CalSAWS

CalSAWS Access Guide for Training Environments

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Purpose

The purpose of this guide is to provide instructions for accessing and requesting assistance for the CalSAWS Training Staging Environment and CalSAWS Training Production Environment. To log in to the CalSAWS Training Staging Environment, you will use your development CalSAWS credentials for access to CalSAWS development applications. For example, the CalSAWS UAT environment is an environment that uses CalSAWS credentials for access to CalSAWS development (non-production) applications. This set of credentials are **different** from your production CalSAWS credentials.

To log in to the CalSAWS Training Production Environment, you will use generic accounts provided to your County by your Regional Managers.

To log in to the Training Staging Environment, you will need to be given permission to access this environment either by the being on the initial load list, or by sending a Service Ticket through your County.

*Please note to request assistance for either the CalSAWS Training Staging or CalSAWS Training Production environment, please submit a ServiceNow ticket through your County Help Desk.

Here is a summary of development (non-production) CalSAWS credentials versus Production CalSAWS credentials:

Development (non-production) CalSAWS credentials applications/environments:

- CalSAWS UAT environment
- CalSAWS Training Staging environment

*Please note that Development (non-production) CalSAWS global page will be distinguished with a note on the screen that says: "Dev/Test" and the buttons will be displayed in **orange**.

Production CalSAWS credentials applications/environments:

- CalSAWS Learning Management System (LMS)CalSAWS Production (core)CalSAWS Training Production environment*Please note that the Production CalSAWS global page buttons will be displayed in **blue**.

If you don't have existing development (non-production) CalSAWS credentials, please see steps below on how to set up your development (non-production) CalSAWS credentials.

NOTE: If you have Development (non-production) CalSAWS credentials AND Production CalSAWS credentials, please note that those credentials are completely separate accounts. While you may have the same user name and password for both, updating one password will NOT update the other.

Part 1: How to access the CalSAWS Training Staging Environment

For CalSAWS users, access to the Training Staging Environment is available on all County workstations through County extranet. It is also available through App-Stream. Access to app-stream (remote access) can be requested through your Regional Managers. The CalSAWS Training Staging Environment will be available to CalSAWS Counties on managed workstations in managed Counties and on all non-managed (PoP) County workstations.

To access the CalSAWS Training Staging Environment, you will need to log in to the Training Staging Environment using your CalSAWS credentials, upon first time login. To set up your development (non-production) CalSAWS credentials for the first time, follow the instructions below.

Important Notes:

- Please use your **CalSAWS username** and **CalSAWS password** when logging into the CalSAWS Training Staging Environment, if you are a first time user.
  IMPORTANT NOTE for CalSAWS Users: If you have forgotten your CalSAWS password or are unable to successfully log in, please reach out to your County Help Desk to reset your password.
- If you get a Server Error message, please clear your browser's cache and try login in again. If you continue to have issues, please reach out to your County Help Desk.
- After your development (non-production) CalSAWS credentials have been authenticated using the steps detailed below, **your password will expire every 60 days.** It is your responsibility to reset your password.
    - As the 60-day expiration date approaches, you will receive emails from support@calsaws.org to inform you that it is time to reset your password. This email will be sent at the following intervals: 15 days, 4 days, 3 days, 2 days, and 1 day before your password expires. To reset your password, follow either of the methods below:
        1. Check your inbox to retrieve a unique link to reset your password. Please follow the instructions in the email provided to reset your password.
        2. Reset your password by navigating directly to the password reset page here.

      Once you reset your password, you will retain an active status in the CalSAWS system. However, you must update your CalSAWS password every 60 days for security purposes. You will receive an automated email alerts (at the same frequency as mentioned above) to remind you to reset your password.

