



CA EPN Customer Portal Set-Up Instructions

Purpose:

This document outlines how to Establish a New or Unvalidated Requester Code through the CA EPN Customer Portal with MFA (Multi-Factor Authentication)

Process:

IF you have a CA EPN Portal account prior to joining with sambasafety, please be sure to download your existing EPNs from your portal account prior to sambasafety becoming your vendor.

New to EPN and CA EPN Portal:

- Go to CA EPN Customer Portal
 - [CA EPN Portal](#)
 - Select create an account.

A screenshot of the CA EPN Customer Portal login page. The page has a blue header with the text 'LOG IN' in white. Below the header is a white box containing the login form. The form is titled 'Log in to Online Services'. Below the title is a link: 'Not Registered? In order to log in, you will first need to [create an account](#).' A red arrow points to this link. Below the link are two input fields: 'Email' and 'Password'. Below the 'Email' field is a link: 'No longer have access to your email address?'. Below the 'Password' field is a link: 'Forgot your password?'. At the bottom of the form is a blue button with the text 'Log In'. Below the form is a section titled 'Additional Information' with two links: 'Privacy and Security' and 'Technical Support'.



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- Enter, re-enter your email address and select Continue.

A screenshot of the 'ACCOUNT REGISTRATION' page. The page has a blue header with the title 'ACCOUNT REGISTRATION' in white. Below the header, the form is titled 'Step 1 of 5'. A message reads: 'Please enter your personal email. You will be emailed a link to confirm your email.' There are two input fields: 'Email' and 'Re-Enter Email', both containing the text 'epntest1@yopmail.com'. Below the fields are two buttons: 'Continue' (highlighted with a red arrow) and 'Cancel'. At the bottom, there is a link: 'Already have an account? [Log In](#)'.

ACCOUNT REGISTRATION

Step 1 of 5

Please enter your personal email. You will be emailed a link to confirm your email.

Email

epntest1@yopmail.com

Re-Enter Email

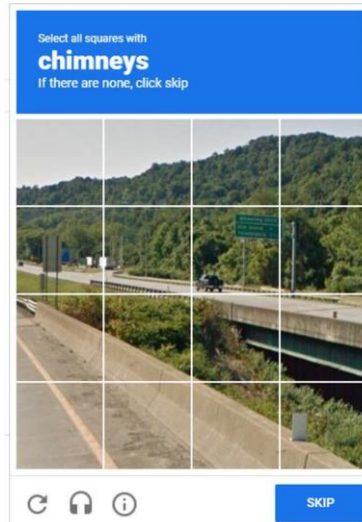
epntest1@yopmail.com

Continue [Cancel](#)

Already have an account? [Log In](#)

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- Complete CAPTCHA



- Locate the confirmation email sent to the address entered.

Step 2 of 5


Email confirmation is required.

We have emailed a confirmation link to **epntest1@yopmail.com**. The confirmation link expires in 10 minutes. Please check your social media or junk email folders if you do not see the email in the next few minutes.

Still don't see a confirmation email? [Resend the email confirmation link](#) or [restart the registration process](#).

- Open the email and either select “Confirm your email” link or copy URL link and paste into a new window.

Your DMV Account Email Confirmation Link

 **Wsi2uat-Online-Do-Not-Reply@dmv.ca.gov**

 Reply
  Reply All
  Forward
 

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Please click on the button below to confirm your email to continue with account registration. This link will expire in 10 minutes.

[Confirm your email](#)

Can't click the button in this email?

[Copy this URL and paste it in your browser to complete the confirmation:](#)

https://wsi2uat.dmv.ca.gov/mga/spa/authentic?policyid=urn:dmv:security:authentication:of:dmv:isc:account:create:2&nonce=cf7f55c-2d4c-7362-0169-015734b9d3&sig=89c1f1f1v4e8_V0bdcv8G048K835MO1vGPX0y8K0IPQ0p0qW0vV7DefK0KfSkWNuZdmg0ip2rt.TwaP12h_Htp-Uewh_b5sIT2AepMtsGkh95F3VEnUstapdoXdydQ7qVgWvY5nuo1C5waA0zdpUuAzhfrW57ChUuLAIg1IKhIVNAB7VjpE7_Lsv2ym22a4uw9K4S5ep2jGusnCOV_fciPWdK2PUCjH778wt7Tj8WjZ2ePNLgVsmDWDfAKDWBvVAdmrSHFN89NGOW11-A2fw1sJ3M5sXXKu8dv_S59Hq-222Fm57LgillqdZdCVg==&ac=Target=https%3A%2F%2Fuat-cadmv.cs3.force.com%2Fsep%2Flogin

If you have any questions, please direct them to support@dmv.ca.gov or call 1-877-569-5213.

