

## CalSAWS Training Environments Access Guide – LA County Users Only

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### Purpose

The purpose of this guide is to provide instructions for accessing and requesting assistance for the CalSAWS Training Staging Environment and CalSAWS Training Production Environment. To log in to the CalSAWS Training Staging Environment, you will use your County EID (employee identification #) and LA County Active Directory (AD) password.

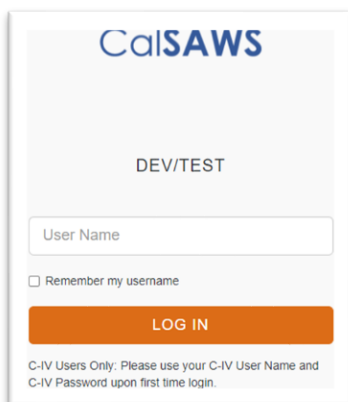
To log in to the CalSAWS Training Production Environment, you will use generic accounts provided to you by your County Regional Managers. To request assistance for either the CalSAWS Training Staging or CalSAWS Training Production environment, you will need to submit a ServiceNow ticket through your County Help Desk.

Here is a summary of development (non-production) CalSAWS credentials versus Production CalSAWS credentials:

### Development (non-production) CalSAWS credentials applications/environments:

- CalSAWS Training Staging environment

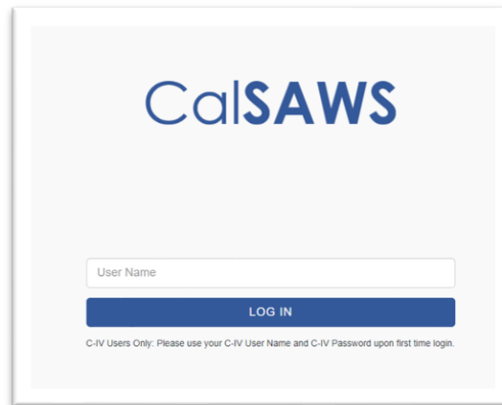
\*Please note that Development (non-production) CalSAWS global page will be distinguished with a note on the screen that says: "Dev/Test" and the buttons will be displayed in **orange**.



## Production CalSAWS credentials applications/environments:

- CalSAWS Learning Management System (LMS)
- CalSAWS Production (core)

\*Please note that the Production CalSAWS global page buttons will be displayed in **blue**.



CalSAWS

LOG IN

C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login.

## Part 1: How to access the Training Staging Environment

For LA County users, access to the Training Staging Environment is available on all County workstations through LA County's extranet and AppStream (remote access). Access to app-stream (remote access) can be requested through your Regional Managers.

To access the CalSAWS Training Staging Environment, you will need to log in to the Training Staging Environment using your County EID (employee identification #) and LA County Active Directory (AD) password.

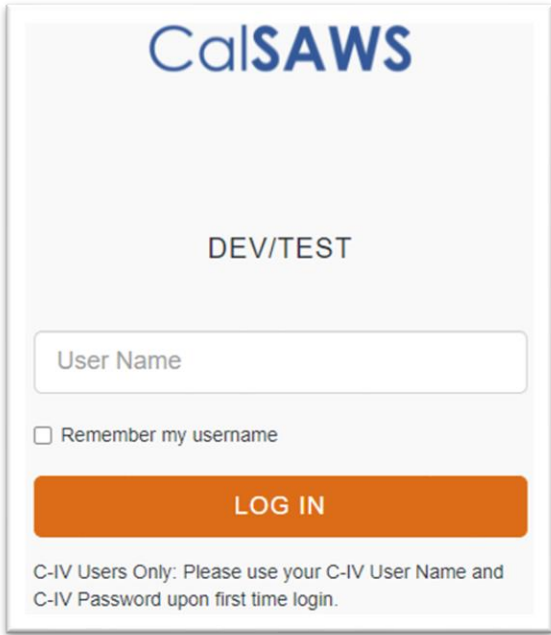

### Important Notes:

- If you get a Server Error message, please clear your browser's cache and try login in again. If you continue to have issues, please reach out to your County Help Desk.
- After your CalSAWS credentials have been authenticated using the steps detailed below, **your password will expire every 60 days**. It is your responsibility to reset your password.
  - As the 60-day expiration date approaches, you will receive emails from [support@calsaws.org](mailto:support@calsaws.org) to inform you that it is time to reset your password. This email will be sent at the following intervals: 15 days, 4 days, 3 days, 2 days, and 1 day (beginning July 30, 2021) before your password expires. To reset your password, follow either of the methods below:
    1. Check your inbox to retrieve a unique link to reset your password. Please follow the instructions in the email provided to reset your password.
    2. Reset your password by navigating directly to the password reset page [here](#).

