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

Distribution Date:	April 25, 2022
To:	PPOC.all, Consortium.RegionalManagers.All, Committee.Usability.All
CIT Name:	CA-242587 Create a New E-Mail Subdomain for E-Mails being sent by CalSAWS and ForgeRock
From:	CalSAWS Project

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

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☐ Policy
  ☐ CW
  ☐ CF
  ☐ MC
  ☐ CMSP
  ☐ FC/KG/AAP
  ☐ Child Care
  ☐ WtW
  ☐ Other Program(s)_____
☐ BenefitsCal   ☐ Your Benefits Now!
☐ Customer Correspondence
☐ Other_____

☐ 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**
	This CIT is to inform counties of two new e-mail subdomains created for use by the CalSAWS application and ForgeRock when emails are sent from either application.
	Background
	Currently e-mails being sent by the CalSAWS application and ForgeRock for One Time Password (OTP) are using the same e-mail domain (XXX@calsaws.org). The same e-mail domain being used by both applications, has caused an impact to workers receiving the OTP e-mails that are needed for workers to log in to the CalSAWS application. These automated emails cause a risk of a domain being blocked due to the number of e-mails sent from CalSAWS application to e-mails addresses that don't exist in the counties.
	Additional Information
	ForgeRock will start sending OTP to county workers under the following subdomain (login.calsaws.org → example: XXX@login.calsaws.org) starting May 6, 2022. CalSAWS will start sending email to county worker under the following subdomain (app.calsaws.org → example: XXX@app.calsaws.org). The date is tentative since we are still working with build and system test to determine the release for this change.

	*A Technical CIT will be distributed to current CalSAWS Counties to ensure the new ForgeRock subdomain is not blocked. **County Action** If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.
Primary Project Contact: (Name and email address)	Dymas Pena CalSAWS | Business Analyst Policy & Design Team PenaD@CalSAWS.org
Backup Project Contact: (Name and email address)	Ignacio Lazaro CalSAWS | Business Analyst Policy & Design Team LazaroI@calsaws.org
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.