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CalSAWS Training Staging Environment Access

How to access the CalSAWS Training Staging Environment <u>for the first time</u>

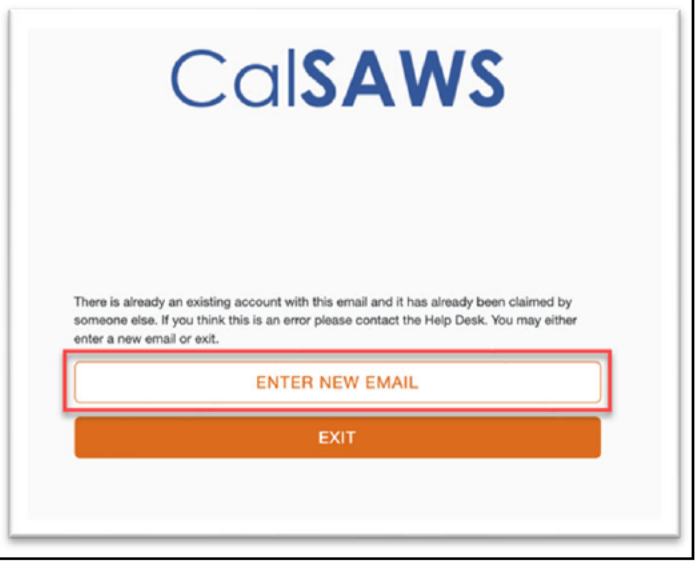
Step	Action	Step-Action Image
1	Go to the [redacted] using your preferred browser. Training Staging Environment link: [redacted]	
2	Enter your CalSAWS username (i.e., [redacted] or your email address) and click the **LOG IN** button.	

Step	Action	Step-Action Image
3	On the next page, enter your **CalSAWS password** and click the **LOG IN** button. If you have forgotten your password, please reach out to your County's Help Desk to reset your password.	
4	Accept the *California – Terms and Conditions* statement on the next page.	

Step	Action	Step-Action Image
5	Enter your individual County or CalSAWS email address on the **Email Collection** page and click the **LOG IN** button. You will be emailed a one-time password to validate your email address. Please note that the CalSAWS Project encourages you to enter your County provided email address in the **Email Address** field. **IMPORTANT NOTE:** If you already have access to CalSAWS development (non-production) applications (i.e., UAT), enter your County provided or CalSAWS email address.	
6	Check the inbox of the email address you provided on the **Email Collection** page (step #5). You should receive an email containing an 8-digit code that is valid for 5 minutes. The screenshot to the right provides an example.	

Step	Action	Step-Action Image

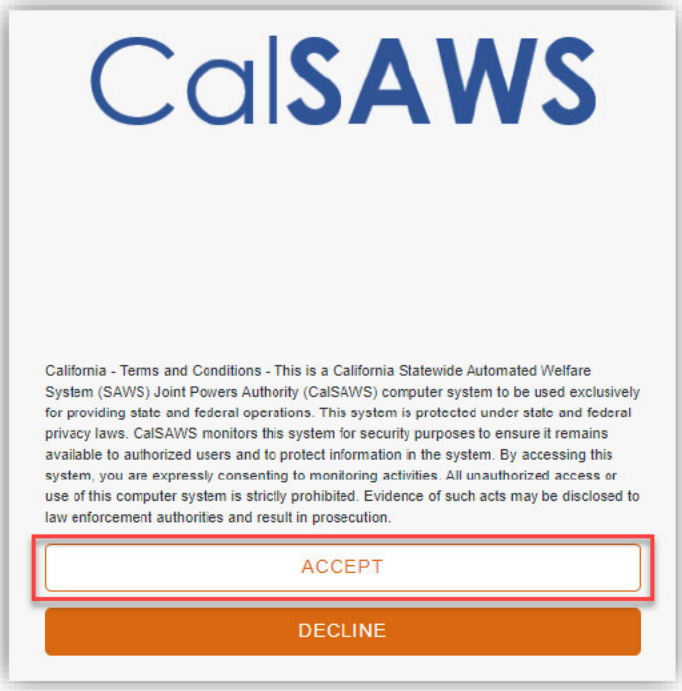
Step	Action	Step-Action Image
7	Enter the provided 8-digit code on the **Verification Code** page and click the **LOG IN** button. If you provide an incorrect OTP, you will be given up to five (5) chances to re-enter the code. **IMPORTANT NOTE:** If you fail to enter the correct Verification Code 5 times, you will need to start the process again to log in.	
8	*For users with existing development (nonproduction) CalSAWS access only (i.e., access to CalSAWS UAT)*: Click the **CONTINUE** button on the next page. Please note that this page only displays for staff who already have development (non-production) CalSAWS access.	
9	Congratulations! You have successfully authenticated your development (nonproduction) CalSAWS credentials. From this point forward, your development (non-production) CalSAWS username and password will be referred to as your development (nonproduction) CalSAWS username and password throughout this document.	

