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

Distribution Date:	September 20, 2021
To:	PPOC.Alpine, PPOC.Amador, PPOC.Butte, PPOC.Calaveras, PPOC.Colusa, PPOC.Del Norte, PPOC.El Dorado, PPOC.Glenn, PPOC.Humboldt, PPOC.Imperial, PPOC.Inyo, PPOC.Kern, PPOC.Kings, PPOC.Lake, PPOC.Lassen, PPOC.Madera, PPOC.Marin, PPOC.Mariposa, PPOC.Mendocino, PPOC.Merced, PPOC.Modoc, PPOC.Mono, PPOC.Monterey, PPOC.Napa, PPOC.Nevada, PPOC.Plumas, PPOC.Riverside, PPOC.San Benito, PPOC.San Bernardino, PPOC.San Joaquin, PPOC.Shasta, PPOC.Sierra, PPOC.Siskiyou, PPOC.Stanislaus, PPOC.Sutter, PPOC.Tehama, PPOC.Trinity, PPOC.Tuolumne, PPOC.Yuba, Consortium.RegionalManagers.All,
CC:	Committee.Lobby.Mgmt.All
CIT Name:	**CalSAWS Lobby Device Migration**
From:	CalSAWS Project

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

- ☒ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AAP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☐ C4Yourself   ☐ Your Benefits Now!
- ☐ Customer Correspondence
- ☒ Other___Lobby Management___

- ☐ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
- ☐ Fiscal
- ☐ Security
- ☐ Batch and Interfaces
- ☐ Imaging
- ☒ Migration
- ☐ Conversion
- ☒ Technical
- ☐ Training
- ☒ Help Desk

Description:	**Purpose** The purpose of this CIT is to notify all C-IV Counties of the following: 1. Lobby Devices in <u>PoP Counties</u> and <u>Managed Counties</u> with devices that are **turned off** or **unreachable** by the Lobby Management team will require manual updates during cutover weekend. 2. This affects Kiosks, FACT 1.0 Tablets, Lobby Monitor workstations, and Reception Receipt Printers. 3. All FACT 2.0 devices will have updates pushed directly to the device. 4. Optional Post Migration Verification steps are provided for all Counties at the end of this document. **Background**

The C-IV to CalSAWS migration requires updates to all Lobby Devices. Depending on the Lobby Devices in use in your County, various changes will be required during cutover weekend, anytime between 6:00 PM on Thursday September 23 and start of business on Monday, September 27th.

The Lobby Management team will be working through cutover weekend to update all Lobby Devices that are reachable. To track the progress of your County's Lobby Devices, please check the status spreadsheet posted on the Web Portal (link found below). This spreadsheet will be continually updated until 6am on Monday 9/27.

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The following steps must be performed on each individual Lobby Device that is unreachable by the Lobby Management team. Performing the steps on one device will not update other devices in that office or in the County.

Note: Failure to complete these steps will cause the devices to become unusable until these updates are performed. If your County does not utilize a particular device type mentioned in this document, that section can be ignored.

Kiosk and FACT 1.0
An update package for Kiosk and FACT devices is available for download from the CalSAWS Web Portal. To download and install the update package, follow the instructions below.

> Note: FACT 1.0 devices are Windows tablets. If you have a FACT that is an Android tablet, this is a FACT 2.0 and does not require a manual update.

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> Note: Performing the following tasks will require Administrator privileges on the Kiosk/FACT. If you do not have the necessary credentials, please reach out to Lobby Management via phone @ 916-851-3344, we are unable to provide credentials via this document or email.

> Action Steps
> 1. Download CalSAWSKioskApp.exe from the Web Portal using the link provided above.
> 2. Copy the CalSAWSKioskApp.exe to a USB drive.
> 3. Run CalSAWSKioskApp.exe on the Kiosk or FACT 1.0 under the Administrator profile.
> 4. The system will restart automatically once updates are complete.

Lobby Monitor Workstation
The desktop and startup shortcuts on each Lobby Monitor workstation must be updated with new CalSAWS URL. The URL for each workstation ends with the

Monitor ID number which identifies the office/lobby the Lobby Monitor is associated to. This number will not change from C-IV to CalSAWS. This number will be noted and used in the steps below.

