

CalSAWS

CalSAWS **LMS Guide for General Training**

CalSAWS LMS Guide for General Training

Updated 03.30.2023

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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, 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).

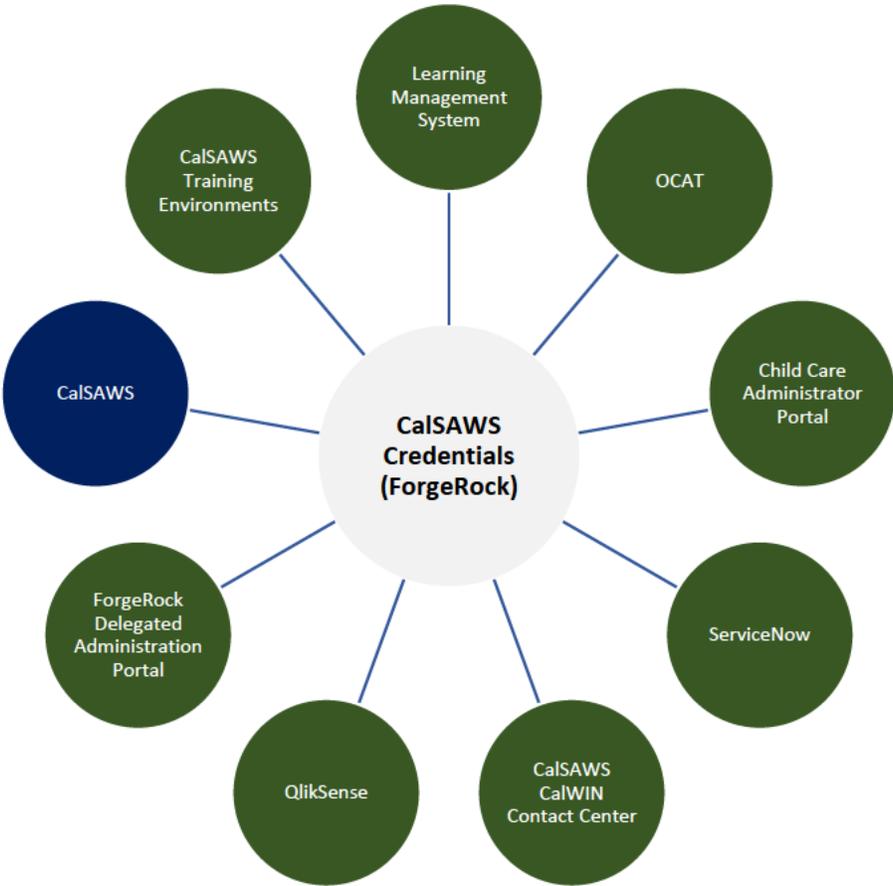


Figure 1

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.

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

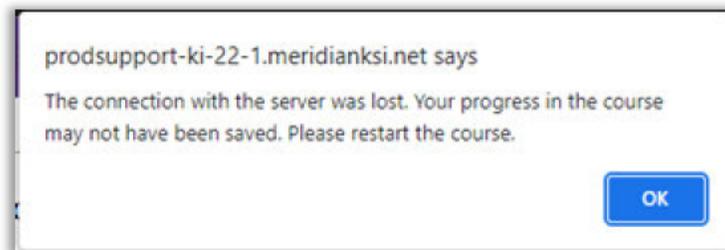
When logging into the CalSAWS LMS for the first time, please login using your County e-mail and the **password** you created when your CalSAWS account was activated.

- 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:



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

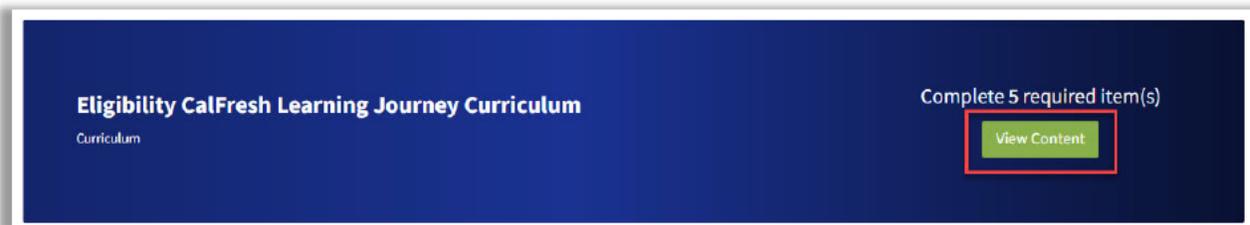
Sometimes the LMS will not log Curriculum completion even though it has logged web-based training completion, as shown in the picture below:



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



This 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.

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 prompts recipients to finish setting up the account and select a password.

