

## Designated Email Registration and Maintenance

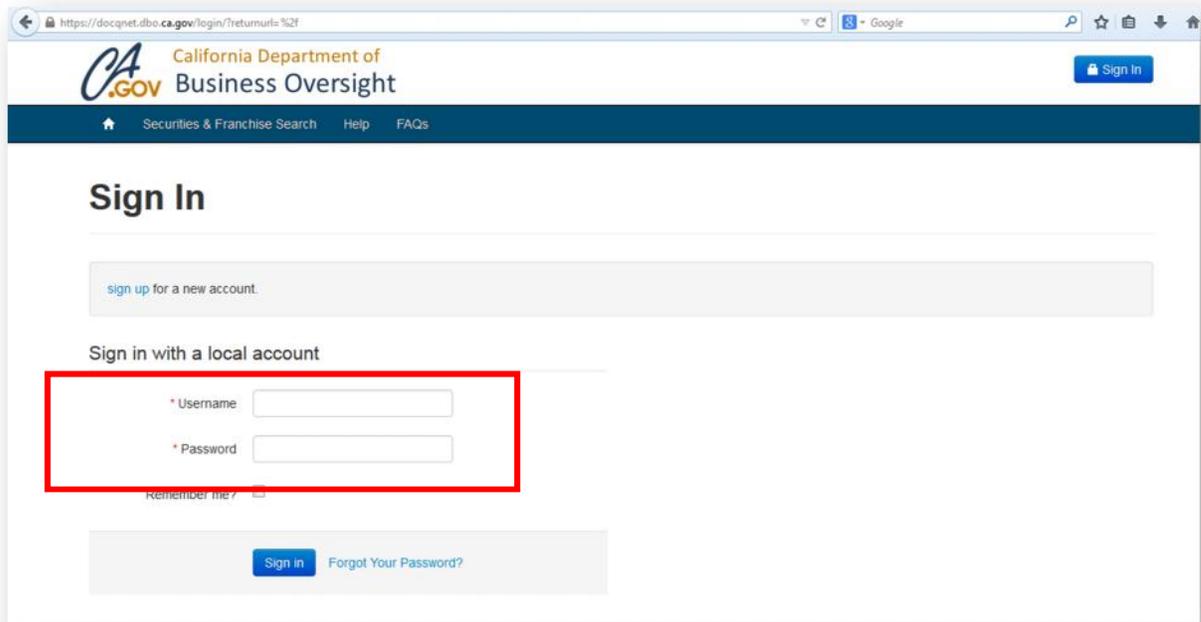
Institutions licensed by the DBO are required to provide and maintain an email account that is designated for communications with the DBO, per the [Commissioner's Order issued November 22, 2013](#). The purpose of the Order is to create rapid, direct communication to an email account that your company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

In order to update your designated email address, you must have a DBO 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:

