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LMS Guide for General Training

CalSAWS LMS Guide for General Training
Updated 05.12.2023

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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 and view your assigned CalWIN Migration Training curriculum within the LMS. It will also include the appropriate persons to contact and steps to follow for LMS support.

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

Figure 1

Learning Management System

CalSAWS Training Environments

OCAT

CalSAWS

CalSAWS Credentials (ForgeRock)

Child Care Administrator Portal

ForgeRock Delegated Administration Portal

ServiceNow

QlikSense

CalSAWS CalWIN Contact Center

Legend

● Currently available to some CalWIN County staff

● Will become available to all CalWIN County staff in the future

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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.

- o **Note:** OCAT users, County-Data Validation (CDV) and UAT participants will not be receiving an email since they are already active.
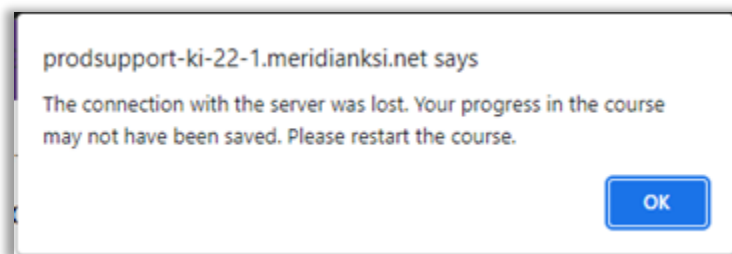
When logging into the CalSAWS LMS for the first time, please login using your County e-mail and the **password** you created when your CalSAWS account was activated.

- o **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:

prodsupport-ki-22-1.meridianksi.net says

The connection with the server was lost. Your progress in the course may not have been saved. Please restart the course.

OK

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.*

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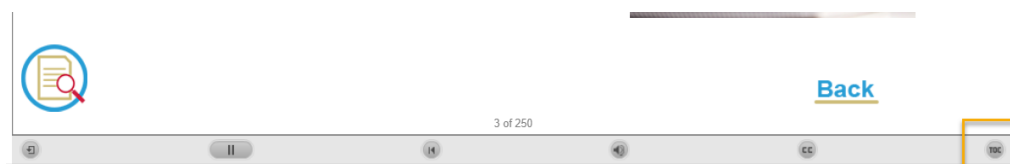
Scroll through the Table of Contents and make sure each slide is marked as complete. If there are unmarked slides, this means that the LMS did not track your progress through the course, and you cannot move forward. You will need to continue through the rest of the module and retake the assessment to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

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

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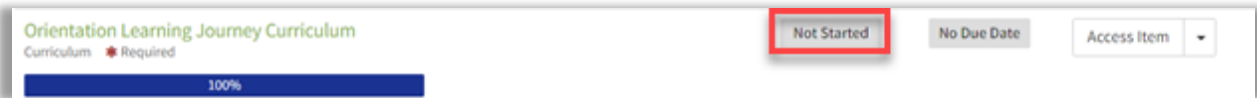
If this occurs, go directly to the curriculum which is showing "Not Started" and click the green **Start** button.