This email was sent from an unattended mailbox. Please do not respond using the "Reply" button.



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- Enter Name and a Phone Number you have immediate access to, choose Receive Code via Text or PhoneCall and select Continue.

A screenshot of the 'ACCOUNT REGISTRATION' page, specifically 'Step 3 of 5'. The page has a blue header with the title 'ACCOUNT REGISTRATION' in white. Below the header, the text 'Step 3 of 5' is displayed. A sub-header reads: 'Register for an online account by providing the information below. Please double-check your information before proceeding.' The form contains three input fields: 'First Name' with the value 'Epn', 'Last Name' with the value 'TestOne', and 'Phone Number' with the value '(916) 555-5555'. To the right of the phone number field are two radio button options: 'Receive Code via Text' (which is selected, indicated by a blue checkmark) and 'Receive Code via Phone Call'. A red arrow points to the 'Receive Code via Text' option. At the bottom of the form are three buttons: 'Continue' (blue), 'Reset' (light blue), and 'Cancel' (light blue).

- Enter the code provided and select Confirm Phone Number.



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- Create a password following the criteria listed.

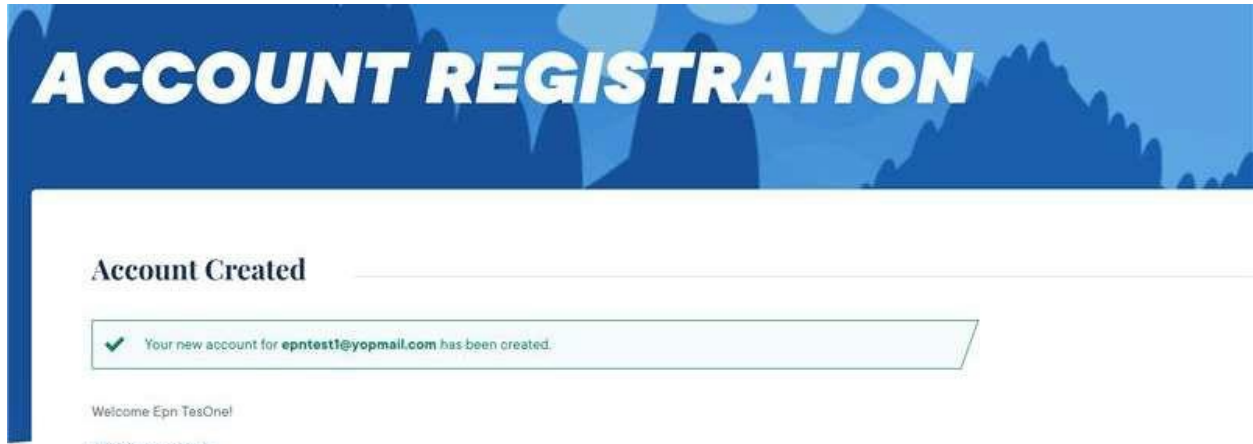
Please note: there is an option to Show your password.

The screenshot shows the 'ACCOUNT REGISTRATION' page, specifically 'Step 5 of 5'. The header is a blue banner with the text 'ACCOUNT REGISTRATION' in white. Below the banner, the page is white with a blue sidebar on the left. The main content area has a heading 'Step 5 of 5' and a sub-heading 'Complete account registration by creating a password. Please double-check your information before proceeding.' Below this, there are several input fields: 'Email' with the value 'epntest1@yopmail.com', 'Phone Number' with the value '(916) 555-5555', 'First Name' with the value 'Epn', and 'Last Name' with the value 'TesOne'. The 'Password' field is highlighted with a dashed border and contains the text 'Epntester!'. To the right of the password field is a 'Show' link. Below the password field, there is a text box containing the password requirements: 'Must be between 8-20 characters in length and include at least 4 alpha characters, 1 numeric character (0-9) or 1 special character (!, #, \$, %). The password is case sensitive and must not contain spaces or be the same as your email address.' At the bottom of the form, there are two buttons: 'Continue' (a blue button) and 'Cancel' (a light blue button).

- Account has now been created. Select “Click here to log in “. A confirmation email will be sent as well.



