

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	January 10, 2022
To:	PPOC.R1; PPOC R2; PPOC R3; PPOC.R4; Consortium.SectionDirectors, Consortium.RegionalManagers.R1, Consortium.RegionalManagers.R2, Consortium.RegionalManagers.R3, Consortium.RegionalManagers.R4, Committee.Tech.All
CIT Name:	MFA Instructions for Logging into CalSAWS Applications - Pilot Counties ONLY
From:	CalSAWS Project

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

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| <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"/> BenefitsCal <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 checked="" type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
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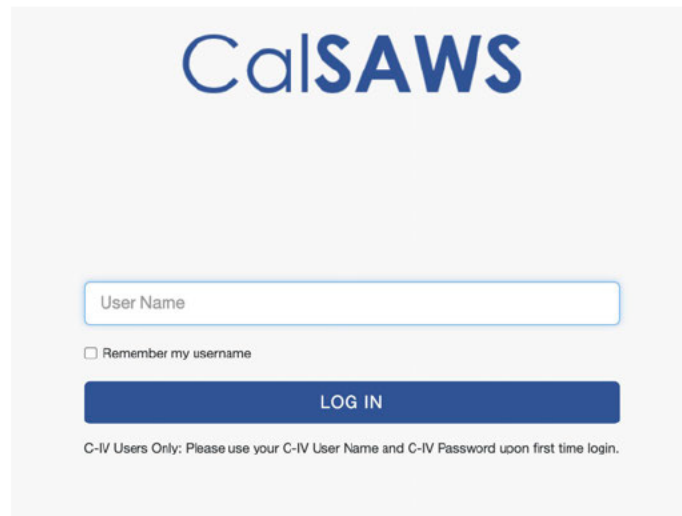
Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to provide guidance to CalSAWS County Users on using multi-factor authentication (MFA) for logging into CalSAWS applications. This change takes effect January 15, 2021.</p> <p>Background</p> <p>CalSAWS is implementing MFA in a phased approach to increase security for logging in to CalSAWS applications. MFA provides increased security above and beyond providing a username and password. MFA will launch first for users in Counties in Regions 1-4 on January 15, 2022.</p> <p>Currently, CalSAWS applications leverage a single sign-on solution (SSO) that enables access using a common set of login credentials. CalSAWS SSO applications include:</p> <ul style="list-style-type: none"> • CalSAWS Core • OCAT • Childcare Administrator's Portal • Service Now
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- CalSAWS Learning Management System (LMS)
- CalSAWS Contact Center Call Control Panel (CCP)
- CalSAWS Imaging

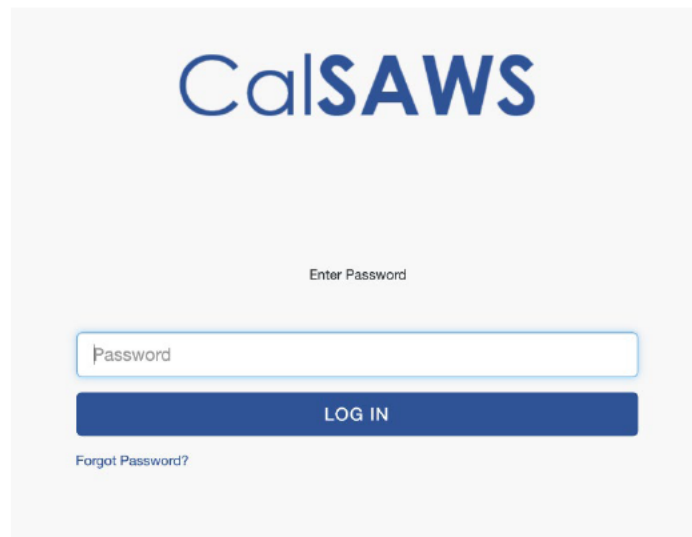
In this phase of the MFA rollout, Users logging into the above applications will be prompted to take the additional step of using MFA to successfully login. MFA is required upon each login attempt unless the user already has an active session in any of the above listed applications. This document outlines how to setup and use MFA.

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.



The image shows the CalSAWS login page for entering a username. At the top is the CalSAWS logo. Below it is a text input field labeled "User Name". Underneath the field is a checkbox labeled "Remember my username". Below the checkbox is a blue "LOG IN" button. At the bottom, there is a small note: "C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login."



The image shows the CalSAWS login page for entering a password. At the top is the CalSAWS logo. Below it is the text "Enter Password". Underneath is a text input field labeled "Password". Below the field is a blue "LOG IN" button. At the bottom, there is a link that says "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

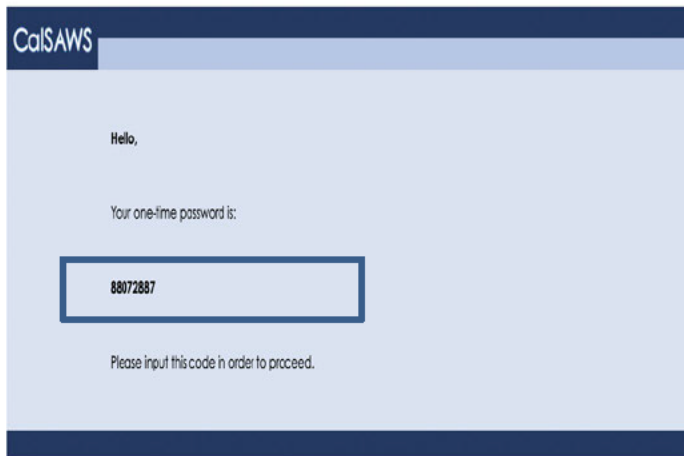
2. The user will then receive an email from support@calsaws.org with a one-time password. It is recommended that the sending email address is allowed by your departmental and/or County IT to ensure the email is received.

CalSAWSOTP



support@calsaws.org <support@calsaws.org>

To:



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.

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

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@calsaws.org.

Please note that the MFA rollout for other counties 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:

MFA Instructions for Logging into CalSAWS Applications

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.

- | | |
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| | <ol style="list-style-type: none">3. Click on the "2022" folder.4. Click on the appropriate CIT # folder. |
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