

# CalSAWS

## **CalSAWS** **LMS Guide for General Training**

## CalSAWS LMS Guide for General Training

Updated 12.06.2022

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## Introduction/Purpose

As part of the CalWIN Migration to CalSAWS, CalWIN County staff will be able to access multiple CalSAWS applications through a single set of credentials. The platform the Project is using is called ForgeRock, an identity and access management system.

The CalSAWS Learning Management System (LMS) is one such application that will be accessed through a single set of credentials. This guide will detail how to create or access your CalSAWS credentials (ForgeRock) to login to the LMS, view your assigned CalWIN Migration Training curriculum within the LMS, and submit a ServiceNow ticket for LMS issues and training questions.

Currently, CalWIN County users may have access to some or multiple CalSAWS applications, which are illustrated below (Figure 1).



Figure 1

### Legend

- Currently available to some CalWIN County staff
- Will become available to all CalWIN County staff in the future

## Best Practices

### Logging into the Learning Management System

The Learning Management System (LMS) **does not** require a VPN connection to log in. Please avoid using VPN if possible; a direct internet connection works best. To activate their account, users must check their email to retrieve a unique link for password reset. This process establishes your CalSAWS account and password.

- **Note:** OCAT users, County-Data Validation (CDV) and UAT participants will not be receiving an email since they are already active.

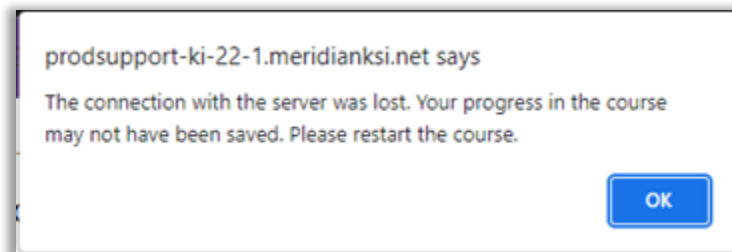
When logging into the CalSAWS LMS for the first time, please login using your County e-mail and the **password** you created when your CalSAWS account was activated.

- **Note:** If you have forgotten your CalSAWS password or are unable to successfully login, **please click the "Forgot Password?" link.**

Please check the [Troubleshooting Table](#) for help with login errors.

### Completing Courses

The LMS logs off after **approximately 15 minutes** of inactivity. If you need to step away from your training, it is best practice to close out of the WBT window and the LMS until you are ready to continue. If connection with the server is lost due to inactivity or any other reason, the following message will pop up:



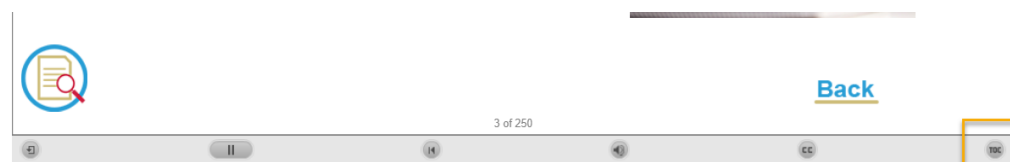
This message indicates that the LMS has logged off and progress for your WBT will not be tracked. Close the WBT window and log back into the LMS.

**Please Note:** The WBT window will **not** close when the LMS logs off due to inactivity. **If you complete the WBT slides while logged out of the LMS, the LMS does not recognize course completion. You will have to retake the course and the assessment.**

## Checking Course Completion

If the LMS will not allow you to move forward to the next module, it is likely that the LMS timed out in the background due to inactivity (Check [Completing Courses](#) for more information). To check where you last stopped receiving credit, you should open the Table of Contents (TOC). To check where you last stopped receiving credit, you should open the Table of Contents (TOC):

1. If you are currently logged into the LMS, log out of the LMS.
2. Clear the cache and cookies in the browser **before** logging into the LMS.
3. Log into the LMS and reopen the WBT.
4. On the bottom right, click the TOC button to open the Table of Contents:



Scroll through the Table of Contents and make sure each slide is marked as complete. If there are unmarked slides, this means that the LMS did not track your progress through the course, and you cannot move forward. You will need to continue through the rest of the module and retake the assessment to get the module to show as “complete”.

| Eligibility General - Case ... |          |                                     |
|--------------------------------|----------|-------------------------------------|
| Slide Title                    | Duration |                                     |
| Eligibility - Case Cr...       | 00:06    | <input checked="" type="checkbox"/> |
| Module Overview                | 00:48    | <input checked="" type="checkbox"/> |
| Module Overview >...           | 00:26    | <input checked="" type="checkbox"/> |
| Module Overview >...           | 00:23    | <input type="checkbox"/>            |
| Module Overview >...           | 00:37    | <input type="checkbox"/>            |
| Module Overview >...           | 00:32    | <input type="checkbox"/>            |
| Module Overview >...           | 00:14    | <input type="checkbox"/>            |

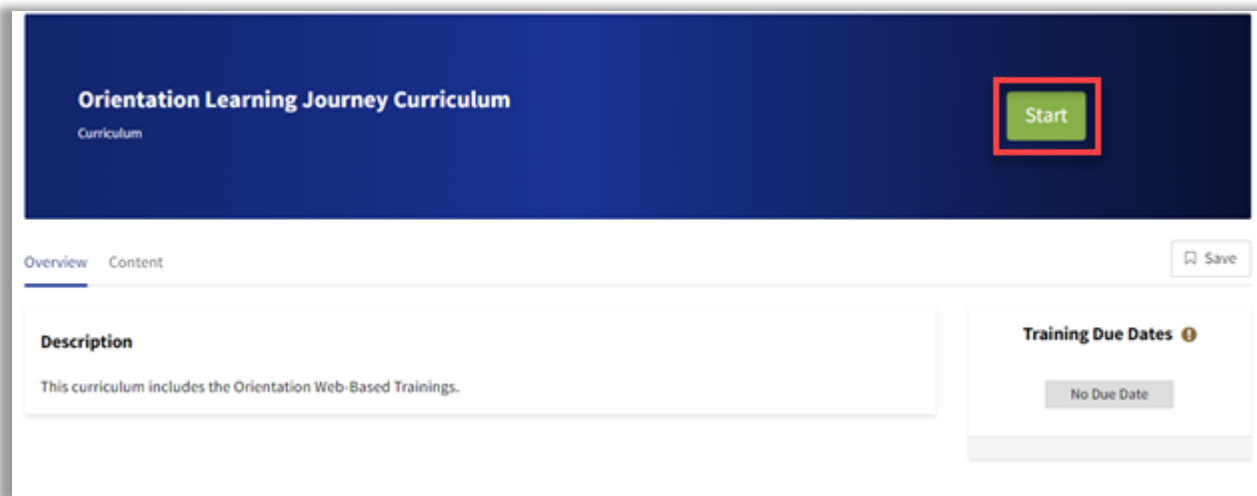
5. For a module to be considered complete by the LMS, you must complete all slides, pass the assessment, and complete the survey.

## Checking Curriculum Completion

Sometimes the LMS will not log Curriculum completion even though it has logged web-based training completion, as shown in the picture below:



If this occurs, go directly to the curriculum which is showing “Not Started” and click the green **Start** button.



