[CA-275724] Increase Size of Kiosk Keyboards

Created: 03/25/2024 04:34 PM - Updated: 03/26/2024 08:35 AM

Status:	Committee Review	
Project:	CalSAWS	**DRAFT**
Component/s:	None	
Fix Version/s:	None	

Type:	CER		
Reporter:	Frederick Gains	**Assignee:**	Erick Arreola
Labels:	None		

Main

Region #:	2
County:	Placer
Submitter's Name:	Chelsea Carson
Submitter's Email:	Email: CLCarson@placer.ca.gov
Request:	Submission Date: 03/25/24 Title: Increase Size of Kiosk Keyboards Issue: The keyboards on the kiosks are small which makes it difficult for customers to see and enter their information into. See screenshots in attached CER request.
Recommendation:	Placer is requesting to increase the size of the keyboards on the Kiosks so customers can see them better in order enter their information.
Area(s) Impacted:	Lobby Management
Committee:	Lobby Management

Attachments

Placer_CalSAWS Enhancement Request Form_Kiosk Keyboards.docx (2.69 MB)

CalSAWS | Enhancement Request (CER)

Submission Date	03/25/24
Title	**Increase Size of Kiosk Keyboards**

Region #: 2	County Name: Placer	
Submitter: Chelsea Carson	**Email:** CLCarson@placer.ca.gov	**Phone**: 916-770-8370

Program(s) Impacted:

☐	Adoptive Services	☐	ARC	☐	CalFresh	☐	Cal-Learn
☐	CalWORKS / RCA	☐	CAPI	☐	Child Care	☐	CMSP
☐	Foster Care	☐	GA/GR	☐	GAIN/REP/WTW	☐	GROW
☐	Kin-GAP	☐	Medi-Cal / RMA	☐		☐	

☐ Other –

Area(s) Impacted:

☐	Call Center	☐	Case Assignment	☐	Central Print	☐	Client Correspondence
☐	Eligibility	☐	Fiscal / Collections	☐	Hearings	☐	Imaging
☒	Lobby Management	☐	Reports	☐	Resource Data Bank	☐	Schedule Appt
☐	Security	☐	Self Service Portal	☐	Special Investigation	☐	Task Mgmt
☐	Time Limits	☐	Training				

☐ Interface(s) - specify

☐ County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify

☐ Other –
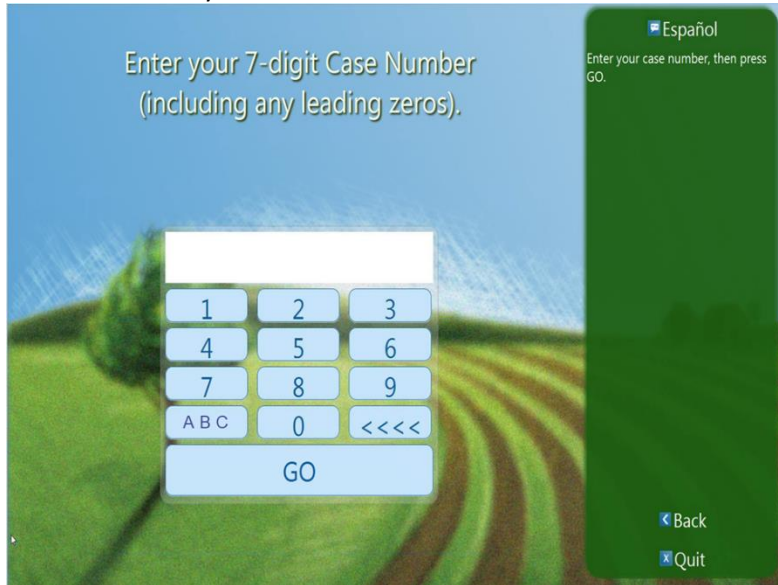
Justification / Request Summary:

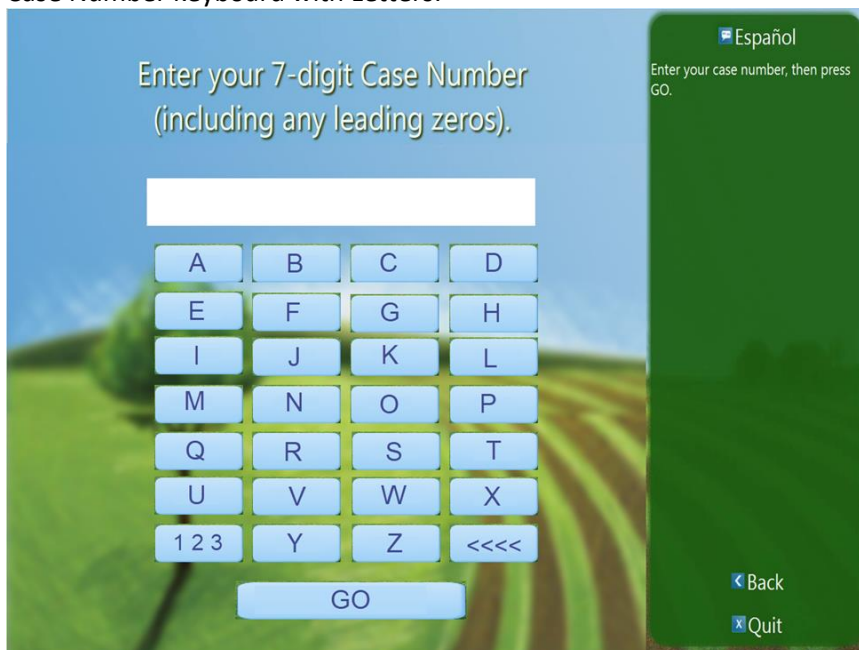**Issue:**
The keyboards on the kiosks are small which makes it difficult for customers to see and enter their information into.
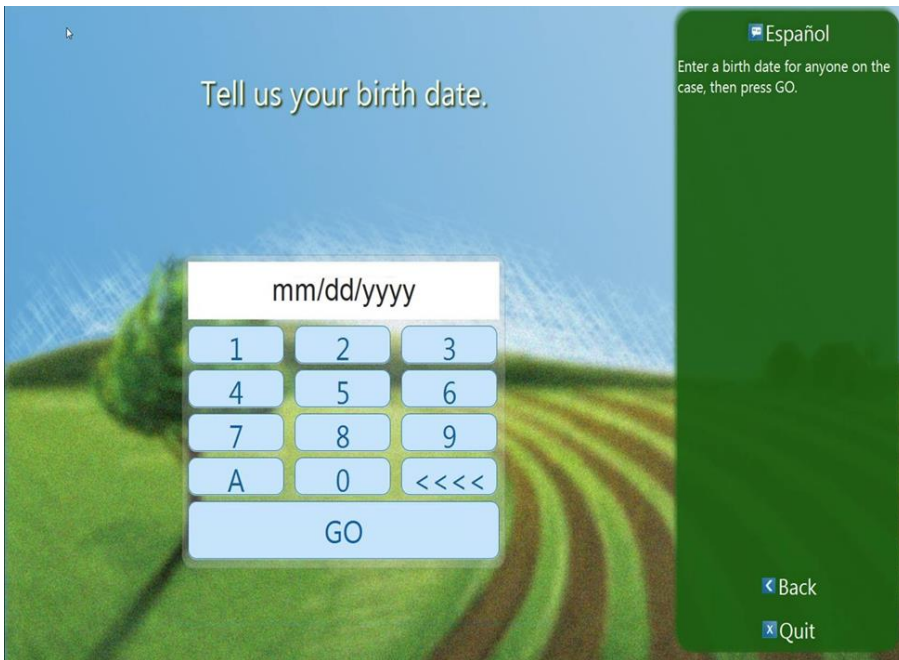
Case Number Keyboard:

Case Number keyboard with Letters:

Birth Date Keyboard:

Alpha Keyboard:

Cal**SAWS** | Enhancement Request (CER)

Proposed Recommendation:
Placer is requesting to increase the size of the keyboards on the Kiosks so customers can see them better in order enter their information.

Priority/Implementation Consideration(s):

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA)	SCR #
Rejected By: Date:	
Rejection Reason(s) or other Comments:	