CalSAWS | Information Transmittal (CIT) 0156-22

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

Distribution Date:	June 3, 2022
To:	PPOC.All; Consortium.RegionalManagers.All; Committee.Lobby.Mgmt.All
CIT Name:	**CalSAWS Lobby Monitor Workstation Setup**
From:	CalSAWS Project

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Description:	**Purpose** The purpose of this CIT is to provide Counties the process for setup and configuration of the Lobby Monitor workstation. **Background** System Change Request (SCR) CA-51740 migrated the Lobby Monitor components from C-IV to CalSAWS in release 21.01. This functionality provides an audiovisual dashboard that can be utilized when calling customers to an office's reception location by a county worker. This CIT provides details regarding the set up and configuration for the workstation that will be running the Lobby Monitor. **The attached instructions are intended for PoP Counties and non-managed workstations.** In offices that will use a managed workstation to run the Lobby Monitor, the County should open a ServiceNow incident requesting to configure the workstation for this purpose. Reference CIT 0115-22 for additional information on submitting Lobby Support requests in ServiceNow. **Installing and Configuring the Workstation**

Install the workstation in a location that your office deems appropriate. The workstation must have network access and be connected to the monitor(s) in the lobby via the video outputs on the workstation. Connect the workstation's audio to your office's PA or other audio system via the workstation's audio out jack or via another method provided by the County.

To configure the workstation, reference the *CalSAWS Lobby Monitor Setup Guide* attached to this CIT.

Additional Information:
To find information on enabling and managing a county office's Lobby Monitor within the CalSAWS application, refer to the Job Aid titled ██████████████

For additional instructions on using a Lobby Monitor that has already been enabled or configured, refer to the Job Aid titled ████████████████

County Action:
Counties utilizing CalSAWS can enable the Lobby Monitor(s) as needed, following the processes outlined in this CIT.

Primary Project Contact:	Lobby Support Lobby.Support@calsaws.org
Backup Project Contact:	Erick Arreola ArreolaE@calsaws.org
Attachments:	CalSAWS Lobby Monitor Setup Guide.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.