This will register in the LMS that the curriculum has been completed if all the web-based training modules in that curriculum have also been completed. You should not have to complete any of the web-based training modules again.

## How to access the CalSAWS LMS for the first time

If you are logging in to the CalSAWS LMS for the first time, follow the [instructions](#) below. Users will receive a "Welcome to CalSAWS" email from [Support@login.calsaws.org](mailto:Support@login.calsaws.org), which prompt recipients to finish setting up the account and select a password.

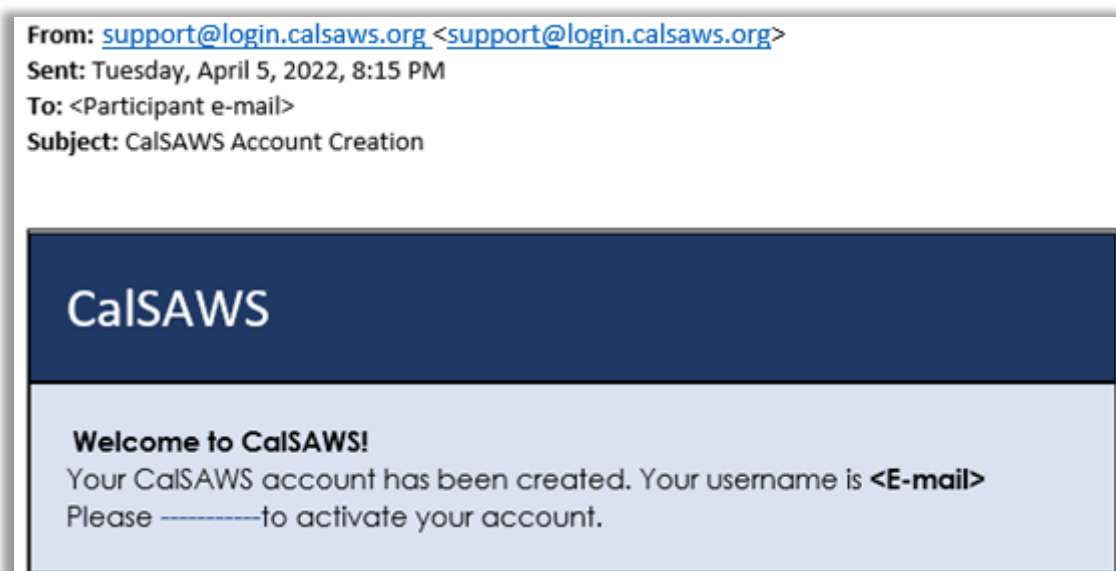
CalWIN users participating in General Training will receive CalSAWS LMS access starting **December 19, 2022** and should then complete the first time login process. **Users are required to attempt login the week of December 19.**

**Note:** Before you log in to the LMS for the first time, we encourage you to read the [Important Notes](#) section in its entirety.

If you have previously completed this step, view [these instructions](#) to access your assigned CalWIN Migration curriculum(s) in the LMS.

## Important Notes

- When a new user is created in ForgeRock, the user will receive an email from [support@login.calsaws.org](mailto:support@login.calsaws.org) informing the user that "Your CalSAWS account has been created." Below is an example of the e-mail that participants will receive:



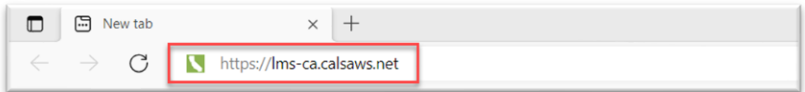
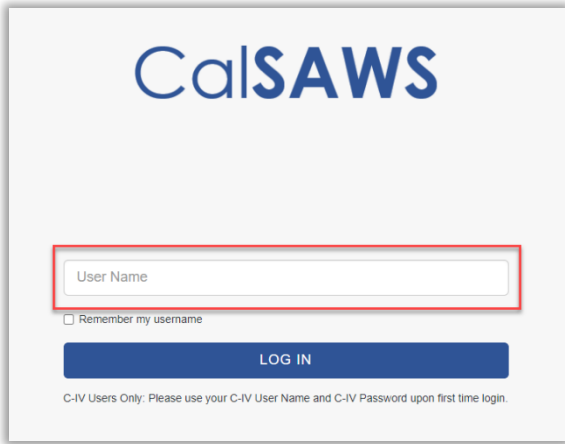
To activate their account, users must check their email to retrieve a unique link for password reset. This process establishes your CalSAWS account and password.

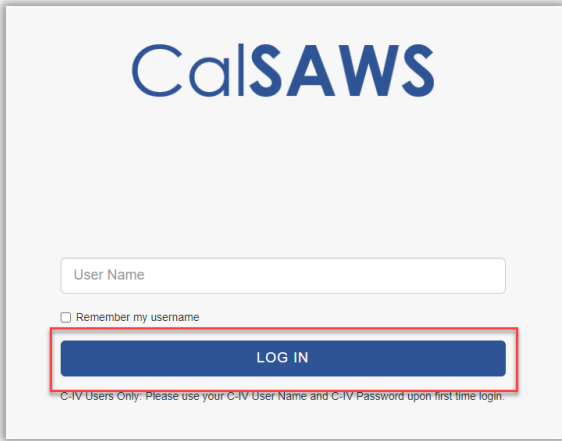

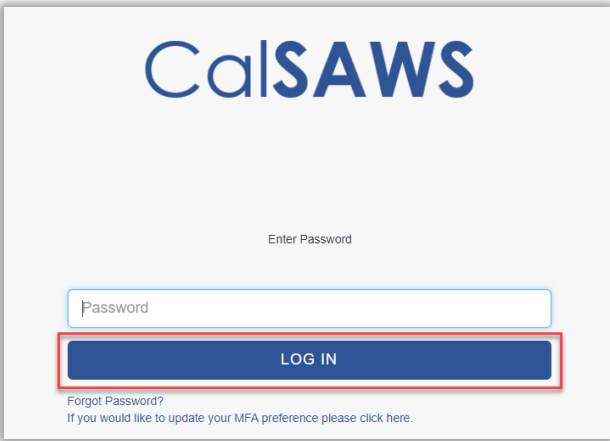
- Note:** OCAT users, County-Data Validation (CDV) and UAT participants will not be receiving an email since they are already active.
- When logging into the CalSAWS LMS for the first time, please login using your County e-mail and the **password** you created when your CalSAWS account was activated.
  - Note:** If you have forgotten your CalSAWS password or are unable to successfully login, **please click the "Forgot Password?" link.**


