

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	January 26, 2024
To:	PPOC.Butte; PPOC.Kern; PPOC.Merced; PPOC.Riverside; PPOC.San Benito; PPOC.San Bernardino; PPOC.Siskiyou; PPOC.Stanislaus; PPOC.Contra Costa; PPOC.Humboldt; PPOC.Kings; PPOC.Madera; PPOC.Marin; PPOC.Monterey; PPOC.Napa; PPOC.Orange; PPOC.Placer; PPOC.San Francisco; PPOC.San Mateo; PPOC.San Joaquin; PPOC.San Louis Obispo; PPOC.Santa Clara; PPOC.Shasta; PPOC.Solana; PPOC.Sonoma; PPOC.Tuolumne; PPOC.Yuba; PPOC.Ventura; PPOC.El Dorado; Consortium.RegionalManagers.All; Lobby.Support
CIT Name:	CalSAWS Lobby Kiosk MagTek Magnetic Stripe Reader Upgrade Guide
From:	CalSAWS Project

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

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| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input checked="" type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Training |
| <input checked="" type="checkbox"/> Other _____ Lobby Management - Kiosk _____ | <input checked="" type="checkbox"/> Help Desk |

Description:	<p>Purpose The purpose of this CIT is to inform counties of an upgrade to the CalSAWS Lobby Kiosk Magnetic Stripe Reader (MSR).</p> <p>Background ServiceNow Problem# PRB0048289 was created to address an issue with the Lobby Kiosk MSR when customers attempt to swipe their EBT/BIC. An automated fix is scheduled to be applied to Lobby Kiosks overnight on January 25th.</p> <p>County Action Counties addressed in this CIT should verify the Lobby Kiosk MSR update was successfully applied on January 25th.</p>
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	<p>The Lobby Support Team has created the attached CalSAWS Lobby Kiosk MagTek MSR Upgrade Guide to provide steps to complete the update in the event the automated fix is not successful and the MSR is still not functioning.</p> <p>Counties may also use the link below to schedule a 1:1 troubleshooting session in the event assistance is needed.</p> <p>Troubleshooting request link:</p> <p>[REDACTED]</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact:	<p>Lobby Support</p> <p>Lobby.Support@calsaws.org</p>
Backup Project Contact:	<p>Kali Jackson</p> <p>JacksonK@calsaws.org</p>
Attachments:	<p>CalSAWS Lobby Kiosk MagTek MSR Upgrade Guide.pdf</p>
Web Portal Link:	<p>[REDACTED]</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 "2024" folder. 4. Click on the appropriate CIT # folder.