



Test Your Access to DORIIS

This test will ensure your computer and network connections are properly configured to provide you with accessibility to the DORIIS online portal. To test your access to DORIIS, simply follow the link below:

<https://doriis.ca.gov>

If you are able to view the following DORIIS home page, your access is successful. You may want to bookmark this site for future reference. However, if you are unable to reach the following screen, please refer to below [troubleshooting tips](#).

Test Successful Screen

The screenshot displays the DORIIS home page. At the top left is the CA.GOV logo with the text "WELCOME TO THE STATE OF CALIFORNIA". At the top right, it says "Welcome [Login](#)". Below this is a blue header bar. The main content area is divided into four sections: "NOTICES" with a "Welcome to Division of Recycling" message and a congratulatory note; "CALENDAR" with "Important Dates" including "Beverage Manufacturer and Distributor DORIIS Workshops" and "Recycler and Processor DORIIS Workshops"; "Login" with fields for "User Name" and "Password" and a "Login" button; and "HELP AND CONTACT" with "Did You Know?" (stating "You can access DORIIS training online."), "HAVE QUESTIONS?", and "DORIIS HELP DESK HOURS OF OPERATIONS". At the bottom, there is a "Back to Top" link and a copyright notice: "Copyright © 2009 State of California".

DORIIS Troubleshooting Tips

- [Disable Popup Blockers](#)
- [Add DORIIS as a Trusted Site](#)
- [SSL Settings](#)
- [Network Ports](#)
- [I need more help](#)



Disable Popup Blockers

If you currently have popup blocker enabled, you will need to disable the popup blocker for the DORIIS website or set your popup blocker to always trust <https://doriis.ca.gov>, depending on the popup blocker software that is installed with your web browser.

Add DORIIS as a Trusted Site

Depending on the security settings of your web browser, it may be restricting access to the DORIIS secure site. If you are using Internet Explorer, follow the steps below to add DORIIS as a trusted site. Firefox natively handles trusted sites as cookies and no additional settings should need to be applied.

[Internet Explorer](#)

1. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
2. Click the **Security** tab, and then click the security zone: **Trusted sites**
3. Click the **Sites** button.
4. Type the Internet address (<https://doriis.ca.gov>) and then click **Add**.
5. When you are finished adding the site, click **Close**, and then click **OK**.

SSL Settings

When you connect to a commerce website, such as a bank or bookseller, Internet Explorer uses a secure connection that uses Secure Sockets Layer (SSL) technology to encrypt the transaction. The encryption is based on a certificate that provides Internet Explorer with the information it needs to communicate securely with the website. DORIIS requires that SSL 2.0 be turned off and SSL 3.0 be turned on. To do this, follow the steps below.

[Internet Explorer](#)

1. In Internet Explorer, click the **Tools** button, and then click **Internet Options**.
2. Click the **Advanced** tab
3. Scroll to the bottom of the list under the **Security** heading.
4. Check the box for Use SSL 3.0 and Use TLS 1.0
5. Uncheck the box for Use SSL 2.0
6. When you are finished, click the **Apply** button and then click **OK**.

[Mozilla Firefox](#)

1. In Mozilla Firefox, click the **Tools** button, and then click **Options**.
2. Click the **Advanced** tab
3. Click the **Encryption** tab
4. Under the **Protocols** heading, verify that Use SSL 3.0 and Use TLS 1.0 are selected.
5. When you are finished, click the **OK** button.



Network Ports

A network port is identified by its number, commonly known as the **Port Number**, the IP address it is associated with and the protocol used for communication. DORIIS uses several ports to route traffic and communicate. Some corporate networks will require that ports be “opened” to allow network traffic to and from the DORIIS website to ensure accessibility. This may require Network Administrator assistance or corporate authorization to open ports. The following ports should be opened:

- 443
- 4445
- 4447
- 4449

I Need More Help

If you have tried all of the troubleshooting tips and continue to be unsuccessful in accessing the DORIIS website, please send an email to doriisparticipanthelpdesk@conservation.ca.gov and a Help Desk representative will follow up with you. Please be sure to enter your name and phone number in the email.