

## CalSAWS Training Environments Access Guide – C-IV 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 development CalSAWS credentials for access to CalSAWS development applications. For example, the CalSAWS UAT environment is an environment that uses CalSAWS credentials for access to CalSAWS development (non-production) applications. This set of credentials are **different** from your production CalSAWS credentials.


To log in to the CalSAWS Training Production Environment, you will use generic accounts provided to your County by your 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 UAT environment
- 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**.



CalSAWS

DEV/TEST

User Name

☐ Remember my username

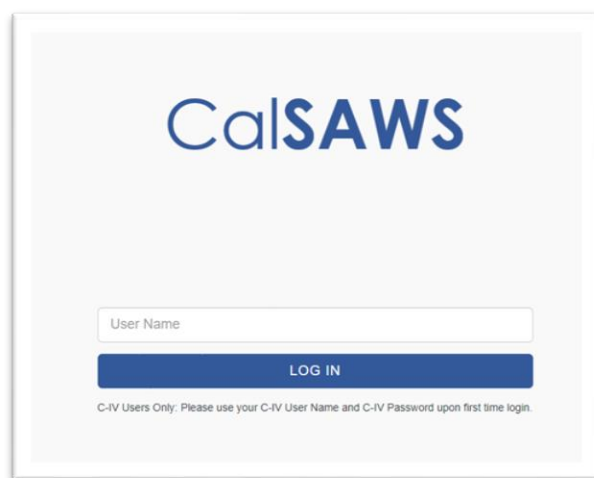
LOG IN

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

## 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

User Name

LOG IN

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

If you don't have existing development (non-production) CalSAWS credentials, please see steps below on how to set up your development (non-production) CalSAWS credentials.

**NOTE:** If you have Development (non-production) CalSAWS credentials AND Production CalSAWS credentials, please note that those credentials are completely separate accounts. While you may have the same user name and password for both, updating one password will NOT update the other.

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

For C-IV users, access to the Training Staging Environment is available on all County workstations through County extranet. It is also available through App-Stream. Access to app-stream (remote access) can be requested through your Regional Managers. The CalSAWS Training Staging Environment will be available to C-IV Counties on managed workstations in managed Counties and on all non-managed (PoP) County workstations.

To access the CalSAWS Training Staging Environment, you will need to log in to the Training Staging Environment using your C-IV credentials, upon first time login. To set up your development (non-production) CalSAWS credentials for the first time (for C-IV users), follow the instructions below.

### Important Notes:

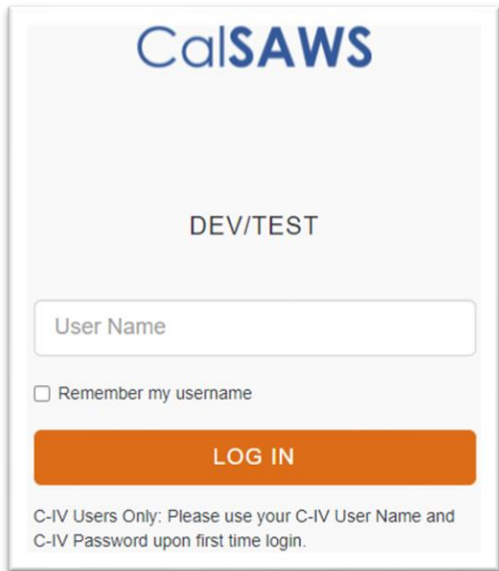
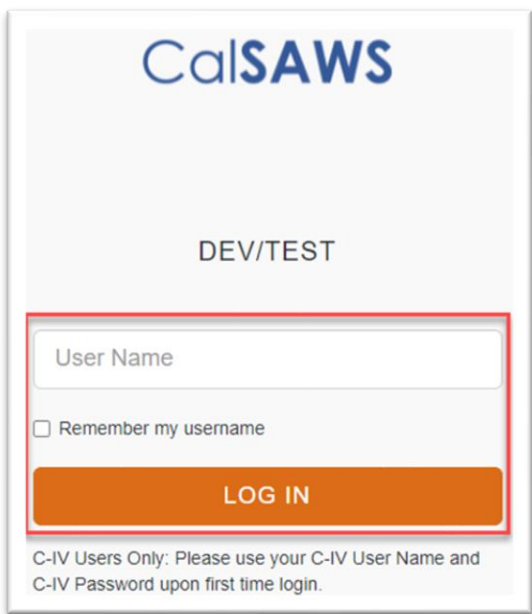
- Please use your **C-IV username** and **C-IV password** when logging into the CalSAWS Training Staging Environment, if you are a first time user.
- **IMPORTANT NOTE for C-IV Users:** If you have forgotten your C-IV password or are unable to successfully log in, please reach out to your County Help Desk to reset your password.
- 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 development (non-production) 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](#).