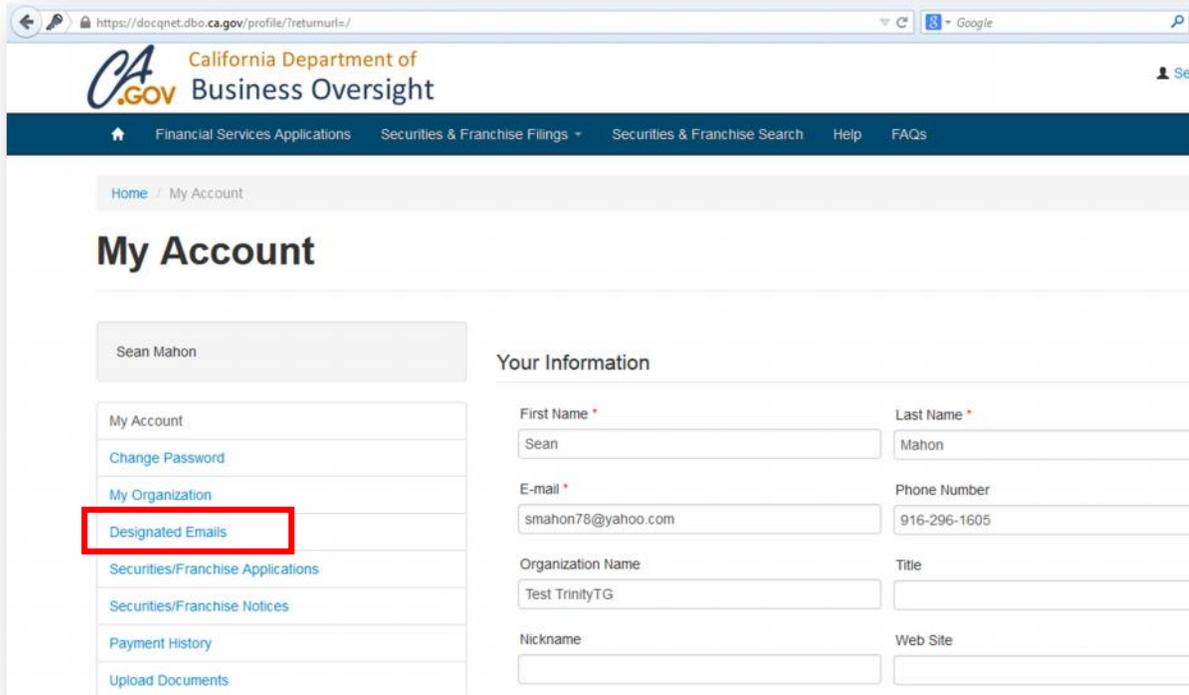


The screenshot displays the login interface for the California Department of Business Oversight. At the top, the header includes the CA.GOV logo and the text 'California Department of Business Oversight'. A navigation bar contains links for 'Securities & Franchise Search', 'Help', and 'FAQs'. The main heading is 'Sign In'. Below this, there is a link to 'sign up for a new account'. The 'Sign in with a local account' section features a red rectangular box around the 'Username' and 'Password' input fields. Below these fields is a 'Remember me?' checkbox. At the bottom of the form, there is a 'Sign in' button and a 'Forgot Your Password?' link.

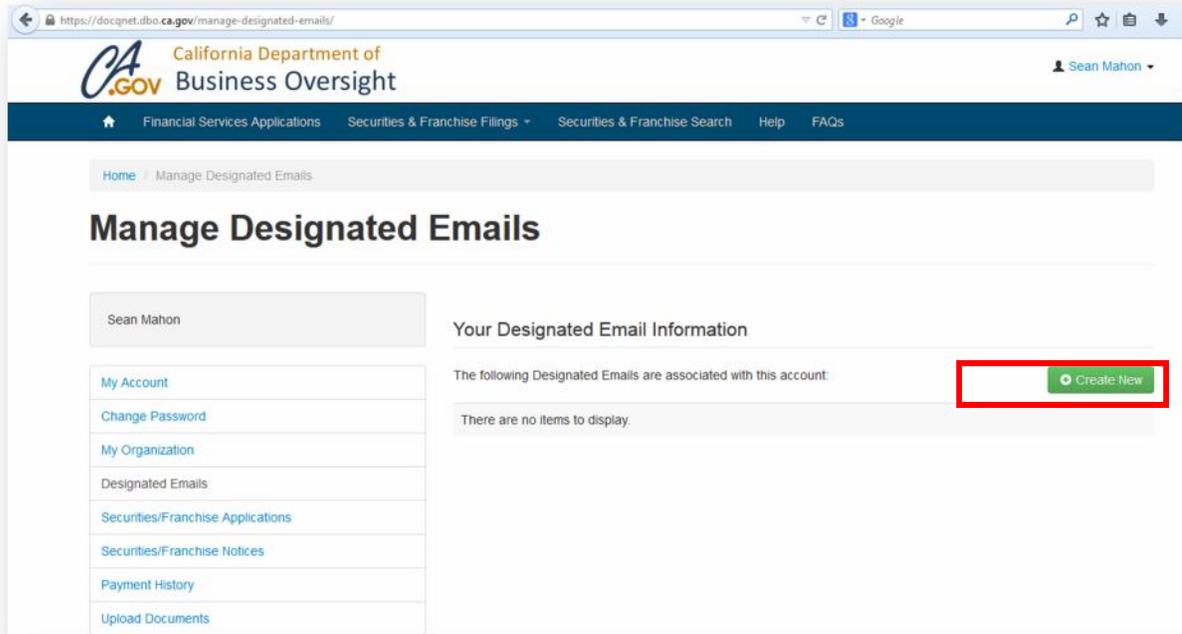
2. If you have not yet established an account, please click the Register Now link from the home page and fill out the registration form. Please note that as part of the registration process you need to provide the Legal Name of the Organization you are representing. Please also answer the yes/no questions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