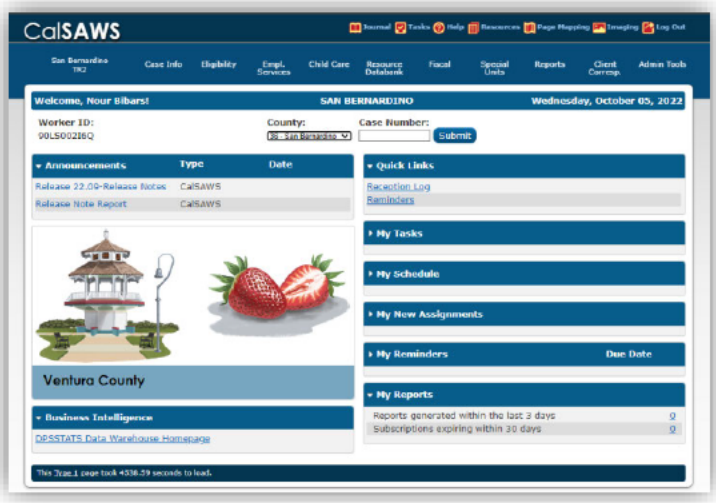
10	*If you encounter the following error message*, click the **ENTER NEW EMAIL** button and repeat steps #5-8 to enter and validate a new email address that is exclusively yours. Otherwise, contact your County's Help Desk for assistance. Please note this page only displays for users who entered an email address on the **Email Collection** page that has already been validated and is associated with an existing CalSAWS account.	

After you have successfully created your development (non-production) CalSAWS Credentials:

Step	Action	Step-Action Image
1	After creating your development (nonproduction) CalSAWS account, you can log in to the CalSAWS Training Staging Environment by following this link. Training Staging Environment link: [redacted] Enter your development (nonproduction) CalSAWS username in the field, then click the **LOG IN** button.	

Step	Action	Step-Action Image

2	Enter your development (non-production) CalSAWS password in the **Password** field, then click the **Log In** button.	
3	Click the **Accept** button on the Terms and Conditions page.	

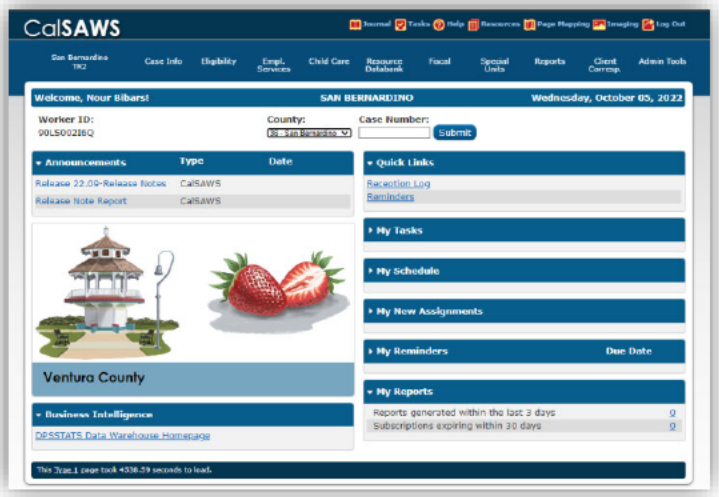
Step	Action	Step-Action Image
4	Check the inbox of your County provided email address. You should receive an email containing an 8-digit code that is valid for 5 minutes. The screenshot to the right provides an example.	
5	Enter the provided 8-digit code on the **Verification Code** page and click the **LOG IN** button. If you provide an incorrect OTP, you will be given up to five (5) chances to re-enter the code. **IMPORTANT NOTE:** If you fail to enter the correct Verification Code 5 times, you will need to start the process again to log in.	
6	You are directed to the **CalSAWS Training Staging** homepage.	

