Version 2021.1

CSD Local Agencies Portal Supplemental User Guide

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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.
2) 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:
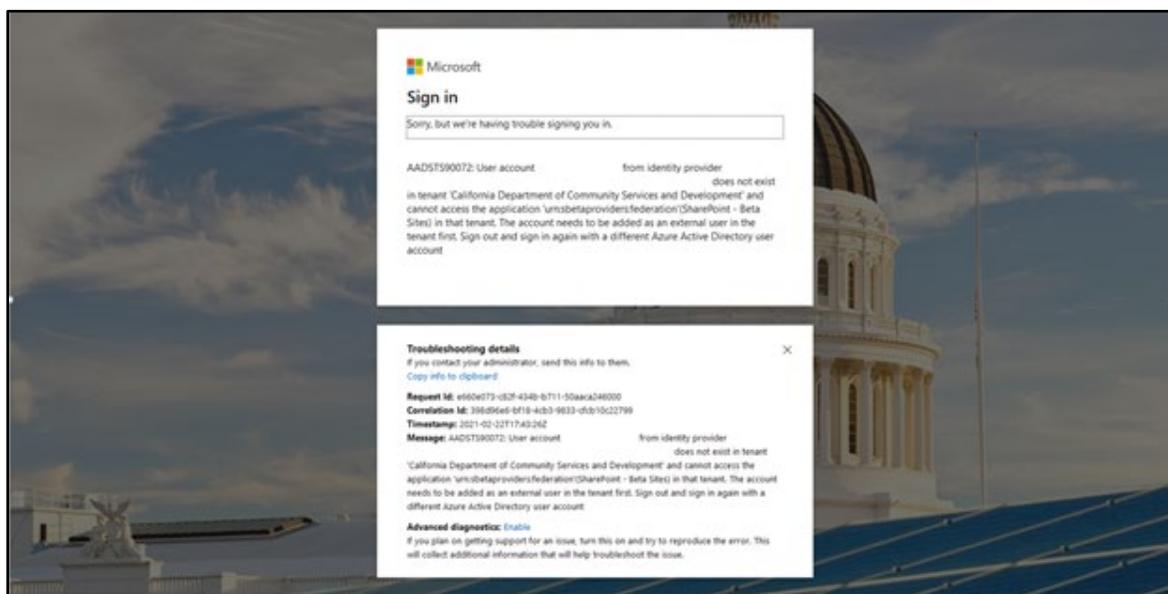
Step 1: Begin private mode in your internet browser by right clicking the browser icon in the task bar and selecting your browser's version of a private window. The image below is a visual for Google Chrome, Firefox, or Microsoft Edge. You will perform this action once for the browser of your choice to open a new private window.
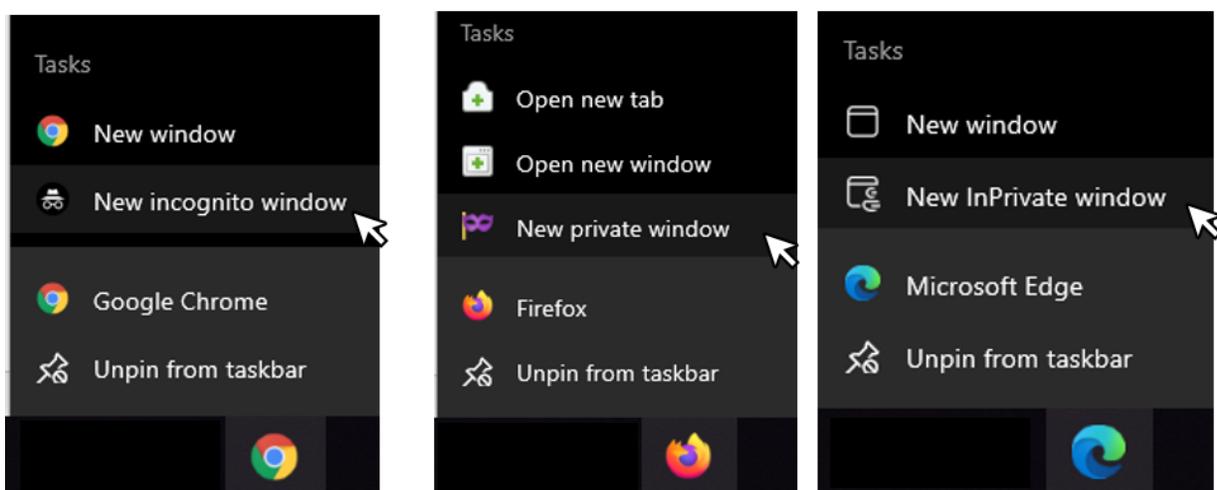
Step 2: Ensure you are in your browser's privacy mode with confirmation from within the private mode browser window:
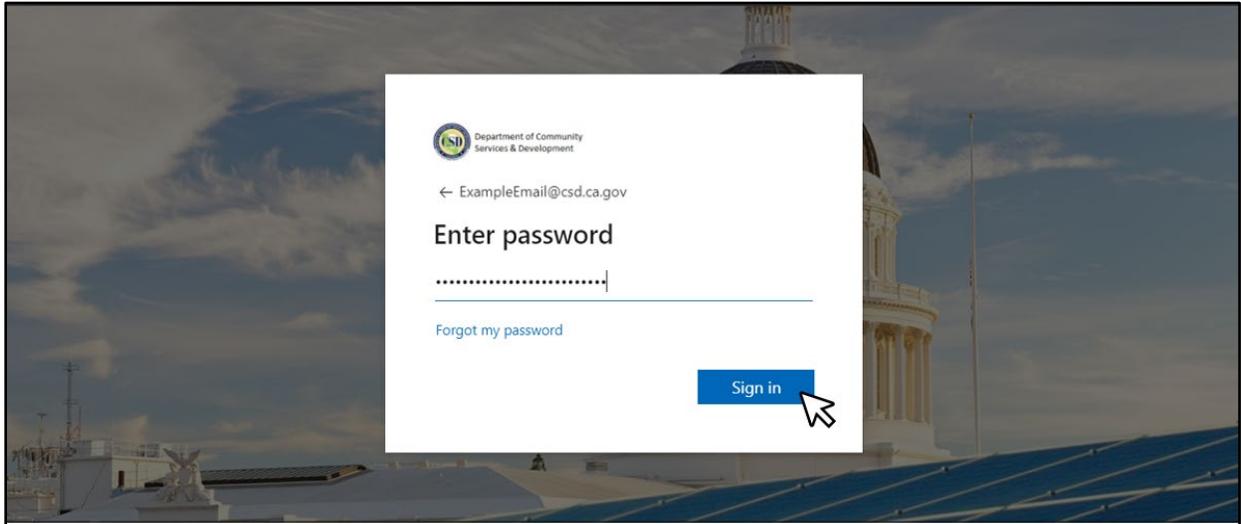
Google Chrome	Firefox	Microsoft Edge
You've gone incognito	You're in a Private Window	InPrivate browsing
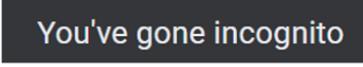
Step 3: From your browser, visit **https://agencies.csd.ca.gov/Pages/default.aspx**. Scroll down to find the blue "Login to Agencies Portal" button. Click the button to use your CSD issued credentials.

