CalSAWS | Information Transmittal (CIT)　　　0156-21

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

Distribution Date:	June 28, 2021
To:	PPOC.R1; PPOC R2; PPOC R3; PPOC.R4; PPOC.R5; Consortium.SectionDirectors, Consortium.RegionalManagers.R1, Consortium.RegionalManagers.R2, Consortium.RegionalManagers.R3, Consortium.RegionalManagers.R4, Consortium.RegionalManagers.R5, IPOC.All
CIT Name:	**Instructions for First Time Login to ForgeRock**
From:	CalSAWS Project

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

☐ General　　　　　　　　　　　　　　　☐ Reports
☐ Policy　　　　　　　　　　　　　　　　☐ Fiscal
　☐ CW　　　　　　　　　　　　　　　　☐ Caseload Movement
　☐ CF　　　　　　　　　　　　　　　　☐ Management
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　☐ CMSP　　　　　　　　　　　　　☐ Security
　☐ FC/KG/AAP　　　　　　　　　　☐ Batch and Interfaces
　☐ Child Care　　　　　　　　　　☐ Imaging
　☐ WtW　　　　　　　　　　　　　☐ Migration
　☐ Other Program(s)＿＿＿＿＿＿＿　☐ Conversion
☐ C4Yourself　　☐ Your Benefits Now!　☐ Technical
☐ Customer Correspondence　　　　　☒ Training
☐ Other＿＿＿＿＿＿＿＿＿＿　　　　☐ Help Desk

| Description: (Including any step-by-step instructions) | **Purpose**
The purpose of this CIT is to provide guidance on an update to CIT 0156-21 Instructions for first-time login process for CalSAWS applications.

As of June 26, 2021, new users created in ForgeRock will follow a one-time process to provide and validate their email address for security and self-service password reset purposes. This process is detailed in this CIT.

Starting on Saturday, July 31st, 2021, this process will apply to existing users, as well as new users.

User Criteria:
• New CalWIN users are <u>included</u> in the process by virtue of access to OCAT via ForgeRock
• LA County AD users are <u>excluded</u> entirely.

Background |

CalSAWS applications leverage a ForgeRock single sign-on solution that enables access using a common set of login credentials. Applications leveraging ForgeRock SSO include:

- CalSAWS core
- OCAT
- Childcare Administrator's Portal
- Service Now
- CalSAWS Learning Management System (LMS)
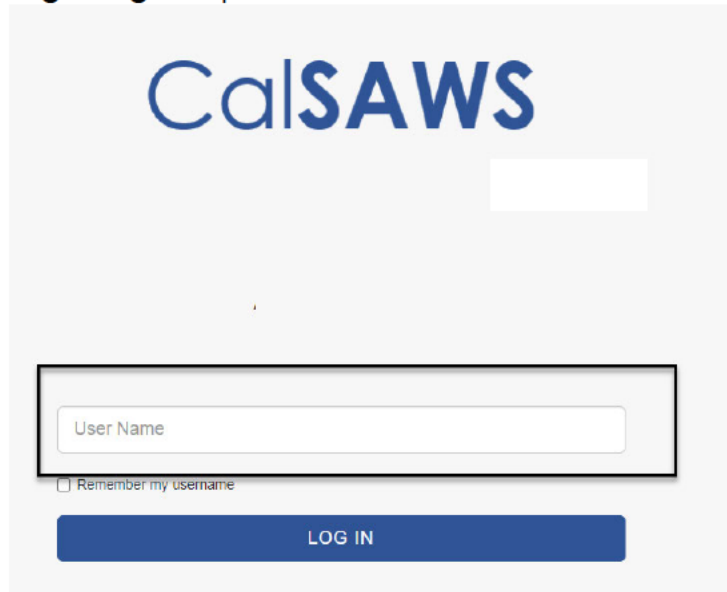- CalSAWS C-IV Contact Center

Tips/Troubleshooting:

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  Once you have authenticated with your ForgeRock credentials once, you will be able to use that Username and Password to log into other applications using ForgeRock if your county has followed the process to have you approved for those applications (see list above).
- If you are unable to authenticate, please follow your county's protocol to have them try to assist you internally and/or submit a ServiceNow ticket.

Instructions

Please use the following steps:

1. **Login Pages:** Input CalSAWS Username and Password:

CalSAWS

User Name

☐ Remember my username

LOG IN

CalSAWS

Enter Password

Password

LOG IN

Forgot Password?

2. **Accept Terms and Conditions:** Once you've entered your CalSAWS credentials, accept the *California – Terms and Conditions* statement which will appear as a new screen. No change to this screen from previous flows.

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

3. **Provide Email:** The page will direct you to the "**Email Validation**" screen. Be sure to input your individual county email address. Please do not input personal or shared email addresses as this email address will be used for password reset purposes.

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

Email Received: You will receive an email from ForgeRock that will provide you with an 8-digit code that is valid for 5 minutes.

OpenAM One Time Password

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

To: ▮▮▮▮▮▮▮

Your OpenAM One Time Password:84554638

4. **Provide OTP and Authentication:** When you enter a valid OTP, users will be authenticated and redirected to the final landing page. If you provide an incorrect OTP, you will be given the chance to retry.

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 **84554638**

LOG IN

County Action

	Please share this information with your staff as appropriate. The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc.
Primary Project Contact: (Name, phone number, email address)	*Questions can be sent to* Communication@CalSAWS.org Mike Tombakian CalSAWS Helpdesk Manager 916-862-1769 Tombakianh@CalSAWS.org
Backup Project Contact: (Name, phone number, email address)	Sam Sternberg ForgeRock Project Lead SternbergS@CalSAWS.org
Attachments:	N/A

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.