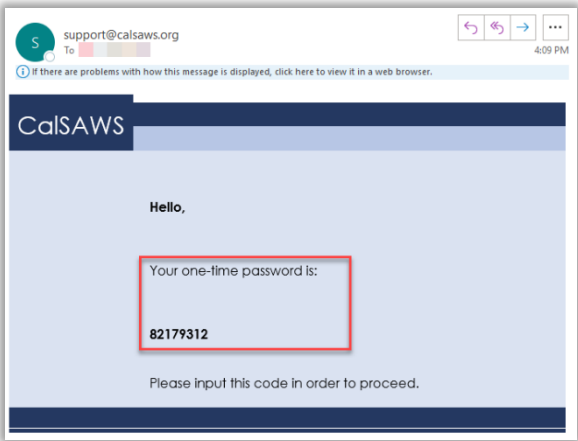
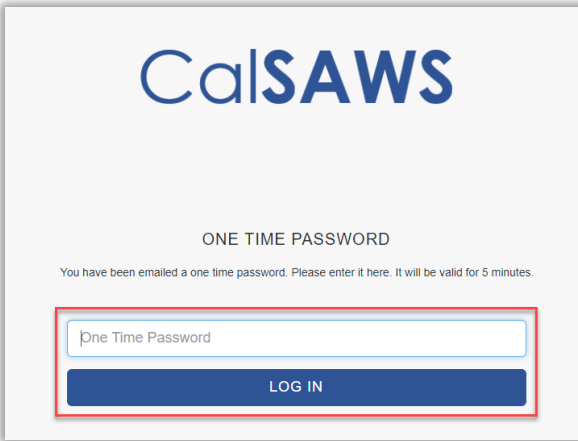
- **After your CalSAWS credentials have been authenticated** via the process below, **your CalSAWS password will expire every 60 days**. It is up to you to reset your password.
  - As the 60-day expiration date approaches, you will receive multiple emails from [support@login.calsaws.org](mailto:support@login.calsaws.org) informing you that it is time to reset your password. 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. You have two options to reset your password:
    1. Check your inbox to retrieve a unique link to reset your password. Please follow the instructions provided in that email to reset your password.
    2. Reset your password by navigating directly to <https://id.calsaws.net/#/passwordreset>.
      - **Note:** Please do NOT use this link to reset your password if you HAVE NOT successfully logged in to the CalSAWS LMS.
  - Once you reset your password, you will retain an active status in the CalSAWS System. Moving forward, you must update your CalSAWS password every 60 days for security purposes. The automated email notification will follow the same frequency listed above.
  - If you do not update your CalSAWS password within the 60-day expiration window, **your account will be inactivated**. If this happens, your delegated admin team will need to reset your account to active, which will allow you to reset your password and login.
  - If there are 3 incorrect password entries, **you will be locked out of your account**. If this happens, you can wait **30 minutes** for account to be reactivated or reach out to your delegated admin to reset account to active.
- If you have logged in to any of the Systems below, please enter your **username** (i.e. County e-mail address) and **your CalSAWS password**.
  - OCAT (Online CalWORKs Appraisal Tool )
  - CalSAWS Child Care Portal
  - CalSAWS ServiceNow
  - **Note:** For users with accounts for any of the Systems above, you **must** follow the [CalSAWS Credentials Access Instructions](#) to access the CalSAWS LMS. You should use your username (i.e., County e-mail) and CalSAWS password.
    - After you authenticate your CalSAWS credentials for the LMS, you will be able to use a single set of credentials for all CalSAWS System applications, including those listed above and the CalSAWS LMS
- If you participated in User Acceptance Testing (UAT), you will enter your **username** (i.e. County e-mail) and your **CalSAWS password** when logging in to the CalSAWS LMS for the first time.

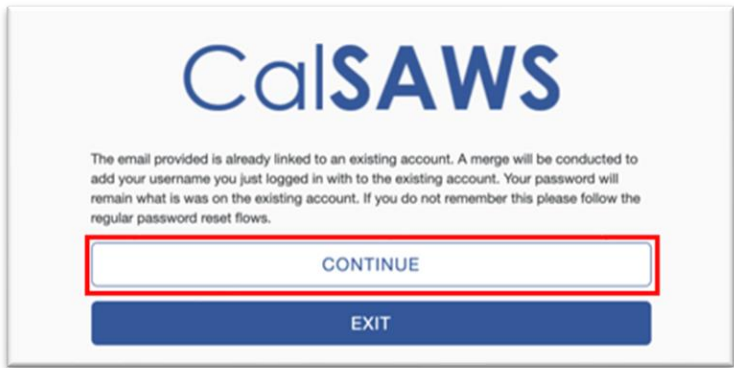
## CalSAWS Credentials Access Instructions

As you follow the process below, please refer to the [Troubleshooting Table](#) if you encounter any errors **before** escalating the issue to your **County Help Desk/Delegated Admin** or the CalSAWS Training Team.

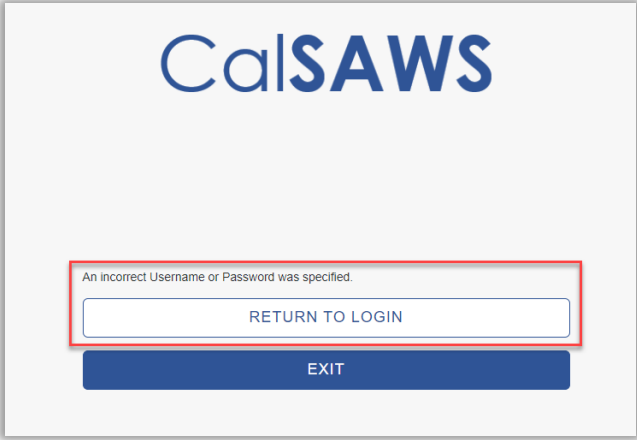
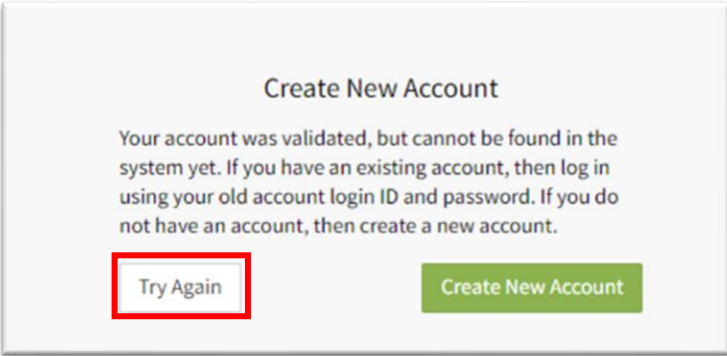
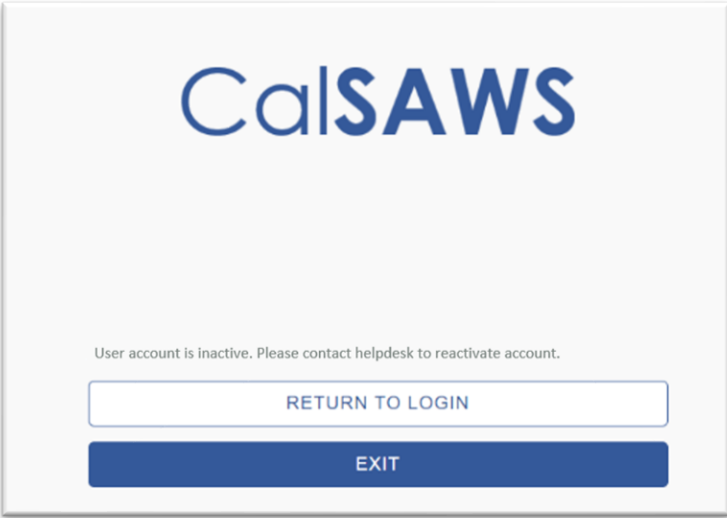
| Step | Action   | Step-Action Image  |
|------|--|--|
| 1.   | <p><b>Manually enter</b> the following URL (recommend Chrome or Edge):<br/> <a href="https://lms-ca.calsaws.net">https://lms-ca.calsaws.net</a></p> <p><b>Important Note:</b> Please do NOT bookmark this link since you will likely encounter a server error. Do NOT use the OCAT LMS URL – you will not be able to access your CalWIN Migration training through the OCAT LMS.</p>   |    |
| 2.   | <p>On the CalSAWS login page, enter your user ID (your County E-Mail, i.e., first CalSAWS account created) in the <b>User Name</b> field and click the LOG IN button.</p> <p><b>Important Note:</b> When a new user is created, this user will receive an email from support@login.calsaws.org informing the user that "Your CalSAWS account has been created." To activate their account, users must check their email to retrieve a unique link for password reset.</p> <p>This process establishes your CalSAWS account and password.</p> |  |


