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

Distribution Date:	April 21, 2022
To:	PPOC.All; Consortium.RegionalManagers.All; Committee.Lobby.Mgmt.All
CIT Name:	**Updates to Enhanced Lobby Support Process**
From:	CalSAWS Project

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

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☐ Training
☒ Help Desk

Description:	**Purpose** The purpose of this CIT is to provide CalSAWS counties an overview of the updated Enhanced Lobby Support process beginning **May 1, 2022.** Note: This CIT does not currently impact Los Angeles or CalWIN counties. CalWIN counties may follow this process once they have cutover to CalSAWS. **Background** Counties with CalSAWS Lobby Kiosks and Lobby Tablets currently request Enhanced Lobby Support services via: Voicemail Message – (916) 851-3344 Email Requests – Lobby.Support@calsaws.org **Additional Information:** The CalSAWS Enhanced Lobby Support process has been updated with the transition to ServiceNow. Beginning May 1st, 2022 counties should request Enhanced Lobby Support services via: Phone Support CalSAWS Helpdesk – **(866) 828-3054**

Helpdesk support is available between 8:00 a.m. – 5:00 p.m., Monday through Friday, except Consortium holidays. ServiceNow incidents are created and transferred directly to Level 3 Lobby Support.
Note: The lobby support voicemail system is being discontinued as users can now leave a voicemail message with the CalSAWS Helpdesk after hours.

Email Request(s)
Lobby Support – Lobby.Support@calsaws.org
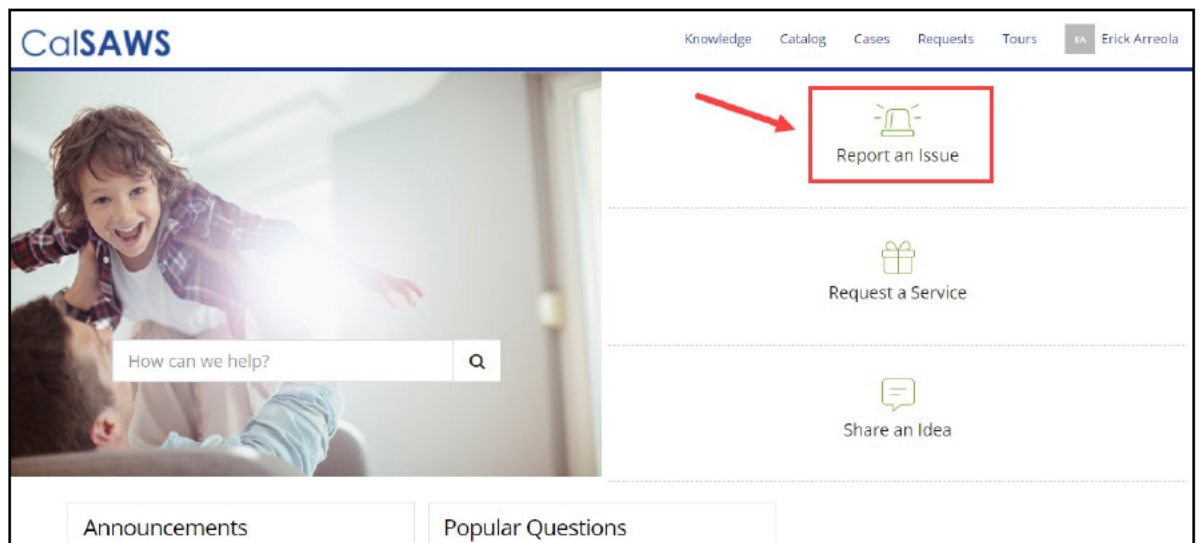A ServiceNow incident is created and assigned directly to Level 3 Lobby Support.
Note: Personally identifiable information (PII) should be excluded.

Online (ServiceNow)
URL – https://calsawsprod.servicenowservices.com
CalSAWS users may create and submit incidents directly to Level 3 Lobby Support.

From the CalSAWS ServiceNow homepage, select "Report an Issue".

Fill in required fields with the necessary information and describe the issue that is occurring in the description fields. When completing the form, select "Lobby Management" in Category (Level 0) and select the appropriate lobby device in Category (Level 1) to ensure the issue is routed appropriately.

Issue Details
Associated County Helpdesk Ticket Number

[   ]

* Short description of the issue

[Do not disclose any personally identifiable information (PII)]

* Describe the issue in more detail

[Do not disclose any personally identifiable information (PII)]

* Category (Level 0)

ⓘ   Lobby Management Hardware   ✕   ▾

Category (Level 1)

ⓘ   Lobby Management Hardware > Kiosk   ✕   ▾

Category (Level 2)

[▾]

County Action:
Counties may utilize the processes outlined in this CIT at their discretion for CalSAWS lobby support related issues. Counties that provide specific instructions to their users to determine who may request lobby support should update internal processes and share this information as necessary.

Primary Project Contact:	Erick Arreola ArreolaE@calsaws.org
Backup Project Contact:	Lobby Support Lobby.Support@calsaws.org
Attachments:	N/A
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.