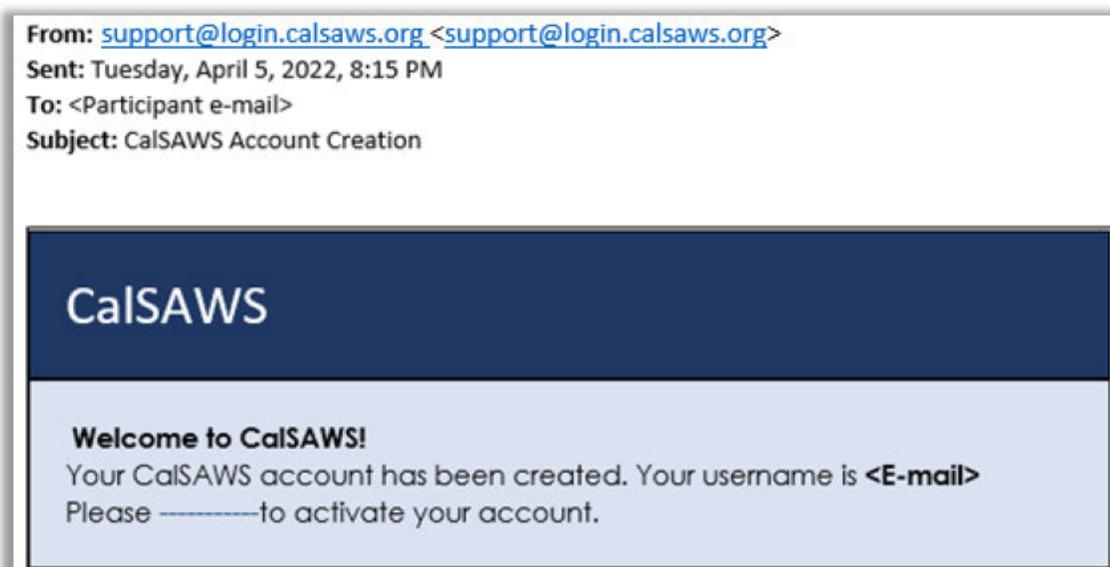
CalWIN users participating in General Training will receive CalSAWS LMS access starting **April 3, 2023** and should then complete the first time login process. **Users are required to attempt login the week of April 3.**

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:



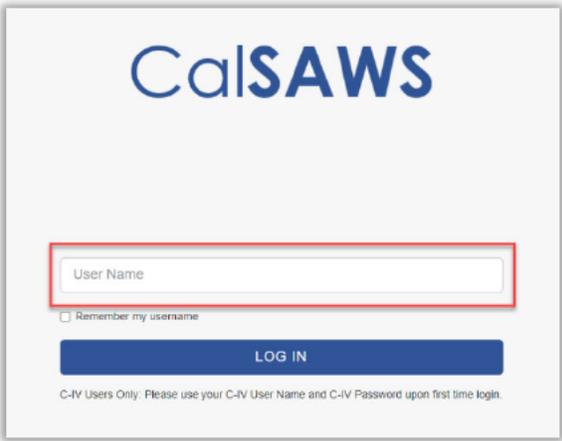
To activate their account, users must check their email to retrieve a unique link for password reset. This process establishes your CalSAWS account and password.

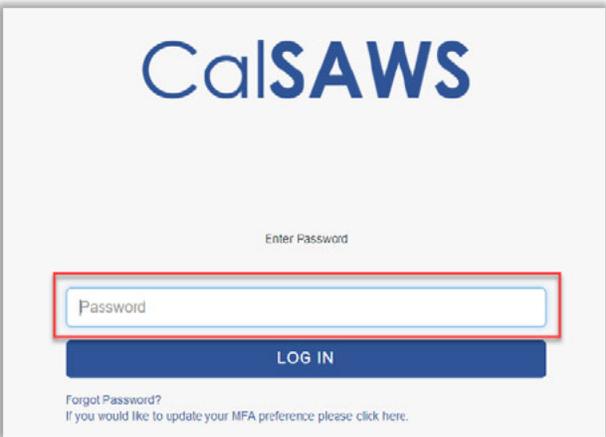
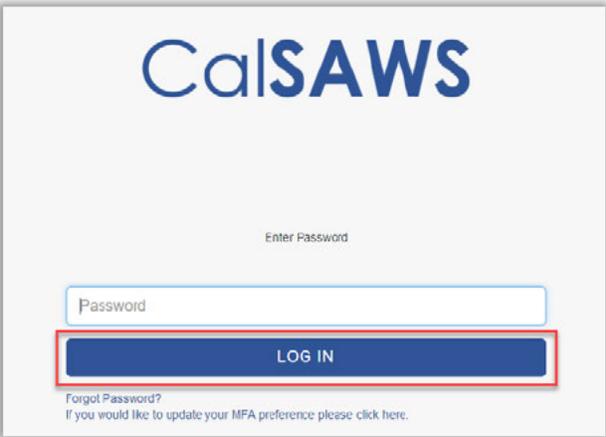
- **Note:** OCAT users, County-Data Validation (CDV) and UAT participants will not be receiving an email since they are already active.
- When logging into the CalSAWS LMS for the first time, please login using your County e-mail and the **password** you created when your CalSAWS account was activated.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

