

Resource Request System (RRS)

Operational Area (OA) Quick Start Guide



This Quick Start Guide provides Operational Area (OA) 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*: County, then choose your County.
- Click *Sign Up*.
- Check your email to verify your account.



RRS

Resource Request System

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.

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

Resource Requests

Submitting a Resource Request

OA authorized users should submit Resource Requests on behalf of their Operational Area. Be sure to coordinate with Cal OES Region Staff when submitting your Resource Request.

Cal OES Region staff can provide technical assistance in filling out a request and may submit a request on your behalf when a need arises.

Adding Documents to a Resource Request

The bottom of the *second* page of the Resource Request form has an option to Add or Upload a file that will supplement the request. This might include contracts, instructions or maps to a specific location, photos, or other information. Be sure to add your files before submitting your Request.

Making changes to a Resource Request

OAs may make changes to the Resource Request while it is in DRAFT form, PRIOR to submittal.

Once submitted, changes can be made by reaching out to your Cal OES Regional Representative.

Notification of a status change

The OA requester will receive an automated email notification when the Resource Request has been submitted, approved, or cancelled.

OA authorized users will have access to view and track all Resource Requests, Missions, and Tasks associated with *their Operational Area only*. Any changes to a request should be communicated to Cal OES Region staff via email or phone, and documented in the Action Taken notes section with as much detail as can be provided (who, what, where, when...).

Support

Program Support

Contact your *Cal OES Regional Representative* for:

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