| Step | Action  | Step-Action Image   |
|------|---|---|
| 3.   | Click the <b>LOG IN</b> button.   |  <p>The image shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is a 'User Name' input field. Underneath is a checkbox labeled 'Remember my username'. The 'LOG IN' button is highlighted with a red rectangular box. At the bottom, there is a small note: 'C-IV Users Only: Please use your C-IV User Name and C-IV Password upon first time login.'</p>                        |
| 4.   | <p>On the next page, enter your <b>password</b> (case-sensitive)</p> <p><b>Important Note:</b> If you have forgotten your CalSAWS password, you can use the Forgot Password function after you have logged in for the first time.</p> |  <p>The image shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. Underneath is a 'Password' input field, which is highlighted with a red rectangular box. Below the input field is the 'LOG IN' button. At the bottom, there is a link for 'Forgot Password?' and a note: 'If you would like to update your MFA preference please click here.'</p>  |
| 5.   | Click the <b>LOG IN</b> button.   |  <p>The image shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. Underneath is a 'Password' input field. Below the input field is the 'LOG IN' button, which is highlighted with a red rectangular box. At the bottom, there is a link for 'Forgot Password?' and a note: 'If you would like to update your MFA preference please click here.'</p> |

| Step | Action  | Step-Action Image  |
|------|---|--|
| 6.   | Click the <b>Accept</b> button after reading the <i>California – Terms and Conditions</i> .   |    |
| 7.   | Check the inbox of your County E-mail address. You should receive an email from <a href="mailto:support@login.calsaws.org">support@login.calsaws.org</a> with the subject "One Time Password" containing an 8-digit code that is valid for <b>5 minutes</b> . |   |
| 8.   | Enter the provided 8-digit code on the <b>Verification code</b> page and click the <b>LOG IN</b> button. If you provide an incorrect OTP, you will be given up to four (4) chances to re-enter the code.  |  |

| Step | Action  | Step-Action Image   |
|------|---|---|
| 9.   | <p>For users with existing CalSAWS credentials: Click the <b>CONTINUE</b> button on the next page.</p> <p>Please note that this page only displays for staff who already have CalSAWS credentials (ForgeRock) via any of the Systems listed in the <a href="#">Important Notes</a>.</p> |  <p>The screenshot shows the CalSAWS login interface. At the top is the CalSAWS logo. Below it is a message: "The email provided is already linked to an existing account. A merge will be conducted to add your username you just logged in with to the existing account. Your password will remain what is was on the existing account. If you do not remember this please follow the regular password reset flows." Below the message are two buttons: a white button with a red border labeled "CONTINUE" and a blue button labeled "EXIT".</p> |
| 10.  | <p>Congratulations! You have successfully authenticated your CalSAWS credentials.</p> <p>From this point forward, you may use your County-provided email address (referred to as "CalSAWS username") to login to the CalSAWS LMS.</p>   |   |

## Troubleshooting Table

| Issue & Action   | Error Message Image  |
|--|--|
| <p>You may have entered an invalid <b>CalSAWS username</b> or <b>CalSAWS password</b> on the initial login pages.</p> <p>Click <b>Return to Login</b> and enter your CalSAWS username (i.e., your County e-mail) and your CalSAWS password.</p> <p>If the issue persists, please contact your <b>County Help Desk</b> for assistance.</p>  |    |
| <p>You may have entered an invalid <b>CalSAWS username</b> or <b>CalSAWS password</b> on the initial login pages.</p> <p>Please <b>do not attempt</b> to create a new account. Click the <b>Try Again</b> button and re-enter your CalSAWS username (i.e., your County e-mail) and CalSAWS password on the previous pages.</p> <p>If the issue persists, please contact your <b>County Help Desk</b> for assistance.</p> |   |
| <p>Your CalSAWS account is not active.</p> <p>Submit a ServiceNow ticket through your County Help Desk to re-activate your account.</p> <p>Once you receive confirmation from your <b>County Help Desk</b> that your account has been re-activated, please initiate the process above within 24 hours to authenticate your CalSAWS credentials. Otherwise, your account will de-activate.</p>                            |  |

| Issue & Action  | Error Message Image  |
|---|--|
| <p>If you encounter the following server error at any point in the login process, please clear your browser's cache first; then <b>manually type</b> the following URL in your browser (Edge or Chrome) and try again: <a href="https://lms-ca.calsaws.net">https://lms-ca.calsaws.net</a>.</p> <p>If the issue persists, please submit a ServiceNow ticket through your <b>County Help Desk</b>.</p> |  |

## How to access your assigned Migration curriculum(s):

### Current Training Page section

The steps below apply to County staff who have successfully logged in to the CalSAWS LMS. If this is your first time logging in to the LMS, you will need to follow [these instructions](#) to authenticate your CalSAWS credentials.

1. To view your last 5 assigned curriculums and training materials from the LMS homepage, scroll down to the **Current Training** page section.

The screenshot shows the CalSAWS LMS interface. The top navigation bar includes 'Home', 'Current Training', 'Transcript', 'Catalog', and a search bar. The 'Current Training' section is active, displaying a list of assigned curriculums and training materials. Each item includes a title, status, due date, and an action button. Progress bars are shown for curriculum items.

| Title  | Started/Begins        | Due/Ends    | Action   |
|--|-----------------------|-------------|----------|
| <b>Eligibility RCA Learning Journey Curriculum</b><br>Curriculum * Required<br>0%                              | Not Started           | No Due Date | View     |
| <b>CalFresh/CalWORKs/Medi-Cal Multi-Program Learning Journey Map Curriculum</b><br>Curriculum * Required<br>0% | Not Started           | No Due Date | View     |
| <b>Imaging Learning Journey Curriculum</b><br>Curriculum * Required<br>0%                                      | Not Started           | No Due Date | View     |
| <b>001 - Orientation: 06 - Task Management TR22.07.22</b><br>Online  | Started<br>SEP 8 2022 | No Due Date | Resume ▾ |
| <b>CDV Curriculum</b><br>Curriculum * Required<br>0%   | Not Started           | No Due Date | View     |

View All

## Current Training Page

- To view all your assigned curriculums and training materials, click the **Current Training** hyperlink in the navigation bar.