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Your DMV account has been created

W  wsi2uat-Online-Do-Not-Reply@dmv.ca.gov
To 

[Reply](#) [Reply All](#) [Forward](#) [...](#)
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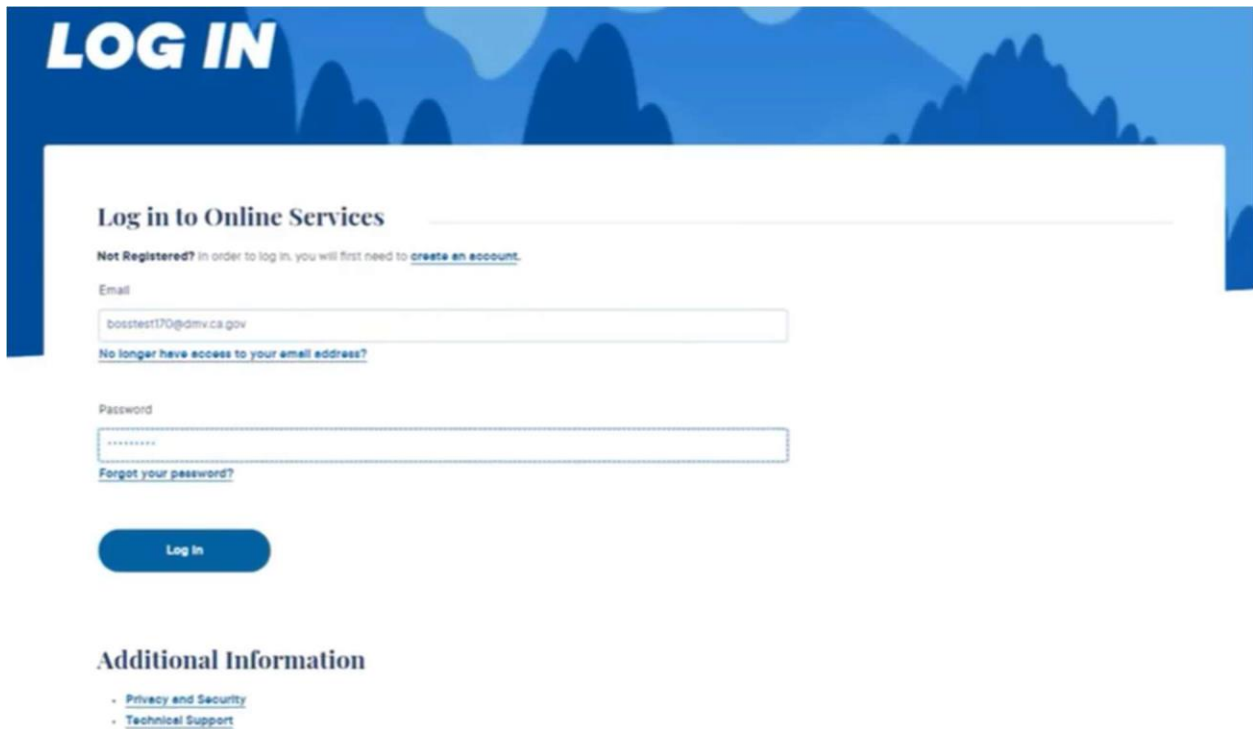
Your new account has been created and you may now log in.

To access your account, go to <https://www.dmv.ca.gov/>

If you have any questions, please direct them to support@dmv.ca.gov or call 1-877-563-5213.

This email was sent from an unattended mailbox. Please do not respond using the 'Reply' button.

- “Click here to log in” returns you to the Log in screen. Log in using the credentials you created.

The image shows a screenshot of the DMV CA EPN Customer Portal Log In screen. The header features the text 'LOG IN' in large, bold, white letters against a blue background with a mountain silhouette. Below the header, the main content area is white. It starts with the heading 'Log in to Online Services' followed by a horizontal line. A note states: 'Not Registered? In order to log in, you will first need to [create an account](#).' Below this is an 'Email' label and a text input field containing 'bosstest170@dmv.ca.gov'. A link below the field reads 'No longer have access to your email address?'. Next is a 'Password' label and a password input field with masked characters. A link below the field reads 'Forgot your password?'. At the bottom of the login section is a blue 'Log In' button. Below the login section is a heading 'Additional Information' followed by two links: 'Privacy and Security' and 'Technical Support'.

- Verify code via text or call by selecting Text Me or Call Me and Continue.