This button may also say **Continue** or **View Content**, as shown in the figures below.
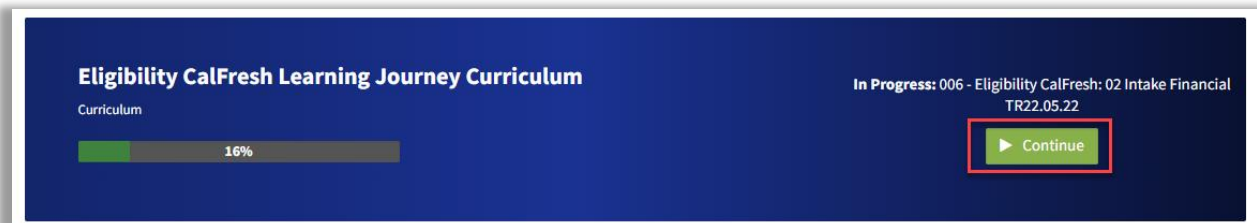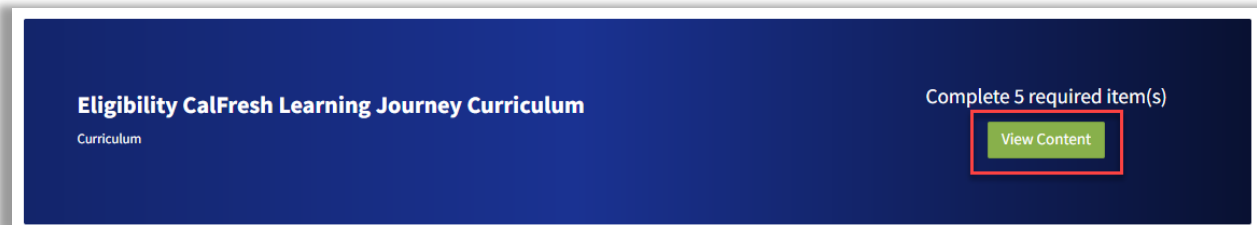
Clicking any one of these buttons will register in the LMS that the curriculum has been completed if all the web-based training modules in that curriculum have also been completed. It will change the progress to **Started** if you have not completed all modules within the curriculum. You should not have to complete any of the web-based training modules again.

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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, which prompt recipients to finish setting up the account and select a password.
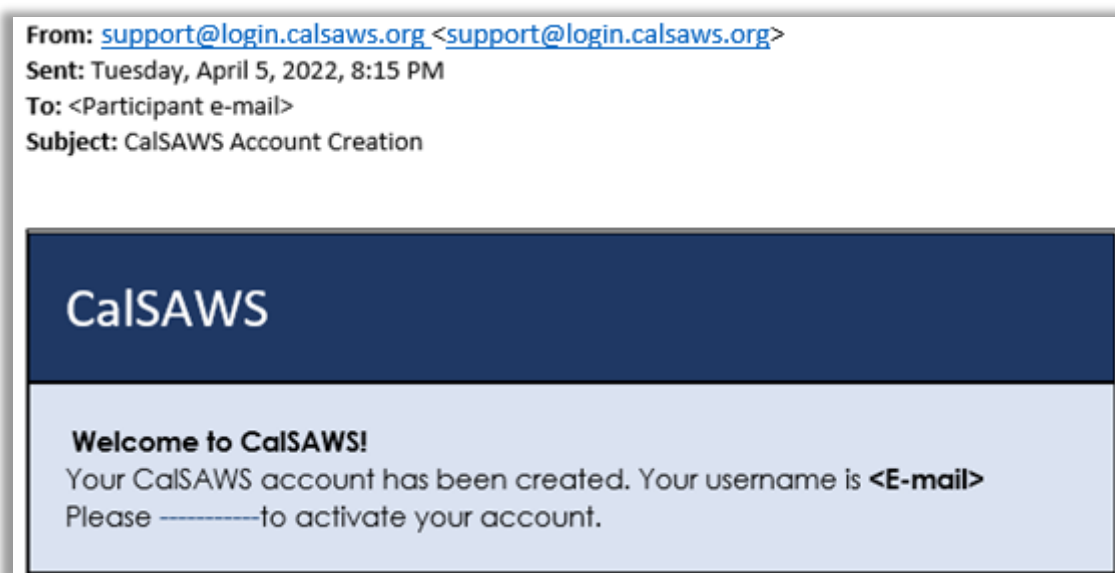
CalWIN users participating in General Training will receive CalSAWS LMS access starting **April 3, 2023** and should then complete the first time login process. **Users are required to attempt login the week of April 3.**