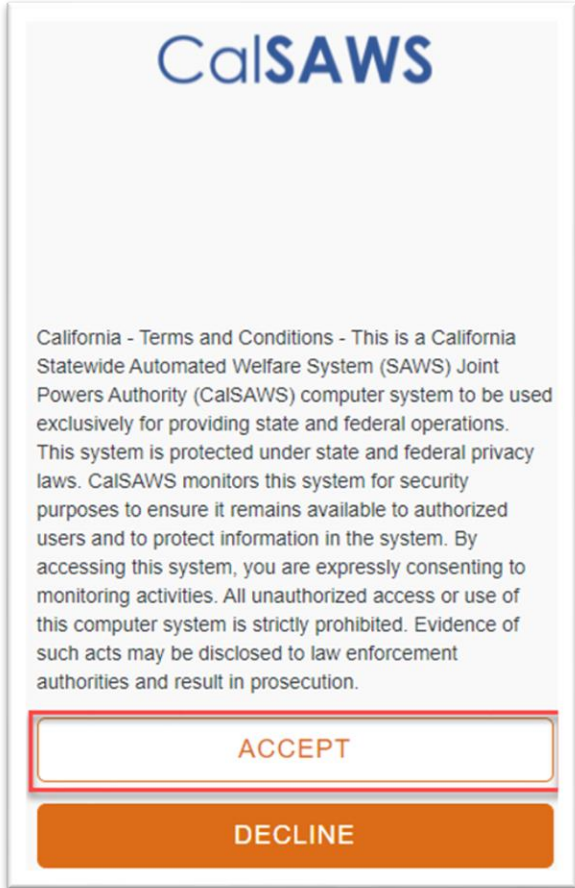
Once you reset your password, you will retain an active status in the CalSAWS system. However, you must update your CalSAWS password every 60 days for security purposes. You will receive an automated email alerts (at the same frequency as mentioned above) to remind you to reset your password.



## CalSAWS Training Staging Environment Access for C-IV Users

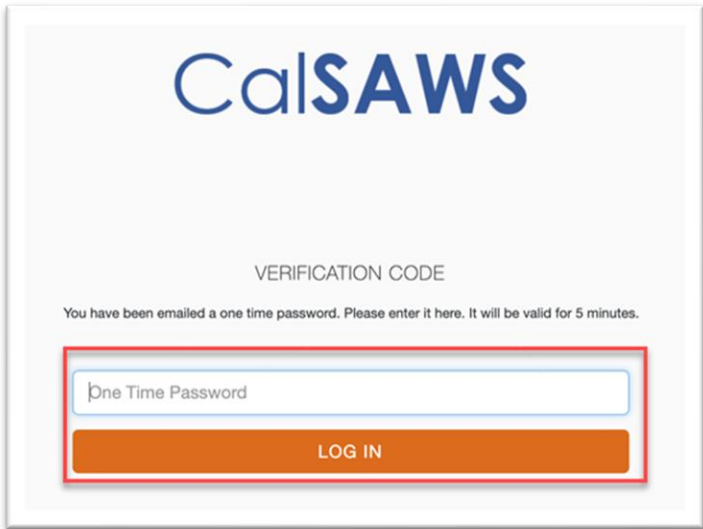
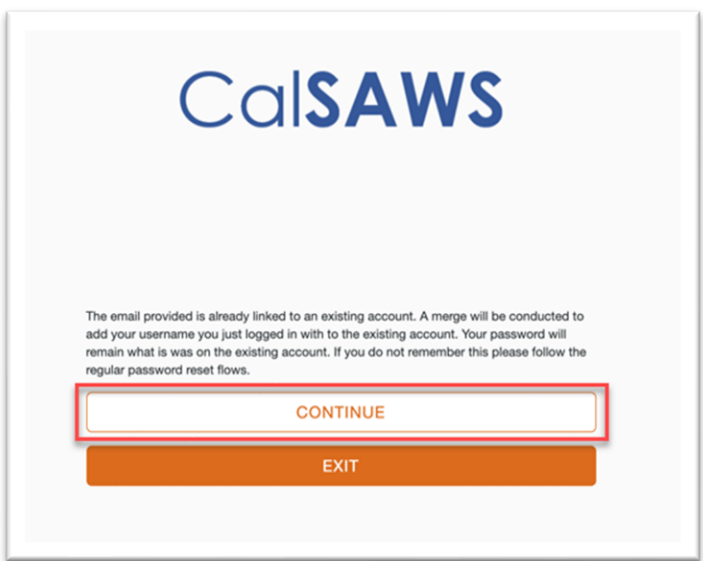
### How to access the CalSAWS Training Staging Environment for the first time

