

Filing Quarterly Reports Online - Household Movers Webinar

Laveenia Peavy

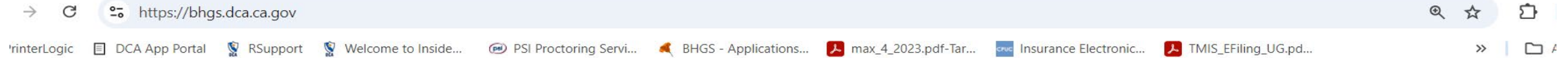
Licensing Analyst

October 10, 2024 10:00 A.M.

Agenda

- 1. Registering for an Account**
- 2. Linking a License**
- 3. Filing a Quarterly Report Online**
- 4. Common Mistakes**
- 5. Reminder / HHM Resources / Contact Information**
- 6. Q&A**

Connect Registration Process



▶ Welcome to the Bureau of Household Goods and Services (BHGS)

formerly the Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation (BEARHFTI)

At the Bureau, we strive to protect consumers, work with and educate



Connect Registration Process

Log In

[Registration and Login Help](#)

User Name (Email) *

joe@mail.com

Password *



Log In

 [Click here to Register](#)

Connect Registration Process

Register

[Registration and Login Help](#)

First Name: *

SUSAN

Middle Name:

Last Name: *

PAYNE

Suffix:

Date of Birth: *

04/06/1968

I do not have a SSN

Last 4 of SSN: *

9635

Email: *

HAPPYMOVERS@GMAIL.COM

Confirm Email: *

HAPPYMOVERS@GMAIL.COM

Cell Phone *

(609) 715-3673

Please select if you wish to opt out of text message notifications.



Submit Registration

Connect Registration Process

Register

✓ **Success** An email with a temporary password has been sent to laveenia.peavy+2121@dca.ca.gov ×

→ [→\] Already registered? Click here to Log In](#)

Connect Registration Process

Change Password

[Click here to see the password rules](#)

Old Password *

New Password *

Confirm Password *

Change Password

Cancel

PASSWORD RULES:

- 15 CHARACTERS MIN.
- UPPER/LOWER CASE
- NUMBERS
- SPECIAL CHARACTERS
(! & ? OR #)

You have Successfully Registered!

Welcome SUSAN PAYNE, 1001103373 | [Profile](#) | [Sign Out](#)

Licenses

[License Link](#)

License Type	License#	Issuance Date	Effective Date	Expiration Date	License Status	Actions
--------------	----------	---------------	----------------	-----------------	----------------	---------

No records found.

Showing 0 to 0 of 0 entries << < > >> 10 ▾

Links & Resources

Name

[Bureau of Household Goods and Services \(BHGS\)](#)

Applications

[New Application](#)

Application Type	License Type	Application#	Submitted Date	Business Name	Status	Action
------------------	--------------	--------------	----------------	---------------	--------	--------

Notifications

Subject

Date Sent

Common Questions

Why do I get an error message when registering even though I did everything right?

Common Questions

**Why can't I see anything on my dashboard
when I log in?**

Common Questions

Why do I keep getting errors or loading screens when using Connect?

Common Questions

**Why did I get locked out of my account
after trying to log in?**

Reminder

Starting October 24, 2024, penalty fees will be applied for all past due quarterly reports.

Licenses with outstanding reports will be suspended.

Household Movers Resources

bhgs.dca.ca.gov → Applicants and Licensees → Household Movers → Applicants and Online Account Registration

Video: Filing Your Quarterly Report Online




Instructions: Online Account Registration

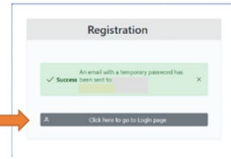
BUREAU OF HOUSEHOLD GOODS AND SERVICES | BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY - GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS - BUREAU OF HOUSEHOLD GOODS AND SERVICES
4244 South Market Court, Suite D, Sacramento, CA 95834
P: (916) 999-2041 | F: (916) 921-7279 | bhgs.dca.ca.gov

**BHGS Household Movers Permit Holders
Account Registration for "Connect"**

Step 1: Go to the "Connect" log-in page: <https://connect.dca.ca.gov/bhgs>
Step 2: Click "Click here to Register."



Step 3: Enter requested information (questions with a red* must be answered).
Step 4: Click "Submit Registration."
Step 5: Email and text messages will be sent based on the information entered in Step 3 confirming registration and providing a temporary password.
Step 6: In "Connect," click "Click here to go to Login page."



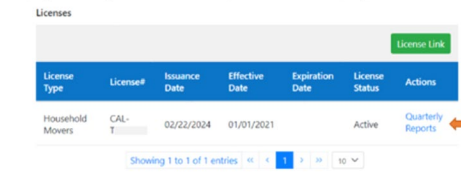
Step 7: On the Login page, enter your email address and the temporary password to login. You'll be prompted to create a new password. (Passwords must be at least 15 characters long, contain both upper- and lowercase letters, contain numbers, and contain a special character.)

Instructions: Getting Started on Your Quarterly Report

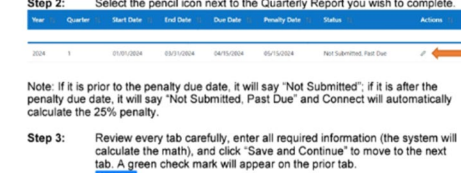
BUREAU OF HOUSEHOLD GOODS AND SERVICES | BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY - GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS - BUREAU OF HOUSEHOLD GOODS AND SERVICES
4244 South Market Court, Suite D, Sacramento, CA 95834
P: (916) 999-2041 | F: (916) 921-7279 | bhgs.dca.ca.gov

**BHGS Household Movers Permit Holders
Submitting Quarterly Report via "Connect"**

Step 1: In your account dashboard, click on the "Quarterly Reports" link.



Step 2: Select the pencil icon next to the Quarterly Report you wish to complete.



Note: If it is prior to the penalty due date, it will say "Not Submitted"; if it is after the penalty due date, it will say "Not Submitted, Past Due" and Connect will automatically calculate the 25% penalty.

Step 3: Review every tab carefully, enter all required information (the system will calculate the math), and click "Save and Continue" to move to the next tab. A green check mark will appear on the prior tab.

Contact Information

Contact the Household Movers Division

Household Movers Email Inbox



BHGS.HHMovers@dca.ca.gov

Household Movers Phone Line



(916) 999-2041

Select option 1 for licensing inquiries

Contact BHGS



[\(916\) 999-2041](tel:(916)999-2041)



bhgs.dca.ca.gov



facebook.com/CalBHGS



instagram.com/calbhgs



linkedin.com/company/california-bureau-of-household-goods-and-services



twitter.com/CalBHGS



youtube.com/user/californiadca

Scan QR for all links



Questions & Answers