

## Designated Email Registration and Maintenance

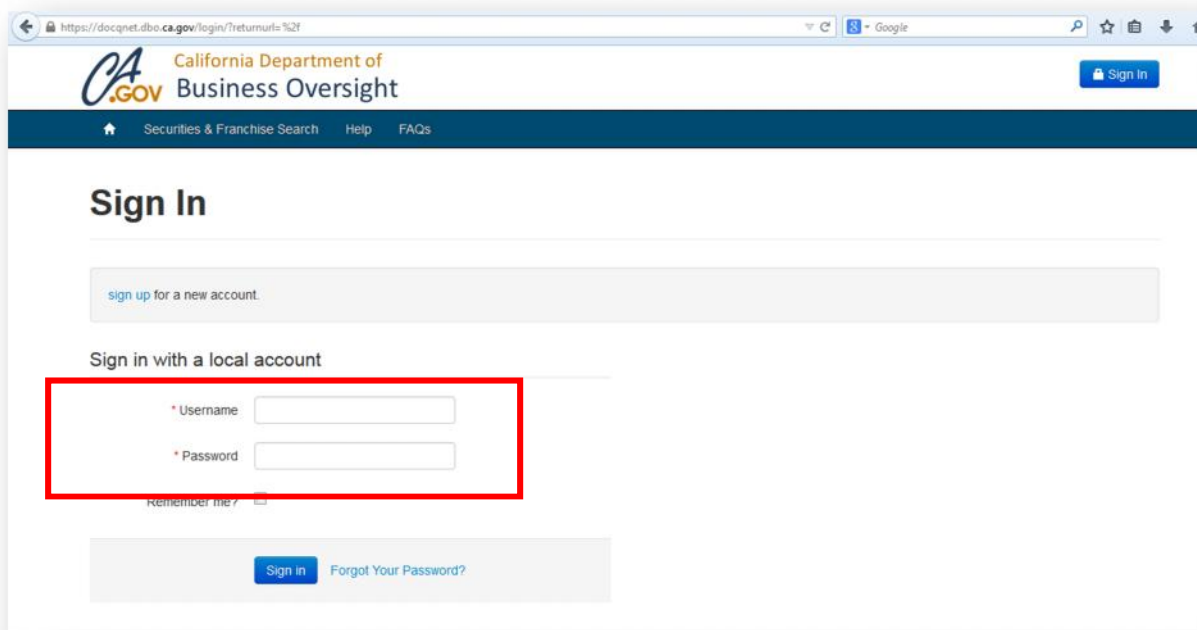
Institutions licensed by the DFPI are required to provide and maintain an email account that is designated for communications with the DFPI, per the [Commissioner's Order issued November 22, 2013](#). The purpose of the Order is to create rapid, direct communication to an email account that your company will monitor daily.

In order to update your designated email address, you must have a DFPI Self-Service Portal Account. If you already have an account, you can sign in above to access the “Designated Emails” portion of your My Account page.

**If do not already have an account, you must register for an account by clicking on the Register Now link and completing the registration form.**

## Add a Designated Email to your Organization

1. Sign in to your account:



The screenshot shows the California Department of Business Oversight (CA.gov) website. The header includes the CA.gov logo and the text "California Department of Business Oversight". A "Sign In" button is in the top right corner. Below the header, there are links for "Securities & Franchise Search", "Help", and "FAQs". The main content area is titled "Sign In". Below this title, there is a link to "sign up for a new account". Underneath, there is a section titled "Sign in with a local account". This section contains a red-bordered box around the "Username" and "Password" input fields. Below the input fields is a "Remember me?" checkbox. At the bottom of the sign-in section, there are "Sign in" and "Forgot Your Password?" buttons.

