

Logging into CalSAWS Guide

Table of Contents

Introduction/Purpose.....	1
How to access CalSAWS Production.....	1
Important Notes	1
CalSAWS Credentials Access Instructions for First-time Logins	4
CalSAWS Credentials Access Instructions for Ongoing Logins.....	8
Troubleshooting Table	8

Introduction/Purpose

As part of the C-IV Migration to CalSAWS, C-IV County staff will be able to access multiple CalSAWS applications through a single set of credentials, also known as Single Sign-on Credentials.

CalSAWS is one such application that will be accessed through your Single Sign-on credentials. This guide will detail how to log in to the CalSAWS application.

All active C-IV County users will have access to log into CalSAWS Production beginning August 30, 2021.

How to access CalSAWS Production

If you are logging in to CalSAWS for the first time and have not logged into the Learning Management System (LMS), please follow the [REDACTED] below for a one-time email validation process.

If you have previously logged into CalSAWS Production or the LMS, follow the [REDACTED]

Important Notes

- When logging in to CalSAWS for the first time, use your **C-IV username** and **C-IV password** where prompted.
 - Your C-IV username should end with "@cXX"; for example – Ashley.A@c32
 - Your CalSAWS password will match the C-IV password you used at **6:00 PM on August 20, 2021***
 - *This applies to all users except for those in Early Training, Imaging Train the SME (ITTSME), or additional LMS Access. If you were supposed to participate in one of these events but are now logging in for the first time, please refer to the C-IV password table below.

C-IV Password Table	
If you were an:	You should use your C-IV password that was valid on:
Early Training Participant,	June 26, 2021

C-IV Password Table	
If you were an:	You should use your C-IV password that was valid on:
ITTSME Participant, and/or County Training Coordinator	
Additional LMS Access Participant or Late Add for ITTSME	July 24, 2021

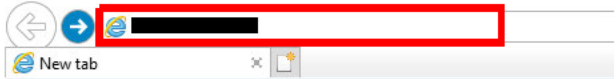
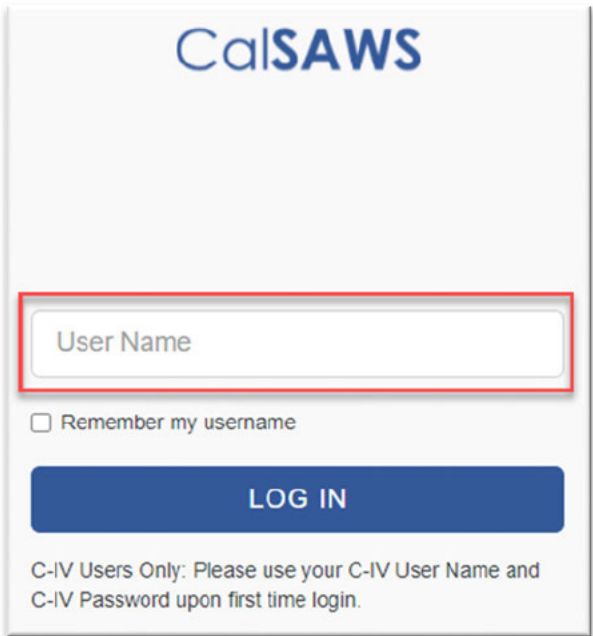
- **Notes:**
 - If you have **forgotten your C-IV password or are unable to successfully login, please reach out to your County Help Desk to reset your password.**
 - When logging in to the CalSAWS for the first time, do NOT attempt to reset the password yourself (i.e. do NOT click the **Forgot Password?** link). You must go through your County Help Desk to reset your password in ForgeRock.
 - If you have **multiple C-IV accounts**, you must activate each account separately in CalSAWS with a unique email address.
 - For each set of C-IV credentials, you must follow the Instructions for First-Time Logins. You will need to enter a unique email address and authenticate each account with the respective email address. If you attempt to use the same email address across multiple accounts, you will receive an error message stating that there is already an existing account with that email.
- **After your CalSAWS credentials have been authenticated via the process below, your password will expire every 60 days.** It is up to you to reset your password.
 - As the 60-day expiration date approaches, you will receive multiple emails from support@calsaws.org informing you that it is time to reset your password. This email will be sent 15 days, 5 days, 4 days, 3 days, 2 days and 1 day prior to the date your password expires. You have two options to reset your password:
 1. Check your inbox to retrieve a unique link to reset your password. Follow the instructions provided in that email to reset your password.
 2. Reset your password by navigating directly to <https://id.calsaws.net/#/passwordreset>.
 - **Note:** Do NOT use this link to reset your password if you HAVE NOT yet successfully logged in to CalSAWS.
 - Once you reset your password, you will retain an active status in CalSAWS. Moving forward, you must update your CalSAWS password every 60 days for security purposes. The automated email notification will follow the same frequency that is listed above.
 - Please note that once you establish your CalSAWS Single Sign-on credentials, your CalSAWS username and password is separate from your C-IV credentials. Your C-IV and CalSAWS Credentials are **not synced**. If your password changes in C-IV after you have authenticated your CalSAWS credentials, the updated C-IV password will not affect your CalSAWS credentials, since they are now separate accounts. As stated above, you will be prompted to update your CalSAWS password every 60 days.