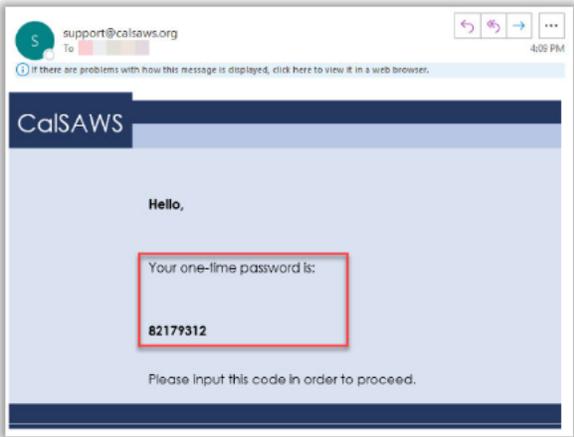
- **After your CalSAWS credentials have been authenticated** via the process below, **your CalSAWS password will expire every 60 days**. It is up to you to reset your password.
 - As the 60-day expiration date approaches, you will receive multiple emails from support@login.calsaws.org informing you that 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.
 - 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.

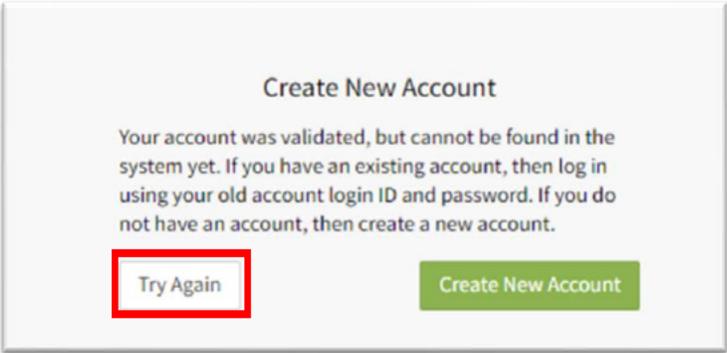
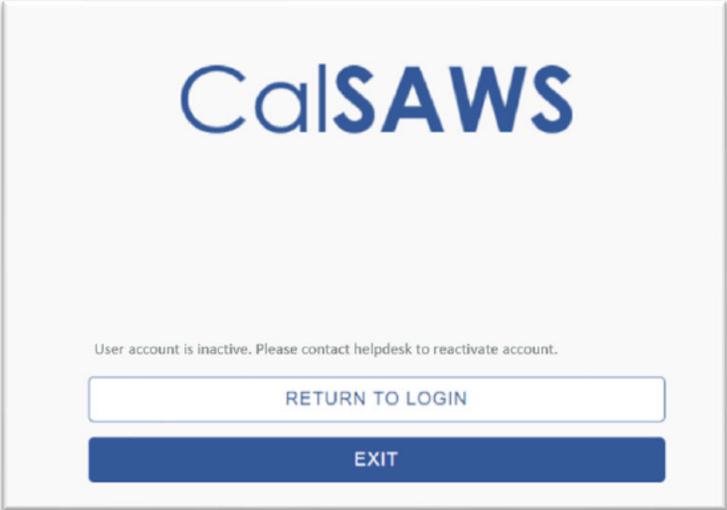
Step	Action	Step-Action Image
1.	<p>Manually enter the following URL (recommend Chrome or Edge): https://lms-ca.calsaws.net</p> <p>Important Note: Please do NOT bookmark this link since you will likely encounter a server error. Do NOT use the OCAT LMS URL – you will not be able to access your CalWIN Migration training through the OCAT LMS.</p>	
2.	<p>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.</p> <p>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.</p> <p>This process establishes your CalSAWS account and password.</p>	