> **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 informing the user that "Your CalSAWS account has been created." 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
>
> ## CalSAWS
>
> **Welcome to CalSAWS!**
> Your CalSAWS account has been created. Your username is **<E-mail>**
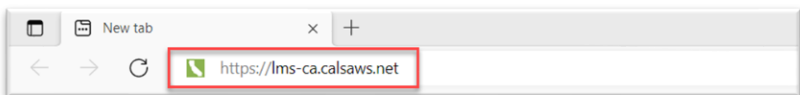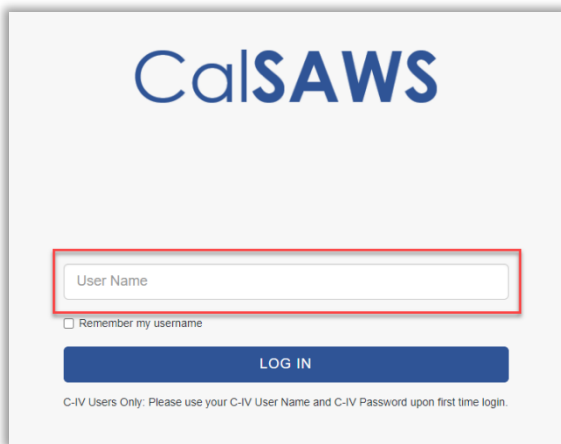> Please ----------to activate your account.

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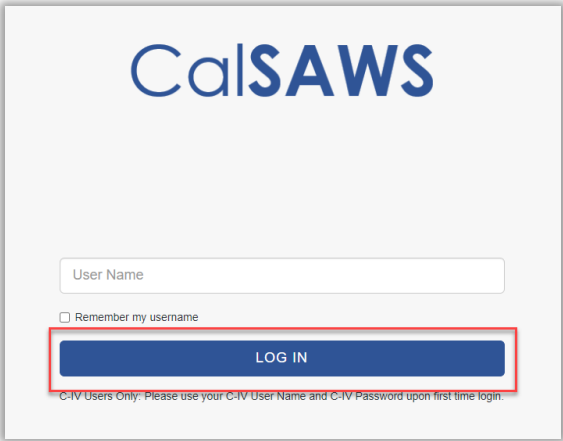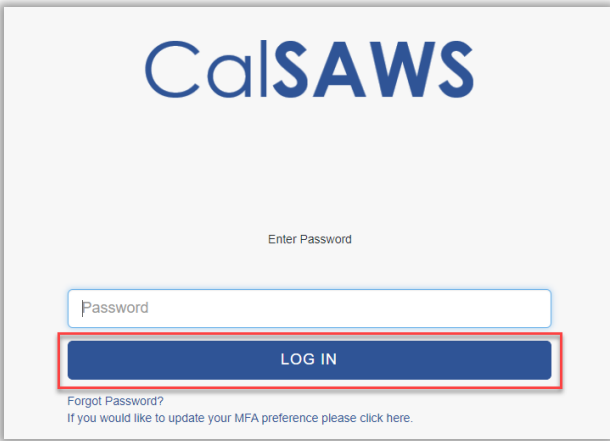
    o **Note:** OCAT users, County-Data Validation (CDV) and UAT participants will not be receiving an email since they are already active.