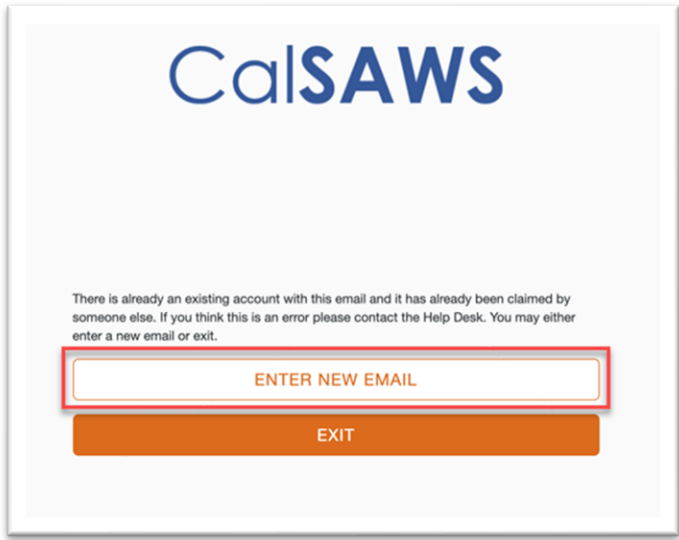
#### STEPS FOR C-IV COUNTY USERS ONLY

Step	Action	Step-Action Image
1	<p>Go to the <a href="https://trainingstaging.calsaws.net/">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 C-IV username (i.e., <a href="mailto:a.arnold@c32">a.arnold@c32</a>) and click the <b>LOG IN</b> button.</p> <p><b>IMPORTANT NOTE:</b> Even though the page instructs you to "Enter username or email", you should enter your <b>C-IV username only</b>. Do not enter your email address upon first time login. You can enter your email address after your development (non-production) credentials have been created.</p>	

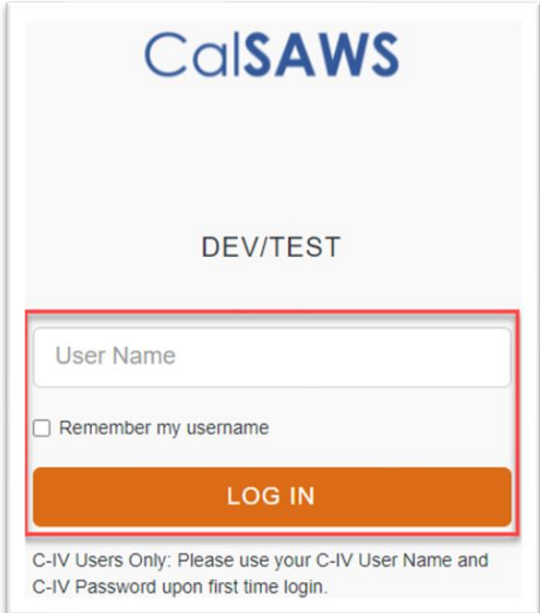
Step	Action	Step-Action Image
3	<p>On the next page, enter your <b>C-IV password</b> and click the <b>LOG IN</b> button.</p> <p>If you have forgotten your password, please reach out to your County's Help Desk to reset your password.</p>	
4	<p>Accept the <i>California – Terms and Conditions</i> statement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

Step	Action	Step-Action Image
5	<p>Enter your individual County or C-IV email address on the <b>Email Collection</b> page and click the <b>LOG IN</b> button. You will be emailed a one-time password to validate your email address.</p> <p>Please note that the CalSAWS Project encourages you to enter your County-provided email address in the <b>Email Address</b> field.</p> <p><b>IMPORTANT NOTE:</b> If you already have access to CalSAWS development (non-production) applications (i.e., UAT), enter your County-provided or C-IV email address.</p>	
6	<p>Check the inbox of the email address you provided on the <b>Email Collection</b> page (step #5). You should receive an email containing an 8-digit code that is valid for 5 minutes. The screenshot to the right provides an example.</p>	