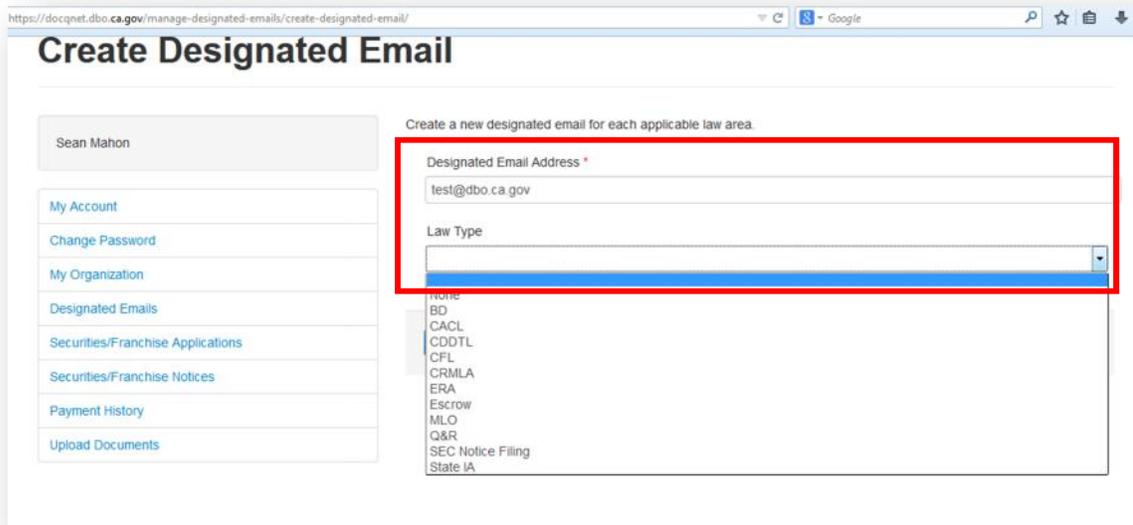
3. Once you have signed in, you will be taken to the My Account page:



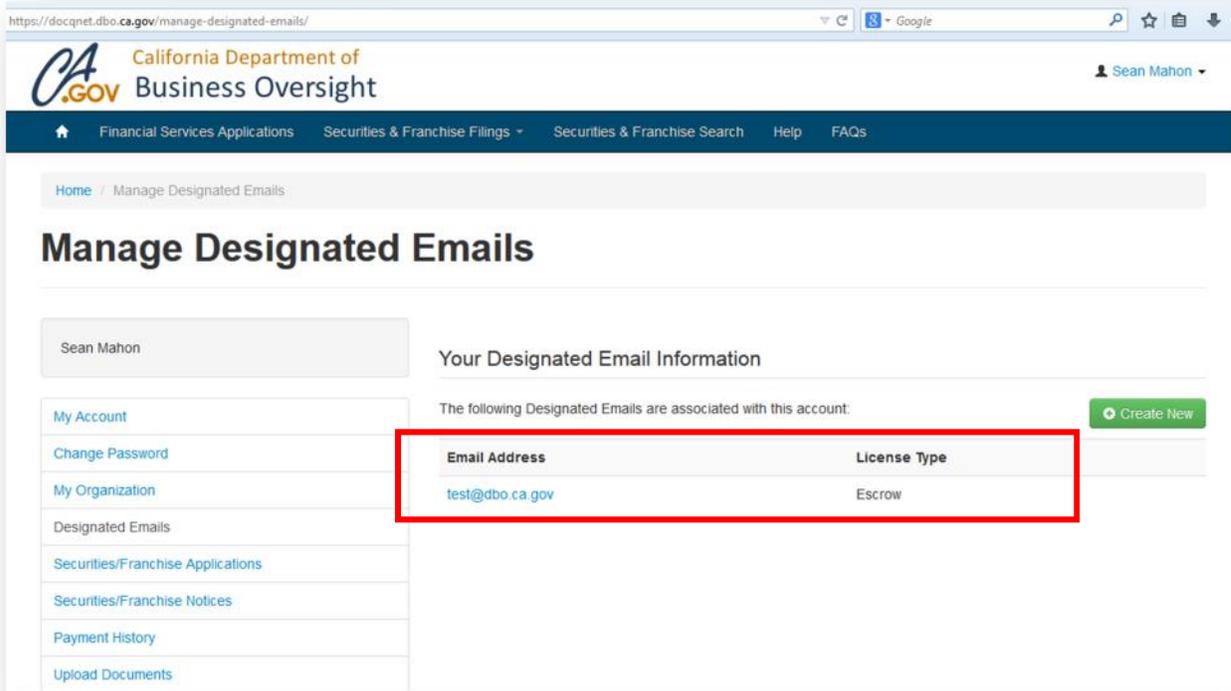
4. Click on Designated Emails. You will be presented with a list of existing designated emails for your organization. If none exist, create a new designated email by clicking on "Create New".



