

2 REQUIRED COUNTY PREP PHASE ACTIVITIES

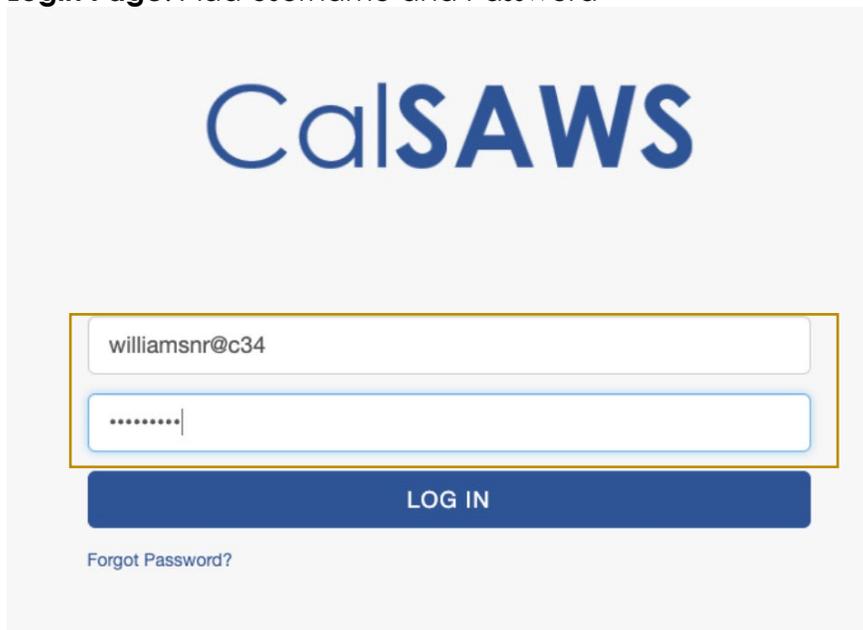
This section provides all step-by-step procedures and relevant information for each **required** County Prep Phase Activity listed in Table 1.3.1, including instructions on how to update.

2.1 Logging in to CalSAWS

All C-IV users will log in to CalSAWS to validate their ability to log into CalSAWS using their current C-IV credentials.

2.1.1 Migrated User with No Pre-Existing ForgeRock Account

1. **Login Page:** Add Username and Password



The screenshot shows the CalSAWS login interface. At the top center is the CalSAWS logo. Below it are two input fields: the first contains the email address 'williamsnr@c34' and the second contains a masked password '.....'. A blue button labeled 'LOG IN' is centered below the password field. At the bottom left, there is a link for 'Forgot Password?'.

2. **Accept Terms and Conditions:** Once you've entered your credentials, accept the *California – Terms and Conditions* statement which will appear as a new screen. No change to this screen from previous flows.

CalSAWS

California - Terms and Conditions - This is a California Statewide Automated Welfare System (SAWS) Joint Powers Authority (CalSAWS) computer system to be used exclusively for providing state and federal operations. This system is protected under state and federal privacy laws. CalSAWS monitors this system for security purposes to ensure it remains available to authorized users and to protect information in the system. By accessing this system, you are expressly consenting to monitoring activities. All unauthorized access or use of this computer system is strictly prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in prosecution.

ACCEPT

DECLINE

3. **Provide Email:** If you are a new user, the page will direct you to the “**Email Validation Screen**”.

CalSAWS

EMAIL COLLECTION

Our records indicate that you have not validated your email address. Please provide your work email address below and you will be emailed a one time password to validate your email address.

Email Address

LOG IN

4. **One Time Password (OTP) Message:** Provide your email and you will be emailed a one-time password to validate your email address.

CalSAWS

You have been sent a one time password. Please enter it on the next page.

CONTINUE

EXIT

5. **Email Received:** The user will receive an email from ForgeRock that will provide them with an 8-digit code that is valid for 5 minutes.

OpenAM One Time Password



○ support-dev@calsaws.org <support-dev@calsaws.org>

To: [REDACTED]

Your OpenAM One Time Password:84554638

6. **Provide OTP and Authentication:** When a user enters a valid OTP, they will be authenticated and redirected to the final landing page. If a user provides an incorrect OTP, they will be given the chance to retry.

CalSAWS

One Time Password

LOG IN

2.1.2 Pre-existing ForgeRock Account

1. **Flow Initiated:** Follow the steps 1-5 outlined in Section 2.1.1
2. **Merge of Accounts Message:** Following a verified OTP entry, a message will be displayed notifying the user that a merge of two accounts is occurring and that the user will be required to use the password associated with their pre-existing ForgeRock account".
3. **Authentication:** User clicks "continue" and the two accounts are merged and authenticated.

2.1.3 Attempted Claim of Previously Claimed Account

1. **Flow Initiated:** Follow the steps 1-5 outlined in Section 2.1.1

2. **Account Already Claimed Message:** Following a verified OTP entry, the following message will be displayed: "There is already an existing account with this email, and it has been claimed by someone else. If you think this is an error, please contact the Help Desk. You may enter a new email or exit." This is set in place to prevent actions such as multiple users sharing one account and one email. At this point, the user can choose to enter another email associated to them or exit and contact the Help Desk.
3. **User Options:** At this point, the User can enter another email associated to them and attempt the whole process again or exit and contact the Help Desk to inform them of their error.