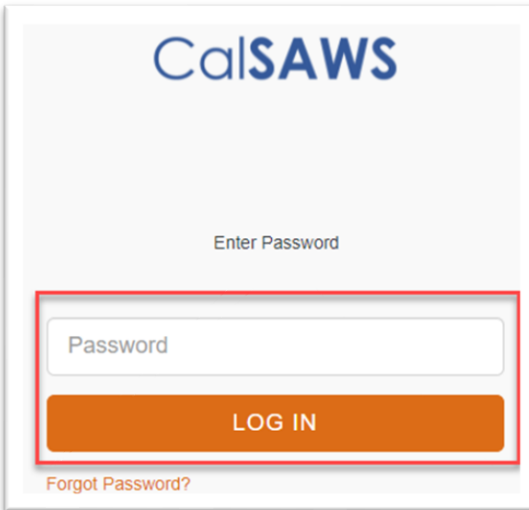
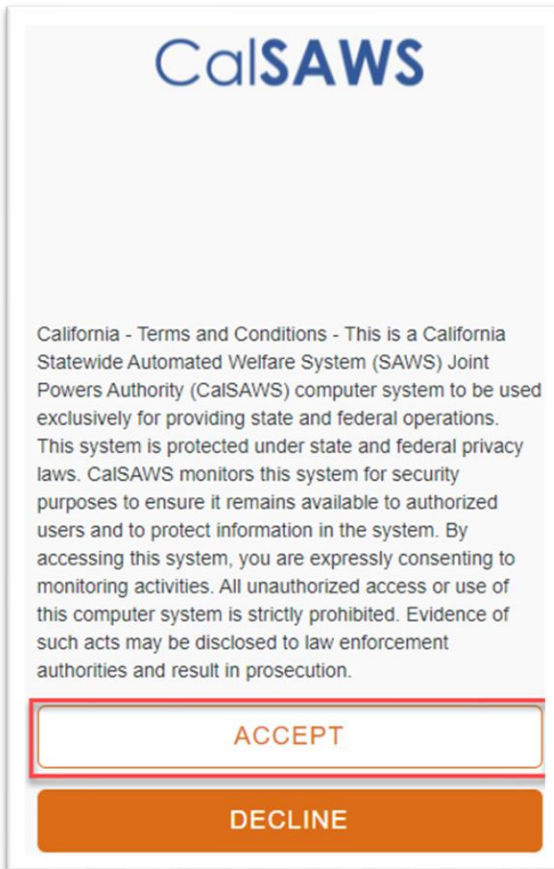
Step	Action	Step-Action Image
7	<p>Enter the provided 8-digit code on the <b>Verification Code</b> page and click the <b>LOG IN</b> button. If you provide an incorrect OTP, you will be given up to five (5) chances to re-enter the code.</p> <p><b>IMPORTANT NOTE:</b> If you fail to enter the correct Verification Code 5 times, you will need to start the process again to log in.</p>	
8	<p><i>For users with existing development (non-production) CalSAWS access only (i.e., access to CalSAWS UAT):</i> Click the <b>CONTINUE</b> button on the next page. Please note that this page only displays for staff who already have development (non-production) CalSAWS access.</p>	
9	<p>Congratulations! You have successfully authenticated your development (non-production) CalSAWS credentials. From this point forward, your development (non-production) CalSAWS username and password will be referred to as your development (non-production) CalSAWS username and password throughout this document.</p>	

Step	Action	Step-Action Image
10	<p>If you encounter the following error message, click the <b>ENTER NEW EMAIL</b> button and repeat steps #5-8 to enter and validate a new email address that is exclusively yours. Otherwise, contact your County's Help Desk for assistance.</p> <p>Please note this page only displays for users who entered an email address on the <b>Email Collection</b> page that has already been validated and is associated with an existing CalSAWS account.</p>	

After you have successfully created your development (non-production) CalSAWS Credentials:

Step	Action	Step-Action Image
1	<p>After creating your development (non-production) CalSAWS account, you can log in to the CalSAWS Training Staging Environment by following this <a href="#">link</a>. Enter your development (non-production) <b>CalSAWS username</b> or <b>email</b> in the field, then click the <b>LOG IN</b> button.</p> <p>Training Staging Environment link:  <a href="https://trainingstaging.calsaws.net/">https://trainingstaging.calsaws.net/</a> </p>	