You can sort and filter all training materials.

### Current Training

Find More Training

All Statuses ▾
All content types ▾
Filter
Reset

Print
Save as PDF

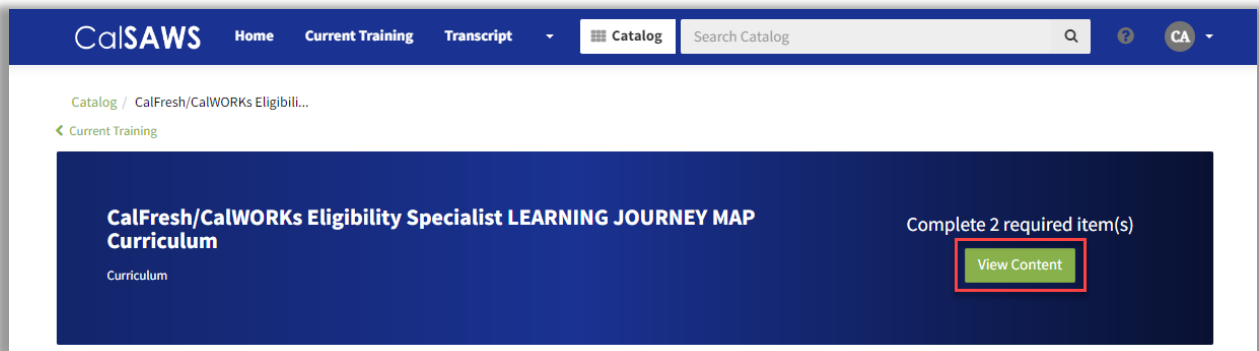
| Title   | Started/Begins               | Due/Ends    | Action   |
|---|------------------------------|-------------|----------|
| <b>Eligibility RCA Learning Journey Curriculum</b><br>Curriculum * Required<br><div>0%</div>                              | Not Started                  | No Due Date | View     |
| <b>001 - Orientation: 03 - CalSAWS Navigation TR22.07.22</b><br>Online  | Started<br>SEP<br>19<br>2022 | No Due Date | Resume ▾ |
| <b>Imaging Learning Journey Curriculum</b><br>Curriculum * Required<br><div>0%</div>                                      | Not Started                  | No Due Date | View     |
| <b>001 - Orientation: 06 - Task Management TR22.07.22</b><br>Online   | Started<br>SEP<br>8<br>2022  | No Due Date | Resume ▾ |
| <b>CDV Curriculum</b><br>Curriculum * Required<br><div>0%</div>   | Not Started                  | No Due Date | View     |
| <b>CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum</b><br>Curriculum * Required<br><div>0%</div> | Not Started                  | No Due Date | View     |

## Curriculum Overview

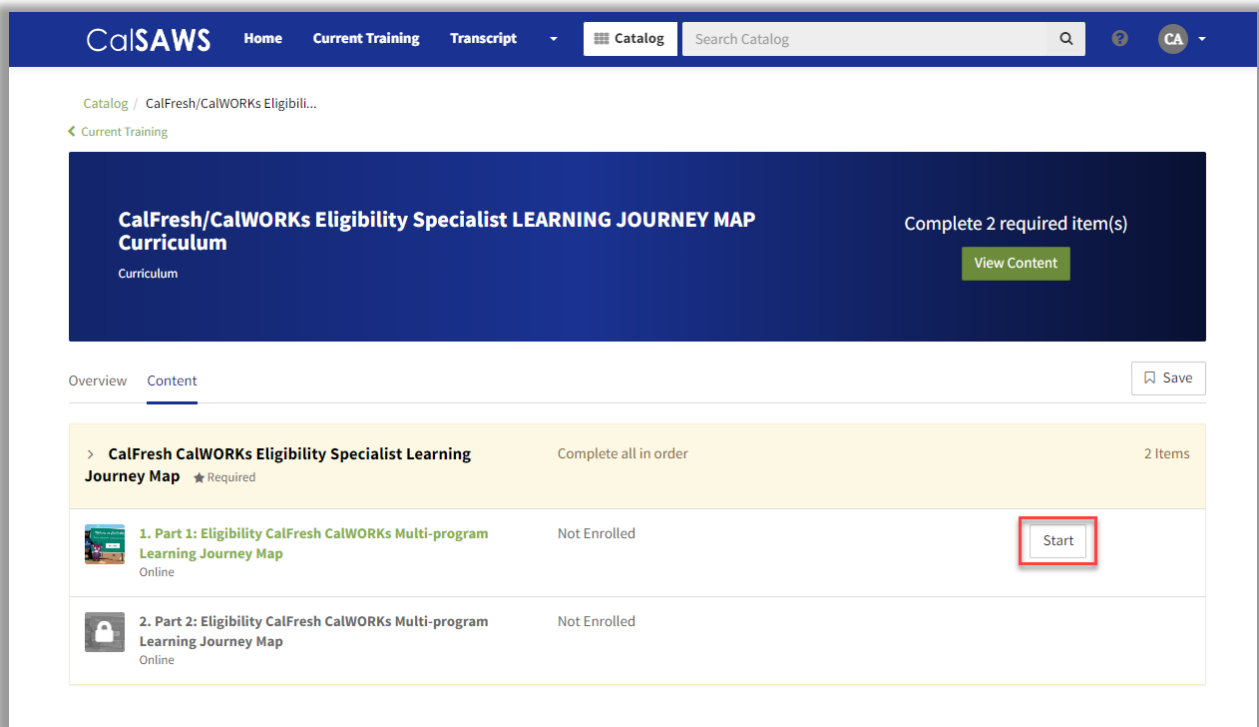
The following page displays when you click on a curriculum from the Current Training page or the Current Training Page section on the LMS homepage.

**Please note** that you may not have any curriculum/courses assigned to you, based on the decision made by your County. If you don't have any curriculum/courses on your Current Training page and you have been informed by your County that you have training to complete, please submit a ServiceNow ticket through your **County Help Desk**.

Click the green **View Content** button on the curriculum header to track your progress. This button does not appear for users who self-enroll in any curriculum(s).



After the green **View Content** button is clicked, the content included in this curriculum block is shown. Please click the white **Start** button to begin your curriculum.



When returning to a course, click **Continue** to begin the Web-Based Training module where you left off.

CalSAWS Home Current Training Transcript Catalog Search Catalog

Catalog / CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum

Current Training

**CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum**

Curriculum

0%

In Progress: Part 1: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map

[Continue](#)

Overview Content History Save

CalFresh CalWORKs Eligibility Specialist Learning Journey Map Complete all in order 0 / 2

1. Part 1: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map Started Continue

In Progress

Online

2. Part 2: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map Not Enrolled

Online

To determine what content is included within a curriculum, click the **Content** tab.

