CalSAWS | Information Transmittal (CIT)   0114-22

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

Distribution Date:	April 21, 2022
To:	PPOC.40; Consortium.RegionalManagers.All; Notify.HelpDesk.All
CIT Name:	**MFA Process Updates**
From:	CalSAWS Project

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

☐ General
☐ Policy
    ☐ CW
    ☐ CF
    ☐ MC
    ☐ CMSP
    ☐ FC/KG/AAP
    ☐ Child Care
    ☐ WtW
    ☐ Other Program(s)_____
☐ BenefitsCal   ☐ Your Benefits Now!
☐ Customer Correspondence
☒ Other: CalSAWS MFA (OTP Emails)

☐ Reports
    ☐ Fiscal
    ☐ Caseload Movement
    ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☐ Migration
☐ Conversion
☐ Technical
☐ Training
☐ Help Desk

| Description:
(Including any step-by-step instructions) | **Purpose**
The purpose of this CIT is to provide CalSAWS counites with the Multi Factor Authentication (MFA) process updates designed to mitigate the risk of One Time Password (OTP) emails getting blocked by county email servers.

Background
Several counties have recently encountered an issue where the CalSAWS OTP emails were blocked by the county email servers due to the domain being unknown or because specific IPs were not whitelisted in the email servers. To mitigate the risk of counties blocking OTP emails, the CalSAWS project will reserve dedicated IP addresses exclusively for OTP emails.

Additional Information:
A separate AWS Simple Email Service (SES) will be created by the CalSAWS project which will be dedicated for OTP Email service. This change applies to all counties and is scheduled for implementation on 05/06/2022.

OTP emails from CalSAWS will be sent from the following sub-domain and IP Addresses:

Sub-domain:
    • login.calsaws.org |

IP Addresses:
- 54.240.86.240
- 54.240.86.241
- 54.240.86.242

County Action:
Counties are advised to complete the below actions **by 05/03/2022:**

1. Allow emails from the below sub-domain:
   - login.calsaws.org

2. Whitelist the below IPs:
   - 54.240.86.240
   - 54.240.86.241
   - 54.240.86.242

Note: If counties do not perform the above-mentioned action, based on the county email server settings, users may not receive OTP emails required to log into ForgeRock connected applications.

If you have questions on this CIT, please reach out to the Primary Project Contact noted below and cc your Regional Managers.

Primary Project Contact: (Name and email address)	Sumeet Patil PatilS@CalSAWS.org (916) 220 - 4517
Backup Project Contact: (Name and email address)	Anand Kulkarni DattatriKulkarniA@CalSAWS.org (562) 805- 0642
Attachments:	None
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 "2022" folder. 4. Click on the appropriate CIT # folder.