

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

Distribution Date:	September 8, 2021
To:	PPOC.R1; PPOC.R2; PPOC.R3; PPOC.R4; PPOC.R5; Consortium.RegionalManagers.R6; Committee.HelpDesk.All
CIT Name:	C-IV Service Desk Information Update
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 type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
|---|---|

Description:	<p>Purpose The purpose of this CIT is to notify C-IV Counties of the contact information updates being made to what was previously known as the C-IV Service Desk, as well as to notify all CalSAWS Counties (Los Angeles County included) of the new CalSAWS Helpdesk contact information upon cutover to CalSAWS (September 27th, 2021).</p> <p>Background C-IV County Users and C-IV County Help desk staff have been provided with contact information to be utilized to request assistance with CalSAWS related issues such as having a ticket opened or to update an existing ticket with additional information.</p> <p>Information being retired as of 9/26/2021: Name: C-IV Service Desk E-Mail: c-iv.service.desk@calsaws.org</p> <p>CalSAWS information update: Name: CalSAWS Helpdesk E-Mail: Helpdesk@CalSAWS.org</p>
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	<p>There is no change to the Helpdesk phone number. Users may continue to contact the CalSAWS Helpdesk at 866-828-3054 for immediate assistance or by sending an email to Helpdesk@CalSAWS.org for non-critical issues. The CalSAWS Helpdesk will maintain this phone line and email address and will provide notification of any changes.</p> <p>CalSAWS Helpdesk support is available during published business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday, except Consortium holidays.</p> <p>Additional Information CalSAWS County Help desk staff may utilize the CalSAWS Helpdesk phone number and E-Mail address at their discretion for CalSAWS related issues. Each County may still have specific instructions for their County users about who should call or E-Mail the CalSAWS Helpdesk directly and who should contact their local Help desk first to receive assistance.</p> <p>County Action CalSAWS County Users and CalSAWS County Help desk staff should remove instances of the E-mail address c-iv.service.desk@calsaws.org from any internal templates or documented processes and replace it with Helpdesk@CalSAWS.org.</p>
Primary Project Contact:	Ada Rocha RochaA@CalSAWS.org
Backup Project Contact:	Chris Paige PaigeCM@CalSAWS.org
Attachments:	None
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> OR <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.