- 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.
    o **Note:** If you have forgotten your CalSAWS password or are unable to successfully login, **please click the "Forgot Password?"** link.
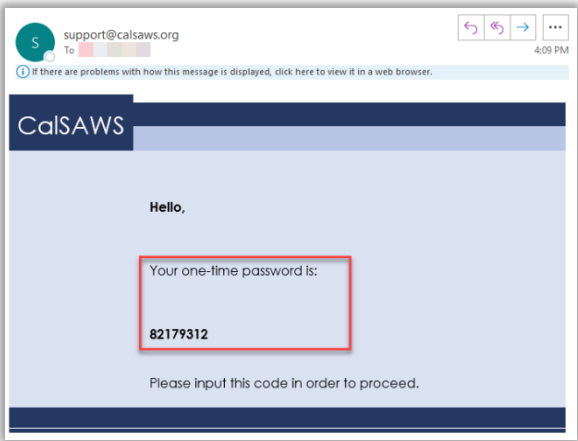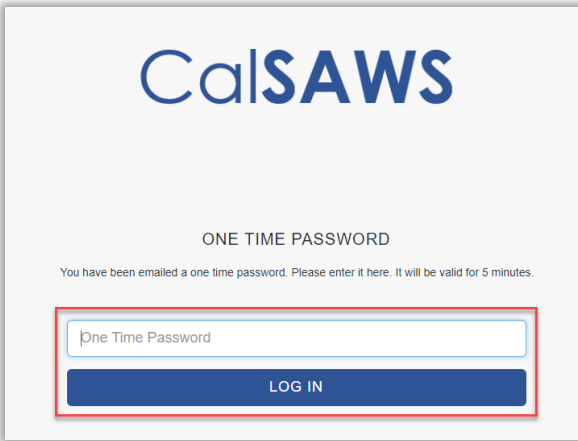
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- ***After your CalSAWS credentials have been authenticated*** via the process below, **your CalSAWS password will expire every 60 days**. It is up to you to reset your password.
    - o As the 60-day expiration date approaches, you will receive multiple emails from support@login.calsaws.org informing you that it is time to reset your password. 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. 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.
    - o 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.
    - o 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.
    - o 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**.
    - o OCAT (Online CalWORKs Appraisal Tool)
    - o CalSAWS Child Care Portal
    - o CalSAWS ServiceNow
    - o **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.
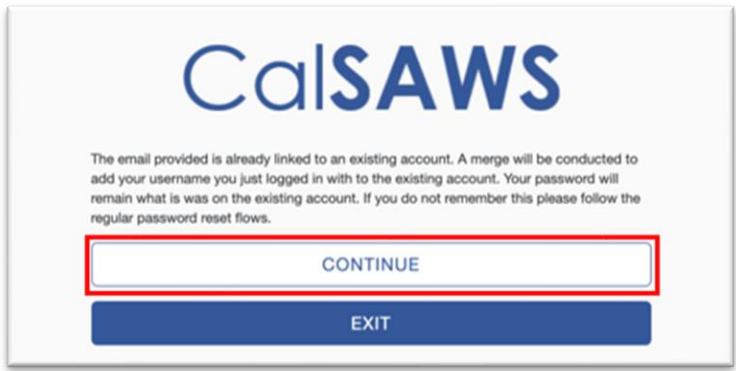
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CalSAWS Credentials Access Instructions