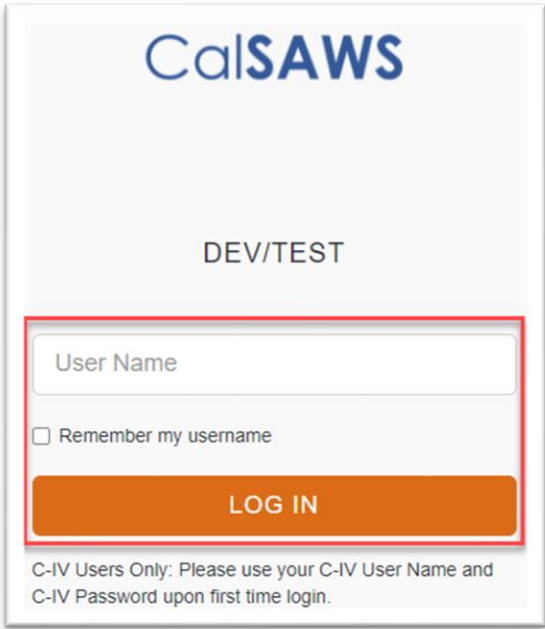
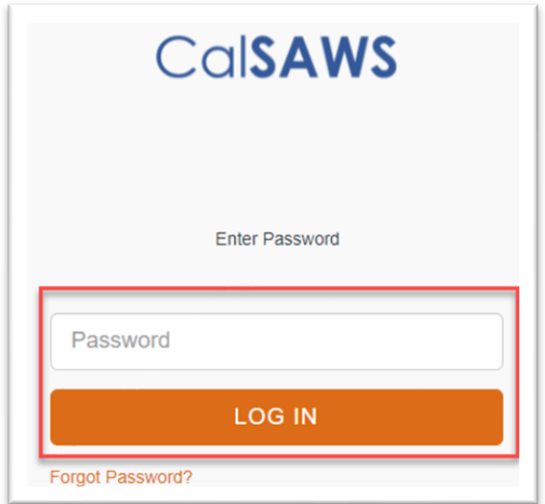


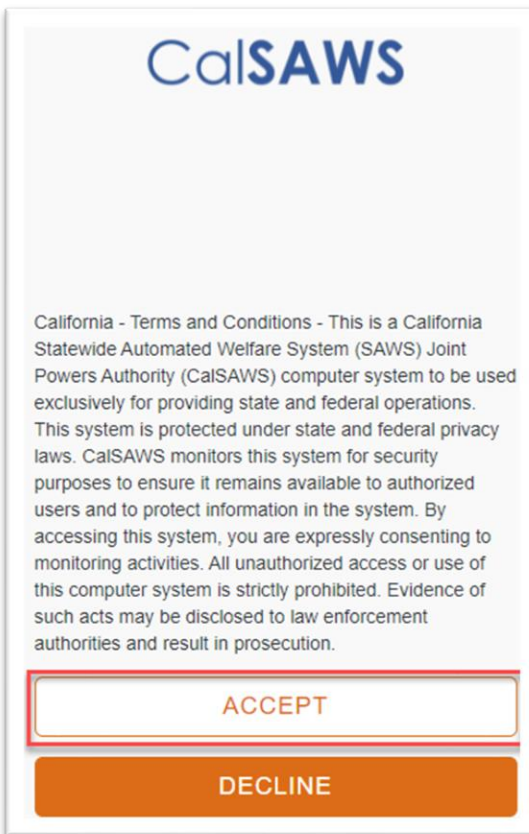
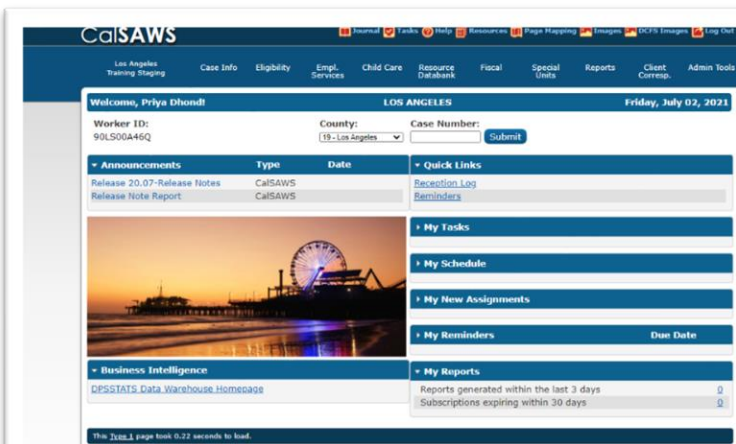
Step	Action	Step-Action Image
2	Enter your development (non-production) CalSAWS password in the <b>Password</b> field, then click the <b>Log In</b> button.	
3	Click the <b>Accept</b> button on the Terms and Conditions page.	