Step	Action	Step-Action Image
3.	Click the LOG IN button.	 <p>The screenshot shows the CalSAWS login page. At the top is the CalSAWS logo. Below it is a 'User Name' input field. Underneath is a checkbox labeled 'Remember my username'. A blue '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 password (case-sensitive)</p> <p>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.</p>	 <p>The screenshot shows the CalSAWS login page. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. A 'Password' input field is highlighted with a red rectangular box. Below the input field is a blue '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 LOG IN button.	 <p>The screenshot shows the CalSAWS login page. At the top is the CalSAWS logo. Below it is the text 'Enter Password'. A 'Password' input field is visible. A blue 'LOG IN' button 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 Accept button after reading the <i>California – Terms and Conditions</i> .	 <p>The screenshot shows the CalSAWS logo at the top. Below it is a paragraph of text regarding the California Statewide Automated Welfare System (SAWS) Joint Powers Authority (CalSAWS) computer system. At the bottom, there are two buttons: 'ACCEPT' (highlighted with a red box) and 'DECLINE'.</p>
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 .	 <p>The screenshot shows an email interface. The sender is 'support@calsaws.org'. The email body contains the CalSAWS logo, a 'Hello,' greeting, and a red box highlighting the text 'Your one-time password is: 82179312'. Below this, it says 'Please input this code in order to proceed.'</p>
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.	 <p>The screenshot shows the CalSAWS logo at the top. Below it, the text reads 'ONE TIME PASSWORD' and 'You have been emailed a one time password. Please enter it here. It will be valid for 5 minutes.' At the bottom, there is an input field labeled 'One Time Password' (highlighted with a red box) and a 'LOG IN' button.</p>

Step	Action	Step-Action Image
9.	<p>For users with existing CalSAWS credentials: Click the CONTINUE 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 Important Notes.</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 CalSAWS username or CalSAWS password on the initial login pages.</p> <p>Click Return to Login and enter your CalSAWS username (i.e., your County e-mail) and your CalSAWS password.</p> <p>If the issue persists, please contact your County Help Desk for assistance.</p>	
<p>You may have entered an invalid CalSAWS username or CalSAWS password on the initial login pages.</p> <p>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.</p> <p>If the issue persists, please contact your County Help Desk 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 County Help Desk 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>	

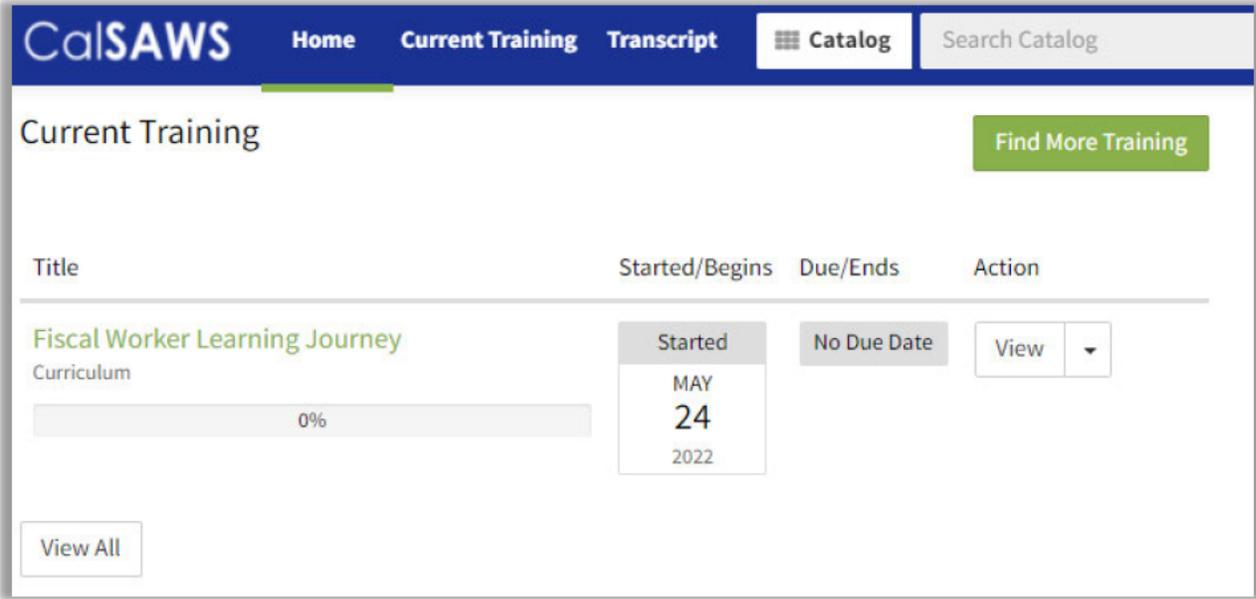
Issue & Action	Error Message Image
<p>If you encounter the following server error at any point in the login process, please clear your browser's cache first; then manually type the following URL in your browser (Edge or Chrome) and try again: https://lms-ca.calsaws.net.</p> <p>If the issue persists, please submit a ServiceNow ticket through your County Help Desk.</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 user interface. At the top is a dark blue navigation bar with the CalSAWS logo and menu items: Home, Current Training (highlighted), Transcript, and Catalog. A search bar for the Catalog is also present. Below the navigation bar, the 'Current Training' section is displayed. It features a 'Find More Training' button in the top right corner. A table lists training items with columns for Title, Started/Begins, Due/Ends, and Action. One item is visible: 'Fiscal Worker Learning Journey Curriculum', which is 0% complete. Its start date is MAY 24, 2022, and it has no due date. A 'View' button with a dropdown arrow is next to it. A 'View All' button is located at the bottom left of the table area.

