CalSAWS

CalWIN ISS

Implementation Support Services

Go-Live Packet (GLP) – Where Can I Get Help?

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1   INTRODUCTION

This document lists experiences you may encounter, along with actions and information about accessing support materials as well as information about the escalation process and how to request support from the CalSAWS project following Go-Live. You have just encountered something in CalSAWS that you are not sure what to do next or you might be on the phone with a customer asking for help with BenefitsCal where you don't know the answer. So now what? Whether you are working from home or in the office, help is here for you!

While you can always use the County Resource material to try to navigate the item on your own, we also are ready to provide you with some additional help. This document is intended to assist you with knowing where to go when you run into something where you need a helping hand. For the 60 days immediately following Go-Live you and your County will have targeted support from the CalSAWS Project. After the 60 days, that support will transition to your County, and we want to make sure you are prepared for where to go.

2   WHERE CAN I GET HELP?

You may face questions or challenges in the initial days of using the new CalSAWS and BenefitsCal system. To help address these, this document contains the following sections:

- The **Frequently Asked Questions (FAQs)** section outlines a set of common questions or system scenarios you may need help with. It outlines the experience you may have and corresponding action you can take.
- The **Support for the first 60 days following Go-Live** sections contain details of the support levels and escalation process for you to get help for first 60 days after Go-live.
- The **Support after 60 days following Go-Live** sections contain information on what is to be expected.
- The **BenefitsCal Technical Helpdesk** section provides information about accessing help for the BenefitsCal system.

2.1   FREQUENTLY ASKED QUESTIONS

User Experience	Action
I am not able to view the correct screens.	This may happen if you have not been assigned the correct role in CalSAWS. Please reach out to supervisor to confirm your role and/or to the County Help Desk for setting up your role appropriately.
The system behavior is different from what I expect.	In case you encounter a situation, which is different from what you learned during training or expectations, here are a few steps to take: Access and search for topics in the following guides: • *02. CalWIN ISS_GLP_What I Need to Act On* • *03. CalWIN ISS_GLP_What I Need to Know* If you cannot find the answer to your question in the reference materials, please reach out for help using the Quick Reference Guide: • *04. CalWIN ISS_GLP_Where I Can Get Help*
I am seeing a system error.	System errors may affect your site because of increased demands after Go live. If workers are experiencing long lag times during log in or generally navigating the system – such as when the system reads Processing for 5+ minutes – advise workers to do any or all the following: • Exit out of Internet Explorer and sign back in • *Clear* the cache/cookies on Internet Explorer • *Restart* the computer

User Experience	Action
	If this does not address the error, please escalate for support referring to the following section: • *04. CalWIN ISS_GLP_Where I Can Get Help*
I am not able to log in to CalSAWS.	If this is your first-time logging into CalSAWS, follow the instructions on the **Login** Page: • Enter your username (your County email) and CalSAWS password. • If you have previously accessed the CalSAWS Learning Management System (LMS), your username and password will be the same ones used for the LMS. • If you forget your password, click the Forgot Password link after your CalSAWS credentials have been created. Your password will become inactive if you have not logged in to CalSAWS within 60 days of account activation. You will have to go through your County Help Desk to re-activate your account and reset your password.
I want to learn more about a CalSAWS topic/area.	Additional CalSAWS information is covered in the following document: • *03. CalWIN ISS_GLP_What I Need to Know > County Reference Material* **Note**: Multiple resources referenced in the document may only be available in the Web Portal and/or have been directly shared with the Regional Manager (RM), Primary Point of Contact (PPOC), and County Trainers. Appropriate County Point of Contacts should be contacted if a relevant material is required.
When do I use my existing protocol to use County Help Desk?	You will continue to use your respective County Help Desk for the following topics: • UE-ID (Unique Error ID) • Login Issues • Performance Issue (Slow, Outage)

2.2 SUPPORT FOR THE FIRST 60 DAYS FOLLOWING GO-LIVE

During the first 60 days following the Go-Live, enhanced support will be provided to Counties to assist through initial days of using CalSAWS. This section provides information on the three (3) levels of support available to you and how you can access this help.

Figure 2.2-1 – Post-Implementation Support Structure

LEVEL 01 – SELF-SUPPORT RESOURCES

The first level of support is Self-Support Resources, comprised of the Go-Live Packet (GLP), frequently asked questions (FAQs), Job Aids, online help in CalSAWS, infographics, newsletters, Web Based Trainings (WBTs), Change Discussion Guides (CDGs) (for supervisors and managers), and multiple other resources.
This information is included as part of Go-Live Packet document - *03. CalWIN ISS_GLP_What Should I Know> County Reference Material.*

LEVEL 02 – COUNTY SUPPORT

The second level is County Support, which includes the Lead Specialists/Supervisors and CNCS as well as designated peers who will provide direct support to you with system usage and basic issue resolution. This resource can be accessed via phone or in-person.

LEVEL 03 – PROJECT ONSITE AND VIRTUAL SUPPORT

The third level of support is Project Onsite and Virtual Support. Based on project recommendations, your County may establish a gathering spot for the Project Onsite and Virtual Support Team, such as a conference room within a main County office where onsite staff can cycle in and out while assisting staff and managing virtual support for users requiring assistance. These resources can be accessed virtually, via County-specific Zoom links or in-person with onsite helpers that will have visual identifiers that designate them as Onsite Support. County Zoom meeting links will be distributed as calendar invitations two weeks prior to Go-Live.

Figure 2.2-2 – Example: County Virtual Support Infographics
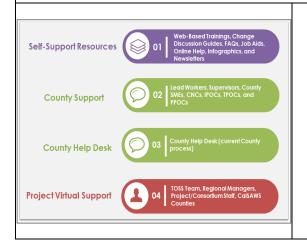
HOW DO I ESCALATE AN ISSUE?

There are two (2) primary scenarios for escalation depending on where staff are located. While the intent is not to discourage seeking higher-levels assistance sooner, we recommend you follow the order of escalation as specified below to help us help you better. This will help us to better streamline the support process to focus on key items which are critical to the business after other attempts at resolution are exhausted.

Scenario 1: Onsite County Staff Inquiry

- *Staff have question about eligibility results in CalSAWS. They review Fact Sheets and CDGs – they don't have a resolution.*
- *The staff reaches out to their CNC or lead worker or supervisor in their office for support.*
- *They cannot resolve the question – so they flag down the Onsite Support in their office to assist.*

Scenario 2: Virtual County Staff Inquiry

- *Staff have question about eligibility results in CalSAWS. They review Fact Sheets and CDGs – they don't have a resolution.*
- *Staff reaches out to their CNC or lead worker or supervisor. They cannot resolve the question – create ticket in GadWIN and escalate to County Help Desk.*
- *County Help Desk receives question but all project support for the County Help Desk are working with other County staff.*
- *The County Help Desk utilizes the Zoom link for County Virtual Support to receive addt'l help. SME researches, triages and resolves issue.*

2.3 SUPPORT AFTER THE FIRST 60 DAYS FOLLOWING GO-LIVE

Starting on day 61 after Go-Live, you will follow the same process that you followed prior to the Go-Live to access your County Help Desk for your support and access needs.