

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

Distribution Date:	September 7, 2021
To:	PPOC.40; PPOC.18; Consortium.RegionalManagers.all; Consortium.SectionDirectors
CIT Name:	Delegated Administration Password Reset Enablement & Adding Additional Delegated Administrators for County Help Desk Administrators
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"/> Your Benefits Now!
<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 checked="" type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
|---|---|

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to inform designated County Help Desk Administrators and CalWIN Administrators of the ability to reset user's passwords in the Delegated Administration Portal. Also, to provide instructions to designated County Help Desk Administrators and CalWIN Administrators for adding additional Delegated Administrators.</p> <p>Background</p> <p>As of August 28, 2021, Delegated Administrators are now able to reset users' passwords in their county. Instructions on how to perform this task can be found in the Delegated Administration User Guide located on the CalSAWS Web Portal. Directions are also attached to this CIT.</p> <p>Delegated Administrators can also now submit a ServiceNow ticket to request additional Delegated Administrators in their counties. ServiceNow HomePage > Service Catalog> Account Access> Modify Delegated Admin. A comprehensive list of all Delegated Administrators can be found by county using the following link:</p>
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The current list of enabled applications include:

- CalSAWS
- OCAT
- Childcare Portal
- ServiceNow
- Learning Management System (LMS)

The delegated administration functionality is live in these applications. Help Desk and CalWIN Administrators can carry out this function using the Delegated Administration Portal [REDACTED].

Delegated Administrators will have visibility only over users in their own county. Within this County-level scope, Delegated Administrators will have access to manage users in the enabled applications listed above.

Additional Information

Note: Once a user's password is reset, the Delegated Administrator will need to inform the user of their temporary password. This password is valid for 60 days. However, users should be instructed to promptly use the password reset link to reset their password to a secure password of their choice in the CalSAWS Password Reset Portal [REDACTED].

County Help Desk Administrators and CalWIN Administrators are unable to add and delete Delegated Administrators. County Help Desk Administrators, please submit a ServiceNow ticket to add or delete Delegated Administrators. **ServiceNow HomePage > Service Catalog> Account Access> Modify Delegated Admin.** CalWIN users please email Consortium Tech Support at Consortium.Tech.Support@CalSAWS.org to add and delete Delegated Administrators.

For more information on how to perform these functions please reference the Delegated Administration User Guide at [REDACTED]

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Backup Project Contact: (Name, phone number, email address)	Sam Sternberg IAM Manager sternbergs@calsaws.org
Attachments:	None

Web Portal Link:	<div data-bbox="332 79 474 128" style="background-color: black; width: 87px; height: 23px; margin-bottom: 10px;"></div> <div data-bbox="332 157 383 191" style="margin-bottom: 10px;">OR</div> <div data-bbox="332 226 1515 266">You may also retrieve the CIT document and attachments by following these steps:</div> <div data-bbox="380 262 1258 443"><ol style="list-style-type: none"><li data-bbox="380 262 836 300">1. Navigate to the <div data-bbox="662 262 836 300" style="background-color: black; width: 107px; height: 18px; display: inline-block;"></div><li data-bbox="380 300 1162 338">2. Click on the CRFIs & CITs link at the top of the page.<li data-bbox="380 338 1258 375">3. Click on the "CalSAWS Information Transmittal (CIT)" folder.<li data-bbox="380 375 792 413">4. Click on the "2021" folder.<li data-bbox="380 413 959 443">5. Click on the appropriate CIT # folder.</div>
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