Title	Started/Begins	Due/Ends	Action
Fiscal Worker Learning Journey Curriculum 0%	MAY 24 2022	No Due Date	View

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](#)

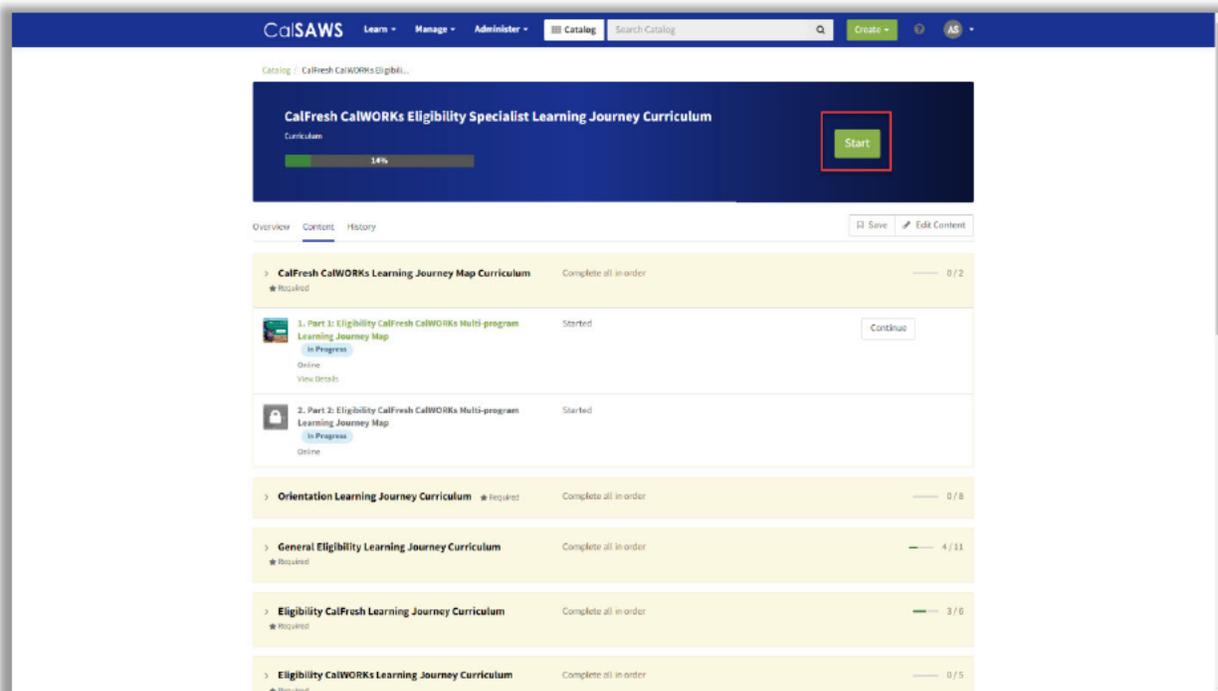
Title	Started/Begins	Due/Ends	Action
Eligibility RCA Learning Journey Curriculum Curriculum ✖ Required <div style="width:0%; height:10px; background-color:gray; margin-top:5px;"></div> 0%	Not Started	No Due Date	View
001 - Orientation: 03 - CalSAWS Navigation TR22.07.22 Online	Started SEP 19 2022	No Due Date	Resume ▾
Imaging Learning Journey Curriculum Curriculum ✖ Required <div style="width:0%; height:10px; background-color:gray; margin-top:5px;"></div> 0%	Not Started	No Due Date	View

Curriculum Overview

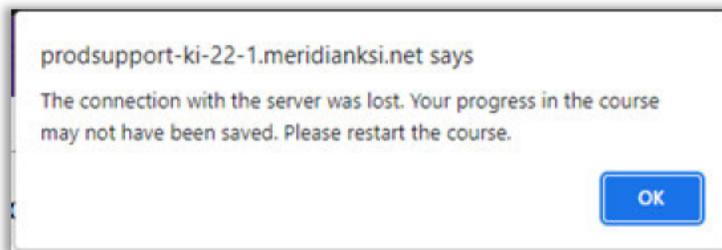
The following page displays when you click on a curriculum from the Current Training page or the Current Training Page section on the LMS homepage.

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.