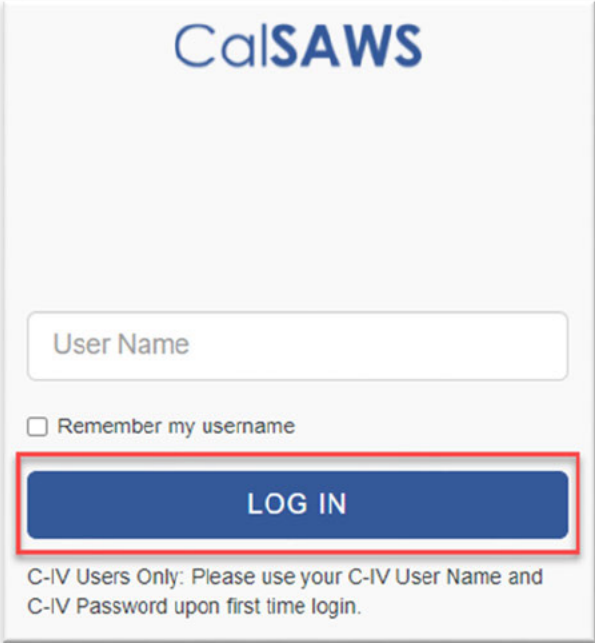
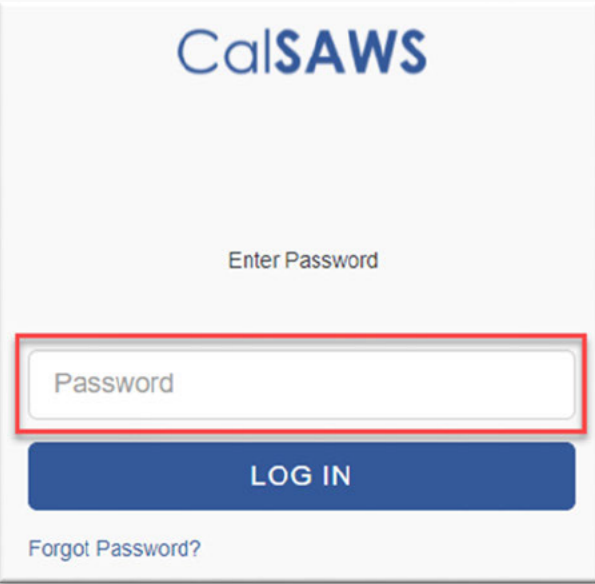
- If you do not update your password within the 60-day expiration window, **you will be locked out of your account**. If this happens, please use the self-service password reset option by clicking the **Forgot Password?** link on the CalSAWS System log in page. This feature will only work for users who have successfully logged in to the CalSAWS System.
- If you have logged in to any of the Systems below, please enter your **C-IV username** (e.g., Ashley.A@c32), **your C-IV password** as of 6:00 PM on August 20, 2021*, and the **email address** associated with your respective account where prompted:
 - OCAT
 - Child Care Portal
 - ServiceNow
 - CalSAWS C-IV Contact Center
 - Analytics Portfolio Tool (QlikSense)
 - ForgeRock Delegated Administration Portal
 - **Note:** For users with accounts for any of the Systems above, you **must** follow the [REDACTED] to access CalSAWS. You should not use your existing System credentials when you login to CalSAWS for the first time; instead, use your C-IV username and C-IV password.
 - After you authenticate your CalSAWS credentials, you will be able to use a single set of credentials for all CalSAWS System applications, including those listed above and the LMS.
- If you participated in User Acceptance Testing (UAT), you should still enter your **C-IV username** (e.g., Ashley.A@c32), your **C-IV password** as of 6:00 PM on August 20, 2021* and your unique **County-provided email address** when logging in to the CalSAWS System for the first time.

