

☐ CalSAWS M&E      ☒ CalWIN Migration

<b>Distribution Date:</b>	August 30, 2022
<b>To:</b>	PPOC.SantaClara; PPOC.Tulare; PPOC.Contra Costa; Consortium.RegionalManagers.R1; Consortium.RegionalManagers.R4; TPOC.PSantaClara; TPOC.Tulare; TPOC.ContraCosta
<b>CIT Name:</b>	<b>CalSAWS ForgeRock and LMS Access (Wave 2)</b>
<b>From:</b>	CalSAWS Project

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

- |   |   |
|---|---|
| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal <input type="checkbox"/> Your Benefits Now!<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input checked="" type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input checked="" type="checkbox"/> Training<br><input type="checkbox"/> Help Desk |
|---|---|

<b>Description:</b> (Including any step-by-step instructions)	<p><b>Purpose</b>          The purpose of this CIT is to provide Santa Clara, Tulare, and Contra Costa Counties with information regarding access to CalSAWS ForgeRock and the CalSAWS Learning Management System (LMS).</p> <p><b>Background</b>          Santa Clara, Tulare, and Contra Costa active users identified through CRFI 22-058 will be loaded to CalSAWS ForgeRock on September 12, 2022, from 8PM to 10PM. As part of this process, users will receive a "Welcome to CalSAWS" email from <a href="mailto:Support@CalSAWS.org">Support@CalSAWS.org</a>, which prompts recipients to finish setting up the account and select a password.</p> <p><b>Additional Information</b>          Below is an example of the e-mail that participants will receive:  <b>From:</b> <a href="mailto:support@calsaws.org">support@calsaws.org</a> &lt;<a href="mailto:support@calsaws.org">support@calsaws.org</a>&gt;  <b>Sent:</b> Tuesday, April 5, 2022, 8:15 PM  <b>To:</b> &lt;Participant e-mail&gt;  <b>Subject:</b> CalSAWS Account Creation</p>
--	---

Welcome to CalSAWS!

Your CalSAWS account has been created. Your username is [REDACTED]

Please [reset your password](#) 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.

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

Note: Users who have already been loaded into CalSAWS ForgeRock as part of a prior CalSAWS activity or application (UAT and CDV participants, OCAT users, Delegated Administrators, etc.) will not receive the "Welcome to CalSAWS" email. Contra Costa County users who were loaded with the Wave 1 timeline may have already received the email but did not complete the setup process. These users may have inactive accounts. All inactive Contra Costa County users identified through CRFI 22-058 will be reactivated by the Project with the September 12 load to CalSAWS ForgeRock but will not receive another email. If users received the email in the past, but did not complete the account set up process, they can use this link to do so:

<https://id.calsaws.net/#/passwordreset>

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

1. Join the dedicated **ForgeRock Account Setup Support Bridge from 13<sup>th</sup> September 2022, between 9:00 a.m. and 12:00 p.m. daily through 15<sup>th</sup> September 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 - CalWIN Wave 2](#)

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](tel:+13238866772)

Phone Conference ID: 186 885 558#

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.

	<b>Dates for CalSAWS LMS Access</b>		
	<b>County</b>	<b>LMS Access for Early Training / Train the Trainer</b>	<b>LMS Access for General Training</b>
	Santa Clara	September 26, 2022	October 10, 2022
	Tulare	September 26, 2022	October 10, 2022
	Contra Costa	September 26, 2022	October 10, 2022
	<p><b>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 or CDV or participant. Follow the process established by the UAT and CDV teams for reporting any issues.</b></p> <p>Users will <b>not</b> receive a system generated email when they are loaded into the LMS; They may attempt access beginning on the dates above.</p> <p>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 mid-September.</p> <p>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.</p> <p><b>County Action:</b> Please distribute this information to all CalWIN users in your county who have been identified as needing CalSAWS ForgeRock/LMS access via CRFI 22-058.</p> <p>The Project recommends the Counties send these instructions to Help Desk Administrators, IT Staff, Trainers, etc.</p> <p>Please ensure your county email systems allow users to receive emails from <a href="mailto:support@calsaws.org">support@calsaws.org</a>.</p> <p>If you have any questions about the information in this CIT, please email the primary contact listed below and cc your Regional Managers.</p>		
Primary Project Contact: (Name and email address)	Ashley Arnold (916) 862-1769 <a href="mailto:ArnoldA@CalSAWS.org">ArnoldA@CalSAWS.org</a>		
Backup Project Contact: (Name and email address)	Yogesh Patel <a href="mailto:PatelY@calsaws.org">PatelY@calsaws.org</a>		
Attachments:	CIT 0253-22 CalSAWS New User Instructions - Welcome Email.pdf		
Web Portal Link:	<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 10px;"></div> OR  You may also retrieve the CIT document and attachments by following these steps:		

- |  |  |
|--|--|
|  | <ol style="list-style-type: none"><li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li><li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li><li>3. Click on the "2022" folder.</li><li>4. Click on the appropriate CIT # folder.</li></ol> |
|--|--|