CalSAWS

CalSAWS LMS Guide for Early Training
Updated 07.27.2021

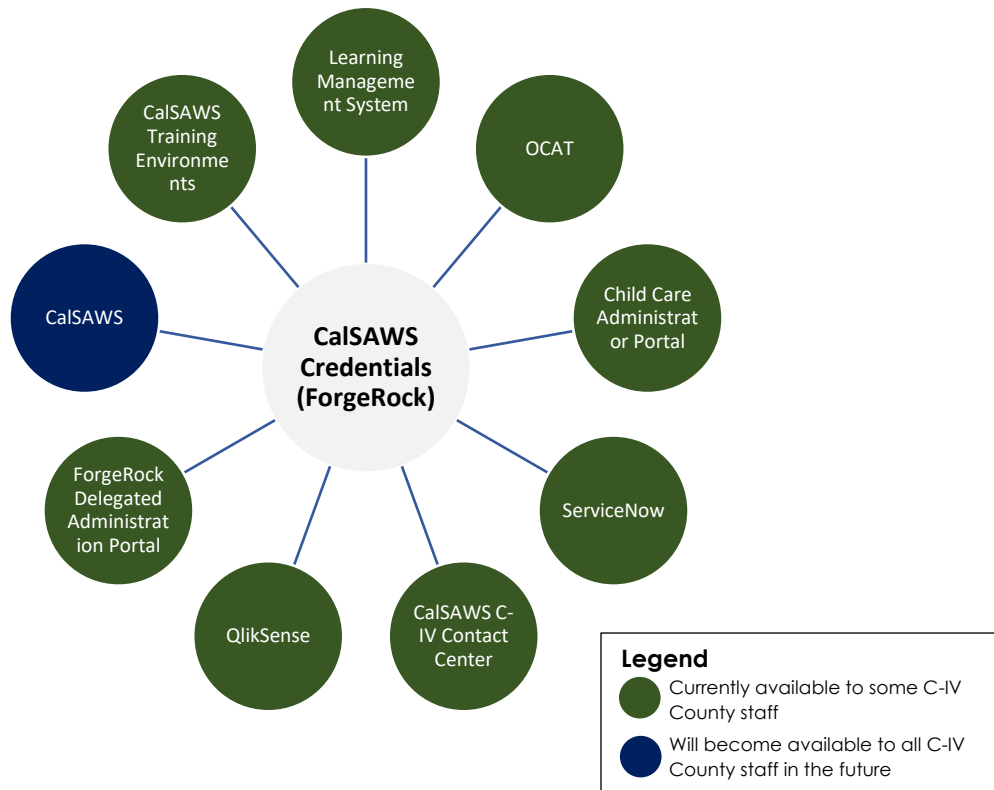## Table of Contents

Introduction/Purpose

As part of the C-IV Migration to CalSAWS, C-IV County staff will be able to access multiple CalSAWS applications through a single set of credentials. The platform the Project is using is called ForgeRock, which is an identity and access management system.

The CalSAWS Learning Management System (LMS) is one such application that will be accessed through a single set of credentials. This guide will detail how to create or access your CalSAWS credentials (ForgeRock) to login to the LMS, view your assigned C-IV Migration Training curriculum within the LMS, and to submit a ServiceNow ticket for LMS issues and training questions.

Currently, C-IV County users may have access to some or multiple CalSAWS applications, which are illustrated below. All active C-IV County users will have access to the CalSAWS Production or CalSAWS Core System beginning September 27, 2021.

CalSAWS

Diagram: Central circle "CalSAWS Credentials (ForgeRock)" connected to: Learning Management System, OCAT, Child Care Administrator Portal, ServiceNow, CalSAWS C-IV Contact Center, QlikSense, ForgeRock Delegated Administration Portal, CalSAWS, CalSAWS Training Environments.

Legend
- Currently available to some C-IV County staff (green)
- Will become available to all C-IV County staff in the future (blue)

How to access the CalSAWS LMS for the first time

If you are logging in to the CalSAWS LMS for the first time, follow the instructions below. This is a one-time email validation process that **currently** applies to County Training Coordinators and C-IV County users who are participating in the C-IV Migration Early Training and/or Imaging Train-the-SME (ITTSME).