CalSAWS Home Current Training Transcript Catalog Search Catalog

Catalog / Eligibility CalWORKs Learning Journey Curriculum

Current Training

**Eligibility CalWORKs Learning Journey Curriculum**

Curriculum

In Progress: 007 - Eligibility CalWORKs: 01-A - Intake TR22.05.20

[Continue](#)

Overview **Content** History Save

**Description**

This curriculum includes the Eligibility CalWORKs Web-Based Trainings.

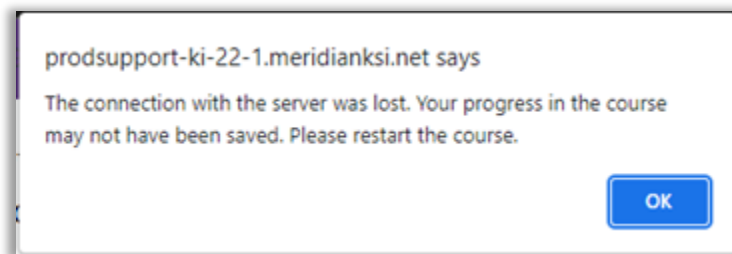
**Training Due Dates**

No Due Date

The **Content** tab shows all modules that are included within the curriculum. To see each individual module, click the **Caret** next to each section.

The screenshot shows the CalSAWS interface. At the top, there's a navigation bar with 'CalSAWS', 'Home', 'Current Training', 'Transcript', and 'Catalog'. A search bar is also present. Below the navigation bar, the page title is 'Eligibility CalWORKs Learning Journey Curriculum'. A 'Continue' button is visible. The 'Content' tab is selected, showing a list of training modules. A red box highlights the expandable chevron icons next to each section name: 'Eligibility CalWORKs Web-Based Trainings', 'Homeless Assistance', 'RCA', and 'CAPI'. Below these, specific training items are listed, including '014 - CAPI: 01 - Intake TR22.05.20' and '014 - CAPI: 02 - Approved TR22.05.20', each with a 'Start' button.

The LMS logs off after **approximately 15 minutes** of inactivity. If you need to step away from your training, it is best practice to close out of the WBT window and the LMS until you are ready to continue. If connection with the server is lost due to inactivity or any other reason, the following message will pop up:



This message indicates that the LMS has logged off and progress for your WBT will not be tracked. Close the WBT window and log back into the LMS.

**Please Note:** The WBT window will **not** close when the LMS logs off due to inactivity. **If you complete the WBT slides while logged out of the LMS, the LMS does not recognize course completion. *You will have to retake the course and the assessment.***

## Learning Journey Map

### How to Start your Learning Journey

Most CalWIN Migration curriculums are organized in an interactive, role-specific Learning Journey Map. Some roles do not have a Learning Journey Map. If you do not have a Learning Journey Map listed in your curriculum, please reach out to your County Training Coordinator to validate.

Each map includes Web-Based Trainings (WBTs), immersive scenarios, and games that help you navigate and reinforce the training content. To access the Learning Journey Map, please follow the steps for [How to access your assigned Migration curriculum\(s\)](#). The Learning Journey Map will appear in the list of curricula and will have **Learning Journey Map Curriculum** in the title.

**Please note:** The Learning Journey Map will not always appear at the top of the list as shown below.

The screenshot shows the 'Current Training' page in the CalSAWS system. The page has a navigation bar with 'Home', 'Current Training', and 'Transcript' tabs. Below the navigation bar, there are filters for 'All Statuses', 'All content types', and a 'Filter' button. A 'Find More Training' button is also present. The main content area displays a table of training modules. The table has columns for 'Title', 'Started/Begins', 'Due/Ends', and 'Action'. The 'CalFresh/CalWORKs Eligibility Specialist Learning Journey Map Curriculum' is highlighted with a red box. This curriculum is marked as 'Started' on 'SEP 28 2022' and has a 'View' button. Other curriculums listed include 'Eligibility RCA Learning Journey Curriculum', '001 - Orientation: 03 - CalSAWS Navigation TR22.07.22', 'Imaging Learning Journey Curriculum', '001 - Orientation: 06 - Task Management TR22.07.22', 'CDV Curriculum', 'Cash Aid & Other Assistance Learning Journey Curriculum', and 'Eligibility CalFresh Learning Journey Curriculum'.

| Title  | Started/Begins         | Due/Ends    | Action |
|--|------------------------|-------------|--------|
| Eligibility RCA Learning Journey Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0%                              | Not Started            | No Due Date | View   |
| 001 - Orientation: 03 - CalSAWS Navigation TR22.07.22<br>Online  | Started<br>SEP 19 2022 | No Due Date | Resume |
| Imaging Learning Journey Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0%                                      | Not Started            | No Due Date | View   |
| 001 - Orientation: 06 - Task Management TR22.07.22<br>Online   | Started<br>SEP 8 2022  | No Due Date | Resume |
| CDV Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0%   | Not Started            | No Due Date | View   |
| CalFresh/CalWORKs Eligibility Specialist Learning Journey Map Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0% | Started<br>SEP 28 2022 | No Due Date | View   |
| Cash Aid & Other Assistance Learning Journey Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0%                  | Not Started            | No Due Date | View   |
| Eligibility CalFresh Learning Journey Curriculum<br>Curriculum <span style="color: red;">●</span> Required<br>0%                         | Started<br>SEP 19      | No Due Date | View   |

Click the **View** button to go to your Learning Journey Map.

|   |                              |             |                      |
|---|------------------------------|-------------|----------------------|
| <b>CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum</b><br>Curriculum * Required<br><div>0%</div> | Started<br>SEP<br>28<br>2022 | No Due Date | <a href="#">View</a> |
| <b>Cash Aid &amp; Other Assistance Learning Journey Curriculum</b><br>Curriculum * Required<br><div>0%</div>              | Not Started                  | No Due Date | <a href="#">View</a> |
| <b>Eligibility CalFresh Learning Journey Curriculum</b><br>Curriculum * Required<br><div>0%</div>                         | Started<br>SEP<br>19         | No Due Date | <a href="#">View</a> |

Clicking the green **View Content** button shows the start button for the Learning Journey Map.

CalSAWS
Home
Current Training
Transcript
Catalog
Search Catalog

Catalog / CalFresh/CalWORKs Eligibili...