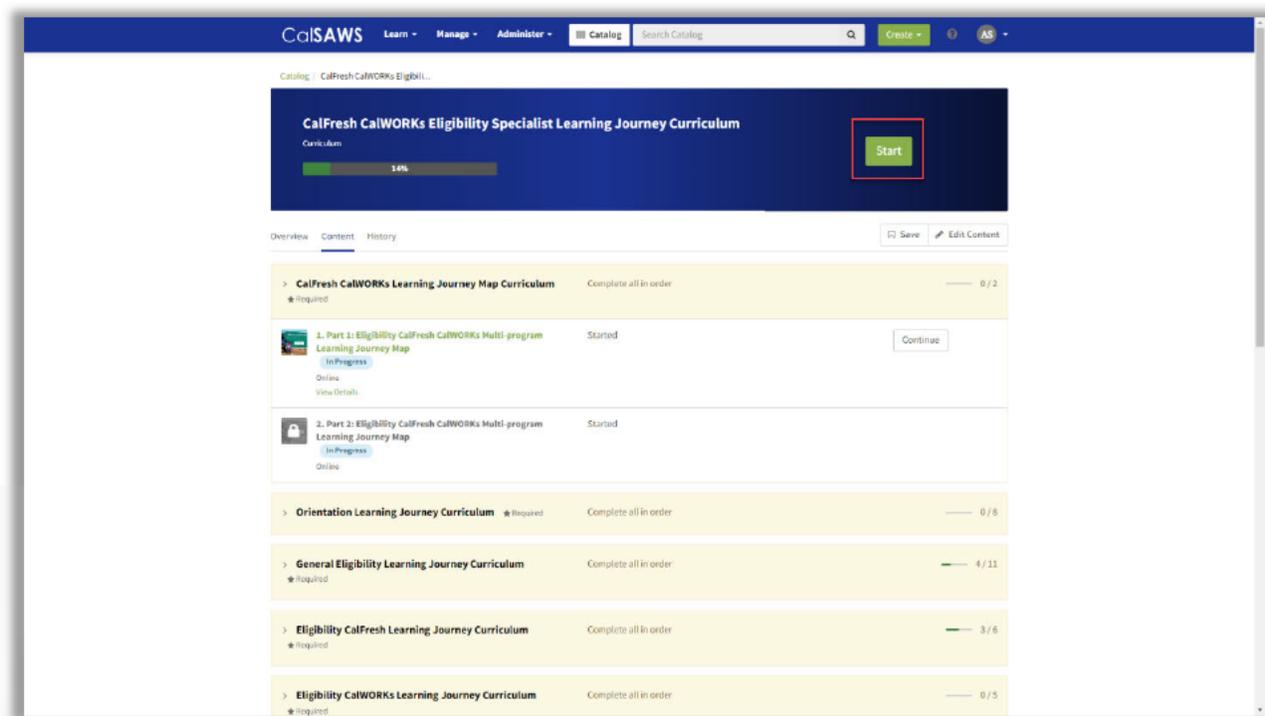
Please Note: The WBT window will **not** close when the LMS logs off due to inactivity. **If you complete the WBT slides while logged out of the LMS, the LMS does not recognize course completion. *You will have to retake the course and the assessment.***

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.

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.



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.

The screenshot shows the CalSAWS interface for the 'Fiscal Worker Learning Journey'. At the top, there is a navigation bar with 'Learn -', 'Manage -', and 'Administer -' menus, a 'Catalog' search bar, and a 'Create -' button. Below the navigation bar, the page title is 'Fiscal Worker Learning Journey' with a 'Curriculum' sub-section. A progress bar shows '0%' completion. A green 'Continue' button is visible in the top right of the curriculum section. Below this, there are tabs for 'Overview', 'Content', and 'History', along with 'Save' and 'Edit Content' buttons. The main content area displays a list of learning journey items:

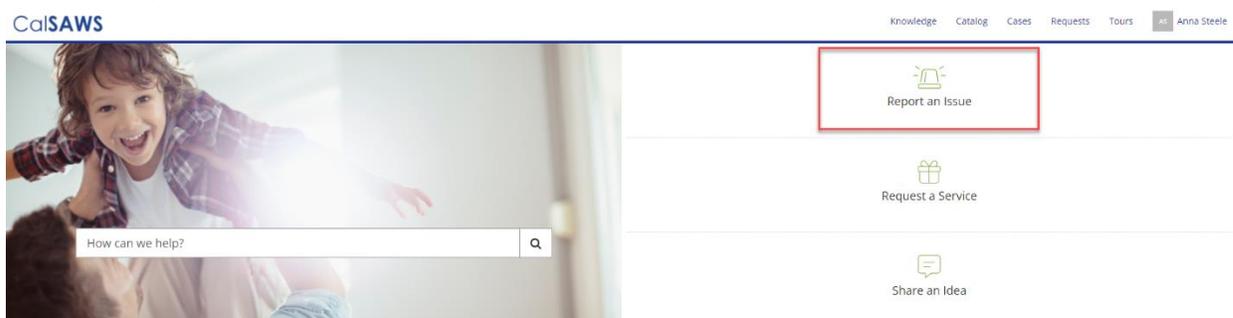
Learning Journey Map	★ Required	Complete 1 in any order	0 / 1
Fiscal Worker Learning Journey Map Online	In Progress	Started	Continue
Orientation Modules		Optional	0 / 8
Fiscal Modules		Optional	0 / 5
Fiscal Supervisor Modules		Optional	0 / 1
Imaging		Optional	0 / 9