Additional LMS access users will receive CalSAWS LMS access starting August 2, 2021, and should then complete the one-time email validation process. All other C-IV County users will receive LMS access for C-IV Migration General Training, which starts August 30, 2021. However, Users will be asked to attempt login the week of August 23, 2021. **Note:** Before you log in to the LMS for the first time, we encourage you to read the Important Notes section in its entirety.

If you have previously completed this step, view these instructions to access your assigned C-IV Migration curriculum(s) in the LMS.

Important Notes

- When logging in to the CalSAWS LMS for the first time, please use your **C-IV username** and **C-IV password**, where prompted.
  - Your C-IV username should end with "@cXX"; for example – Ashley.A@c32
  - Based on when you receive LMS access, your C-IV password should match the C-IV password you used on a certain date. Please refer to the table below to check which C-IV password you should use during the first-time login:

CalSAWS

C-IV Password Table		
If you are an:	**You will receive CalSAWS LMS access, starting:**	**You should use your C-IV password that was valid on:**
Early Training Participant, ITTSME Participant, and/or County Training Coordinator	July 5, 2021	June 26, 2021
Additional LMS Access Participant or Late Add for ITTSME	August 2, 2021	July 24, 2021

- o **Note:** If you have forgotten your C-IV password or are unable to successfully login, **please reach out to your County Help Desk to reset your password in ForgeRock**.
  - ▪ When logging in to the CalSAWS LMS for the first time, please do NOT attempt to reset the password yourself (i.e. do NOT click the **Forgot Password?** link). You must go through your County Help Desk to reset your password in ForgeRock.
- *After your CalSAWS credentials (via ForgeRock) have been authenticated* via the process below, **your password will expire every 60 days**. It is up to you to reset your password.
  - o As the 60-day expiration date approaches, you will receive multiple emails from support@calsaws.org informing you that it is time to reset your password**.** This email will be sent 15 days, 5 days, 4 days, 3 days, 2 days and 1 day prior to the date your password expires (this change will be implemented on 7/30). You have two options to reset your password:
    1. Check your inbox to retrieve a unique link to reset your password. Please follow the instructions provided in that email to reset your password.
    2. Reset your password by navigating directly to *https://id.calsaws.net/#/passwordreset*.
       - • **Note:** Please do NOT use this link to reset your password if you HAVE NOT successfully logged in to the CalSAWS LMS.
  - o Once you reset your password, you will retain an active status in the CalSAWS System. Moving forward, you must update your CalSAWS password every 60 days for security purposes. The automated email notification will follow the same frequency that's listed above.
  - o Please note that once you establish your CalSAWS credentials, your CalSAWS user name and password is separate from your C-IV credentials. Your C-IV and CalSAWS Credentials are **not synced**. If your password changes in C-IV *after* you have authenticated your CalSAWS credentials , the updated C-IV password will not affect your CalSAWS credentials, since they are now separate accounts. As stated above, you will be prompted to update your CalSAWS password every 60 days.
  - o If you do not update your password within the 60-day expiration window, **you will be locked out of your account**. If this happens, please use the self-service password reset option by clicking the **Forgot Password?** link on the CalSAWS LMS log in page. This feature will only work for users who have successfully logged in to the CalSAWS LMS.

- If you have logged in to any of the Systems below, please enter your **C-IV username** (i.e. Ashley.A@c32), **your C-IV password** (please refer to the table above to determine which version you should use), and the **email address** associated with your respective account where prompted:
    - o OCAT
    - o Child Care Portal
    - o ServiceNow
    - o CalSAWS C-IV Contact Center
    - o CalSAWS Training Staging Environment
    - o Analytics Portfolio Tool (QlikSense)
    - o ForgeRock Delegated Administration Portal
    - o **Note**: For users with accounts for any of the Systems above, you **must** follow the CalSAWS Credentials Access Instructions to access the CalSAWS LMS. You should not use your existing System credentials when you login to the CalSAWS LMS for the first time; instead, use your C-IV username and C-IV password.
        - ▪ After you authenticate your CalSAWS credentials for the LMS, you will be able to use a single set of credentials for all CalSAWS System applications, including those listed above and the CalSAWS LMS
- If you participated in User Acceptance Testing (UAT), you should still enter your **C-IV username** (i.e. Ashley.A@c32), your **C-IV password** (please refer to the table above to determine which version you should use) and your unique **County-provided email address** when logging in to the CalSAWS LMS for the first time.