As you follow the process below, please refer to the Troubleshooting Table if you encounter any errors **before** escalating the issue to your **Program LMS Support Persons**.
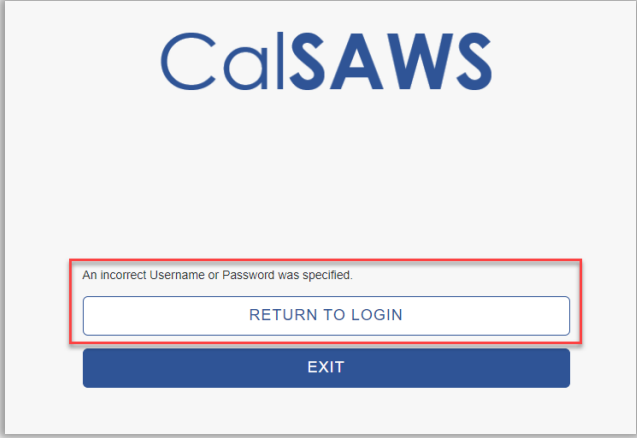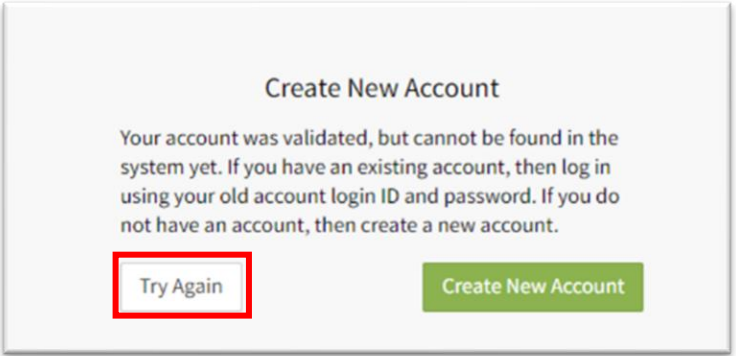
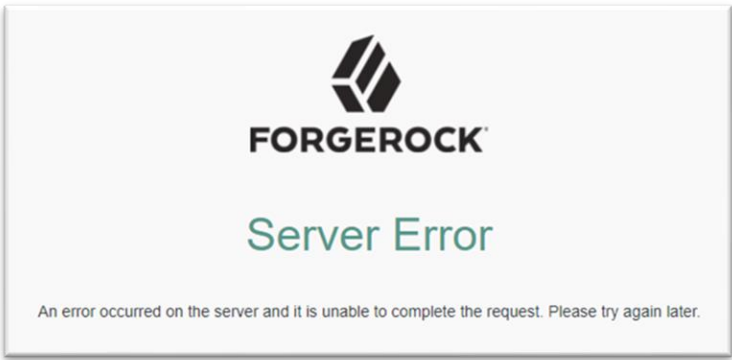| Step	Action	Step-Action Image
1.	**Manually enter** the following URL (recommend Chrome or Edge): *https://lms-ca.calsaws.net* **Important Note:** Please do NOT bookmark this link since you will likely encounter a server error. Do NOT use the OCAT LMS URL – you will not be able to access your CalWIN Migration training through the OCAT LMS.	
2.	On the CalSAWS login page, enter your user ID (your County E-Mail, i.e., first CalSAWS account created) in the **User Name** field and click the LOG IN button. **Important Note:** 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. This process establishes your CalSAWS account and password.	
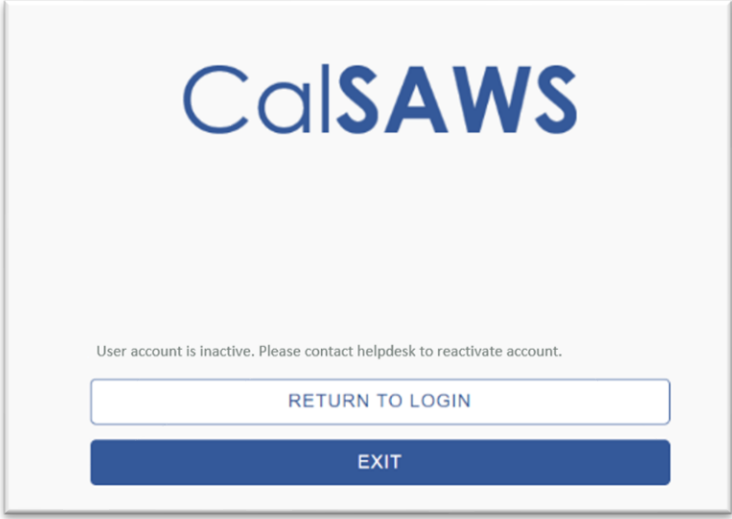
Step	Action	Step-Action Image
3.	Click the **LOG IN** button.	
4.	On the next page, enter your **password** (case-sensitive) **Important Note:** If you have forgotten your CalSAWS password, you can use the Forgot Password function after you have logged in for the first time.	
5.	Click the **LOG IN** button.	

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

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Step	Action	Step-Action Image
9.	*For users with existing CalSAWS credentials:* Click the **CONTINUE** button on the next page. Please note that this page only displays for staff who already have CalSAWS credentials (ForgeRock) via any of the Systems listed in the Important Notes.	CalSAWS 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. CONTINUE EXIT
10.	Congratulations! You have successfully authenticated your CalSAWS credentials. From this point forward, you may use your County-provided email address (referred to as "CalSAWS username") to login to the CalSAWS LMS.	