Current Training

**CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum**  
Curriculum

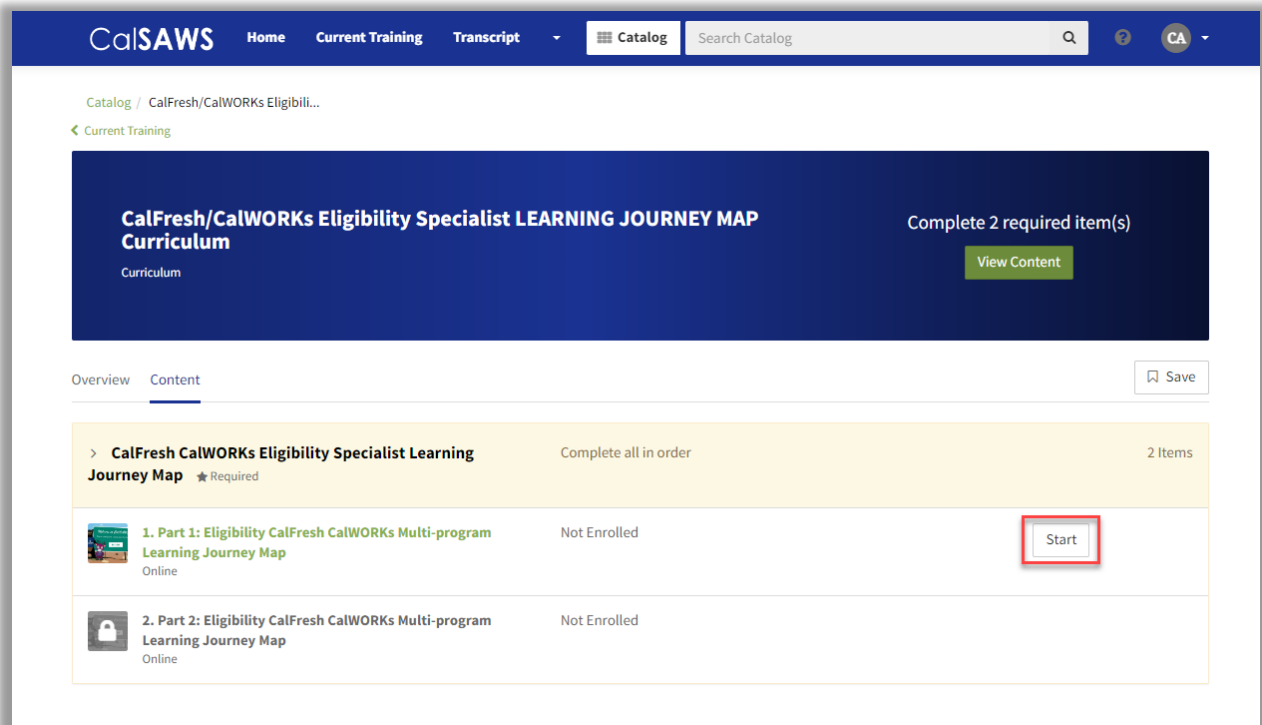
Complete 2 required item(s)  
[View Content](#)

Overview
Content
Save

**Description**  
This includes the CalFresh/CalWORKs Eligibility Specialist Learning Journey Map.

**Training Due Dates**  
No Due Date

Click the **Start** button to begin your Learning Journey Map.



CalSAWS Home Current Training Transcript Catalog Search Catalog

Catalog / CalFresh/CalWORKs Eligibility Specialist Learning Journey Map

Current Training



## CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum

Curriculum

Complete 2 required item(s)

View Content

Overview Content Save

| > CalFresh CalWORKs Eligibility Specialist Learning Journey Map ★ Required        |   | Complete all in order | 2 Items |
|---|---|-----------------------|---------|
|  | 1. Part 1: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map<br>Online | Not Enrolled          | Start   |
|  | 2. Part 2: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map<br>Online | Not Enrolled          |         |

## Returning to Your Learning Journey

When returning to the Learning Journey Map, find it in the list of curricula under Current Training and click on the white **View** button to return to the Learning Journey Map page. **Always navigate to your Learning Journey Map before beginning your WBTs. The Learning Journey Map helps guide you through content for the best learning experience.** When you arrive at the Learning Journey Map Curriculum page, click the green **Continue** button to begin your map where you left off.

CalSAWS Home Current Training Transcript Catalog Search Catalog

Catalog / CalFresh/CalWORKs Eligibili...

< Current Training

**CalFresh/CalWORKs Eligibility Specialist LEARNING JOURNEY MAP Curriculum**

Curriculum

0%

In Progress: Part 1: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map

Continue

Overview Content History Save

CalFresh CalWORKs Eligibility Specialist Learning Journey Map ★ Required Complete all in order 0 / 2

1. Part 1: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map Started Continue

In Progress

Online

2. Part 2: Eligibility CalFresh CalWORKs Multi-program Learning Journey Map Not Enrolled

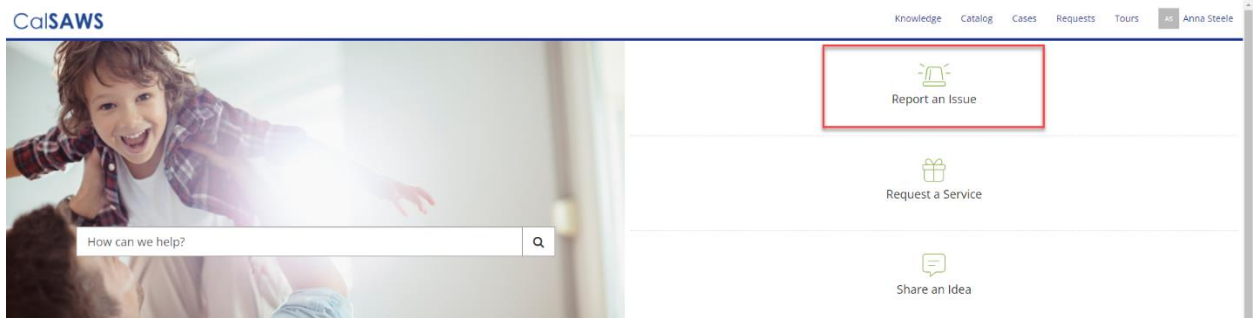
Online

As you progress through the Learning Journey Map, the LMS will track how much of the curriculum you have completed and report it to your County Training Coordinator and other designated report recipients.

## How to Submit a ServiceNow Ticket for LMS Issues and Questions

If you are having issues with the LMS or have questions about the CalWIN Migration Training Materials, please submit a ticket through your current **Help Desk** procedures. Starting December 19, 2022, you can also follow the instructions below to submit a ServiceNow ticket:

1. Go to <https://calsawsprod.servicenowservices.com/sp?id=index> using either Chrome or Edge.
2. **Log In** with your CalSAWS credentials. Please see [CalSAWS Credentials Access Instructions](#) if you have not logged into the LMS.
3. Click on **Report an Issue**.



4. The Report an Issue form will display. Submitting this form will create a ticket called a ServiceNow case.

Home > Service Catalog > Other > Report an Issue

Search Catalog

\* Indicates required

### Report an Issue

Submit a Helpdesk Case

**End User Information**

\*Email

Email of affected end-user

County

County of affected end-user

End User Classification

First Name

Last Name

**Submit**

**Required information**

- Email
- Short description of the issue
- Describe the issue in more details
- Category (Level 0)

## 5. Populate the End User Information Section:

End User Information

\*Email

Email of affected end-user

County

End User Classification

First Name

Last Name

Floor Location

Street

City

State

Phone

ZIP/Postal Code

Watchlist

Email of person(s) who would like to receive updates from ServiceNow (comma-separated for multiple emails)

- a. **Email** – Enter the email address of the affected end user.
  - i. **If this email matches an existing person record in ServiceNow, the remaining fields will auto-populate with their information**
  - ii. **If this email does not match an existing person record in ServiceNow, populate the following fields:**
    1. **County** – Enter the county of the affected end user
    2. **End User Classification** – ServiceNow will auto-populate this field
    3. **First Name** and **Last Name** – Enter the First and Last Name of the affected end user
    4. **Location Information / Phone** – Enter the phone and office location information of the affected end user if applicable
- b. **Watchlist** – If there is any person who would like to receive automatic email notifications from ServiceNow about this ServiceNow case, enter their email address(es) here. For multiple people, separate the email addresses by a comma
  - i. If you are reporting the issue on behalf of someone else and the affected end user would like to receive email notifications from ServiceNow about their ServiceNow case, enter their email address in the Watchlist.

