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

Distribution Date:	June 2, 2022
To:	PPOC.Placer; PPOC.Yolo; PPOC.Contra Costa; Consortium.RegionalManagers.R1; Consortium.RegionalManagers.R2; TPOC.Placer; TPOC.Yolo; TPOC.ContraCosta
CIT Name:	**CalSAWS ForgeRock and LMS Access**
From:	CalSAWS Project

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

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☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CIT is to provide Placer, Yolo, and Contra Costa Counties with information regarding access to CalSAWS ForgeRock and the CalSAWS Learning Management System (LMS). **Background** Placer, Yolo, and Contra Costa users will be loaded to CalSAWS ForgeRock as part of Mock Cutover activities between June 4 and June 6, 2022. As part of this process, users will receive a "Welcome to CalSAWS" email from Support@CalSAWS.org, which prompts recipients to finish setting up the account and select a password. **Additional Information** Below is an example of the e-mail that participants will receive: **From:** support@calsaws.org <support@calsaws.org> **Sent:** Tuesday, April 5, 2022, 8:15 PM **To:** <Participant e-mail> **Subject:** CalSAWS Account Creation

CalSAWS

Welcome to CalSAWS!
Your CalSAWS account has been created. Your username is **<E-mail>**
Please ----------to activate your account.

To activate the new account, users must check their email to retrieve a unique link for password reset.

This process establishes the CalSAWS account and password. Detailed instructions for this first-time login process have also been attached to this CIT. For login to different applications a new set of instructions will be provided.

Note: Passwords need to be reset every 60 days. Users will receive an email on the 45th day as a reminder to reset the password and will get an email every day beginning at day 55.

Support will be available in various forms. If County users are not able to setup their account after receiving the welcome email;

1. Join the dedicated **ForgeRock Account Setup Support Bridge from June 06, 2022, between 8:00 a.m. and 12:00 p.m. PT** till **June 08, 2022** for assistance troubleshooting setting up the ForgeRock Application.
   a. **Users can click the following link to access the CalSAWS account set up Support Bridge:** CalSAWS Support Bridge

Or

   b. Dial in at the below number and enter the conference Id as well to get assistance.

Dial In Phone Number: +1 323-886-6772
Phone Conference ID: 445 437 560#

Users should follow the instructions in the email to set up their ForgeRock password, but it is important to note that they will **not** have access to the CalSAWS LMS until the dates provided in the table below. Users are loaded to the LMS in a separate process, **after** they are loaded to ForgeRock.

Dates for CalSAWS LMS Access

County	LMS Access for Early Training / Train the Trainer	LMS Access for General Training
Placer	June 13, 2022	June 27, 2022
Yolo	June 13, 2022	June 27, 2022
Contra Costa	June 13, 2022*	November 7, 2022

* This date is for participants in Contra Costa County's July Early Training session only.

Please do not submit helpdesk tickets related to LMS access prior to the dates listed above. You may already have LMS access if you are a UAT participant. Follow the process established by the UAT team for reporting any issues.

	An LMS Guide with detailed instructions for logging into the LMS and accessing the CalSAWS web-based training materials will be distributed to Early Training and Train the Trainer participants via email in early June. The LMS Guide for General Training will be distributed to the counties via CIT approximately two weeks prior to the date of LMS access for General Training. **County Action:** Please distribute this information to all CalWIN users. The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc. Please ensure your county email systems allow users to receive emails from support@calsaws.org. If you have any questions about the information in this CIT, please email the primary contact listed below and cc your Regional Managers.
Primary Project Contact: (Name and email address)	Ashley Arnold (916) 862-1769 ArnoldA@CalSAWS.org
Backup Project Contact: (Name and email address)	Yogesh Patel Pately@calsaws.org
Attachments:	CIT 0155-22 CalSAWS New User Instructions - Welcome Email.pdf
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.