Step 4: You will be prompted to login. Enter your agencies account email then select Next.
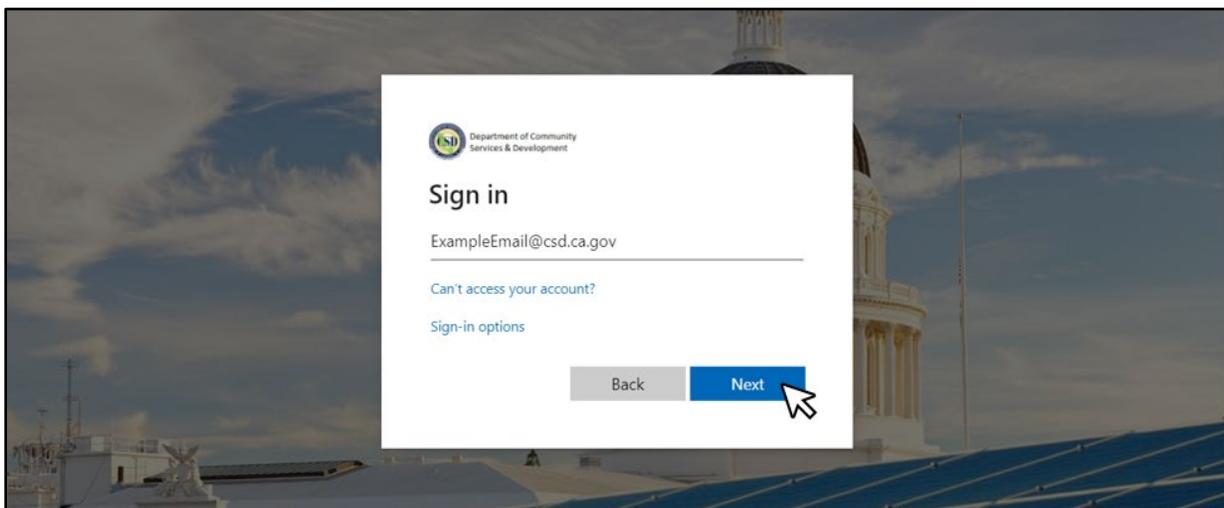
Step 5: Enter your password and click Sign in.