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Troubleshooting Table

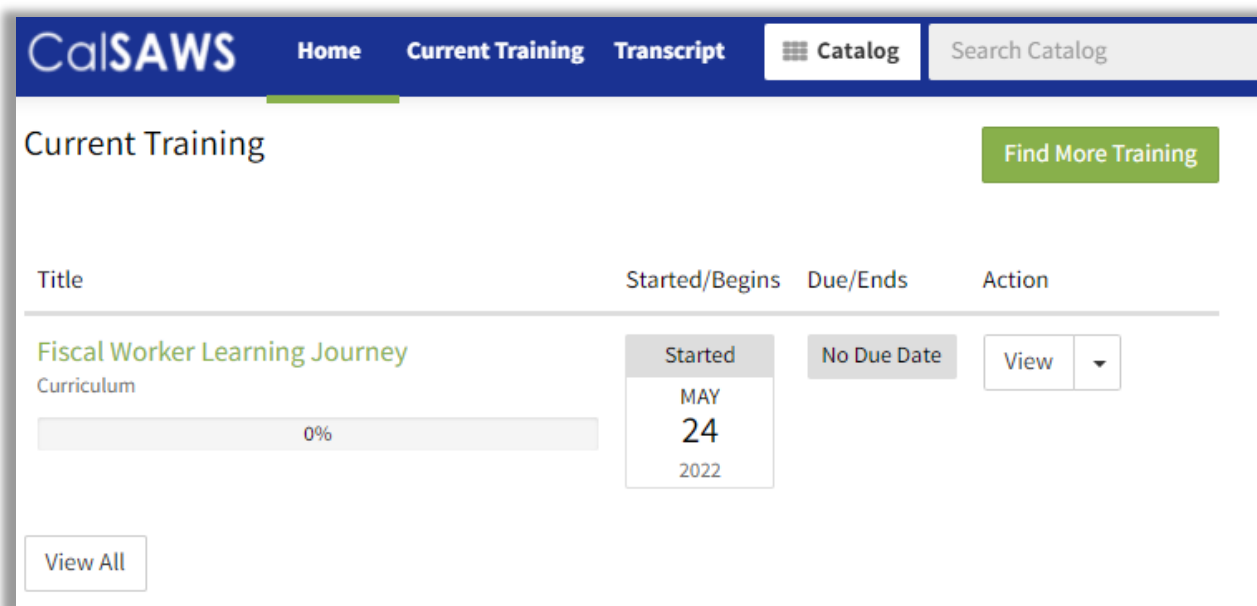| Issue & Action	Error Message Image
You may have entered an invalid **CalSAWS username** or **CalSAWS password** on the initial login pages. Click **Return to Login** and enter your CalSAWS username (i.e., your County e-mail) and your CalSAWS password. If the issue persists, please contact your **Program LMS Support Persons** for assistance.	
You may have entered an invalid **CalSAWS username** or **CalSAWS password** on the initial login pages. Please **do not attempt** to create a new account. Click the **Try Again** button and re-enter your CalSAWS username (i.e., your County e-mail) and CalSAWS password on the previous pages. If the issue persists, please contact your **Program LMS Support Persons** for assistance.	

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Issue & Action	Error Message Image
Your CalSAWS account is not active. Submit a ServiceNow ticket through your Program LMS Support Persons to re-activate your account. Once you receive confirmation from your **Program LMS Support Persons** 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.	Cal**SAWS** User account is inactive. Please contact helpdesk to reactivate account. RETURN TO LOGIN EXIT
If you encounter the following server error at any point in the login process, please clear your browser's cache first; then **manually type** the following URL in your browser (Edge or Chrome) and try again: *https://lms-ca.calsaws.net.* If the issue persists, please submit a ServiceNow ticket through your **Program LMS Support Persons**.	FORGEROCK® Server Error An error occurred on the server and it is unable to complete the request. Please try again later.

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.

Current Training Page

1. 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
Eligibility RCA Learning Journey Curriculum Curriculum ✳ Required 0%	Not Started	No Due Date	View
001 - Orientation: 03 - CalSAWS Navigation TR22.07.22 Online	Started SEP 19 2022	No Due Date	Resume ▾
Imaging Learning Journey Curriculum Curriculum ✳ Required 0%	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, please submit a ticket through Service Now. Please reference How to Submit a ServiceNow Ticket for LMS Issues and Questions.