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

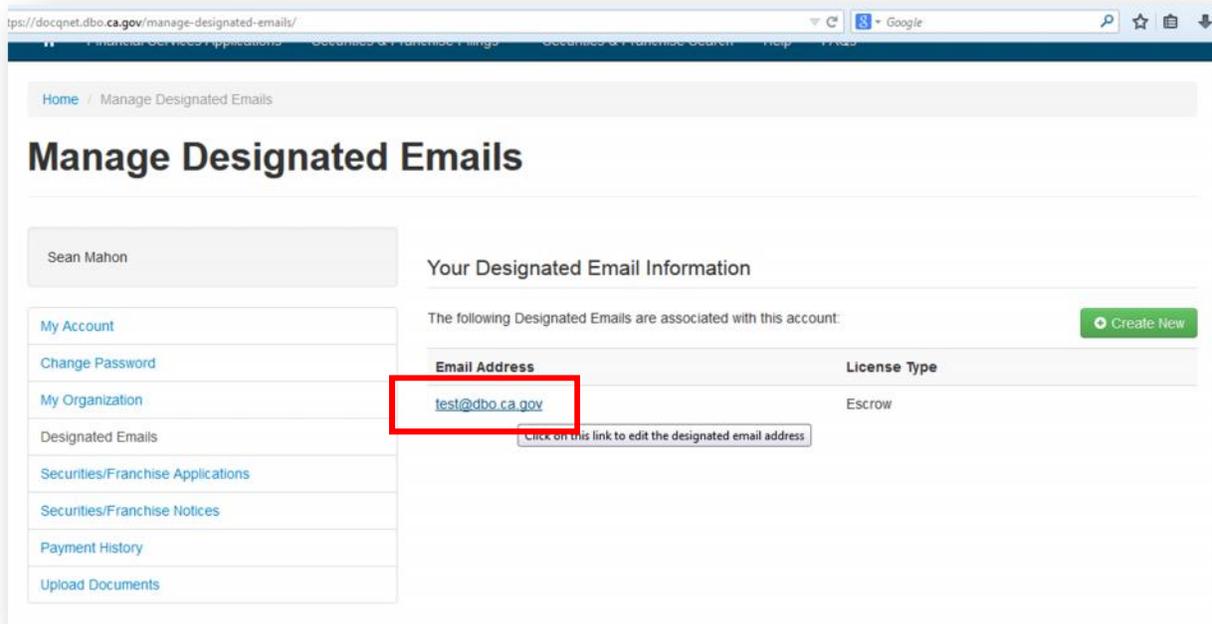


Your Account will be updated to reflect the new Designated Email address record. This completes the Designated Email process.



## Update an Existing Designated Email

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



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