CalSAWS Training Staging Environment Access Using Existing Development (nonproduction) CalSAWS Credentials

If you already have access to CalSAWS development (non-production) applications, such as the CalSAWS UAT environment, **please use the same credentials** for accessing the CalSAWS Training Staging Environment.

Step	Action	Step-Action Image
1	Enter your development (non-production) **CalSAWS username** or **email** in the field, then click the **LOG IN** button. Training Staging Environment link: [redacted]	
2	Enter your development (non-production) CalSAWS password in the **Password** field, then click the **Log In** button.	

Step	Action	Step-Action Image
3	Click the **Accept** button on the Terms and Conditions page.	
4	Check the inbox of the your County provided email address. You should receive an email containing an 8-digit code that is valid for 5 minutes. The screenshot to the right provides an example.	

5	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 five (5) chances to re-enter the code. **IMPORTANT NOTE:** If you fail to enter the correct Verification Code 5 times, you will need to start the process again to log in.	
6	You are directed to the **CalSAWS Training Staging** homepage.	

Part 2: How to access the CalSAWS Training Production Environment

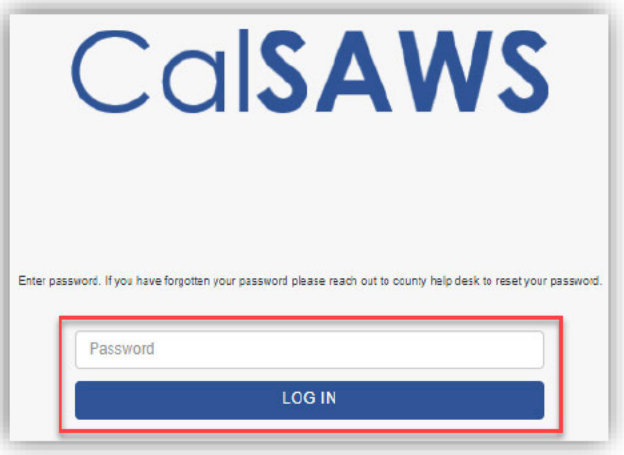
For CalSAWS users, access to the Training Production Environment is available through App-Stream, CalSAWS VPN and your County extranet. Access to app-stream (remote access) can be accessed through your Regional Managers. The CalSAWS Training Production Environment will be available to Counties on managed workstations in managed Counties. The CalSAWS Training Production Environment will be available to Counties on all non-managed (PoP) workstations.

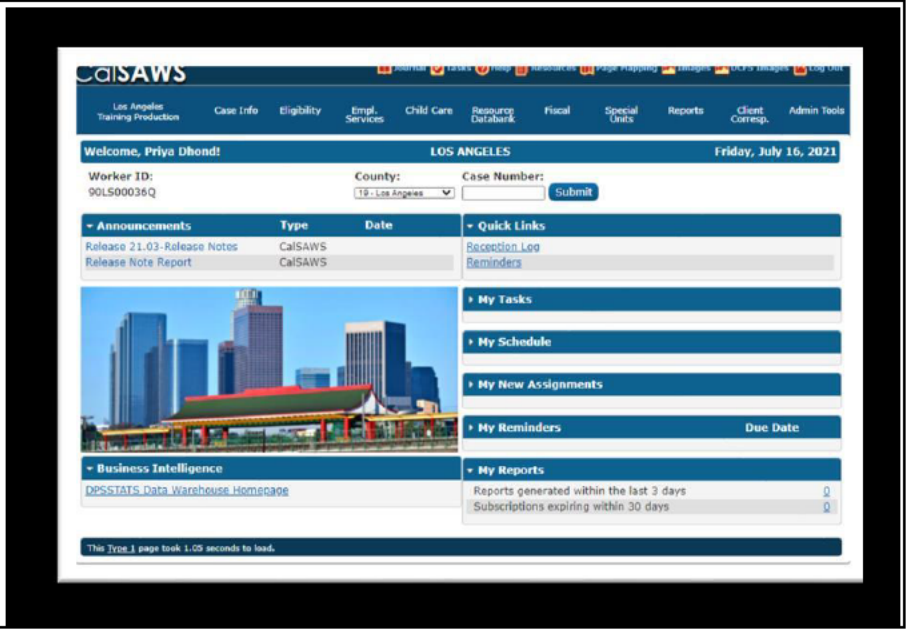
To access the CalSAWS Training Production Environment, you will **not** be using your personal CalSAWS credentials. Instead, you will need to use a generic account provided to you by your Regional Managers. An example of a generic account is below:

Username: Alpine.User1

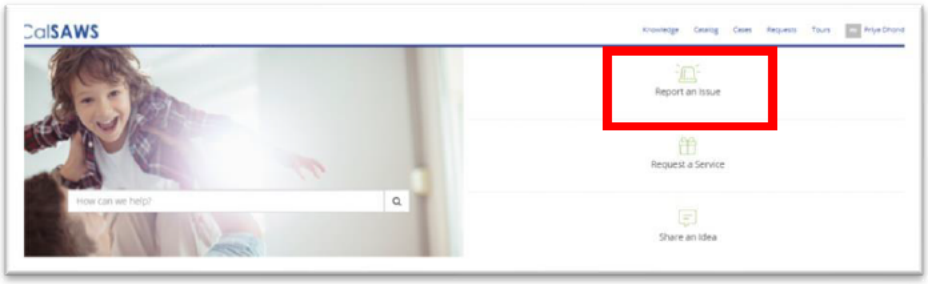
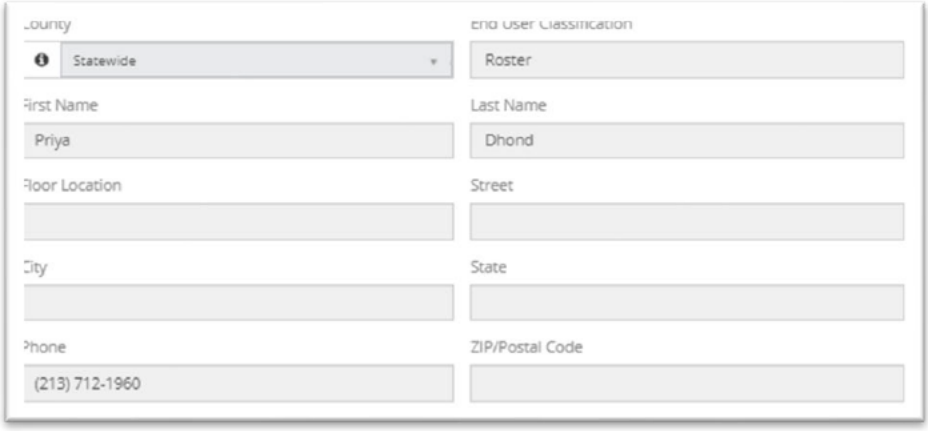
Password: alpineuser123!

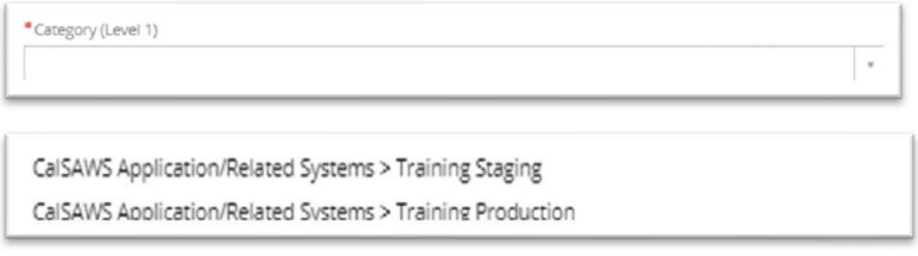
Step	Action	Step-Action Image
1	Access the CalSAWS Training Production Environment [redacted]. Training Production Environment Link: [redacted] **IMPORTANT NOTE:** Generic account are used to access the CalSAWS Training Production Environment. Please contact your Regional Manager for a Generic account.	

