CalSAWS | Information Transmittal (CIT)　　　0026-21

☒ **CalSAWS DD&I**　　　☒ **C-IV M&O**　　　☒ **CalWIN M&O**　　　☒ **LRS M&E**

Distribution Date:	February 1, 2021
To:	PPOC.All; IPOC.All; Consortium.RegionalManagers.All; Consortium.SectionDirectors
CIT Name:	**CalSAWS User Creation Welcome Email**
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

☒ General
☐ Policy
　☐ CW
　☐ CF
　☐ MC
　☐ CMSP
　☐ FC/KG/AAP
　☐ Child Care
　☐ WtW
　☐ Other Program(s)_____
☐ C4Yourself　　☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other _____

☐ Reports
　☐ Fiscal
　☐ Caseload Movement
　☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☒ Conversion
☐ Technical
☐ Training
☒ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CIT is to familiarize users with the emails that may be auto-generated when new accounts are created by the CalSAWS identity provider. **Background** As users are added into the CalSAWS identity provider, auto-generated emails are sent from one of the following email accounts (based on the environment the account was created in):

Sent From	Account Created In	Password Reset Link
support@calsaws.org	Production User Base:	https://id.calsaws.net/#/passwordreset

		All CalSAWS Production applications including CalSAWS/LRS, OCAT and future applications.	
	support-dev@calsaws.org	Non-production User Base: User Acceptenace testing (UAT), and other Testing and Development efforts.	https://id-dev.calsaws.net/#/passwordreset

Below is a sample of the CalSAWS welcome email that staff may receive. The email contains your CalSAWS user ID and password reset link:

Your CalSAWS account has been created.

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

To: ✓ ████████████

Welcome to CalSAWS! Your username is ████████████████████.

Please reset your password here.

Additional Information

It is important to note that user accounts for CalSAWS Production and CalSAWS Non-Production are individual accounts and could have separate passwords.

Recent examples of efforts that were linked to these emails being sent out to county staff are the OCAT UAT and the Service Now UAT activities.

If staff are unclear why they have received an email such as those described above, they should contact their County's PPOC(s).

	County Action: Please share this information with your staff as appropriate.
Primary Project Contact: (Name, phone number, email address)	Haikaz "Mike" Tombakian IT Manager Tombakianh@CalSAWS.org
Backup Project Contact: (Name, phone number, email address)	Sam Sternberg IAM Manager sternbergs@calsaws.org
Web Portal Link:	████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Navigate to the Portal Page. 2. Click on the CRFIs & CITs link at the top of the page. 3. Click on the "CalSAWS Information Transmittal (CIT)" folder. 4. Click on the "2021" folder. 5. Click on the appropriate CIT # folder.