CalSAWS Credentials Access Instructions

As you follow the process below, please refer to the Troubleshooting Table if you encounter any errors *before* escalating the issue to your County Help Desk or the Consortium Training Team.

Step	Action	Step-Action Image
1.	Using your preferred browser, **manually enter** *https://lms-ca.calsaws.net* **Important Note:** Please do NOT bookmark this link, since you will likely encounter a server error. Do NOT use the OCAT LMS URL – you will not be able to access your C-IV Migration training through the OCAT LMS.	

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Step	Action	Step-Action Image
2.	On the CalSAWS login page, enter your C-IV username (i.e., Ashley.A@C32) in the **User Name** field and click the LOG IN button. **Important Note:** Although the page instructs you to "Enter username or email", please enter your **C-IV username only**. Please **do not** enter your C-IV email. You can use your email after first-time login.	**CalSAWS** Enter username or email User Name ☐ Remember my username LOG IN
3.	Click the **LOG IN** button.	**CalSAWS** Enter username or email User Name ☐ Remember my username LOG IN
4.	On the next page, enter your **C-IV password** (case-sensitive)**;** please refer to the table above to determine which version you should use. **Important Note:** If you have forgotten your C-IV password, please submit a ServiceNow ticket through your County Help Desk to reset your CalSAWS password. Please do not attempt to reset your password yourself – you will encounter an error. You can use the Forgot Password function after you have logged in for the first time.	Enter Password Password LOG IN Forgot Password?

CalSAWS

Step	Action	Step-Action Image
5.	Click the **LOG IN** button.	Enter Password Password **LOG IN** Forgot Password?
6.	Click the **Accept** button after reading the *California – Terms and Conditions*.	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
7.	Carefully enter your unique County or C-IV email address on the **Email Collection** page and click the **LOG IN** button. You will be emailed a one-time password to validate your email address. **Important Note:** The CalSAWS Project encourages you to enter your County-provided email address in the **Email Address** field. If you already have CalSAWS credentials, enter the email address that is associated to your account with CalSAWS access in the **Email Address** field and continue the process below. See Important Notes to confirm which System accounts exist in CalSAWS (ForgeRock).	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

Step	Action	Step-Action Image
8.	Check the inbox of the email address you provided on the **Email Collection** page (step #8). You should receive an email from support@calsaws.org with the subject "One Time Password" containing an 8-digit code that is valid for **5 minutes.**	One Time Password SD support@calsaws.org To Your One Time Password:13169591
9.	Enter the provided 8-digit code on the **Verification code** page and click the **LOG IN** button. If you provide an incorrect OTP, you will be given up to four (4) chances to re-enter the code.	CalSAWS VERIFICATION CODE You have been emailed a one time password. Please enter it here. It will be valid for 5 minutes. One Time Password LOG IN
9a.	*For users with existing CalSAWS credentials:* Click the **CONTINUE** button on the next page. Please note that this page only displays for staff who already have CalSAWS credentials (ForgeRock) via any of the Systems listed in the Important Notes.	CalSAWS The email provided is already linked to an existing account. A merge will be conducted to add your username you just logged in with to the existing account. Your password will remain what is was on the existing account. If you do not remember this please follow the regular password reset flows. CONTINUE EXIT
10.	Congratulations! You have successfully authenticated your CalSAWS credentials. From this point forward, you may use your C-IV username (referred to as "CalSAWS username") or County-provided email address to login to the CalSAWS LMS.	

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OCAT LMS Users Only - CalSAWS Credentials Access Instructions

This section applies for users with an existing OCAT LMS account. As you follow the process below, please refer to the Troubleshooting Table if you encounter any errors **before** escalating the issue to your County Help Desk or the Consortium Training Team.