*Except for those in Early Training, Imaging Train the SME (ITTSME), or additional LMS Access.

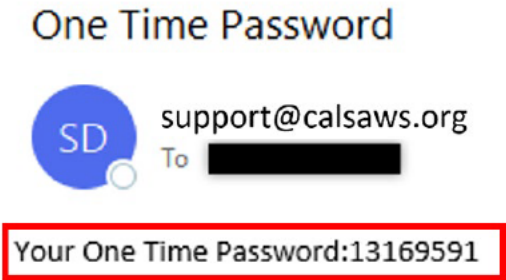
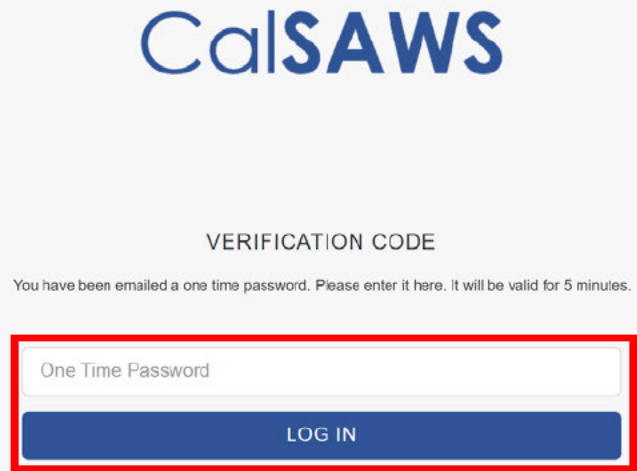
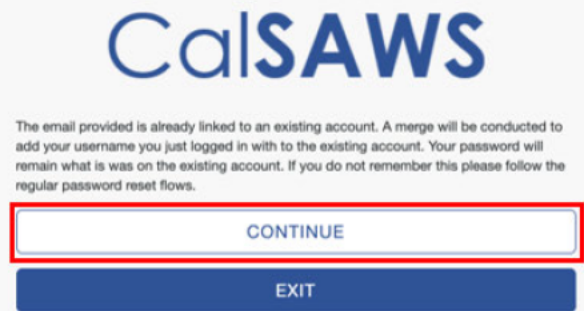
CalSAWS Credentials Access Instructions for First-time Logins

As you follow the process below, please refer to the [redacted] if you encounter any errors **before** escalating the issue to your County Help Desk or the Consortium Training Team.

Step	Action	Step-Action Image
1.	Using your preferred browser, manually enter [redacted]	
2.	<p>On the CalSAWS login page, enter your C-IV username (e.g., Ashley.A@C32) in the User Name field.</p> <p>Important Note: Do not enter your C-IV email address at this point in the log in process.</p> <p>Note: After you successfully login for the first time, you can use your County-provided email address.</p>	

Step	Action	Step-Action Image
3.	Click the LOG IN button.	 <p>The screenshot shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is a 'User Name' input field. Underneath is a checkbox labeled 'Remember my username'. A red rectangle highlights the blue 'LOG IN' button. At the bottom, there is a note: 'C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login.'</p>
4.	<p>On the next page, enter your C-IV password (case-sensitive) as of 6:00 PM August 20, 2021*.</p> <p>*Except for those in Early Training, Imaging Train the SME (ITTSME), or additional LMS Access</p> <p>Important Note: If you have forgotten your C-IV password, please submit a ServiceNow ticket through your County Help Desk to reset your password. Do not attempt to reset your password yourself – you will encounter an error. You can use the <i>Forgot Password</i> function only after you have logged in for the first time.</p>	 <p>The screenshot shows the CalSAWS password entry interface. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. A red rectangle highlights the 'Password' input field. Below the input field is a blue 'LOG IN' button. At the bottom left, there is a link that says 'Forgot Password?'.</p>