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

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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.


Step 2: When the Sign in page is displayed, click "Can't access your account?". Then click "Next".
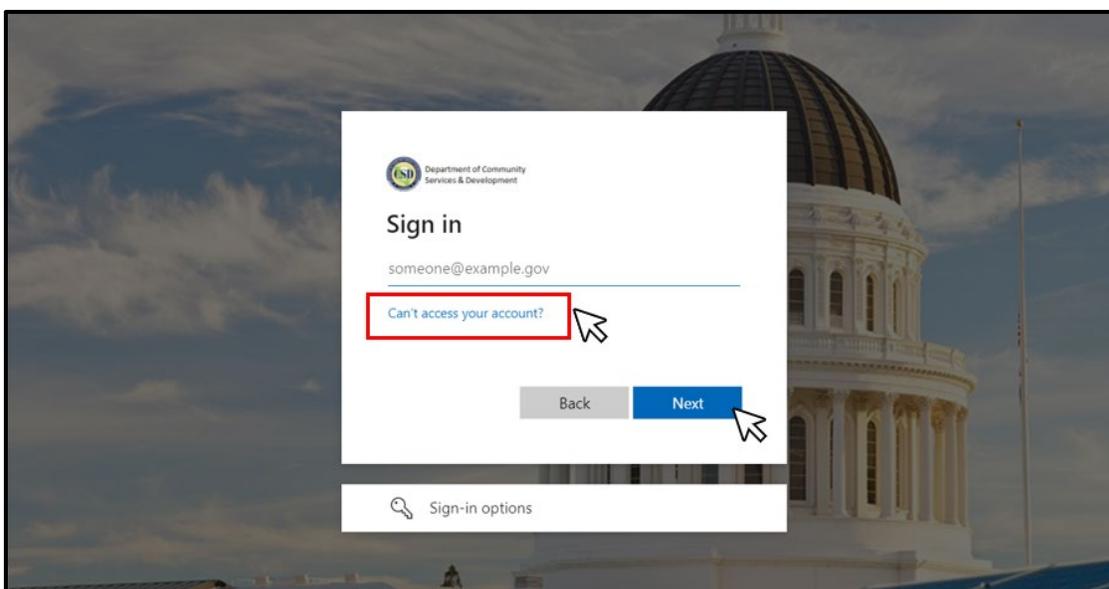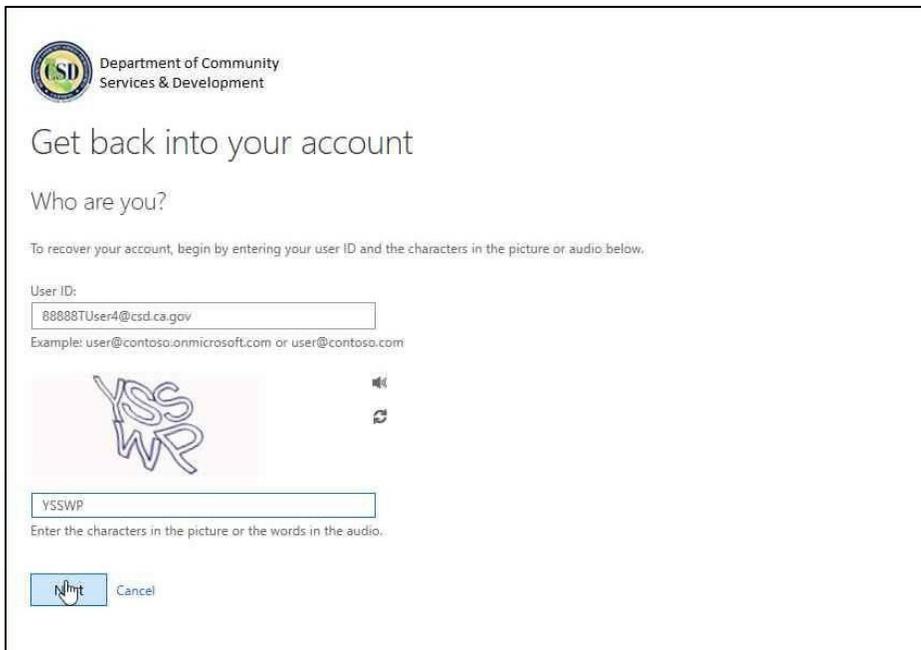
Step 3: When the "Which Type of Account do you need help with?" page is displayed, choose "Work or school account Created by your IT department".