Step	Action	Step-Action Image
1.	Using your preferred browser, manually enter, "*https://lms-ca.calsaws.net*". **Important Note:** Do NOT attempt to login using the OCAT LMS URL. The CalSAWS LMS and OCAT LMS are separate Systems and thus use separate credentials. Please do NOT bookmark this link, since you will likely encounter a server error. If you are a CalSAWS Project staff, manually enter, "*lms.calsaws.net*" in your preferred browser.	
2.	On the CalSAWS login page, enter your C-IV username (i.e., Ashley.A@C32) in the **User Name** field. **Important Note:** Although the page instructs you to "Enter username or email", please enter your **C-IV username only**. Please **do not** enter your email. After you successfully login for the first time, you can use your County-provided email address.	
3.	Click the **LOG IN** button.	

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Step	Action	Step-Action Image
4.	On the next page, enter your **C-IV password;** please refer to the [table above](#) to determine which version you should use. **Important Note:** If you have forgotten your password, please submit a ServiceNow ticket through your County's Help Desk to reset your password in ForgeRock. Please do not attempt to reset your password yourself – you will encounter an error.	Enter Password Password LOG IN Forgot Password?
5.	Click the **LOG IN** button.	Enter Password Password LOG IN Forgot Password?
6.	Click the **Accept** button after reading the *California – Terms and Conditions*.	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
7.	Enter your County-provided email address on the **Email Collection** page and click the **LOG IN** button. You will be emailed a one-time password to validate your email address.	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

Step	Action	Step-Action Image
8.	Check the inbox of the email address you provided on the **Email Collection** page (step #8). You should receive an email from ForgeRock containing an 8-digit code that is valid for 5 minutes.	One Time Password SD support@calsaws.org To ▓▓▓▓▓▓▓ Your One Time Password:13169591
9.	Enter the provided 8-digit code on the **One Time Password (OTP)** page and click the **LOG IN** button. If you provide an incorrect OTP, you will be given up to four (4) chances to re-enter the code.	CalSAWS VERIFICATION CODE You have been emailed a one time password. Please enter it here. It will be valid for 5 minutes. One Time Password LOG IN
10.	Click the **CONTINUE** button on the next page.	CalSAWS The email provided is already linked to an existing account. A merge will be conducted to add your username you just logged in with to the existing account. Your password will remain what is was on the existing account. If you do not remember this please follow the regular password reset flows. CONTINUE EXIT
11.	Congratulations! You have successfully authenticated your CalSAWS credentials. From this point forward, you may use your C-IV username (referred to as "CalSAWS username") or County-provided email address to login to the CalSAWS LMS. To access the OCAT LMS, you should still use your existing OCAT LMS credentials.	