Once you reset your password, you will retain an active status in the CalSAWS system. However, you must update your CalSAWS password every 60 days for security purposes. You will receive an automated email alerts (at the same frequency as mentioned above) to remind you to reset your password.

## CalSAWS Training Staging Environment Access

### STEPS FOR LA COUNTY USERS ONLY

Step	Action	Step-Action Image
1	<p>Go to the <a href="#">Training Staging Environment</a> using your preferred browser.</p> <p>Training Staging Environment link:  <a href="https://trainingstaging.calsaws.net/">https://trainingstaging.calsaws.net/</a></p>	
2	<p>Enter your <b>CalSAWS EID</b> (employee identification #) and click the <b>LOG IN</b> button.</p>	

Step	Action	Step-Action Image
3	<p>On the next page, enter your <b>LA County Active Directory (AD)</b> password and click the <b>LOG IN</b> button.</p> <p>If you have forgotten your password, please reach out to your County's Help Desk to reset your password.</p>	
4	<p>Accept the <i>California – Terms and Conditions</i> statement on the next page.</p>	

Step	Action	Step-Action Image
5	You are directed to the <b>CalSAWS Training Staging</b> homepage.	

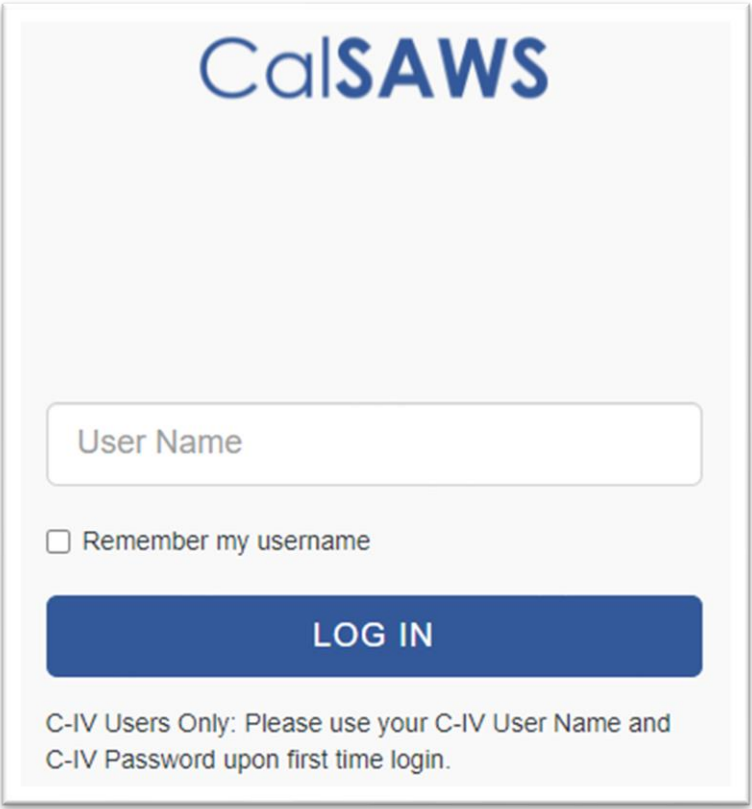
## Part 2: How to access the Training Production Environment

For LA County users, access to the Training Production Environment is available on all County workstations through LA County's extranet. It is also available through App-Stream. Access to app-stream (remote access) can be requested through your Regional Managers.

