been reset. You may now revisit the site.



User Assistance Contact

While CSD strives to provide helpful guides to access CSD applications, CSD cannot offer information technology support to your agency. Please contact your organization's IT Service Desk or IT Support for general computing issues. If you need assistance using the Local Agencies Portal, please email **energy.helpdesk@csd.ca.gov**.

If you need access to the Portal, please email **ExternalAccess@csd.ca.gov**. Please be sure to include the following in the body of the email:

- First name
- Last name
- 5-digit Agency code, if known (e.g. 60###)
- Phone number
- Email address (for password reset and recovery)