ECAMS FAQs

Where do I go to login to the system?

* Go to <https://ecams.energy.ca.gov/s/login/>

How do I find out who the primary contact of my organization is for ECAMS?

* Email [ecams.salesforcesupport@energy.ca.gov](mailto:ecams.salesforcesupport@energy.ca.gov) and ask who the primary contact is. Please list your organization’s name and/or provide the agreement number.

Why won’t the reset password link work?

* If you never created a password before, the reset password link will not work. The link to activate your account expires in 24 hours. You need to request another link to activate your account by emailing [ecams.salesforcesupport@energy.ca.gov](mailto:ecams.salesforcesupport@energy.ca.gov).

How do I add additional users to my organization?

* Refer to the [Registration Instructions manual](https://www.energy.ca.gov/media/7893) for step-by-step instructions.

How do I apply for a solicitation?

* Refer to the [Applying for a Solicitation manual](https://www.energy.ca.gov/media/7956) for step-by-step instructions.

Why can’t I see any of my agreements?

* Check what view is being used. The default view will be ‘Recently Viewed’ if this is the first time your account has been logged into the system this view will be blank. Change the list view and your agreements should appear depending on the type of your agreements.

How do I submit an Invoice?

* Refer to the [Submitting an Invoice manual](https://www.energy.ca.gov/media/8084) for step-by-step instructions.

How do I know if my invoice has been submitted?

* The invoice ‘Status’ will change from ‘Draft’ to ‘Submitted’.

Who do I contact if I need support with the system?

* Email [ecams.salesforcesupport@energy.ca.gov](mailto:ecams.salesforcesupport@energy.ca.gov) for support.

Is there a phone number to call for assistance.

* Currently there is no phone number setup to support customers
* If you prefer live support with screen sharing options to walk you through your transaction, please email [ecams.salesforcesupport@energy.ca.gov](mailto:ecams.salesforcesupport@energy.ca.gov) to request a one-on-one support session.