Click the green **Start** button on the curriculum header to track your progress. This button does not appear for users who self-enroll in any curriculum(s).
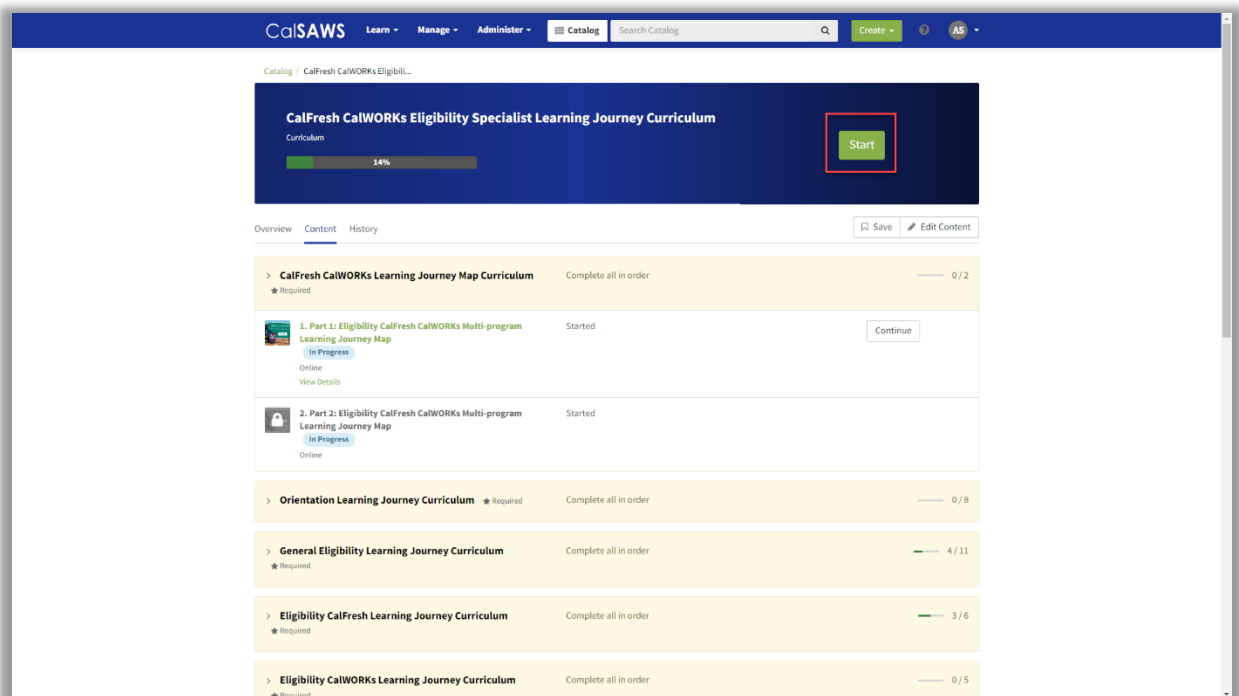
The LMS logs off after *approximately 15 minutes* of inactivity. If you need to step away from your training, it is best practice to close out of the WBT window and the LMS until you are ready to continue. If connection with the server is lost due to inactivity or any other reason, the following message will pop up:
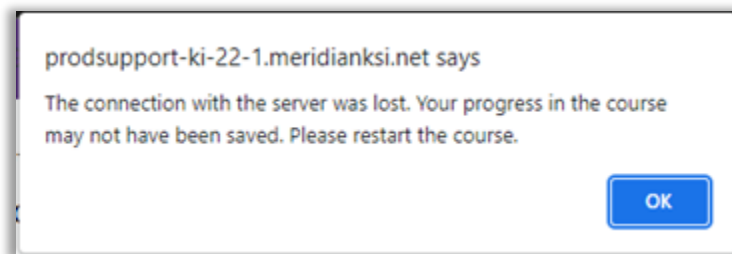
This message indicates that the LMS has logged off and progress for your WBT will not be tracked. Close the WBT window and log back into the LMS.

> **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 as the first course in your curriculum, please reach out to your County Training Coordinator to validate.

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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 appears as the first course in the curriculum. Clicking the green **Start** button launches the material.

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Returning to Your Learning Journey

When returning to the Learning Journey Map and your curriculum, click on the white **Continue** button under the Learning Journey Map section to return to the correct place on the map. **Do not click on the green** Continue button access your curriculum, as this button is for reporting purposes only and will not return you to the Learning Journey map.

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.