

# PDR Web Application - Frequently Asked Questions (FAQ)

To better secure the PDR web application there have been changes made. Due to these changes, there has been an update to your username and your passwords have been reset. You will need to use your new username and reset your password.

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## Username Update

Question: What is the new username format?

Answer: Firstname.lastname

*Example:* jane.doe or john.doe

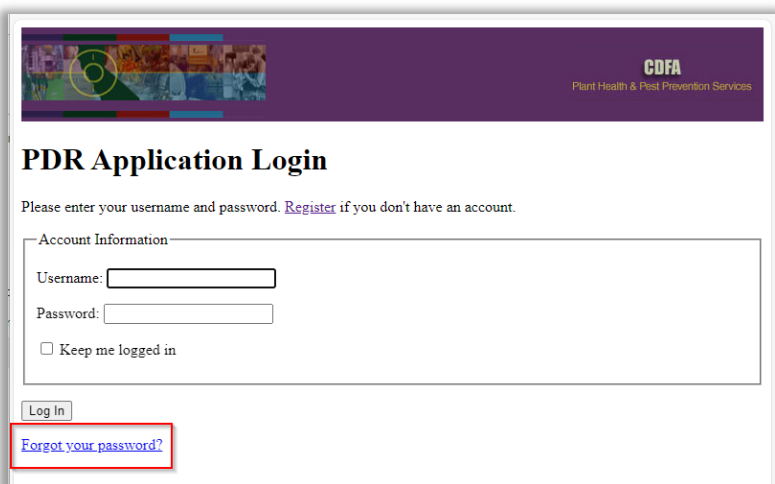
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## Password Update/Reset

Please follow the password reset steps below to create a new password.

- a. For PDR users, the link to the password reset page is below the login button and it is labeled “Forgot your password?”

PDR website Link: [pdr.cdfa.ca.gov](http://pdr.cdfa.ca.gov)



**PDR Application Login**

Please enter your username and password. [Register](#) if you don't have an account.

Account Information

Username:

Password:

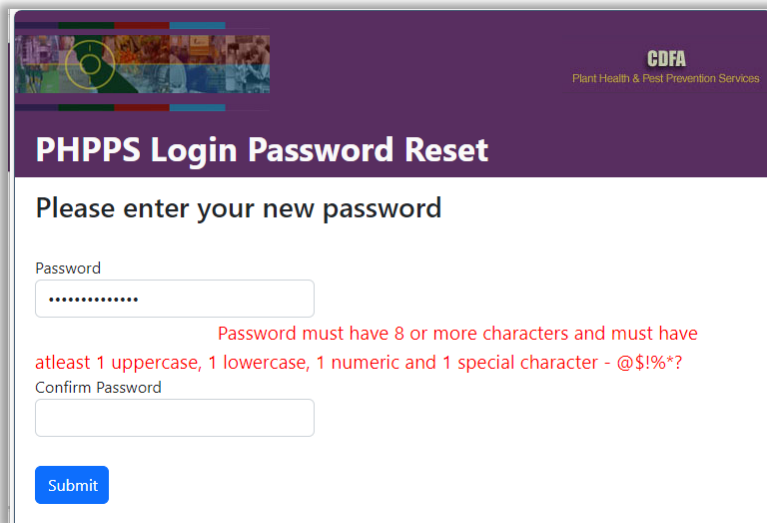
Keep me logged in

[Forgot your password?](#)

