CalSAWS | Information Transmittal (CIT)　　0093-21

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

Distribution Date:	April 15, 2021
To:	PPOC.All, Consortium.RegionalManagers.all
CIT Name:	**County Special Encrypted E-mails**
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__Quality Control_____

☐ 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 remind Counties to not use any special e-mail encryption that requires an authentication pass code to open the e-mail when responding to CalSAWS committee distribution list (ex. Committee.CalWORKs_CalFresh.All@CalSAWS.org) or other project related e-mails.

Background When a County uses a special e-mail encryption that requires an authentication pass code to open the e-mail, the authentication process triggers a mass one-time pass code e-mail. A side effect of this process is that duplicate one-time pass code e-mails generate for all Regional Committee Members (RCMs), Subject Matter Experts (SMEs), and project staff.

Due to the number of e-mails CalSAWS staff and committee members receive, we ask that Counties do not encrypt e-mails which generate the one-time pass code e-mails. (To work around the one-time pass code, an e-mail request to remove the encryption and resend the e-mail is sent to the originator.)

Reminder, Personally Identifiable Information (PII) cannot be sent in an e-mail to the CalSAWS e-mail distribution groups. There are hundreds of individuals in these |

	e-mail groups, which may include individuals that do not need this information to complete their assigned job duties. If there is a need to share information that includes PII with CalSAWS, please redact the PII information or work with the committee facilitator/project contact for other options before sending via e-mail. **County Action** • Share this CIT with the appropriate County staff, all CalSAWS RCMs and SMEs in your County. • When responding to CalSAWS committee or other project related e-mails, please do not use a special e-mail encryption that requires a one-time pass code. • Do not include PII in e-mails to the CalSAWS Project.
Primary Project Contact: (Name, phone number, email address)	Michele Peterson PetersonM@CalSAWS.org
Backup Project Contact: (Name, phone number, email address)	Karen Rapponotti RapponottiKJ@CalSAWS.org
Attachments:	None
Web Portal Link:	███████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2021" folder. 4. Click on the appropriate CIT # folder.