Step	Action	Step-Action Image
5.	Click the LOG IN button.	<p>The screenshot shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. There is a text input field labeled 'Password'. Below the input field is a blue button labeled 'LOG IN', which is highlighted with a red rectangular border. At the bottom, there is a link that says 'Forgot Password?'.</p>
6.	Click the Accept button after reading the <i>California – Terms and Conditions</i> .	<p>The screenshot shows the CalSAWS Terms and Conditions screen. At the top is the CalSAWS logo. Below it is a paragraph of text: '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.' Below the text are two buttons: 'ACCEPT' and 'DECLINE'. The 'ACCEPT' button is highlighted with a red rectangular border.</p>
7.	<p>Enter your individual County or C-IV email address on the Email Collection page and click the LOG IN button. You will be emailed a one-time password to validate your email address.</p> <p>Important Note: The CalSAWS Project encourages you to enter your County-provided email address in the Email Address field.</p> <p>If you have already accessed any of the below applications, enter the email address that is associated to</p>	<p>The screenshot shows the CalSAWS Email Collection screen. At the top is the CalSAWS logo. Below it is the text 'EMAIL COLLECTION'. Underneath is a smaller line of text: '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.' There is a text input field labeled 'Email Address'. Below the input field is a blue button labeled 'LOG IN', which is highlighted with a red rectangular border.</p>

Step	Action	Step-Action Image
	that account in the Email Address field and continue the process through step 9a. <i>Applications:</i> OCAT, Child Care Portal, ServiceNow, CalSAWS C-IV Contact Center, Analytics Portfolio Tool (QlikSense), ForgeRock Delegated Administration Portal	
8.	Check the inbox of the email address you provided on the Email Collection page (step #7). You should receive an email from support@calsaws.org with the subject "One Time Password" containing an 8-digit code that is valid for 5 minutes .	
9.	Enter the provided 8-digit code on the One Time Password (OTP) page and click the LOG IN button. If you provide an incorrect OTP, you will be given up to four (4) chances to re-enter the code.	
9a.	<i>Only for users who have previously accessed any of the below applications:</i> Click the CONTINUE button on the next page. <i>Applications:</i> OCAT, Child Care Portal, ServiceNow, CalSAWS C-IV Contact Center, Analytics Portfolio Tool (QlikSense), ForgeRock Delegated Administration Portal.	
10.	Congratulations! You have successfully authenticated your CalSAWS credentials. From this point forward, you may use your C-IV username (referred to	

Step	Action	Step-Action Image
	as "CalSAWS username") or County-provided email address to login to CalSAWS.	

CalSAWS Credentials Access Instructions for Ongoing Logins

Once you have successfully logged into CalSAWS or LMS, for each subsequent login, follow the instructions on the Login Page:

- Enter your Single Sign-on Credentials
- Remember to use your Single Sign-On password. This may not match your C-IV Password if you've updated either password since your first login.
- If you forget your password, click the "Forgot Password" link after your CalSAWS credentials have been created.

Troubleshooting Table

Issue & Action	Error Message Image
<p>You may have entered an invalid C-IV username or C-IV password on the initial login pages.</p> <p>Click Return to Login and enter your C-IV username (i.e., Ashley.A@C32) and your C-IV password as of 6:00 PM on August 20, 2021*.</p> <p>*Except for those in Early Training, Imaging Train the SME (ITTSME), or additional LMS Access</p> <p>If the issue persists, please contact your County help desk for assistance.</p>	
<p>You may have entered an invalid C-IV username or C-IV password on the initial login pages.</p> <p>Do not attempt to create a new account. Click the Try Again button and re-enter your C-IV username (e.g., Ashley.A@c32) and C-IV password as of August 20, 2021 on the previous pages.</p> <p>If the issue persists, please contact your County Help Desk for assistance.</p>	

Issue & Action	Error Message Image
<p>You have entered an email address on the Email Collection page that has already been successfully validated and associated with an existing CalSAWS account.</p> <p>Click ENTER NEW EMAIL and repeat the steps to validate a new email address that is exclusively yours (i.e., start at step #7 in the step-action tables above). Otherwise, contact your County Help Desk for assistance.</p> <p>Important Note: If you have multiple C-IV accounts, you must activate each account separately in CalSAWS with a unique email address. For each set of C-IV credentials, you must follow the Instructions for First-Time Logins. You will need to enter a unique email address and authenticate each account with the respective email address.</p>	
<p>Your account is not active.</p> <p>Your account becomes Inactive if you have not logged into CalSAWS within 60 days of your account being activated.</p> <p>Submit a ServiceNow ticket through your County Help Desk to re-activate your account in ForgeRock.</p> <p>Once you receive confirmation from your County Help Desk that your account has been re-activated, initiate the process above within 24 hours to authenticate your CalSAWS credentials. Otherwise, your account will de-activate.</p>	
<p>If you encounter the following server error at any point in the login process, please clear your browser's cache first; then manually type the following URL in your browser and try again: https://web.calsaws.net.</p> <p>If the issue persists, please submit a ServiceNow ticket through your County help desk.</p>	