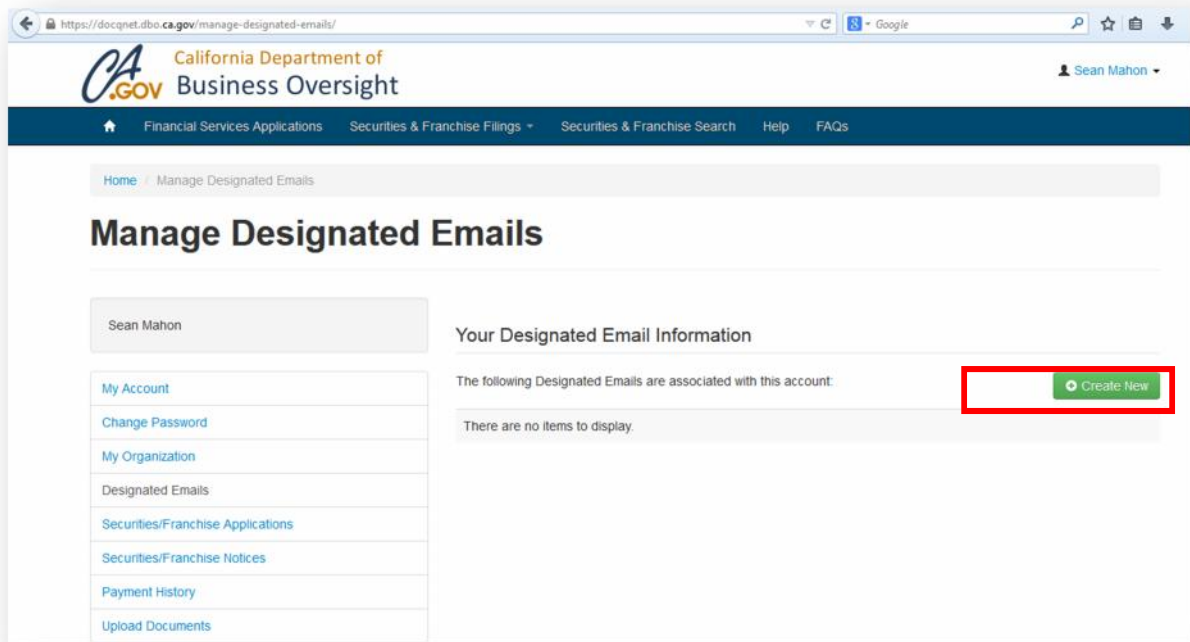
2. If you have not yet established an account, please click the Register Now link from the home page and fill out the registration form. Please note that as part of the registration process you need to provide the Legal Name of the Organization you are representing. Please also answer the yes/no questions about what type of licensee you are. This information is reviewed by DFPI during the registration process, in order to confirm that you have access to the correct information.

Please note that the Department of Business Oversight will process your registration within 5 business days and will send out an email to you when your registration has been accepted. If you do not see an email by then, your registration confirmation email has most likely been caught in your email provider's spam filter.

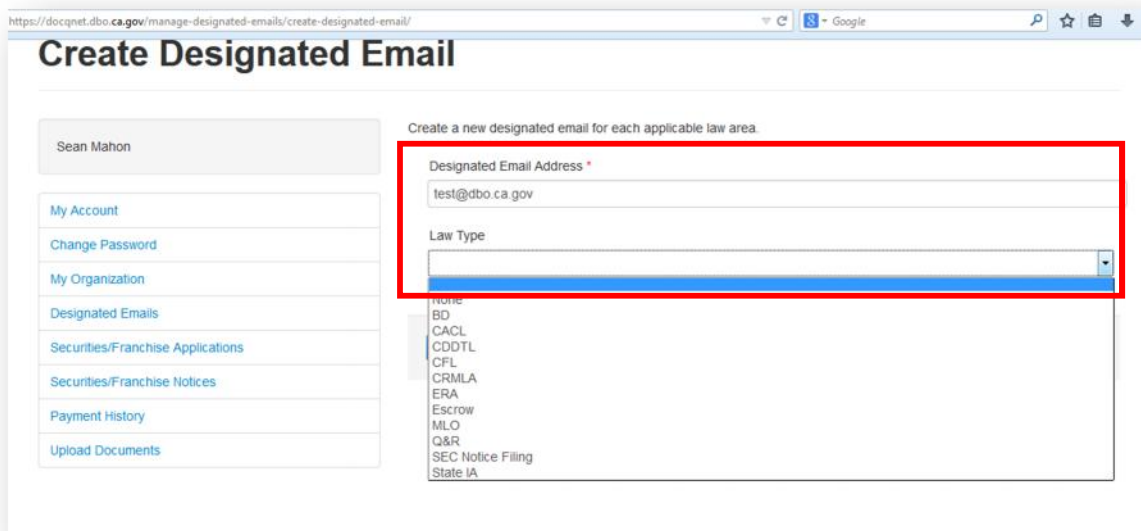
3. Once you have signed in, you will be taken to the My Account page:

The screenshot shows the 'My Account' page of the California Department of Business Oversight. The user is logged in as Sean Mahon. The page is divided into two main sections: a sidebar on the left and a main content area on the right. The sidebar contains a list of links: 'My Account', 'Change Password', 'My Organization', 'Designated Emails' (which is highlighted with a red rectangular box), 'Securities/Franchise Applications', 'Securities/Franchise Notices', 'Payment History', and 'Upload Documents'. The main content area is titled 'Your Information' and contains several input fields. The 'First Name' field is filled with 'Sean' and the 'Last Name' field is filled with 'Mahon'. The 'E-mail' field is filled with 'smahon78@yahoo.com' and the 'Phone Number' field is filled with '916-296-1605'. The 'Organization Name' field is filled with 'Test TrinityTG' and the 'Title' field is empty. The 'Nickname' field is empty and the 'Web Site' field is empty. The browser's address bar shows the URL 'https://docqnet.dbo.ca.gov/profile/?returnurl=/'. The browser's search bar shows 'Google'.

- Click on Designated Emails. You will be presented with a list of existing designated emails for your organization. If none exist, create a new designated email by clicking on “Create New”.



- Type in the designated email address, and select the Law type for which your organization is licensed. Click on “Create” to save the record.



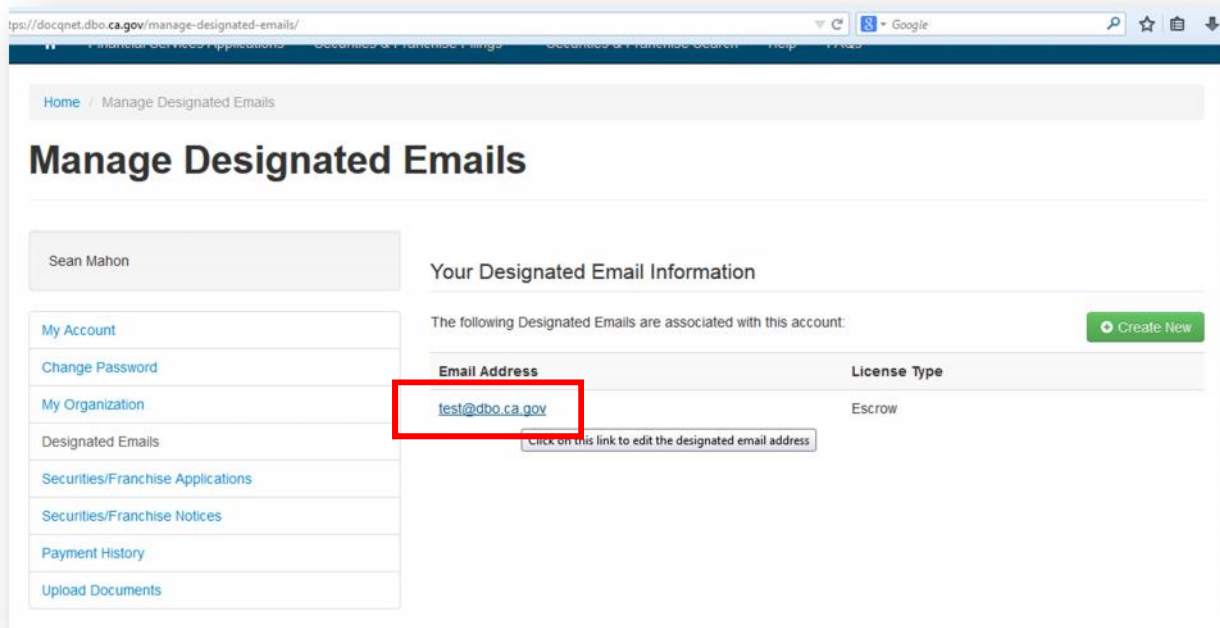
Your Account will be updated to reflect the new Designated Email address record. This completes the Designated Email process.

The screenshot shows the 'Manage Designated Emails' page for Sean Mahon. The page has a sidebar with links: My Account, Change Password, My Organization, Designated Emails, Securities/Franchise Applications, Securities/Franchise Notices, Payment History, and Upload Documents. The main content area is titled 'Your Designated Email Information' and states 'The following Designated Emails are associated with this account.' A table with two columns, 'Email Address' and 'License Type', contains one row: 'test@dbo.ca.gov' and 'Escrow'. A red box highlights the table. A 'Create New' button is visible in the top right corner of the table area.

Email Address	License Type
test@dbo.ca.gov	Escrow

## Update an Existing Designated Email

1. Repeat steps 1-4 above
2. To update/revise an existing email address, click on the email address:



- Update the email address and click on “Update” to save the changes. This completes the update process.