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

## CalSAWS Training Staging Environment Access Using Existing Development (non-production) CalSAWS Credentials

If you already have access to CalSAWS development (non-production) applications, such as the CalSAWS UAT environment, **please use the same credentials** for accessing the CalSAWS Training Staging Environment.

Step	Action	Step-Action Image
1	<p>Enter your development (non-production) <b>CalSAWS username</b> or <b>email</b> in the field, then click the <b>LOG IN</b> button.</p> <p>Training Staging Environment link:  <a href="https://trainingstaging.calsaws.net/">https://trainingstaging.calsaws.net/</a></p>	
2	<p>Enter your development (non-production) CalSAWS password in the <b>Password</b> field, then click the <b>Log In</b> button.</p>	

Step	Action	Step-Action Image									
3	Click the <b>Accept</b> button on the Terms and Conditions page.	 <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>ACCEPT</p> <p>DECLINE</p>									
4	You are directed to the <b>CalSAWS Training Staging</b> homepage.	 <p>CalSAWS</p> <p>Los Angeles Training Staging Case Info Eligibility Empl. Services Child Care Resource Database Fiscal Special Units Reports Client Corresp. Admin Tools</p> <p>Welcome, Priya Dhondt LOS ANGELES Friday, July 02, 2021</p> <p>Worker ID: 90LS00A46Q County: 19-Los Angeles Case Number: Submit</p> <table border="1"> <thead> <tr> <th>Announcements</th> <th>Type</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Release 20.07-Release Notes</td> <td>CalSAWS</td> <td></td> </tr> <tr> <td>Release Note Report</td> <td>CalSAWS</td> <td></td> </tr> </tbody> </table> <p>Quick Links</p> <ul style="list-style-type: none"> <li>Reception Log</li> <li>Reminders</li> </ul> <p>My Tasks</p> <p>My Schedule</p> <p>My New Assignments</p> <p>My Reminders Due Date</p> <p>Business Intelligence</p> <p>DPSSTATS Data Warehouse Homepage</p> <p>My Reports</p> <ul style="list-style-type: none"> <li>Reports generated within the last 3 days 0</li> <li>Subscriptions expiring within 30 days 0</li> </ul> <p>The page took 0.22 seconds to load.</p>	Announcements	Type	Date	Release 20.07-Release Notes	CalSAWS		Release Note Report	CalSAWS	
Announcements	Type	Date									
Release 20.07-Release Notes	CalSAWS										
Release Note Report	CalSAWS										

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



For C-IV users, access to the Training Production Environment is available through App-Stream, C-IV VPN and your County extranet. Access to app-stream (remote access) can be access through your Regional Managers. The CalSAWS Training Production Environment will be available to C-IV Counties on managed workstations in managed Counties. The CalSAWS Training Production Environment will be available to C-IV Counties on all non-managed (PoP) workstations.