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Troubleshooting Table

Issue & Action	Error Message Image
You may have entered an invalid **C-IV username** or **C-IV password** on the initial login pages. Click **Return to Login** and enter your C-IV username (i.e., Ashley.A@C32) and your C-IV password. Please refer to the <u>table above</u> to determine which version of your C-IV password you should use. If the issue persists, please contact your County help desk for assistance.	**CalSAWS** An incorrect Username or Password was specified. RETURN TO LOGIN EXIT
You have may have entered an invalid **C-IV username** or **C-IV password** on the initial login pages. Please do not attempt to create a new account. Click the **Try Again** button and re-enter your C-IV username (i.e. Ashley.A@c32) and C-IV password on the previous pages. Please refer to the <u>table above</u> to determine which version of your C-IV password you should use. If the issue persists, please contact your County Help Desk for assistance.	**Create New Account** Your account was validated, but cannot be found in the system yet. If you have an existing account, then log in using your old account login ID and password. If you do not have an account, then create a new account. Try Again Create New Account
You have entered an email address on the **Email Collection** page that has already been successfully validated and associated with an existing CalSAWS account. Click **ENTER NEW EMAIL** and repeat the steps to validate a new email address that is exclusively yours (i.e., start at step #7 in the step-action tables above). Otherwise, contact your County Help Desk for assistance.	**CalSAWS** There is already an existing account with this email and it has already been claimed by someone else. If you think this is an error please contact the Help Desk. You may either enter a new email or exit. ENTER NEW EMAIL EXIT
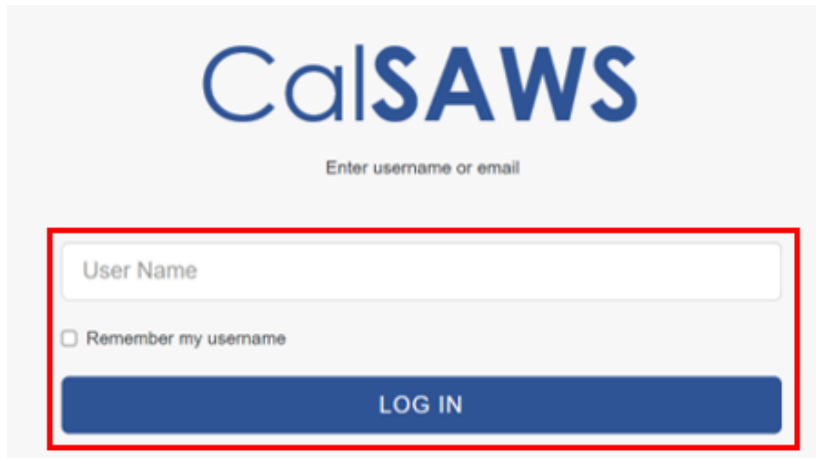
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Issue & Action	Error Message Image
Your CalSAWS account is not active. Submit a ServiceNow ticket through your County Help Desk to re-activate your account in ForgeRock. Once you receive confirmation from your County Help Desk that your account has been re-activated, please initiate the process above within 24 hours to authenticate your CalSAWS credentials. Otherwise, your account will de-activate.	**CalSAWS** User account is inactive. Please contact helpdesk to reactivate account. RETURN TO LOGIN EXIT
If you encounter the following server error at any point in the login process, please clear your browser's cache first; then **manually type** the following URL in your browser and try again: *https://lms-ca.calsaws.net.* If the issue persists, please submit a ServiceNow ticket through your County help desk.	**FORGEROCK®** Server Error An error occurred on the server and it is unable to complete the request. Please try again later.

How to access your assigned Migration curriculum(s):

CalSAWS LMS Login

The steps below apply to County staff who have successfully logged in to the CalSAWS LMS. If this is your first time logging in to the LMS, you will need to follow these instructions to authenticate your CalSAWS credentials.

1. Manually enter *https://lms-ca.calsaws.net* using your preferred browser.
   a. Please do NOT bookmark this link. You should manually enter the URL above every time you login to the CalSAWS LMS.
   b. **Note:** If you are a CalSAWS Project Staff, manually enter, "*lms.calsaws.net*" on your preferred browser.
2. Enter your CalSAWS username or County-provided email address.
   a. If you would like to login using your username, this value should be the same as what you entered the first time you logged in to the CalSAWS LMS.
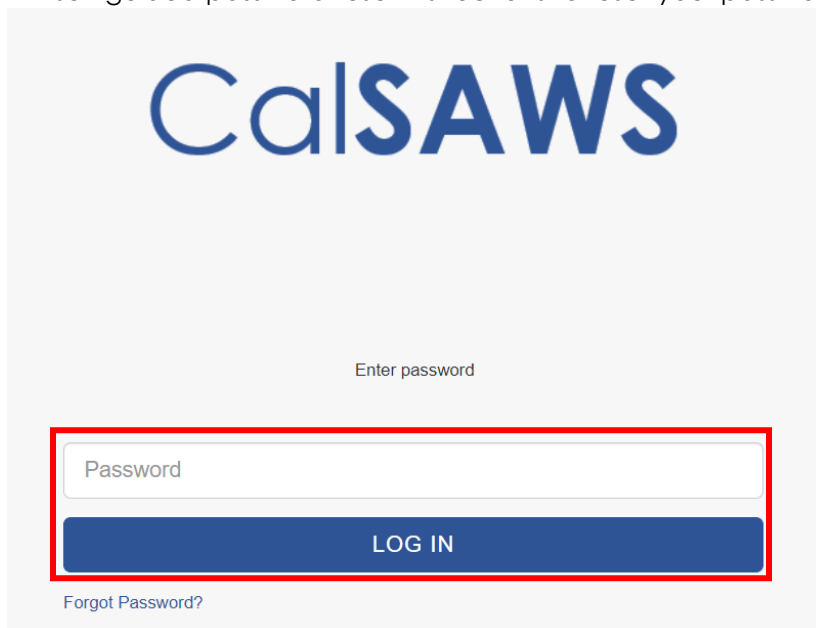
3. Enter your CalSAWS password.
   a. If you had previously reset your password, enter the updated value. Otherwise, enter the password you used the first time you logged in to the CalSAWS LMS.
   b. If you do not remember your password, click the **Forgot Password?** link and follow the self-guided password reset instructions to reset your password.

