

☒ CalSAWS M&E      ☐ CalWIN Migration

<b>Distribution Date:</b>	January 14, 2021
<b>To:</b>	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, IPOC.All
<b>CIT Name:</b>	<b>Instructions for Logging into CalSAWS Jira</b>
<b>From:</b>	CalSAWS Project

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

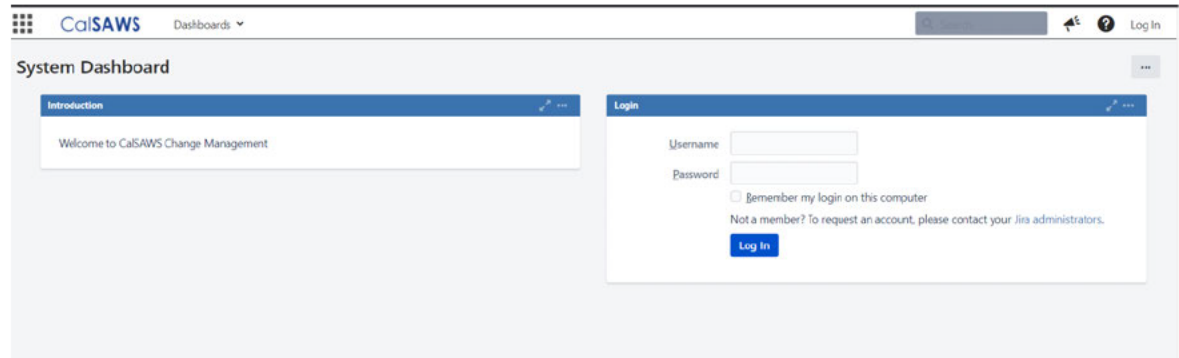
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| <input checked="" type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal <input type="checkbox"/> Your Benefits Now!<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input checked="" type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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<b>Description:</b> (Including any step-by-step instructions)	<p><b>Purpose</b>          The purpose of this CIT is to provide guidance on logging into CalSAWS Jira through the CalSAWS Single-Sign-On solution (SSO). <b>This change goes into effect Saturday, January 15, 2022.</b></p> <p><b>Background</b>          CalSAWS Jira applications leverage a SSO solution that enables access using a common set of login credentials. CalSAWS SSO applications include:</p> <ul style="list-style-type: none"> <li>• CalSAWS Core</li> <li>• OCAT</li> <li>• Childcare Administrator's Portal</li> <li>• Service Now</li> <li>• CalSAWS Learning Management System (LMS)</li> <li>• CalSAWS C-IV Contact Center</li> <li>• CalSAWS Jira</li> </ul> <p><b>Instructions</b></p>
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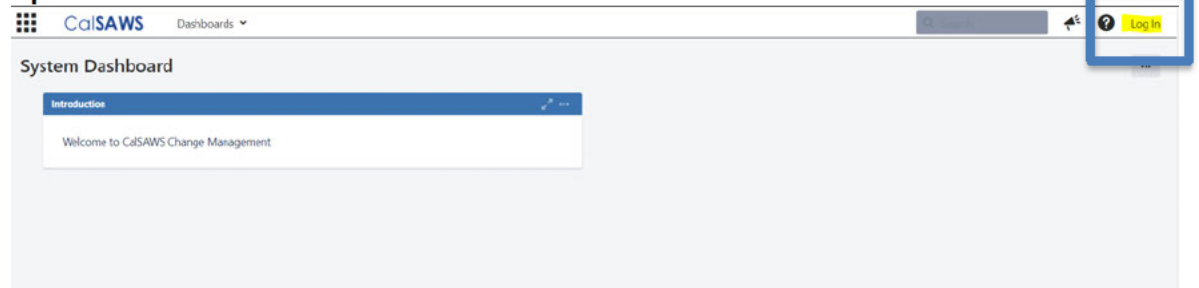
## CalSAWS Jira Login

1. Navigate to [change.calsaws.net](https://change.calsaws.net) to access the CalSAWS Jira System Dashboard page. The option to login has now moved to the upper right corner of the page. Click Login to begin the authentication process. The page will redirect to the CalSAWS login page.

### Previous View



### Updated View



*Please note: Snapshots used for this document are from CalSAWS training environments. When performing login, users will see identical web pages in blue instead of orange.*

2. Login with your calaces.org domain username. Enter your password upon clicking log in; then accept the terms and conditions on the next page. Once successfully authenticated through CalSAWS, the user will be redirected back to the CalSAWS Jira homepage.