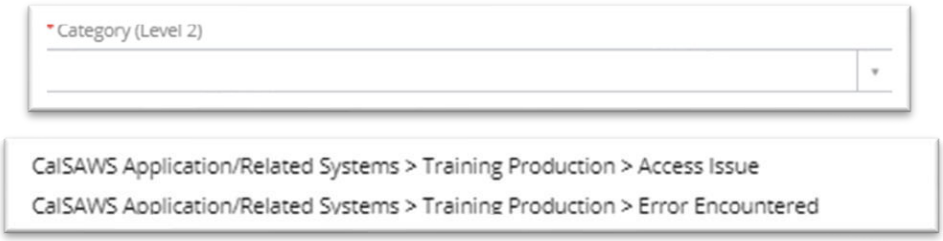
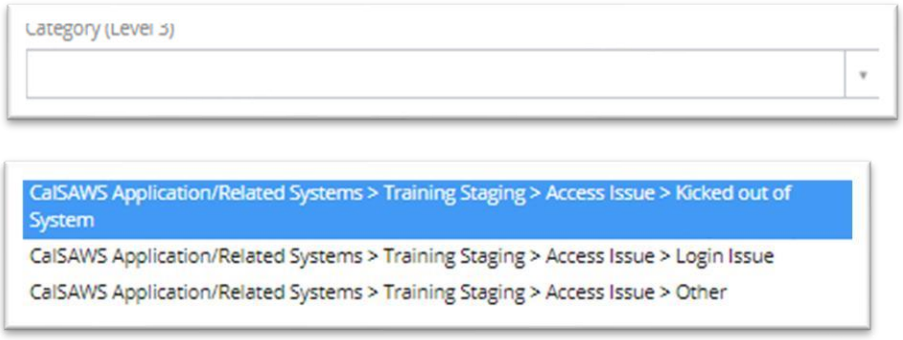
Step	Action	Step-Action Image
2	Enter your generic account username in the User Name field. Then click the **LOG IN** button. **IMPORTANT NOTE:** User name is case sensitive.	
3	Enter your generic account password on the next screen, then click the **LOG IN** button. **IMPORTANT NOTE:** Password is case sensitive.	

Step	Action	Step-Action Image
4	Click the **Accept** button.	
5	You are directed to the CalSAWS Training Production homepage.	

Part 3: How to request assistance for the CalSAWS Training Staging and/or CalSAWS Training Production Environment using ServiceNow

Step	Action	Step-Action Image
1	Navigate to the **Report an Issue** page by clicking the **Report an Issue** link on the CalSAWS ServiceNow homepage. You can access the CalSAWS ServiceNow homepage by following this link: [redacted]	
2	On the Report an Issue page, enter your email address in the **Email** field.	
3	After entering your email address, you will notice that the **County**, **End User Classification**, **First Name**, **Last Name**, and **Phone** fields will be automatically populated. If you are CalSAWS Project Staff, the County field will display Statewide.	

Step	Action	Step-Action Image
4	You may enter the email addresses of additional people who you would like to receive ticket notifications about by entering their email address(es) in the **Watchlist** field. If you would like to add more than one person to the Watchlist, separate their email addresses by a comma.	
5	Enter a short description of the issue in the **Short description of the issue** field.	
6	Enter more details about the issue (such as which page the issue was found on and steps to navigate to that page) in the **Describe the issue in more detail** field.	
7	Search for and select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.	
8	Select **Training Staging** or **Training Production** from the **Category (Level 1)** drop list.	

9	Select the type of issue from the **Category (Level 2)** drop list. The selection in the **Category (Level 1)** drop list determines the options you have to choose from in the **Category (Level 2)** drop list. If you would like to request access for a user to be added to the Training Staging environment, you must use a different form. More information about this form will be provided postmigration.	
10	Select the type of issue from the **Category (Level 3)** drop list. If you selected **Error Encountered** from the **Category (Level 2)** drop list, you do not need to choose a type of issue from the **Category (Level 3)** drop list. If you selected **Access Issue** from the **Category (Level 2)** drop list, you need to choose an option from Category (Level 3).	

11	After you complete all required fields, click the **Submit** button on the top right side of the page to submit the ticket. After submitting a ticket, you will receive a confirmation email with the ticket number, that you can use to follow up on the status of the ticket.