4. Accept the *California – Terms and Conditions* on the next page.
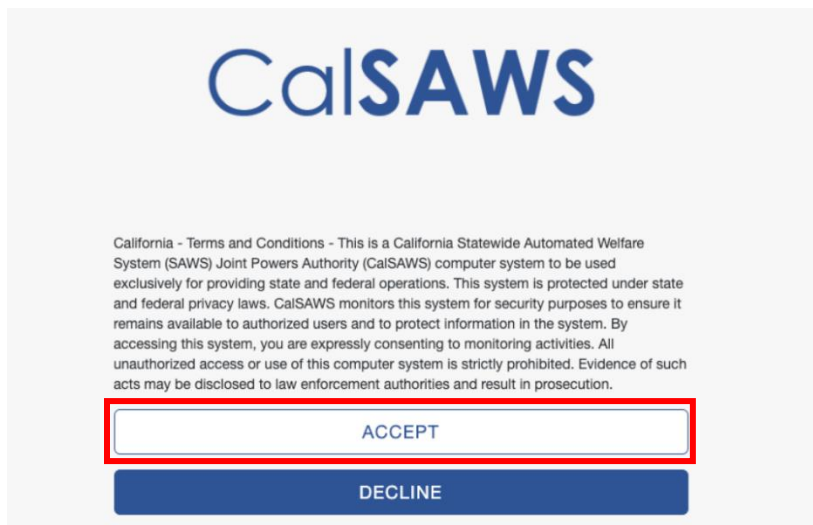
5. *If you encounter the following error*, please clear "*errorpage.aspx*" from your browser's URL and refresh the page. You may also try clearing your browser's cache and manually typing the CalSAWS LMS URL in your browser. If the issue persists, submit a ServiceNow ticket through your County Help Desk.

6. If you do not have any assigned training(s), if the curriculum appears restricted, etc., please submit a ServiceNow ticket through your County Help Desk. You may also try to manually search for the Migration training materials on the **Search Catalog** field and if the training materials are available, you can self-enroll and complete the training.

Current Training Page section

1. To view your last 5 assigned curriculums and training materials from the LMS homepage, scroll down to the **Current Training** page section.

Current Training Page

1. To view all your assigned curriculums and training materials click the **Current Training** hyperlink in the navigation bar.

You can sort and filter all training materials.

Curriculum Overview

The following page displays when you click on a curriculum from the Current Training page or the Current Training Page section on the LMS homepage.

Please note that you may not have any curriculum/courses assigned to you, based on the decision made by your County. If you don't have any curriculum/courses on your Current Training page, please reach out to your County Training Coordinator to validate.

Cal**SAWS**

Click the green **Start** button on the curriculum header to track your progress. Please note this button does not appear for users who self-enroll in any curriculum(s).

All Migration curriculums contain Required Training, which can be Web-Based Training (WBT) modules or video files. Optional Resources may include CalSAWS Quick Guides, Job Aids and/or Reference Guides. Clicking the **Start** button launches the material.

The Project strongly encourages all County staff to watch the CalSAWS LMS Overview video, which can be assessed by clicking the **Access Video** button on the LMS Homepage.

Other Migration Training Materials

Please refer to the Migration Training Guide (MTG) for additional migration training materials.