Direct reset link: <https://phpps-iac.cdfa.ca.gov/passwordreset>

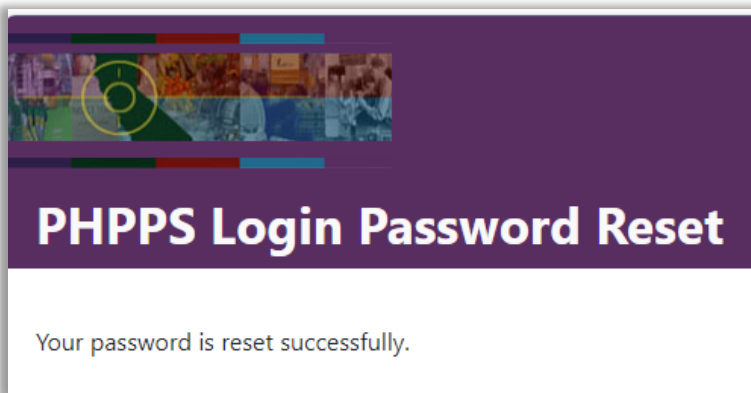
b. Enter your new password, making sure to meet the requirements.

*Password must have 8 or more characters and must have at least 1 uppercase, 1 lowercase, 1 numeric and 1 special character - @\$!%\*?*



The screenshot shows the PHPPS Login Password Reset page. At the top, there is a header with the CDFA logo and the text "CDFA Plant Health & Pest Prevention Services". Below the header, the title "PHPPS Login Password Reset" is displayed. The main content area contains the instruction "Please enter your new password". There are two input fields: "Password" and "Confirm Password". The "Password" field is filled with dots. Below the "Password" field, a red message states: "Password must have 8 or more characters and must have at least 1 uppercase, 1 lowercase, 1 numeric and 1 special character - @\$!%\*?". A blue "Submit" button is located at the bottom left of the form.

c. Password Reset is successful when the message below appeared after clicking on the Submit button.



The screenshot shows the PHPPS Login Password Reset page after a successful password reset. The title "PHPPS Login Password Reset" is still present. Below the title, a message states: "Your password is reset successfully."

For further assistance with any username or password issues please email the Systems Development Unit at [SystemDevelopmentUnit@cdfa.ca.gov](mailto:SystemDevelopmentUnit@cdfa.ca.gov).

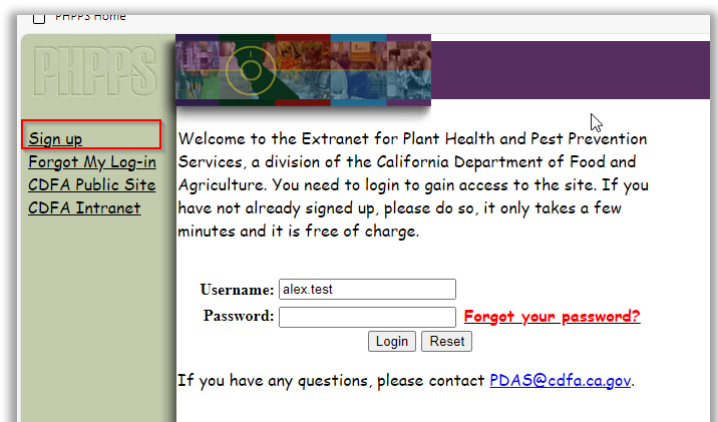
## New User Account Access

Question: How do new users sign up for PDR access?

Answer: Go to

<https://phpps.cdfa.ca.gov/user/frmLogon2.asp> and click on "Sign up"

The sign up link is located on the left side bar of the website as indicated in the picture.



The screenshot shows the PHPPS Home page. On the left side, there is a navigation menu with the following links: "Sign up", "Forgot My Log-in", "CDFA Public Site", and "CDFA Intranet". The "Sign up" link is highlighted with a red box. The main content area contains a welcome message: "Welcome to the Extranet for Plant Health and Pest Prevention Services, a division of the California Department of Food and Agriculture. You need to login to gain access to the site. If you have not already signed up, please do so, it only takes a few minutes and it is free of charge." Below the message, there are input fields for "Username:" (containing "alex.test") and "Password:". To the right of the "Password:" field is a red link: "Forgot your password?". Below the input fields are "Login" and "Reset" buttons. At the bottom, there is a message: "If you have any questions, please contact [PDAS@cdfa.ca.gov](mailto:PDAS@cdfa.ca.gov)."