



ACTION REQUIRED: Next Steps for the New WDO Reporting System

The Structural Pest Control Board (SPCB) is preparing to transition to the new Wood Destroying Organism (WDO) Reporting System in the Online Licensing System, [Connect](#).

The current WDO filing system will go offline permanently at 5:00 p.m. on October 17, 2025. Companies are strongly encouraged to manage and file all pending activities before that time. The system downtime will not count against the 10-day filing requirement. The new WDO reporting system will launch on October 22, at which point users can resume filing reports electronically and make deposits online.

TARGET DATES	TRANSITION PLAN
October 17, 2025	Current WDO system goes offline permanently at 5:00 p.m. <input type="checkbox"/> Manage and file all pending activities. <input type="checkbox"/> Register for a Connect account. (See Step 1 below) <input type="checkbox"/> Complete Step 2: Link Your Company License <input type="checkbox"/> Complete Step 3: Generate One Time Code for Admin Staff
5:00 p.m. October 17 through 10:00 p.m. October 19	Transfer of data from the old WDO system to the new WDO Reporting System begins. All account balances and activity history will be moved automatically. Both systems will be offline during this time.
October 18 – 21, 2025	WDO system unavailable for activity submission and online payments. These dates will be recorded as blackout dates.
October 22, 2025	New WDO Reporting System available for use to file activities online and add funds by credit card.

To ensure you're ready, please complete the following steps by October 17, 2025:

STEP 1: REGISTER FOR A CONNECT ACCOUNT

Who needs to do this?

All Branch 3 company owners, admin staff, and anyone else using the WDO Reporting System of behalf of a registered company.

What to do:

- Register for your own Connect account using a personal email address (no company email addresses).
- Why personal emails? They help maintain secure access to your account, even if your employment changes. Each email can only be linked to one user account, ensuring unique registration.

Tips:

- Keep your username and password in a safe place.
- Forgot your password? Use the "**Forgot Password**" link on the login page to reset it.
- Locked out? Contact SPCB at pestboard@dca.ca.gov for help.

Refer to [Connect Registration & Login Guide](#) for help with Step 1.



STEP 2: LINK YOUR COMPANY LICENSE

Who needs to do this?

Branch 3 company owners.

What to do:

- Log into your Connect account and link your company license.
- If you have Branch Offices, you do not need to link to each Branch Office. Once you are linked to the Principal Registration, you will be able to manage activities for all your Branch Offices. This step enables you to manage your WDO account and grant limited access to admin staff and other staff that will be using the WDO Reporting System on your behalf.

Refer to [How to Link Your WDO Account & Assign WDO Roles Guide](#) for help with Step 2.

STEP 3: GENERATE ONE TIME CODE FOR ADMIN STAFF

Who needs to do this?

Branch 3 company owners and any admin staff that will be managing the WDO reporting (See page 5 of the [Generating A One Time Code Guide](#) for a breakdown of WDO roles)

What to do:

- The company owner generates a One-Time Code (OTC) in their dashboard and shares it with the admin staff.
Please note: OTCs are only valid for 24 hours and anyone provided a OTC will have the ability to provide access to other users.
- The admin staff uses the OTC to link the company license in *their* Connect dashboard.
- Once WDO goes live on October 22, the owner or admin staff can use the "Provide Access" button to grant limited access to other staff (licensed and non-licensed) that will be using their WDO account

Refer to the [Generating A One Time Code Guide](#) for help with Step 3.

STAY INFORMED!

We'll send you more updates and step-by-step instructions as we approach the transition. Check your inbox regularly for important details.

NEED ASSISTANCE?

Contact the SPCB at (800) 737-8188 or email pestboard@dca.ca.gov.



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Join the first New WDO Reporting System Townhall!

View a demonstration of the new system, get guidance for the transition, and join the Q&A!

Date	Tuesday, October 7, 2025
Time	2:00 p.m. – 3:00 p.m.
Join Online	Click here to join this session online! Webinar number: 2492 021 2309 Webinar password: SPCB107
Join by Phone	+1-415-655-0001 US Toll Access code: 2492 021 2309 Passcode: 7722107