- You can access the Migration Training Guide by clicking the **Access the MTG** button on the LMS Homepage.
  - *For CalSAWS Project Staff only*: The **Access the MTG** button will not be available on the LMS homepage. To view the document, you should manually search for the Migration Training Guide on the **Search Catalog** field.
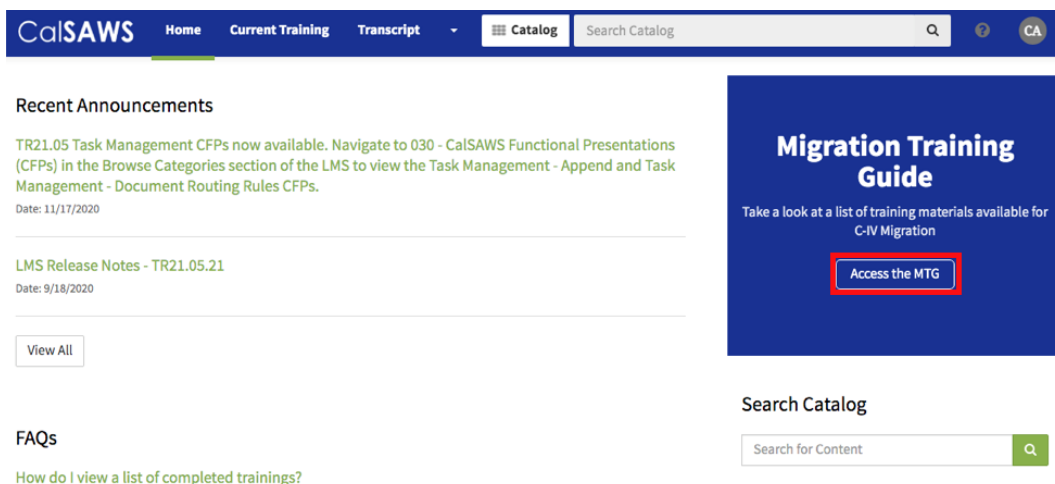
How to Submit a ServiceNow Ticket for LMS Issues and Questions

If you are having issues with the LMS or have questions about the Migration Training Materials, please submit a ticket through your current Help Desk procedures. Starting July 5, 2021, you can also follow the instructions below to submit a ServiceNow ticket:

1. Go to https://calsawsprod.servicenowservices.com/sp?id=index using your preferred browser.
2. Click the **Report an Issue** link
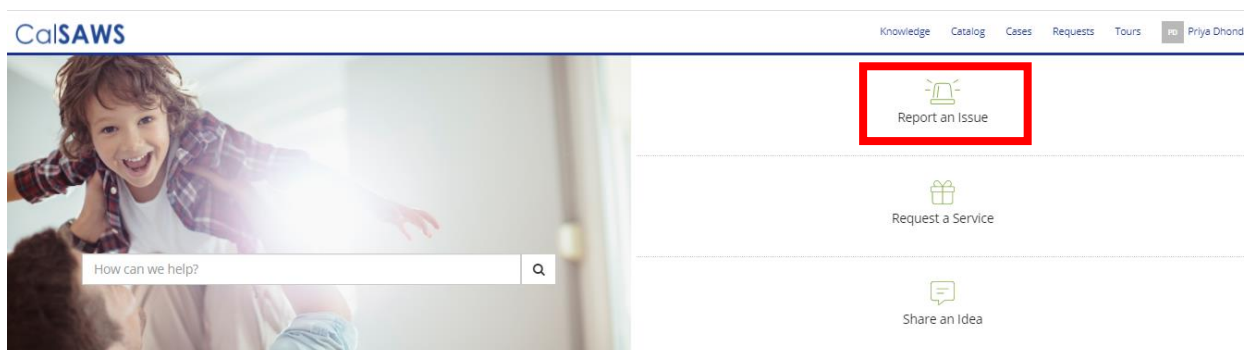
3. Under the **End User Information** section, enter your email address in the **Email** field and click the email icon.
   a. **Note:** After entering your email address, the **First Name, Last Name, Phone** and **County** field will auto-populate with your information.

