

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	January 25, 2022
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 for Logging into CalSAWS Applications Support Bridge
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 support details for ALL CalSAWS County users using multi-factor authentication (MFA) to log into CalSAWS applications. This change takes effect for ALL USERS in ALL COUNTIES on January 29, 2022.</p> <p>Please Note: This change has already been implemented for users in San Benito, Tuolumne, Trinity, Inyo, and Mariposa Counties. This implementation does not apply to LA County users.</p> <p>Support will be available in various forms. If County users logging into CalSAWS applications experience issues with MFA, please take these steps:</p> <ol style="list-style-type: none"> Join the dedicated MFA Support Bridge on Monday January 31, 2022, anytime between 8:00 a.m. and 12:00 p.m. PT for assistance troubleshooting MFA login issues <ol style="list-style-type: none"> Click the following link to access the MFA Support Bridge: <div style="background-color: black; height: 20px; width: 100%;"></div>
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	<div data-bbox="526 75 1468 226" data-label="Image"></div> <p>2. Contact your County's designated Delegated Administrator with inquiries</p> <p>3. Submit a ServiceNow ticket</p> <p>If you are experiencing issues logging into CalSAWS applications using MFA please submit a ServiceNow ticket using the following path: ServiceNow > CalSAWS Application/Related Systems > Production > Access Issue > Multi-Factor Authentication (MFA)</p> <p>Background</p> <p>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.</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 • CalSAWS Learning Management System (LMS) • CalSAWS Contact Center Call Control Panel (CCP) • CalSAWS Imaging <p>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.</p> <p>County Action</p> <p>The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc.</p> <p>Please ensure your county email systems allow users to receive email from support@calsaws.org.</p> <p>See below section for project contacts regarding questions on this CIT.</p>
Primary Project Contact: (Name and email address)	<p>Questions can be sent to Tech.Ops.Forgerock@CalSAWS.org</p> <p>Mike Tombakian CalSAWS Helpdesk Manager Tombakianh@CalSAWS.org</p>
Backup Project Contact: (Name and email address)	<p>Yul McGrath ForgeRock Project Lead Mcgrathy@CalSAWS.org</p>

Attachments:	None
Web Portal Link:	<div></div> <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 CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2022" folder.4. Click on the appropriate CIT # folder.