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ACCOUNT VERIFICATION

Receive verification code via phone

To complete your login, we need to send you a phone verification code.

You will receive a code at the following number: (***-***-721

How do you want us to send you the verification code?

☒ Text Me

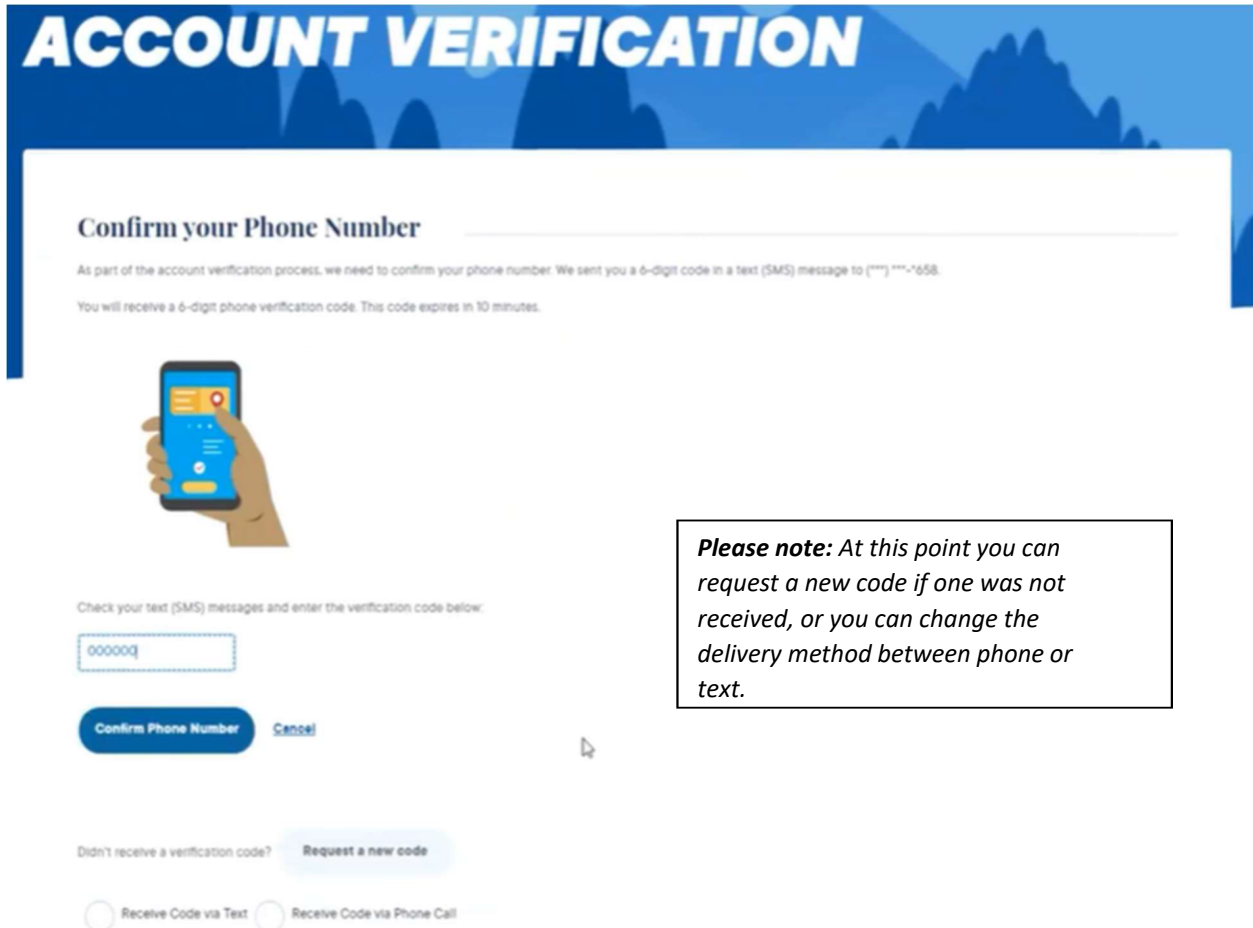
☐ Call Me

Continue

Cancel

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- Enter the code provided and select Confirm Phone Number.




ACCOUNT VERIFICATION

Confirm your Phone Number

As part of the account verification process, we need to confirm your phone number. We sent you a 6-digit code in a text (SMS) message to (***-**-*)-658.

You will receive a 6-digit phone verification code. This code expires in 10 minutes.



