

CalSAWS M&E

CalWIN Migration

<b>Distribution Date:</b>	March 28, 2022
<b>To:</b>	PPOC:All; Regional.Managers.All; Committee.Usability.All; Notify.Help Desk.All
<b>CIT Name:</b>	<b>Invalid e-mail addresses on Staff Detail records</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      | <input type="checkbox"/> Reports              |
| <input type="checkbox"/> Policy                  | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CW                      | <input type="checkbox"/> Caseload Movement    |
| <input type="checkbox"/> CF                      | <input type="checkbox"/> Management           |
| <input type="checkbox"/> MC                      | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> CMSP                    | <input checked="" type="checkbox"/> Security  |
| <input type="checkbox"/> FC/KG/AAP               | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care              | <input type="checkbox"/> Imaging              |
| <input type="checkbox"/> WtW                     | <input type="checkbox"/> Migration            |
| <input type="checkbox"/> Other Program(s) _____  | <input type="checkbox"/> Conversion           |
| <input type="checkbox"/> BenefitsCal             | <input type="checkbox"/> Technical            |
| <input type="checkbox"/> Your Benefits Now!      | <input type="checkbox"/> Training             |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____             |   |

<p>Description: (Including any step-by-step instructions)</p>	<p><b>Purpose</b> This CIT impacts all counties using the CalSAWS System. The purpose of this CIT is to provide the CalSAWS counties with information on the global issue Counties are not receiving the One Time Password (OTP) email which prevents county staff from logging into CalSAWS.</p> <p><b>Background</b> This issue of not receiving the OTP occurs when the Amazon Web Service (AWS), that is used for e-mails, stops sending to domains that are receiving too many bounce backs. This functionality is in place for security purposes. Emails that are being sent from CalSAWS (such as appointment notifications to the worker) are sent to an email address that is used on the Staff Detail page. Some of the email addresses associated to the Staff Detail record, are not an actual "valid" email address.</p> <p>Example: <a href="mailto:invalidemail@co.&lt;county&gt;.ca.us">invalidemail@co.&lt;county&gt;.ca.us</a></p> <p>The domain itself is valid (co.&lt;county&gt;.ca.us) however "invalidemail" is not valid, so there is no valid email that's found for that domain. When the failure occurs enough times, the system automatically stops sending emails to that domain. Since CalSAWS and ForgeRock use the same AWS service for sending emails, this is causing a downstream impact.</p>
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	<p><b>Additional Information</b> CA-242587 was created for this issue. Targeted release is 22.05.xx.</p> <p><b>County Action</b> A list, with possible incorrect email addresses attached to actual county domains, can be found at the following location: [REDACTED]</p> <p><b>Note:</b> This list is not inclusive of all possible invalid emails.</p> <p>The counties Primary Point of Contact (PPOC) have access to the Web Portal and can download the listing for county staff.</p> <ul style="list-style-type: none"> <li>• CalSAWS Counties should review the list and update the invalid emails on the Staff Detail page</li> <li>• The CalSAWS Project recommends that counties avoid using any actual domain on any incorrect email address on the Staff Detail page.</li> </ul> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
<p>Primary Project Contact: (Name, phone number, email address)</p>	<p>Dymas Pena CalSAWS   Business Analyst Policy &amp; Design Team <a href="mailto:PenaD@CalSAWS.org">PenaD@CalSAWS.org</a></p>
<p>Backup Project Contact: (Name, phone number, email address)</p>	<p>Ignacio Lazaro CalSAWS   Business Analyst Policy &amp; Design Team <a href="mailto:Lazarol@calsaws.org">Lazarol@calsaws.org</a></p>
<p>Attachments:</p>	<p>None</p>
<p>Web Portal Link:</p>	<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"> <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>