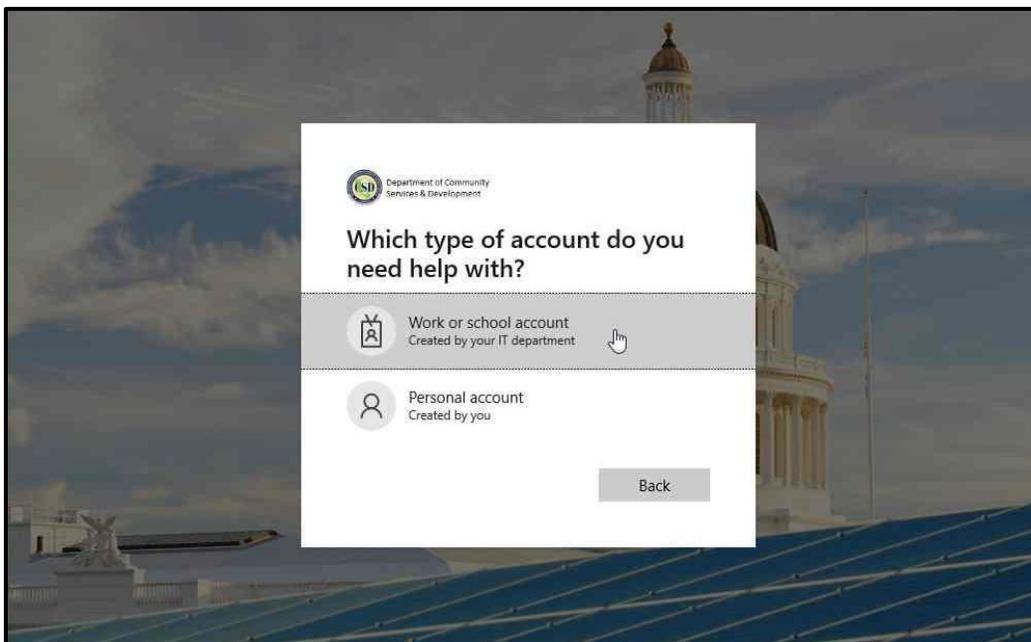
Step 4: When the "Get back into your account – Who are you?" page is displayed, enter your CSD supplied User ID – be sure to include the "@csd.ca.gov" (e.g.,77777TUser@csd.ca.gov).
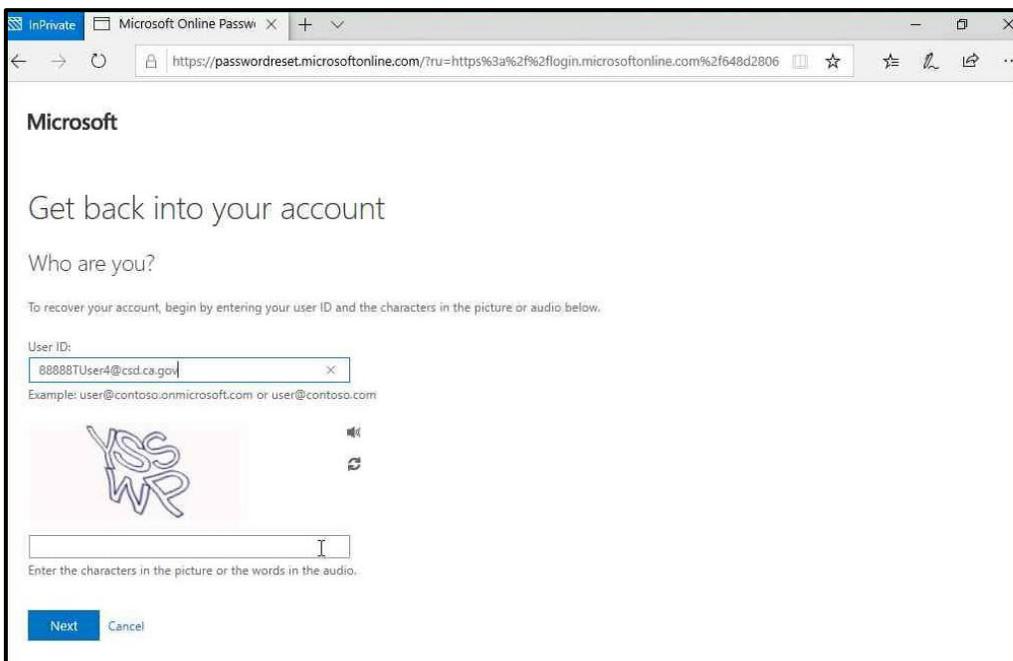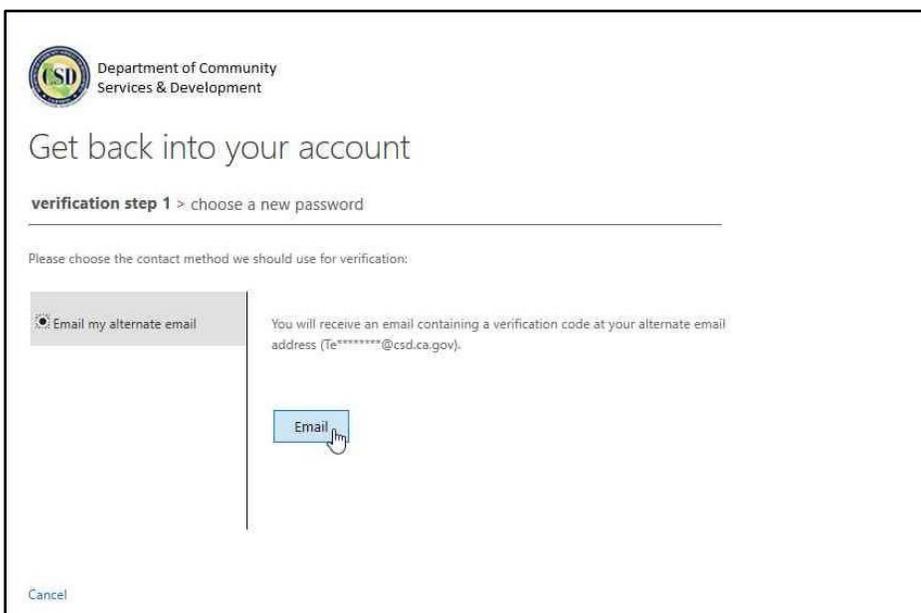
Step 5: Then, enter the letters and numbers displayed in the Captcha below the User ID field (if entered incorrectly it will ask you to try again); then, click "Next".