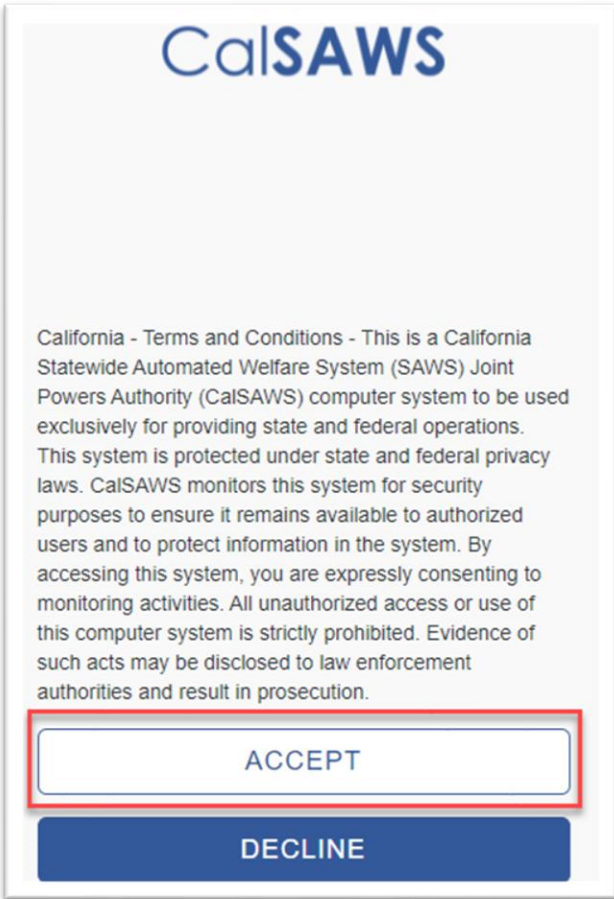
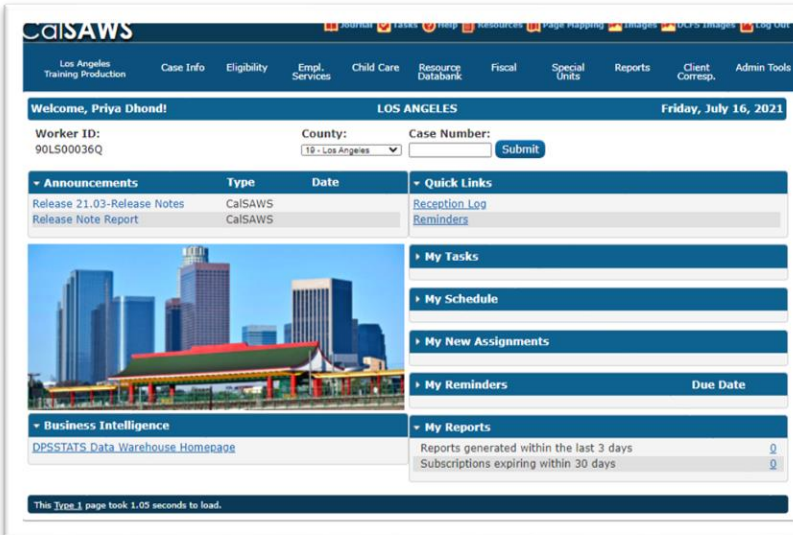
To access the CalSAWS Training Production Environment, you will **not** be using your personal CalSAWS credentials. Instead, you will need to use a generic account provided to you by your Regional Managers. An example of a generic account is below:

Username: Alpine.User1

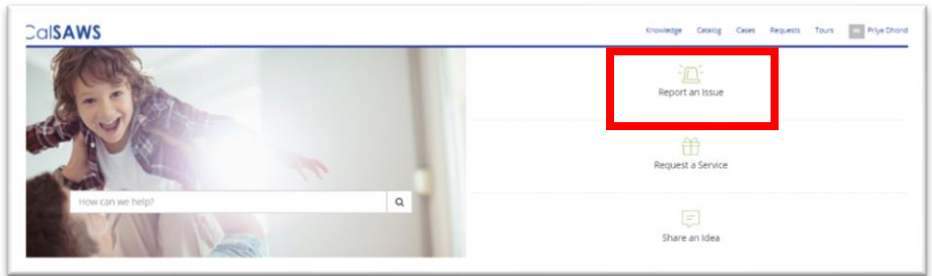

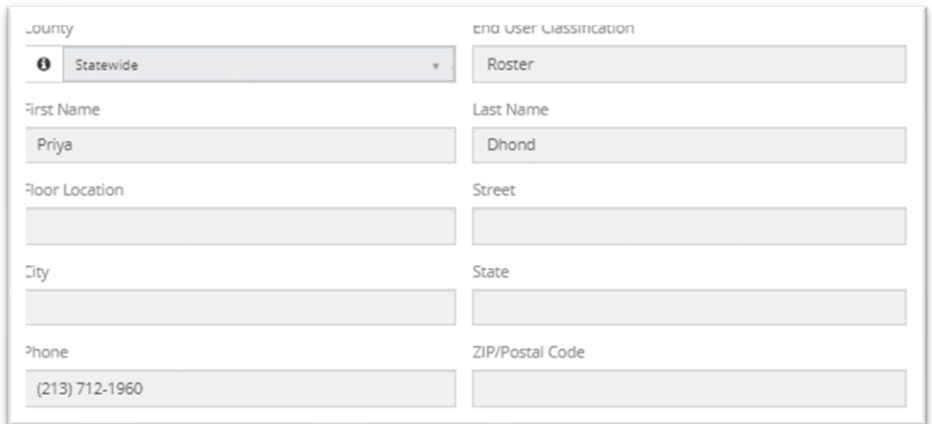
Password: alpineuser123!