To access the CalSAWS Training Production Environment, you will **not** be using your personal CalSAWS credentials. Instead, you will need to use a generic account provided to you by your Regional Managers. An example of a generic account is below:

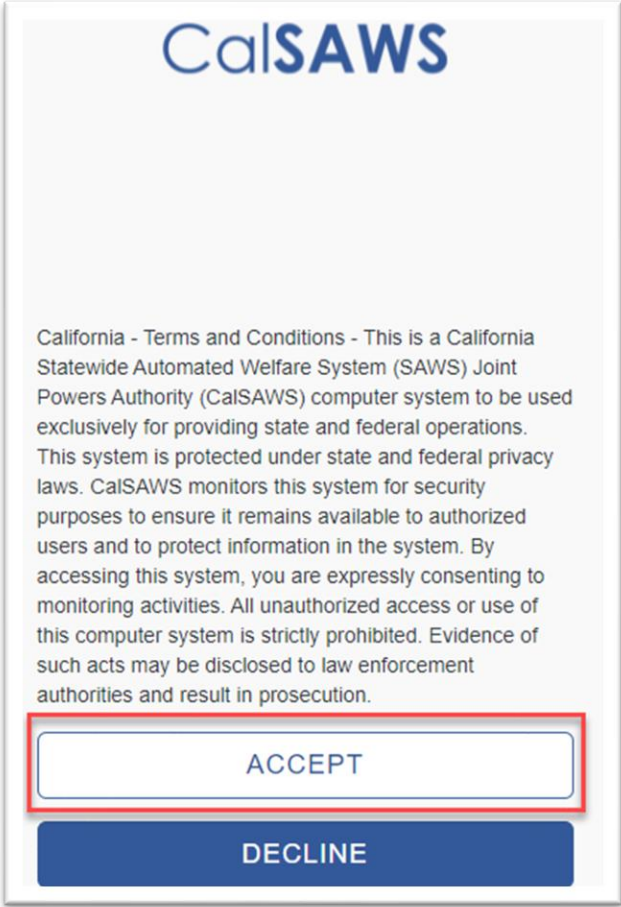
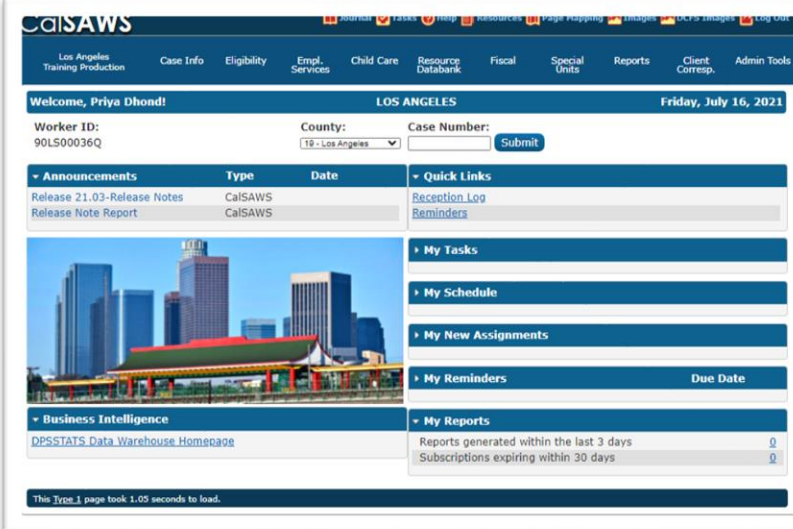
Username: Academy.EW1