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 April 3, 2023, you can also follow the instructions below to submit a ServiceNow ticket:

1. Go to [redacted] 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.

The screenshot shows the "Report an Issue" form in the ServiceNow system. The breadcrumb trail is "Home > Service Catalog > Other > Report an Issue". There is a search bar for the catalog. The form title is "Report an Issue" with the subtitle "Submit a Helpdesk Case". A legend indicates that an asterisk (*) denotes required fields. The form contains several input fields: "Email" (required), "County" (a dropdown menu), "End User Classification", "First Name", and "Last Name". On the right side of the form, there is a "Submit" button and a "Required information" section with a scrollable list of items: "Email", "Short description of the issue", "Describe the issue in more detail", and "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

* Describe the issue in more detail

* Category (Level 0)

▼

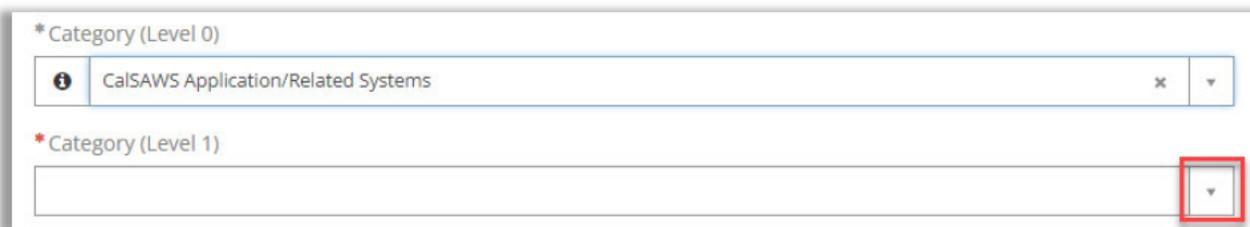
7. Select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.

* 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.

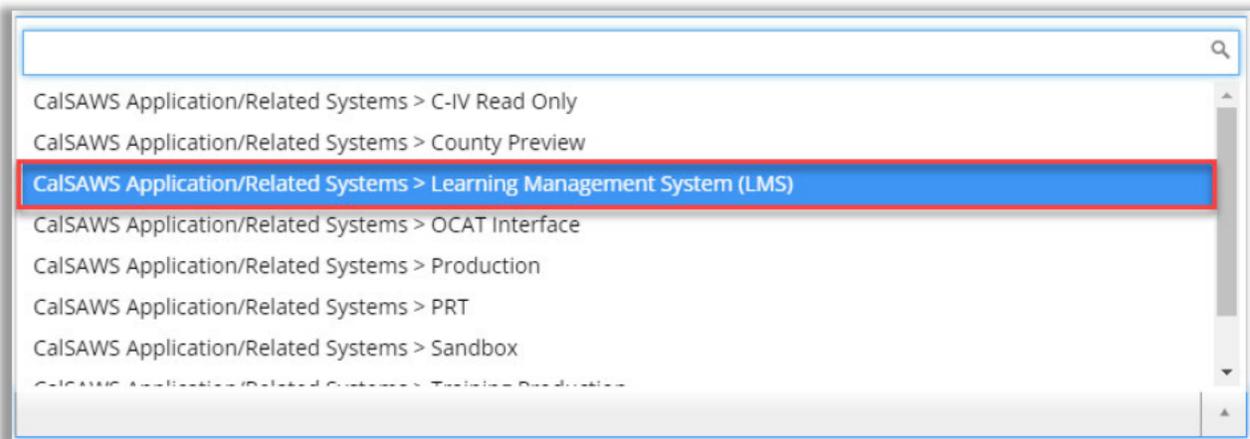


* Category (Level 0)

CalSAWS Application/Related Systems

* Category (Level 1)

The screenshot shows a form with two dropdown menus. The first menu, labeled '* Category (Level 0)', has a search icon on the left and a close button on the right. The selected item is 'CalSAWS Application/Related Systems'. The second menu, labeled '* Category (Level 1)', is currently empty, and its dropdown arrow is highlighted with a red box.