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.

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".

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

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.
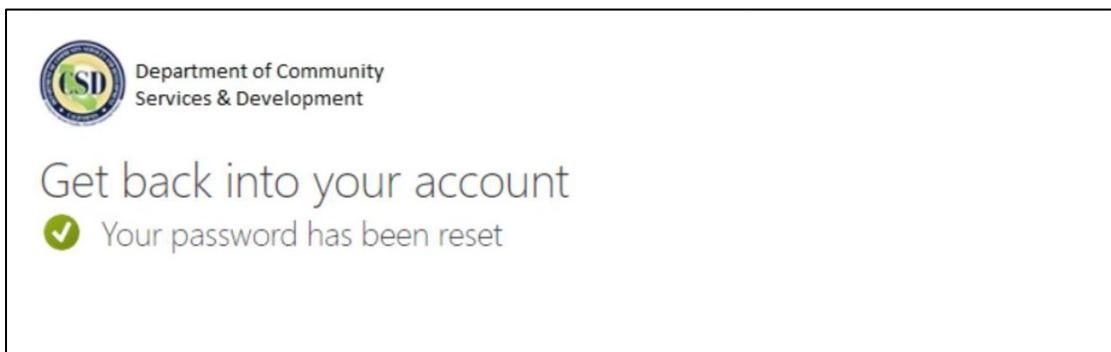
User Assistance Contact

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)