

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

Distribution Date:	August 30, 2021
To:	PPOC.All, Consortium.RegionalManager.All; Consortium.SectionDirectors
CIT Name:	Supported Browser for CalSAWS
From:	CalSAWS Project

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

- | | |
|---|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> C4Yourself
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Your Benefits Now! | |

Description: (Including any step-by-step instructions)	<p>Purpose The purpose of this CIT is to clarify the browser supported by the CalSAWS System.</p> <p>Background LRS/CalSAWS currently supports Internet Explorer 11 (IE11) as its required browser. This will still be the case when the C-IV counties migrate into CalSAWS on Monday, September 27, 2021.</p> <p>Frequently Asked Questions:</p> <p><i>Why does CalSAWS currently not support the Chrome browser or Microsoft Edge?</i></p> <p>Generation of some Forms does not currently work when using these browsers. This is because the current Form generation tool, Adobe Experience Manager, does not support Chrome or Edge when rendering editable Forms.</p> <p>SCR CA-229368, targeted for the 22.01 release (January 24, 2022), will address this issue by rendering Forms using HTML5. <u>This means that support for Chrome and Edge will begin with Release 22.01 (January 24, 2022).</u></p>
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	<p><i>I heard that Microsoft is ending support for IE11? Is that true, and how does that impact our counties?</i></p> <p>Yes, it is true that Microsoft is ending support for IE11 for some versions of Windows 10 on June 15, 2022. The version of Windows 10 that runs on managed workstations, 20H2, is one of these affected versions. What this means is that counties will need to access CalSAWS using either Chrome or Edge by that date.</p> <table border="1"> <thead> <tr> <th>Application</th><th>Browser(s) Supported/Recommended</th></tr> </thead> <tbody> <tr> <td>CalSAWS core</td><td>IE11 (Support for Edge and Chrome targeted for January 24, 2022)</td></tr> <tr> <td>Lobby Management</td><td>Chrome</td></tr> <tr> <td>BenefitsCal</td><td>Chrome, Edge</td></tr> <tr> <td>OCAT</td><td>Chrome, Edge</td></tr> <tr> <td>Imaging</td><td>IE11, Chrome, Edge</td></tr> <tr> <td>Contact Center</td><td>The Call Control Panel opens CalSAWS in the workstation's default browser. If this browser is not IE11, the user will need to open IE11 to access the full functionality of CalSAWS</td></tr> <tr> <td>ServiceNow</td><td>Chrome, Edge</td></tr> <tr> <td>Analytics/Qlik</td><td>IE11, Chrome, Edge</td></tr> </tbody> </table>	Application	Browser(s) Supported/Recommended	CalSAWS core	IE11 (Support for Edge and Chrome targeted for January 24, 2022)	Lobby Management	Chrome	BenefitsCal	Chrome, Edge	OCAT	Chrome, Edge	Imaging	IE11, Chrome, Edge	Contact Center	The Call Control Panel opens CalSAWS in the workstation's default browser. If this browser is not IE11, the user will need to open IE11 to access the full functionality of CalSAWS	ServiceNow	Chrome, Edge	Analytics/Qlik	IE11, Chrome, Edge
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Attachments:	None																		
Web Portal Link:	<div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 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. 																		