Password: Academy123

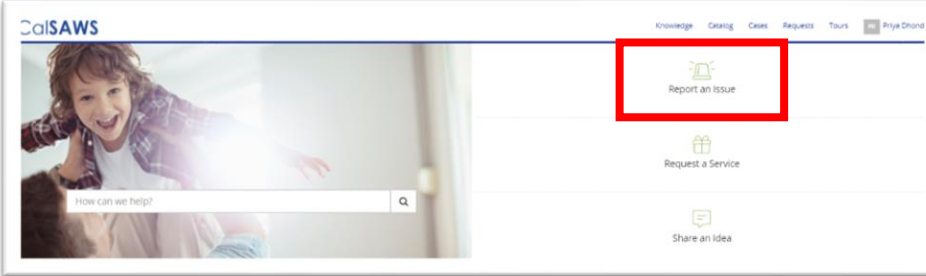

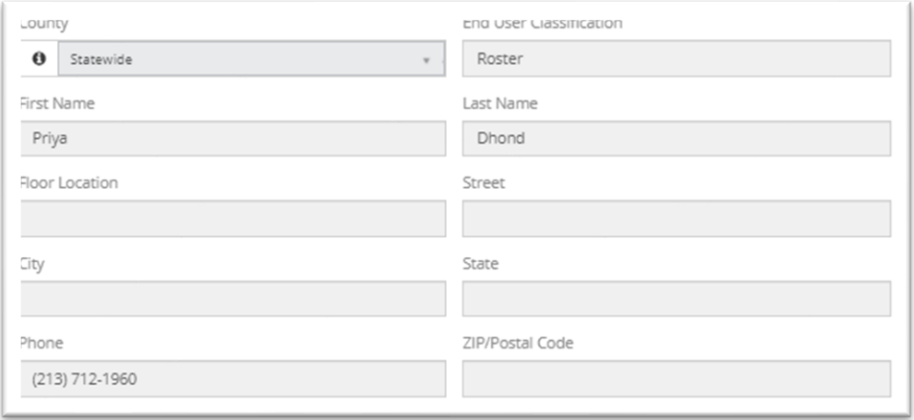
Step	Action	Step-Action Image
1	<p>Access the CalSAWS Training Production Environment <a href="#">here</a>.</p> <p>Training Production Environment Link:  <a href="https://training.calsaws.net/">https://training.calsaws.net/</a></p> <p><b>IMPORTANT NOTE:</b> The note below the Login button does not apply for accessing the CalSAWS Training Production Environment. Generic accounts are used to access the CalSAWS Training Production Environment.</p>	

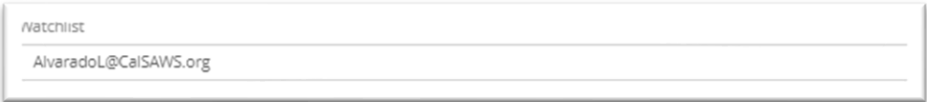

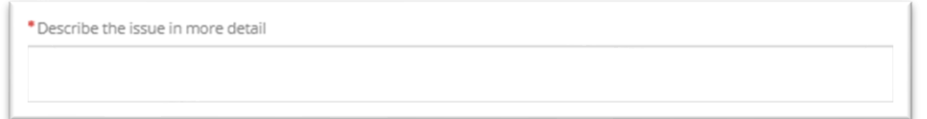
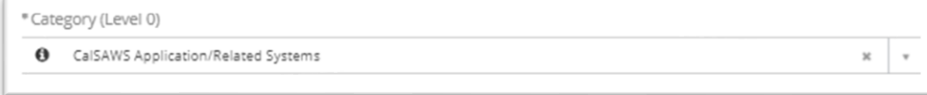
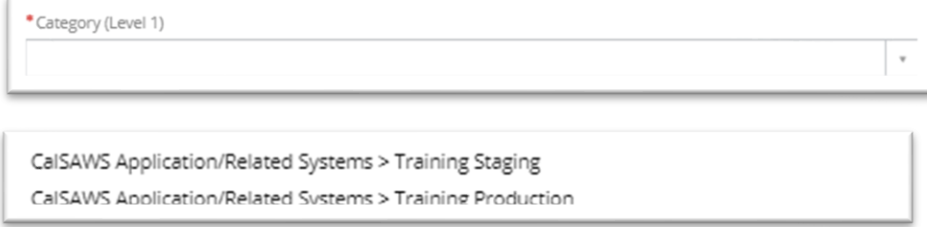

Step	Action	Step-Action Image
2	<p>Enter your generic account username in the User Name field. Then click the <b>LOG IN</b> button.</p> <p><b>IMPORTANT NOTE:</b> User Name is case sensitive.</p>	 <p>CalSAWS</p> <p>User Name</p> <p><input type="checkbox"/> Remember my username</p> <p>LOG IN</p> <p>C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login.</p>
3	<p>Enter your generic account password on the next screen, then click the <b>LOG IN</b> button.</p> <p><b>IMPORTANT NOTE:</b> Password is case sensitive.</p>	 <p>CalSAWS</p> <p>Enter Password</p> <p>Password</p> <p>LOG IN</p> <p><a href="#">Forgot Password?</a></p>



