☒ **CalSAWS M&E**   ☐ **CalWIN Migration**

Distribution Date:	December 29, 2021
To:	PPOC.R1; PPOC R2; PPOC R3; PPOC.R4; PPOC.R5; Consortium.SectionDirectors, Consortium.RegionalManagers.R1, Consortium.RegionalManagers.R2, Consortium.RegionalManagers.R3, Consortium.RegionalManagers.R4, Consortium.RegionalManagers.R5, Consortium.RegionalManagers.R6, Committee.Tech.All
CIT Name:	**MFA Instructions for Logging into CalSAWS Applications Development Environments**
From:	CalSAWS Project

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

☒ General   ☐ Reports
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    ☐ FC/KG/AAP   ☐ Batch and Interfaces
    ☐ Child Care   ☐ Imaging
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    ☐ Other Program(s)_____   ☐ Conversion
☐ BenefitsCal   ☐ Your Benefits Now!   ☒ Technical
☐ Customer Correspondence   ☒ Training
☐ Other_____   ☒ Help Desk

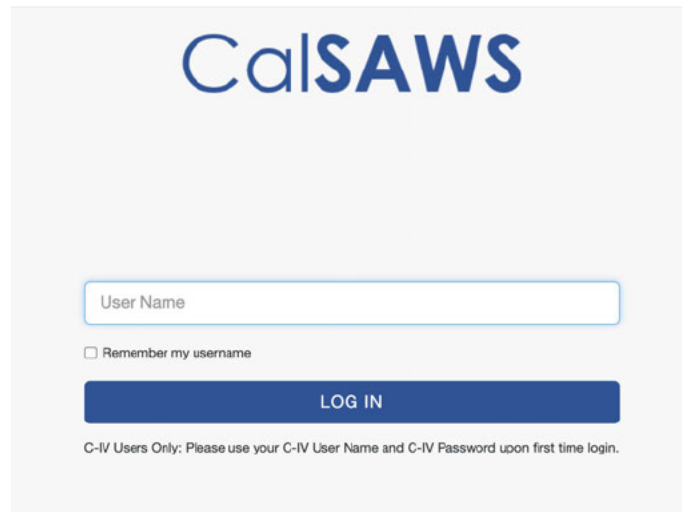|	
Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CIT is to provide guidance to CalSAWS County Users on using multi-factor authentication (MFA) for logging into CalSAWS application development environments (e.g., UAT testers logging into training/ staging environments, etc.). **This takes effect January 4, 2021.** **Background** CalSAWS is implementing MFA in a phased in approach to increase security for logging in to CalSAWS applications. MFA provides increased security above and beyond providing a username and password. Currently, CalSAWS applications leverage a single sign-on solution (SSO) that enables access using a common set of login credentials. CalSAWS SSO applications include: • CalSAWS Core • OCAT

- Childcare Administrator's Portal
- Service Now
- CalSAWS Learning Management System (LMS)
- CalSAWS Contact Center Call Control Panel (CCP)
- CalSAWS Jira
- CalSAWS Imaging

In this phase of the MFA rollout, Users logging into the **development** environment(s) of the above applications will be prompted to take the additional step of using MFA to successfully login. MFA is required upon each login attempt unless the user already has an active session in any of the above listed applications. This document outlines how to setup and use MFA.
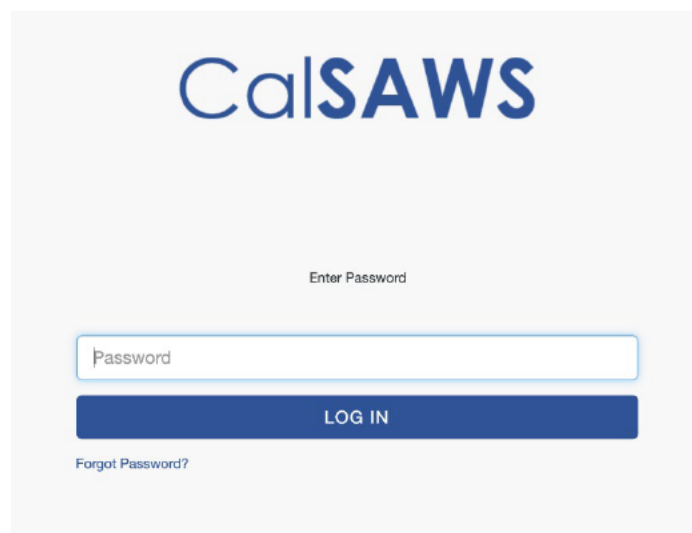
NOTE: This does not affect production environments. Most users will not be affected at this time. More information will follow on the MFA rollout to production environments.

Instructions

1. In the first step of the MFA process, users will be prompted to enter login credentials and accept the login terms on the CalSAWS login page.

CalSAWS

User Name

☐ Remember my username

LOG IN

C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login.

CalSAWS

Enter Password

Password

LOG IN

Forgot Password?

CalSAWS

California - Terms and Conditions - This is a California Statewide Automated Welfare System (SAWS) Joint Powers Authority (CalSAWS) computer system to be used exclusively for providing state and federal operations. This system is protected under state and federal privacy laws. CalSAWS monitors this system for security purposes to ensure it remains available to authorized users and to protect information in the system. By accessing this system, you are expressly consenting to monitoring activities. All unauthorized access or use of this computer system is strictly prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in prosecution.

ACCEPT

DECLINE

2. The user will then receive an email from support-dev@calsaws.org with a one-time password. It is recommended that the sending email address is allow-listed by your departmental and/or County IT to ensure the email is received.

S ◯ support-dev@calsaws.org <support-dev@calsaws.org>
To:

CalSAWS

Hello,

Your one-time password is:

37850564

Please input this code in order to proceed.

3. Upon receiving this code, the user will enter the one-time password on the following screen. Once the one-time password is successfully entered, the user is logged in.

CalSAWS

VERIFICATION CODE

You have been emailed a one time password. Please enter it here. It will be valid for 5 minutes.

| One Time Password |

LOG IN

Tips/Troubleshooting:
- *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 that use the above-mentioned development environments. The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc.

Please ensure your county email systems allow users to receive email from support-dev@calsaws.org.

Please note that the MFA rollout for other environments, including the CORE CalSAWS application will follow at a later date and will be communicated via CIT as well.

See below section for project contacts regarding questions on this CIT.

Primary Project Contact: (Name and email address)	*Questions can be sent to* Tech.Ops.Forgerock@CalSAWS.org Mike Tombakian CalSAWS Helpdesk Manager Tombakianh@CalSAWS.org
Backup Project Contact: (Name and email address)	Yul McGrath ForgeRock Project Lead Mcgrathy@CalSAWS.org
Attachments:	CIT 0375-21 MFA Instructions for Logging into Development Environments
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.