Check your text (SMS) messages and enter the verification code below:

[Confirm Phone Number](#) [Cancel](#)

Didn't receive a verification code? [Request a new code](#)

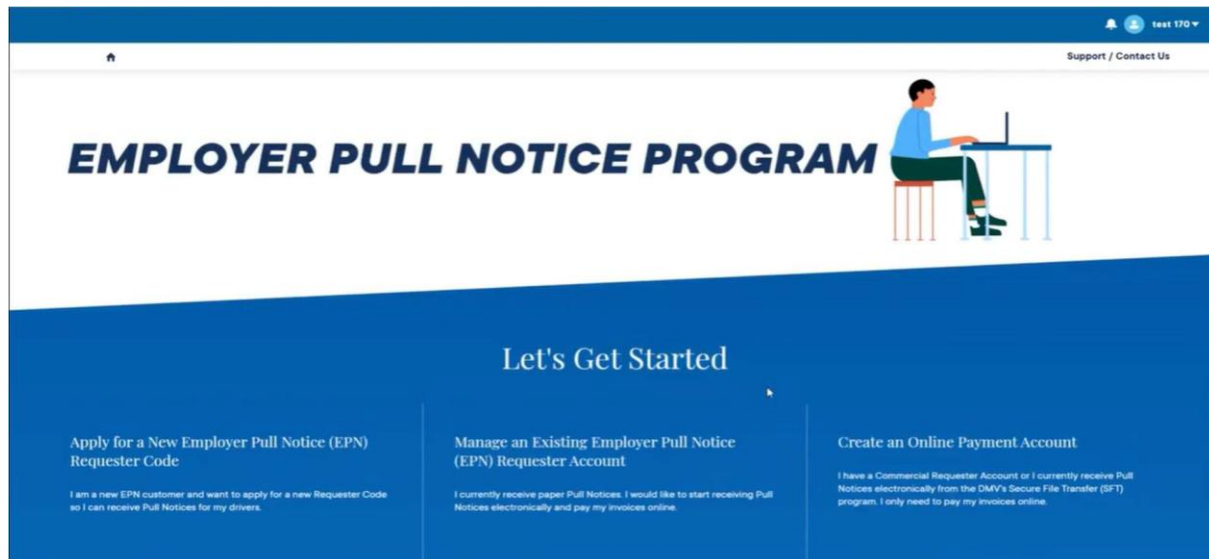
☐ Receive Code via Text ☐ Receive Code via Phone Call

Please note: At this point you can request a new code if one was not received, or you can change the delivery method between phone or text.



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- You will be directed to the **Employer Pull Notice Let's Get Started** page. From here select the option that applies to you:
 - Apply for a New Employer Pull Notice (EPN) Requester Code
 - **Directs you to the INF 1104 application**
 - Complete application
 - Add 1 existing driver
 - **If you have more than 1 CA driver they will be added once SambaSafety has been approved as your Authorized Agent (See below for steps to add SambaSafety as your Authorized Agent)**
 - Manage an Existing Employer Pull Notice (EPN) Requester Account
 - **Directs you to the portal validation steps**
 - Create an Online Payment Account
 - **Directs you to the portal validation steps**





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- You will receive an email notification once the application has been completed and submitted.
- CA EPN Requester Code Approval can take up to **3 to 5 business days**
 - You will login to the CA EPN Portal to download your approval letter, by clicking the Requester Code at the top of the *Homepage*.
- Once you've received your new CA EPN Requester Code (RCode)
 - You will need to add SambaSafety as your Authorized Agent by completing a CA INF 2110 – This approval can take an **additional 5 to 7 business days** (Authorized Agent).
 - If you are still in Onboarding:
 - A copy of your CA EPN RCode approval letter needs to be provided to your Onboarding Specialist
 - Complete an INF 2110 (Authorized Agent) Application which will be sent to you via DocuSign by your Onboarding Specialist
 - If you've contacted Customer Care
 - Email:
 - A copy of your CA EPN RCode approval
 - Complete an INF 2110 (Authorized Agent) application which will be sent to you via email
 - Send to: statedocuments@sambasafety.com
- Once SambaSafety has been added as your Authorized Agent
 - SambaSafety State Documents will notify you via email that SambaSafety has been added as your Authorized Agent.
 - Your new RCode will be provisioned to your SambaSafety account, and you will now be able to request MVR's, add the rest of your CA drivers (if you have more) and monitor your CA drivers.