Step	Action	Step-Action Image																		
4	Click the <b>Accept</b> button.	 <p>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.</p> <p><b>ACCEPT</b></p> <p><b>DECLINE</b></p>																		
5	You are directed to the CalSAWS Training Production homepage.	 <p>CalSAWS</p> <p>Los Angeles Training Production Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools</p> <p>Welcome, Priya Dhondt! LOS ANGELES Friday, July 16, 2021</p> <p>Worker ID: 90LS00036Q County: LOS Angeles Case Number: <input type="text"/> <input type="button" value="Submit"/></p> <table border="1"> <thead> <tr> <th>Announcements</th> <th>Type</th> <th>Date</th> <th>Quick Links</th> </tr> </thead> <tbody> <tr> <td>Release 21.03-Release Notes</td> <td>CalSAWS</td> <td></td> <td><a href="#">Reception Log</a></td> </tr> <tr> <td>Release Note Report</td> <td>CalSAWS</td> <td></td> <td><a href="#">Reminders</a></td> </tr> </tbody> </table> <p><b>My Tasks</b></p> <p><b>My Schedule</b></p> <p><b>My New Assignments</b></p> <table border="1"> <thead> <tr> <th>My Reminders</th> <th>Due Date</th> </tr> </thead> <tbody> <tr> <td>Reports generated within the last 3 days</td> <td>0</td> </tr> <tr> <td>Subscriptions expiring within 30 days</td> <td>0</td> </tr> </tbody> </table> <p><b>Business Intelligence</b></p> <p><a href="#">DPSSTATS Data Warehouse Homepage</a></p> <p><b>My Reports</b></p> <p>This Type_1 page took 1.05 seconds to load.</p>	Announcements	Type	Date	Quick Links	Release 21.03-Release Notes	CalSAWS		<a href="#">Reception Log</a>	Release Note Report	CalSAWS		<a href="#">Reminders</a>	My Reminders	Due Date	Reports generated within the last 3 days	0	Subscriptions expiring within 30 days	0
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Subscriptions expiring within 30 days	0																			

## Part 3: How to request assistance for the CalSAWS Training Staging and/or CalSAWS Training Production Environment using ServiceNow

Step	Action	Step-Action Image
1	<p>Access ServiceNow by navigating to:  <a href="https://calsawsprod.servicenow.com/">https://calsawsprod.servicenow.com/</a></p> <p>Navigate to the <b>Report an Issue</b> page by clicking the <b>Report an Issue</b> link on the CalSAWS ServiceNow homepage.</p>	
2	<p>On the Report an Issue page, enter your email address in the <b>Email</b> field.</p>	
3	<p>After entering your email address, you will notice that the <b>County, End User Classification, First Name, Last Name, and Phone</b> fields will be automatically populated. If you are CalSAWS Project Staff, the County field will display Statewide.</p>	

Step	Action	Step-Action Image
4	<p>You may enter the email addresses of additional people who you would like to receive ticket notifications about by entering their email address(es) in the <b>Watchlist</b> field. If you would like to add more than one person to the Watchlist, separate their email addresses by a comma.</p>	
5	<p>Enter a short description of the issue in the <b>Short description of the issue</b> field.</p>	
6	<p>Enter more details about the issue (such as which page the issue was found on and steps to navigate to that page) in the <b>Describe the issue in more detail</b> field.</p>	
7	<p>Search for and select <b>CalSAWS Application/Related Systems</b> from the <b>Category (Level 0)</b> drop list.</p>	
8	<p>Select <b>Training Staging</b> or <b>Training Production</b> from the <b>Category (Level 1)</b> drop list.</p>	
9	<p>Select the type of issue from the <b>Category (Level 2)</b> drop list. The selection in the <b>Category (Level 1)</b> drop list determines the options you have</p>	

Step	Action	Step-Action Image
	<p>to choose from in the <b>Category (Level 2)</b> drop list. If you would like to request access for a user to be added to the Training Staging environment, you must use a different form. More information about this form will be provided post-migration.</p>	
10	<p>Select the type of issue from the <b>Category (Level 3)</b> drop list. If you selected <b>Error Encountered</b> from the <b>Category (Level 2)</b> drop list, you do not need to choose a type of issue from the <b>Category (Level 3)</b> drop list. If you selected <b>Access Issue</b> from the <b>Category (Level 2)</b> drop list, you need to choose an option from Category (Level 3).</p>	
11	<p>After you complete all required fields, click the <b>Submit</b> button on the top right side of the page to submit the ticket. After submitting a ticket, you will receive a confirmation email with the ticket number, that you can use to follow up on the status of the ticket.</p>	