

Resource Request System (RRS)

ESF State Agency Quick Start Guide



This Quick Start Guide provides ESF State Agency Users the ability to access the Cal OES Engage (Resource Request System) Community Portal.

Accounts

Create a new user account in the Resource Request System (RRS)

The training site is best for learning and exploring. Register for an account at:

<https://caloes--training.sandbox.my.site.com/>

Register for an account and access the live/Production system at: [Engage.caloes.ca.gov](https://engage.caloes.ca.gov)

To register for a **new account**:

- Click *Not a member? Sign up*
- Enter your First and Last Name, Title, Email, Phone
- Select your *Entity Type*: State Agency, then choose your agency.
- Click *Sign Up*.
- Check your email to verify your account.



Once verified, click the link in email (same as above) to return to the site and create a password. Click to accept the terms on the Attention screen.

On the **Welcome to the Cal OES Community Portal** screen, scroll down to *register* for the Resource Request System (RRS). Hover over the icon for the *Register for App* button.



RRS

Resource Request System

NOTE: Access to the live/Production RRS requires a formal training. Cal OES Region Representatives offer this training and can approve your new RRS account once your training is complete. You will receive an automated email when your request is approved.

Registered users

- Use the Training site when you'd like to learn and explore: <https://caloes--training.sandbox.my.site.com/>
- Log in to [Engage.caloes.ca.gov](https://engage.caloes.ca.gov) with your registered email and password.
- On the Welcome screen, scroll down and click to access the RRS.

Resetting your password

To update/reset your password, select "Forgot Password" from the sign-in page. Follow the prompts to reset your password.

For more detailed information, please review the "Getting Started" section in the Community User Guide.

Log In

Forgot Password? | Not a member? Sign Up

Need assistance? Contact Support

PASSWORD RESET

To reset your password, we'll need your email address. We'll send password reset instructions to the email address associated with your account.

Email Address

Reset Password Cancel

Missions and Tasks

The Missions List View shows all Missions that have Tasks assigned to your agency. You can search, sort and filter the list to find what you need:

- Regions: All, or Coastal, Inland or Southern
- Agency/Mission/OA: Searches for Missions with Tasks assigned to your Agency
- Select Status: Filters the list by the status (coordinating, on scene, etc.)
- Incident: Searches the incident column
- Date last modified

Missions

Missions

Region Agency / Mission / OA Select Status Incident

| Status | Incident | Operational Area | Agency | Resource Summary | Last Action Taken | Updated |
|--------|----------|------------------|--------|------------------|-------------------|---------|
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Notification of an Assigned Task

The ESF State Agency partners will receive an automated email notification when a Resource Request has been tasked to your Agency. Click on the link in the email or log into the Community Portal for more information about the nature and needs of this incident.

Adding Actions Taken Notes

Once a Task has been assigned to a State Agency, the Agency staff needs to update their Status, Resources, and activities with Action Taken notes. All changes to a task should be communicated to Cal OES or other appropriate stakeholders via email or phone, and documented in the Action Taken Notes section. Detail (who, what, where, when, why, how) is very important: Whom did you speak with? By phone? What was discussed or updated?

Support

Program Support

Contact your *Cal OES Regional Representative* for:

- Approval of new or additional users for the RRS.
- Assistance in placing a resource request in the system.
- Changes to a request.
- Remove access for users that have left the organization or no longer need access.
- Training on the system.

System Technical Support

If you experience a bug or system problem, contact engage.support@caloes.ca.gov with screenshots and system information. Please describe what steps you took before the error:

- I received *this error* on *this page* when I did *this action* or took *these steps*.