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 account are used to access the CalSAWS Training Production Environment.</p>	


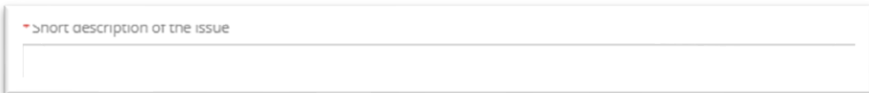
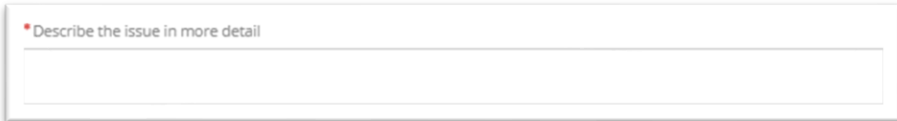

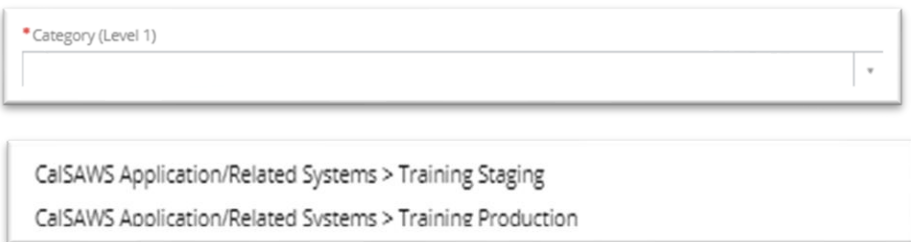

Step	Action	Step-Action Image
2	<p>Enter your generic account username in the User Name field. Then click the <b>LOG IN</b> button.</p> <p><b>IMPORTANT NOTE:</b> User name is case sensitive.</p>	 <p>The screenshot shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is a text input field labeled 'User Name', which is highlighted with a red rectangular box. Underneath the field is a checkbox labeled 'Remember my username'. Below the checkbox is a blue button with the text 'LOG IN' in white, also highlighted with a red rectangular box. At the bottom of the login area, there is a note: '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>The screenshot shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. Underneath is a text input field labeled 'Password', which is highlighted with a red rectangular box. Below the field is a blue button with the text 'LOG IN' in white, also highlighted with a red rectangular box. At the bottom left of the login area, there is a link that says 'Forgot Password?'.</p>

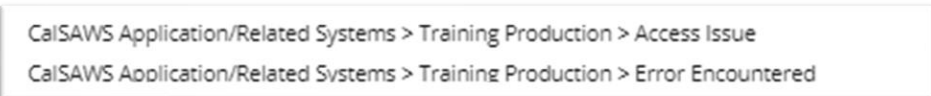
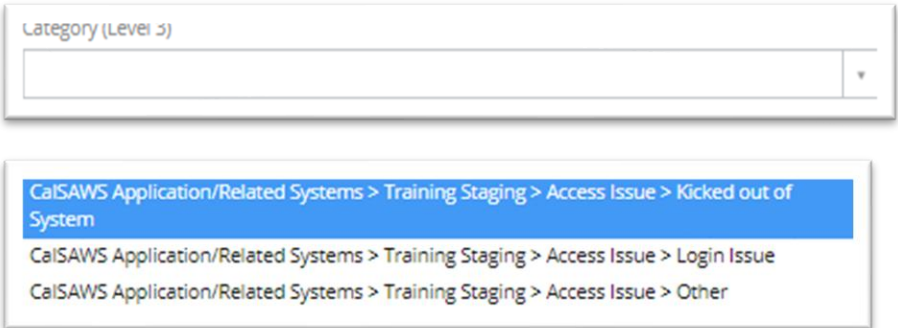
Step	Action	Step-Action Image
4	Click the <b>Accept</b> button.	
5	You are directed to the CalSAWS Training Production homepage.	

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



Step	Action	Step-Action Image
4	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.	
5	Enter a short description of the issue in the <b>Short description of the issue</b> field.	
6	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.	
7	Search for and select <b>CalSAWS Application/Related Systems</b> from the <b>Category (Level 0)</b> drop list.	
8	Select <b>Training Staging</b> or <b>Training Production</b> from the <b>Category (Level 1)</b> drop list.	
9	Select the type of issue from the <b>Category (Level 2)</b> drop list. The selection in the <b>Category (Level</b>	

Step	Action	Step-Action Image
	<p><b>1)</b> drop list determines the options you have 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>	