**Note:** If you are reporting an issue for yourself, after you submit the ServiceNow case, your name will appear in the Watchlist field instead and the Affected End User field will appear blank.

6. Under the **Issue Details** section, enter a **Short description of the issue** as well as more information in the **Describe the issue in more detail** field, if needed.
  - a. If you have multiple issues or questions about the LMS, you may include a brief overview in the **Short Description of the Issue** field, and then include a detailed description of your issues/questions in the second field.

### 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)

7. Select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.

\* Category (Level 0)

- BenefitsCal
- CalSAWS Application/Related Systems**
- CalSAWS AWS
- CalSAWS Information Request
- CalSAWS JIRA
- CalSAWS Web Portal (SharePoint)
- Child Care Portal
- Connectivity/Network Issues

8. Select **CalSAWS Application/Related Systems – Learning Management System (LMS)** from the **Category (Level 1)** drop list.

\* Category (Level 0)

CalSAWS Application/Related Systems
✕
▼

\* Category (Level 1)

▼

🔍

- CalSAWS Application/Related Systems > C-IV Read Only
- CalSAWS Application/Related Systems > County Preview
- CalSAWS Application/Related Systems > Learning Management System (LMS)**
- CalSAWS Application/Related Systems > OCAT Interface
- CalSAWS Application/Related Systems > Production
- CalSAWS Application/Related Systems > PRT
- CalSAWS Application/Related Systems > Sandbox
- CalSAWS Application/Related Systems > Training Production

9. After selecting **CalSAWS Application/Related Systems – Learning Management System (LMS)**, it is required to select one of the options in Category (Level 2):

\* Category (Level 2)

▲

🔍

- CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue
- CalSAWS Application/Related Systems > Learning Management System (LMS) > Training Material Issue**

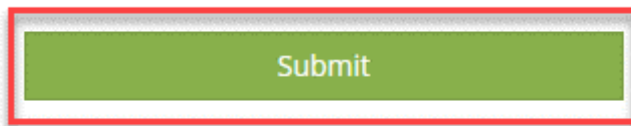
If you select **Access Issue** for **Category (Level 2)**, you are required to select a value in **Category (Level 3)** as well:

\* Category (Level 0)

\* Category (Level 1)

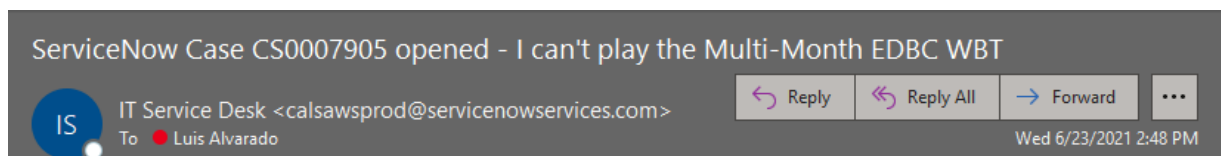
- CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Kicked out of System
- CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Login Issue
- CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Other

10. Click the **Submit** button on the right side of the page to submit the ticket.



11. Once you submit the ticket, you will receive an automated email notification to confirm the receipt of your ServiceNow ticket, which will include a hyperlink for easy access to the ticket.

The ticket will be assigned to the CalSAWS Training Team and, depending on the complexity of your ticket, you should expect a response within 2-3 business days.



Your ServiceNow helpdesk case **I can't play the Multi-Month EDBC WBT** has been created.

To view details, ServiceNow users can follow this link: [CS0007905](#)

## Checking for Updates and Staying Informed

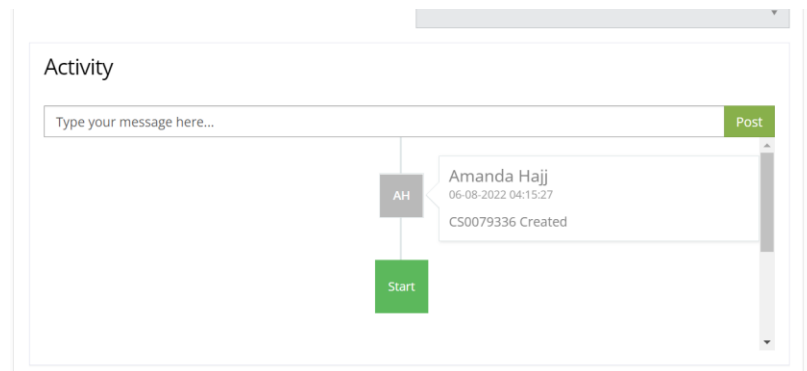
You can view a submitted ServiceNow case in the Service Portal to check for updates. In addition, ServiceNow automatically sends email notifications for certain updates to a ticket.

- You can view submitted ServiceNow cases on the Service Portal by going to the Cases link in the top navigation



- Activity Section**

Additional comments posted by the group(s) triaging the issue can be viewed in the Activity section of the ServiceNow case. You can also post a comment on the ticket from the Activity section to provide additional information if needed.



- Automatic Email Notifications**

ServiceNow automatically sends email notifications to person(s) associated to the ServiceNow case for certain updates.

When an additional comment is added to a ServiceNow case, the people that have been added to the Watch list and the person who submitted the ServiceNow case receive an email from ServiceNow with the comment.

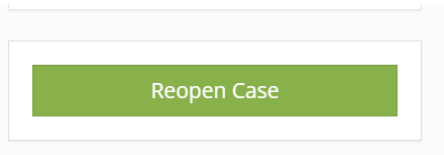
When a ServiceNow case is resolved, the people in the Watchlist and the person who submitted the ServiceNow case receive an email from ServiceNow alerting them that the issue was resolved, including the resolution notes.

## Reopening a ServiceNow Case

When a ServiceNow case has been resolved, the person who submitted it can reopen it within 15 calendar days if the same issue persists.

After 15 calendar days, if a resolved ServiceNow case has not been reopened it will move to Closed state and can no longer be reopened. A new ServiceNow case must be submitted for the issue.

1. To reopen a resolved ServiceNow case, click the Reopen button.



2. The window below will appear. Enter the appropriate Reason and Justification and click Submit.

A screenshot of a "Reopen Case" dialog box. The dialog has a title bar "Reopen Case". Inside, there is a "Reopen Reason" section with a dropdown menu showing "Select a Reason". Below that is a "Reopen Justification" section with a text area containing the placeholder text "Please provide a justification for your reopen request". At the bottom left are two buttons: "Cancel" and "Submit". The "Submit" button is green with white text.