

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

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CIT Name:	Password Instructions for First Time Login to CalSAWS Applications
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 _____ Reports Fiscal Caseload Movement Management Fiscal Security Batch and Interfaces Imaging Migration Conversion Technical Training Help Desk

Description: (Including any step-by-step instructions)	Purpose The purpose of this CIT is to provide guidance on password requirements for the first-time login process for CalSAWS applications. Password requirements/ guidelines are in place for users logging into the CalSAWS application for the first time. Background CalSAWS applications leverage a ForgeRock single sign-on (SSO) solution that enables access using a common set of login credentials. Applications leveraging ForgeRock SSO include:
	<ul style="list-style-type: none"> • CalSAWS core • OCAT • Childcare Administrator's Portal • Service Now • CalSAWS Learning Management System (LMS) • CalSAWS C-IV Contact Center

Instructions

When a new user is created, this user will receive an email from support@calsaws.org informing the user that "Your CalSAWS account has been created" (**LA County AD users are excluded entirely**).

To activate the new user's account, the user must check their email to retrieve a unique link for password reset.

Password guidelines are as follows:

- Password must be at least 8 characters long
- Password must satisfy at least 3 out of 4 of the complexity rules listed below
 - Must contain at least 1 uppercase character
 - Must contain at least 1 lowercase character
 - Must contain at least 1 special character (e.g. !#@%*)
 - Must contain at least 1 number (1, 2, 3, 4, 5...)
 - Password cannot be one of the previous 24 used passwords (specifically for user's resetting their passwords)

To activate the user's account, the user must check their email to retrieve a unique link for password reset. Following the password requirement guidelines above, please follow the instructions provided in this email to reset your password.

The new user will become active in the CalSAWS system once their password is reset.

Tips/Troubleshooting:

- Once you have authenticated with your ForgeRock credentials once, you will be able to use that Username and Password to log into other applications using ForgeRock if your county has followed the process to have you approved for those applications (see list above).
- If you are unable to authenticate, please follow your county's protocol to have them try to assist you internally (contact your County's designated Delegated Administrator) and/or submit a ServiceNow ticket.

County Action

Please share this information with your staff as appropriate. The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc.

If you have any questions on this CIT please email the Primary Contact below and cc your Regional Manager(s).

Primary Project Contact: (Name, phone number, email address)	Mike Tombakian CalSAWS Helpdesk Manager 916-862-1769 Tombakianh@CalSAWS.org
Backup Project Contact: (Name, phone number, email address)	Sam Sternberg ForgeRock Project Lead SternbergS@CalSAWS.org
Attachments:	N/A
Web Portal Link:	<p>[REDACTED]</p> <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 CRFs & 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.