



☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	October 30, 2023
To:	PPOC.All; Committee.Imaging.All; Consortium.RegionalManagers.All
CIT Name:	CalSAWS Imaging – Troubleshooting Common Imaging Issues
From:	CalSAWS Project

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

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Description:	<p>Purpose This CIT is to distribute the new “Troubleshooting Common Imaging Issues” guide.</p> <p>Background The CalSAWS Imaging team has created the “Troubleshooting Common Imaging Issues” guide with information on how to troubleshoot common issues encountered while using the CalSAWS Imaging Solution. It is separated into three sections.</p> <ul style="list-style-type: none"> • Technical Troubleshooting: The technical troubleshooting section will usually require a user with admin access (most likely this is someone in a County's IT section) to sign into the workstation, then follow the recommended steps. Most of these items are related to issues using scanners and the Hyland Virtual Printer. • Functional Troubleshooting: The functional troubleshooting section does not require a user with admin access. These items are frequently encountered during regular use of the Imaging Solution. Some items may need security updates in CalSAWS, but the troubleshooting steps do not require IT support. • Common Questions: The common questions section covers items frequently submitted as a ticket, but the system is working as designed. This section provides more functional clarifications that are frequently submitted as ticket.
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	<p>The guide will be updated and maintained regularly as enhancements are made to the Imaging Solution. The current version can always be found in the Web Portal:</p> <p></p> <p>County Action</p> <p>Counties should share this information with staff who are currently using CalSAWS and the Imaging Solution. Counties who will begin using CalSAWS and the Imaging Solution in the future should ensure they have the current version for reference at go-live.</p> <p>If you have questions on this CIT, please reach out to the Primary Contacts and cc your Regional Managers.</p>
Primary Project Contact:	<p>Rhiannon Chin ChinR@CalSAWS.org</p>
Backup Project Contact:	<p>Inez Finnigan FinniganI@CalSAWS.org</p>
Attachments:	<p>Troubleshooting Common Imaging Issues.docx</p>
Web Portal Link:	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.