Action Steps
1. Update Startup Shortcut
    a. Browse to C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup\
    b. Right click on the Lobby Monitor (Chrome) Shortcut and click Properties.
    c. Find the Monitor ID at the end of the Target line and make note of it.
    d. Replace the Target field value with the following, replacing the MONITORID at the end of the URL, with the value noted in step 1c:

    "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --kiosk https://web.calsaws.net/lobby-service/webcontent/monitor/#/office/*(MONITORID)*

2. Update Desktop Shortcut (if applicable)
    a. Browse to C:\Users\Public\Desktop\
    b. Right click on the Lobby Monitor (Chrome) Shortcut and click Properties.
    c. Replace the Target field value with the following, replacing the MONITORID at the end of the URL, with the value noted in step 1c:

    "C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --kiosk https://web.calsaws.net/lobby-service/webcontent/monitor/#/office/*(MONITORID)*
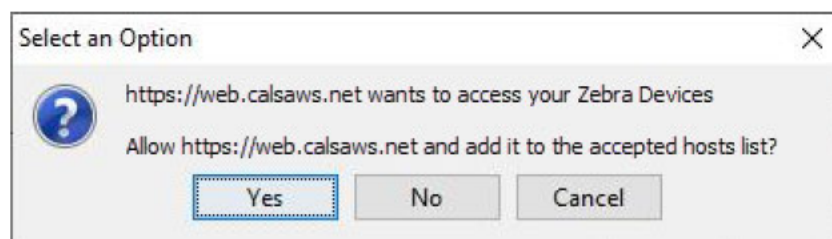
<u>Example:</u>
"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --kiosk https://lobby-monitor.c-iv.net/LobbyService/lobby/webcontent/monitor/#/office/2025

<u>Becomes</u>

"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --kiosk https://web.calsaws.net/lobby-service/webcontent/monitor/#/office/2025

Reception Receipt Printers
Any reception staff that utilize workstations that connect to a Reception Receipt Printer will be prompted with a new URL to whitelist for the Zebra Browser print utility when navigating to the Reception Log Detail page in CalSAWS.

Select an Option ✕

? https://web.calsaws.net wants to access your Zebra Devices

Allow https://web.calsaws.net and add it to the accepted hosts list?

Yes   No   Cancel

Every staff member that receives this message will need to click **Yes** to the prompt.

Reminder: The Zebra Browser Print utility locks to the user session, staff need to logoff instead of locking their workstation if other staff are planning to utilize the Reception Receipt printer on the same workstation.

Post Migration Verification Steps (Optional)
These optional tasks can be started any time after 7:00 AM on Monday, 9/27.

Kiosk
1. Confirm that the Kiosk application launches and shows the "Welcome to the *<County Name>* County Kiosk" start screen.
2. Perform a test scan/document upload.
    a. You will need a valid Case# and associated DOB.
    b. Perform a scan with a document and make sure the entire process completes.
3. Verify that you receive a valid Receipt.

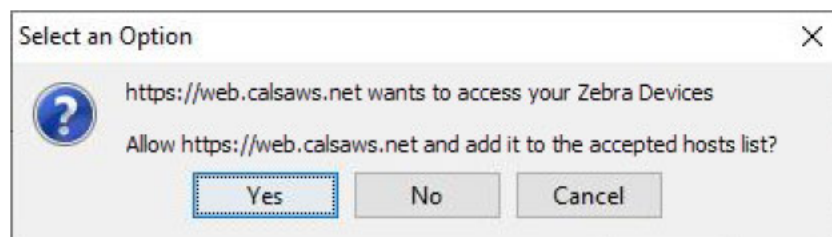### FACT 1.0 (Windows Tablets) & FACT 2.0 (Android Tablets)
1. Confirm that the FACT application launches and shows the CalSAWS login screen.
2. Make sure you can successfully login with your CalSAWS credentials.
3. Select "Kiosk Flow" and perform a check-in that will generate a number.
4. Verify that a receipt prints with the associated wireless printer.

Lobby Monitor
1. Confirm that the Lobby Monitor displays on your TV's in the Lobby.
2. Create a Reception Log entry that will generate a number.
3. Perform a Lobby Monitor call of that Reception Log entry.
4. Ensure that the number is called and displayed both when calling the number, and in the "Now Serving" section of the Lobby Monitor.
5. If successful, mark the Reception Log entry as either No Show or Complete.
6. Confirm that the number is removed from the "Now Serving" section of the Lobby Monitor.

Reception Receipt Printers
1. Create a Reception Log entry.
2. Open the created Reception Log entry's Detail page.
3. You should be prompted with the new URL to whitelist for CalSAWS if you have not already done so.
4. Click **Yes** to the prompt.

Select an Option ×

? https://web.calsaws.net wants to access your Zebra Devices

Allow https://web.calsaws.net and add it to the accepted hosts list?

[Yes] [No] [Cancel]

	5. Perform a Receipt Print. **County Action:** Counties are responsible for utilizing the instructions above to update Lobby equipment in <u>PoP Counties</u> and <u>Managed Counties</u> where devices are **turned off** or **unreachable** by the Lobby Management team. If a County has any questions regarding these tasks or any of their devices, please contact the Lobby Management Team (contact details below), and cc your Regional Manager(s).
Primary Project Contact:	Terence Callaham 916-851-3344 Lobby.Support@CalSAWS.org
Backup Project Contact:	Kyle Jackson 916-851-3344 Lobby.Support@CalSAWS.org
Attachments:	None
Web Portal Link:	 OR You may also retrieve the CIT document and attachments by following these steps: 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.