4. If you would like to add someone to the **Watchlist** for this issue, you may do so by adding their email address to the **Watchlist** field. Adding a person to the **Watchlist** allows them to receive the same emails/updates as the original submitter of the ticket.

   a. To add more than one person to the **Watchlist**, enter their email addresses, separating each value by a comma (,).

5. Under the **Issue Details** section, enter a **Short description of the issue** as well as more information in the **Describe the issue in more detail** field, if needed.

   a. If you have multiple issues or questions about the LMS, you may include a brief overview in the **Short Description of the Issue** field, and then include a detailed description of your issues/questions in the second field.

Issue Details

Associated County Helpdesk Ticket Number

*Short description of the issue

*Describe the issue in more detail

*Category (Level 0)

6. Select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.

*Category (Level 0)

C-IV JIRA
C-IV Lobby Management Hardware
C-IV Software
C-IV User Admin
CalSAWS Application/Related Systems
CalSAWS JIRA
Non-C-IV Miscellaneous
Web Portal

7. Select **CalSAWS Application/Related Systems – Learning Management System (LMS)** from the **Category (Level 1)** drop list.

*Category (Level 0)

ⓘ   CalSAWS Application/Related Systems   ✕   ▾
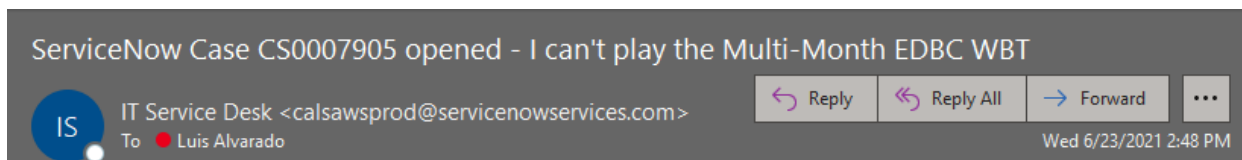
*Category (Level 1)

Describe the issue in more detail

CalSAWS Application/Related Systems > County Preview

CalSAWS Application/Related Systems > Learning Management System (LMS)

CalSAWS Application/Related Systems > OCAT Interface

CalSAWS Application/Related Systems > Production

CalSAWS Application/Related Systems > Sandbox

8. Click the **Submit** button on the right side of the page to submit the ticket.
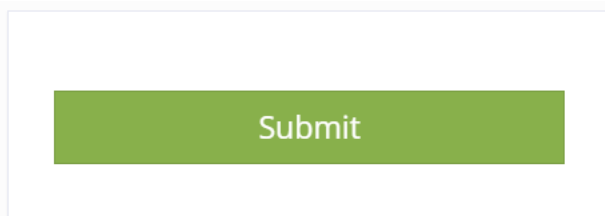
Submit

9. Once you submit the ticket, you will receive an automated email notification to confirm the receipt of your ServiceNow ticket and a hyperlink for easy access to the ticket.
   a. The ticket will be assigned to the CalSAWS Training Team and, depending on the complexity of your ticket, you should expect a response within 2-3 business days.

ServiceNow Case CS0007905 opened - I can't play the Multi-Month EDBC WBT

| IS | IT Service Desk <calsawsprod@servicenowservices.com> | ↩ Reply | ↩ Reply All | → Forward | ... |
To ● Luis Alvarado | | | | Wed 6/23/2021 2:48 PM |

Your ServiceNow helpdesk case **I can't play the Multi-Month EDBC WBT** has been created.

To view details, ServiceNow users can follow this link: CS0007905

Cal**SAWS**

Unsubscribe | Notification Preferences

Note: If you are submitting a ticket before August 30, 2021, you may see the following fields on the Report an Issue form. You may enter "N/A" in these fields if required (indicated by an asterisk) or leave them blank wherever permitted.

* Alternate Procedure

[   ]

* What is the page name where the issue occurred?

[   ]

* What error message did the user receive?

[   ]

* What was the expected outcome for the user?

[   ]

* What are the steps to reproduce the issue?

[   ]

* Username/EID	* LMS User Email
N/A	[ ]

If there is an issue with a module, please specify the module.

[▾]