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

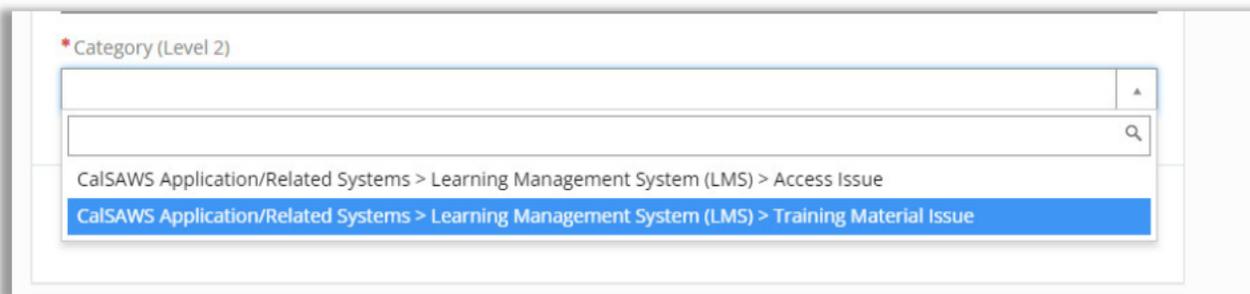
CalSAWS Application/Related Systems > PRT

CalSAWS Application/Related Systems > Sandbox

CalSAWS Application/Related Systems > Training Production

The screenshot shows a dropdown menu with a search icon in the top right corner. The menu is open, displaying a list of options. The option 'CalSAWS Application/Related Systems > Learning Management System (LMS)' is highlighted with a blue background and a red border.

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

The screenshot shows a dropdown menu with a search icon in the top right corner. The menu is open, displaying a list of options. The option 'CalSAWS Application/Related Systems > Learning Management System (LMS) > Training Material Issue' is highlighted with a blue background.

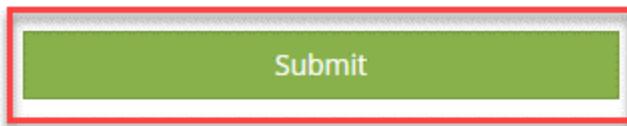
If you select **Access Issue** for **Category (Level 2)**, you are required to select a value in **Category (Level 3)** as well:

*Category (Level 0)
CalSAWS Application/Related Systems

*Category (Level 1)
CalSAWS Application/Related Systems > Learning Management System (LMS)

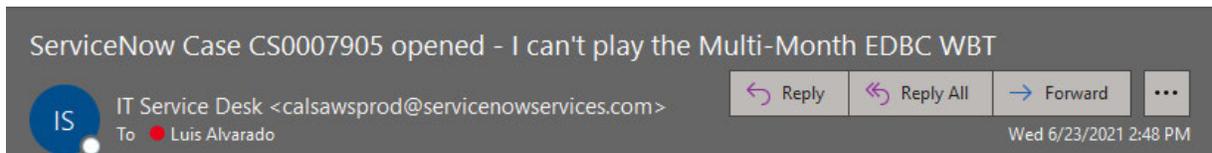
CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Kicked out of System
CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Login Issue
CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Other

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

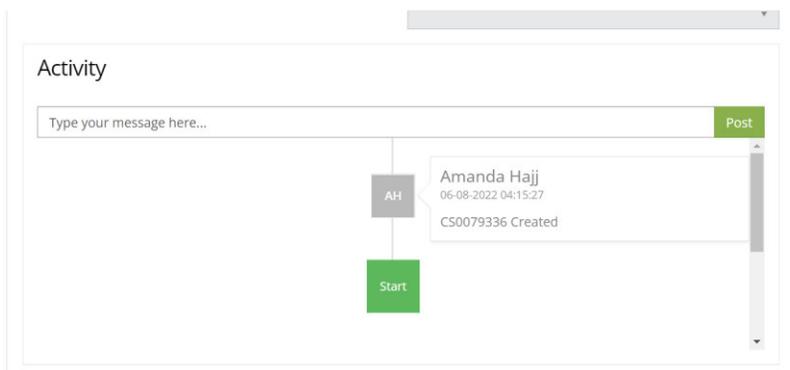
You can view a submitted ServiceNow case in the Service Portal to check for updates. In addition, ServiceNow automatically sends email notifications for certain updates to a ticket.

- 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

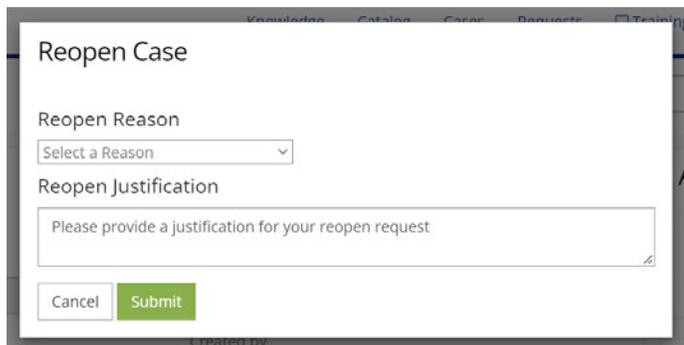
When a ServiceNow case has been resolved, the person who submitted it can reopen it within 15 calendar days if the same issue persists.

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 with "Reopen Case". Below the title, 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 of the dialog are two buttons: "Cancel" and "Submit".