

## CalEPA COMPLAINT SYSTEM – EXTERNAL AGENCY USERS REQUESTING ACCESS TO THE EXTERNAL PARTNER PORTAL

1. Go to the **EXTERNAL PARTNER PORTAL** login page located at:  
<https://calepacomplaints.secure.force.com/ExternalPartnerPortal/>

### Complaint External Partner Portal

The Complaints External Partner Portal gives you access to view the complaints that CalEPA has referred to your agency and provide findings for those complaints.

Sign In	Provide Findings Without Logging In
<p>* <b>Email address</b></p> <input type="text"/>	<p>* <b>Please Enter the Complaint Number</b></p> <input type="text" value="COMP-####"/>
<p>* <b>Password</b></p> <input type="password"/>	<p>* <b>Please Enter the Complaint Id</b> <i>(You will find this information in the referral email.)</i></p> <input type="text"/>
<p>Submit</p> <p><a href="#">Reset Password</a> or <a href="#">Request Access</a></p>	<p>Submit</p>

2. Under the **SUBMIT** button, click **REQUEST ACCESS**.

Sign In
<p>* <b>Email address</b></p> <input type="text"/>
<p>* <b>Password</b></p> <input type="password"/>
<p>Submit</p> <p><a href="#">Reset Password</a> or <a href="#">Request Access</a></p>

3. Enter your information on the next screen and click **SUBMIT**

### Complaint External Partner Portal

To register, please provide the following information	
<p><b>First Name</b></p> <input type="text" value="Enter your first name"/>	<p><b>Last Name</b></p> <input type="text" value="Enter your last name"/>
<p><b>Email</b></p> <input type="text" value="Enter your email address"/>	
<p>Submit    Cancel</p>	

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4. Following your submission, one of the following system responses will immediately occur:

- a. If you're already listed as an External Partner Contact within the complaint system, you will receive an email notification from "CalEPA Complaints" stating that your access request has been approved. Click on the **REGISTER** button within the email to complete your registration.

*NOTE: Make sure to check your junk/spam folder if you don't see the email in your inbox within 24-hours)*

You recently requested access to the CalEPA Environmental Complaint System External Partner Portal. Your access request has been approved. Use the button below to register.

If you did not request access, please ignore this email and reply to let us know.



Thanks,

[California Environmental Protection Agency](#)

- b. If you are **not** listed as an External Partner Contact within the complaint system, you will receive a notification instructing you to send a request via email to the Complaint Management Desk at [complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov) with your name (first and last), title, and agency for which you are requesting access to. **To expedite your request, please include the following in the subject line of your email: "CalEPA Complaint System Access Request."**

### Complaint External Partner Portal

We received your access request, but based on our records you are not currently listed as an External Agency Contact for the agency account you've requested access to. In order to process your request, please send an email to [complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov) and include your first/last name, title, and the agency you are requesting access to. To expedite your request, please include the following in the subject line of your email: "CalEPA Complaint System Access Request."

CalEPA Complaints staff will review your request for verification purposes, as needed, within 3 to 5 business days. Once reviewed/verified, you will be added to the External Partner Contact list for your agency's account and instructed to follow the "access request" instructions again. When you're listed as an "External Partner Contact," the system will automatically grant you access upon submission of your access request. Once you have access to your agency's account, you will be able to see all External Partner Contacts associated with your agency's account in addition to viewing all recent and historical complaints referred to your agency from the CalEPA Complaint System.

*If you experience technical difficulties at any point during this process, please contact [complaints@calepa.ca.gov](mailto:complaints@calepa.ca.gov) for further assistance. If you experience any delays with your request, please contact Hasti Javid directly at [Hasti.Javid@calepa.ca.gov](mailto:Hasti.Javid@calepa.ca.gov).*