

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	February 15, 2024
To:	PPOC.All, Consortium.RegionalManagers.All
CIT Name:	BenefitsCal Quick Guide: Two-Step Verification
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"/> Policy
<input type="checkbox"/> CW
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<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input checked="" type="checkbox"/> Other Program(s) _____
<input checked="" type="checkbox"/> BenefitsCal <input type="checkbox"/> MyBenefitsCalWIN
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other: Contact Center Staff | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input checked="" type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input checked="" type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
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Description:	<p>Purpose The purpose of this CIT is to notify Counties of the instructions for BenefitsCal account holders on two-step verification, also referred to as Multi-Factor Authentication (MFA).</p> <p>Background The project team deployed the MFA feature for customer accounts on BenefitsCal effective February 15, 2024, and MFA is now required for account access.</p> <p>Additional Information To enhance security and protect customer information, two-step verification is required for account holders when accessing BenefitsCal. Two-step verification provides additional safeguards and an extra level of security, and prompts account holders to enter a unique code from an email or text message at each login attempt.</p> <p>Currently, for security purposes, customer accounts have been defaulted to email for two-step verification.</p> <p>The attached <i>BenefitsCal Two-Step Verification doc.</i> provides instructions with visual aids to support the account holders experience when logging in to BenefitsCal and making updates to the mobile phone number which will be available for account holders in the future.</p>
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	<p>County Action</p> <p>None, this CIT is for informational purposes only.</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Managers.</p>
Primary Project Contact:	<p>Marsale Eramya</p> <p>EramyaM@CalSAWS.org</p>
Backup Project Contact:	<p>Carrie White</p> <p>WhiteC@CalSAWS.org</p>
Attachments:	<p>BenefitsCal Quick Guide: Two-Step Verification</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 "2024" folder. 4. Click on the appropriate CIT # folder.