# CalSAWS

ASSEMBLY TEST

paranf

☐ Remember my username

LOG IN

# CalSAWS

Enter Password

.....

LOG IN

[Forgot Password?](#)

# CalSAWS

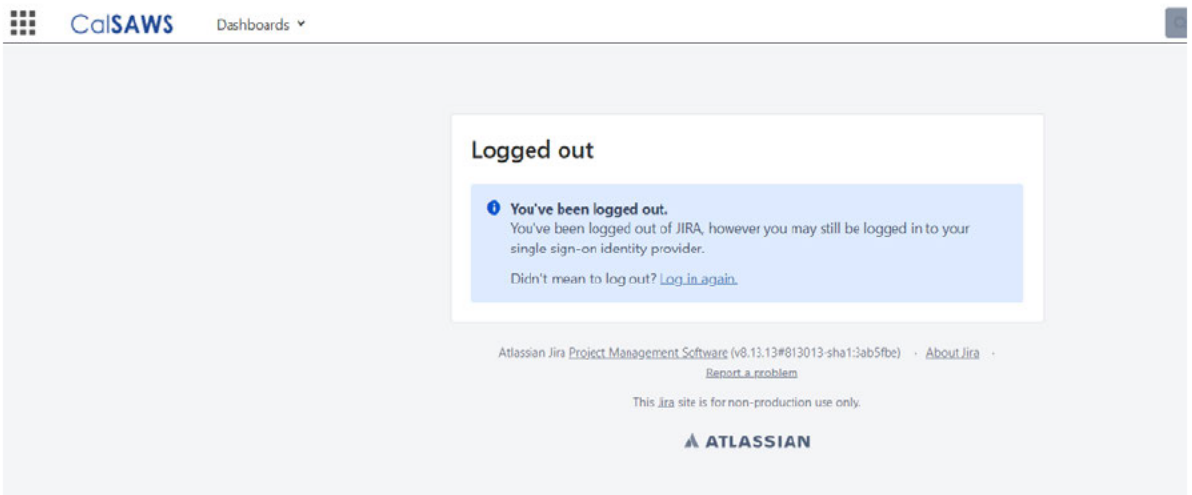
California - Terms and Conditions - This is a California Statewide Automated Welfare System (SAWS) Joint Powers Authority (CalSAWS) computer system to be used exclusively for providing state and federal operations. This system is protected under state and federal privacy laws. CalSAWS monitors this system 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

Please note that CalSAWS Jira is a SSO solution, once successfully logging in, users will also be successfully logged into all other CalSAWS SSO applications (listed above).

3. CalSAWS Jira log out instructions remain the same. Click *Log Out* on your user avatar/icon in the upper right corner of the page. Once logged out of the CalSAWS Jira session, the user's CalSAWS session may still be active, and thus clicking *Log in again* will log the user back into CalSAWS Jira without redirecting again to CalSAWS authentication for username and password. It is advised that the user clears out the browser cache or restarts the browser to completely log out and remove the current user session with CalSAWS Jira.



The screenshot shows the top of a Jira interface. The header includes the CalSAWS logo, a 'Dashboards' dropdown menu, and a user profile icon. A central modal box displays a 'Logged out' message with an information icon, stating: 'You've been logged out. You've been logged out of JIRA, however you may still be logged in to your single sign-on identity provider. Didn't mean to log out? [Log in again.](#)' Below the modal, the footer text reads: 'Atlassian Jira Project Management Software (v8.13.13#813013-sha1:3ab5fbc) · [About Jira](#) · [Report a problem](#)' followed by 'This Jira site is for non-production use only.' and the Atlassian logo.

	<p><b>Tips/Troubleshooting:</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>County Action</b></p> <p>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.</p>
Primary Project Contact: (Name and email address)	<p>Mike Tombakian CalSAWS Helpdesk Manager <a href="mailto:Tombakianh@CalSAWS.org">Tombakianh@CalSAWS.org</a></p>
Backup Project Contact: (Name and email address)	<p>Yul McGrath ForgeRock Project Lead <a href="mailto:Mcgrathy@CalSAWS.org">Mcgrathy@CalSAWS.org</a></p>
Attachments:	N/A
Web Portal Link:	<p>██████████</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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2022" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>