

CalSAWS AWS SSO Integration with CalSAWS Login Credentials FAQs

Note:

- CalSAWS AWS includes applications: AppStream, Analytics Tools, and Conversion Environments.
- Please note for the below Project Staff is all users with a '@calsaws.org' or '@calaces.org' email domain.

1. How do I request access for a new CalSAWS AWS user?

For County Staff

Please complete the following steps:

1. Submit AWS access request through the Regional Managers
2. The county Delegated Admin will need to add the user to the specific application(s) targeted for access via AppStream (OCAT, CalSAWS core, BenefitsCAL, etc.) first to create a CalSAWS login credentials account.
3. The Delegated Admin will then submit a request to AppStream.Support@CalSAWS.org and provide the same user email address used in the CalSAWS login credentials account
4. The AppStream Admin will process the request to create permissions for the user in CalSAWS AWS
5. The AppStream Admin will send email confirmation to the requestor.

Project Staff:

Requesters will open a ServiceNow ticket assigned to "Tier 3 Tech – Tech Support" where the support team will validate that the user has a CalSAWS login credentials account before completing CalSAWS AWS setup.

If the user does not have a CalSAWS login credentials account, support will create one before sending completing CalSAWS AWS setup. Support will send email confirmation to the requestor.

State Partners:

Requesters will open send an email to request access to Consortium.Tech.Support@CalSAWS.org

where the support team will validate that the user has a CalSAWS login credentials account before completing CalSAWS AWS setup.

If the user does not have a CalSAWS login credentials account, support will create one before completing CalSAWS AWS setup. Support will send email confirmation to the requestor.

2. How do I request removal/roll-off for an existing CalSAWS AWS user?

County Users:

The process for removing access remains the same, removing AppStream access requests should go to AppStream.Support@CalSAWS.org.

For inactivating CalSAWS login credentials users, please contact county Delegated Admins. Support will send email confirmation to the requestor.

Project Staff:

To inactivate a user in either CALSAWS AWS or in CalSAWS login credentials, please open a ServiceNow ticket assigned to "Tier 3 Tech – Tech Support". Support will send email confirmation to the requestor.

State Partners:

To inactivate a user in either CALSAWS AWS or in CalSAWS login credentials, send an email to request to Consortium.Tech.Support@CalSAWS.org . Support will send email confirmation to the requestor.

3. How do I reset my password, or MFA for CalSAWS AWS?

Depending on the user type there are different methods for resetting your password.

Project Staff:

Go to <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>. Enter your Email, Password, and then complete multi-factor authentication. Once authenticated, provide your old password and new password. Click submit to reset it.

LA County Staff:

Please follow normal process for resetting LA County password.

Other Counties and All Remaining Users:

Go to <https://id.calsaws.net/#/passwordreset>. Enter your email address and you will receive an email with instructions on how to reset your password.

4. Once a user has logged into AWS AppStream, will they need to enter CalSAWS login credentials and MFA to reach an application?

Yes, since the AppStream login is a separate session from application sessions inside the portal, users will need to complete login and MFA into any CalSAWS application.

5. How do I change an account email address for a CalSAWS AWS user?

County Staff

Please reach out to your county Delegated Admins who can assist with this request via the following process:

1. The email address will be updated in the user's CalSAWS login credentials account
2. The Delegated Admin will then submit a request to AppStream.Support@CalSAWS.org and provide the same user email address used in the CalSAWS login credentials account
3. The AppStream Admin will process the request to create permissions for the user in CalSAWS AWS
4. The AppStream Admin will send email confirmation to the requestor.

Project Staff

Users will need to contact Consortium.Tech.Support@CalSAWS.org or create a ServiceNow ticket assigned to "Tier 3 Tech – Tech Support" and provide their new email address.

State Partners:

Users will need to contact Consortium.Tech.Support@CalSAWS.org and provide their new email address.

6. What happens if I change an account email address in CalSAWS login credentials and do not complete an email account change for CalSAWS AWS?

The email address between CalSAWS login credentials and CalSAWS AWS must be the same. If the email the CalSAWS login credentials is changed, a ticket to the appropriate CalSAWS AWS support queue must be submitted.

7. Who do I contact for support if I have a login or account issue for CalSAWS AWS?

County Staff:

Please contact CalSAWS Helpdesk for CalSAWS login credential issues. If the issue is specific to CalSAWS AWS, please contact AppStream.Support@CalSAWS.org.

Project Staff:

For CalSAWS login credentials issues and issues specific to CalSAWS AWS, please open a ServiceNow ticket assigned to "Tier 3 Tech – ForgeRock".

State Partners

For CalSAWS login credentials issues and issues specific to CalSAWS AWS contact Consortium.Tech.Support@CalSAWS.org

8. Do I need to keep my old CalSAWS AWS account login information?

It is not needed, if there is ever a need to go back to AWS SSO then reset password links can be requested through AWS.