

☐ CalSAWS M&E ☒ CalWIN Migration

Distribution Date:	December 19, 2022
To:	PPOC.SantaCruz; PPOC.SanDiego; PPOC.SanMateo; PPOC.Solano; Consortium.RegionalManagers.R5; Consortium.RegionalManagers.R1; TPOC.SantaCruz; TPOC.SanDiego; TPOC.SanMateo; TPOC.Solano
CIT Name:	CalSAWS ForgeRock and LMS Access (Wave 4)
From:	CalSAWS Project

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

- | | |
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☐ Technical
☒ Training
☐ Help Desk |
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Description: (Including any step-by-step instructions)	Purpose The purpose of this CIT is to provide Santa Cruz, San Diego, San Mateo and Solano Counties with information regarding access to CalSAWS ForgeRock and the CalSAWS Learning Management System (LMS). Background Santa Cruz, San Diego, San Mateo, and Solano active users identified through CRFI 22-103 will be loaded to CalSAWS ForgeRock on January 3, 2023, from 8PM to 10PM. As part of this process, most users will receive a "Welcome to CalSAWS" email from Support@login.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@login.Calsaws.org <support@login.calsaws.org> Sent: Tuesday, April 5, 2022, 8:15 PM To: <Participant e-mail> Subject: CalSAWS Account Creation
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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 45th 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. Users who do not receive the welcome email may contact their county's Delegated Administrators/Help Desk via their standard internal process to validate if their account already exists and/or if their credentials are correct.

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 4th January 2023, between 9:00 a.m. and 12:00 p.m.** daily through **6th January 2023** for assistance troubleshooting setting up the ForgeRock Application.

- a. **Users can click the following link to access the CalSAWS account set up Support Bridge:**

[Click here to join the meeting](#)

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: 400 634 02#

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
	Santa Cruz	January 16, 2023	February 6, 2023
	San Diego	January 16, 2023	February 6, 2023
	San Mateo	January 16, 2023	February 6, 2023
	Solano	January 16, 2023	February 6, 2023
	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. Users will not receive a system generated email when they are loaded into the LMS; They may attempt access beginning on the dates above. 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-November. 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 in your county who have been identified as needing CalSAWS ForgeRock/LMS access via CRFI 22-103. 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@login.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 0326-22 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.		

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| | <ol style="list-style-type: none">3. Click on the "2022" folder.4. Click on the appropriate CIT # folder. |
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