


Distribution Date	January 2, 2025
To	PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	<b>Deactivation of Non-County Staff</b>

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

- |  |   |
|--|---|
| <input checked="" 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"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP                    | <input type="checkbox"/> Fiscal               |
| <input type="checkbox"/> FC/KG/AAP               | <input type="checkbox"/> GA/GR                |
| <input type="checkbox"/> Child Care              | <input checked="" type="checkbox"/> Help Desk |
| <input type="checkbox"/> WtW                     | <input type="checkbox"/> Imaging              |
| <input type="checkbox"/> Other Program(s) _____  | <input type="checkbox"/> Security             |
| <input type="checkbox"/> BenefitsCal             | <input type="checkbox"/> Task Management      |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Technical            |
| <input type="checkbox"/> OCAT                    | <input type="checkbox"/> Training             |
| <input type="checkbox"/> Other _____             |   |

Description	<p><b>Purpose</b></p> <p>The purpose of this CIT is to provide guidance on how to deactivate non-county staff (Child Care, Child Support, etc.) in CalSAWS.</p> <p><b>Background</b></p> <p>The Delegated Admin Training Guide provides instructions on how to revoke user access in ForgeRock , which removes a user’s ability to access CalSAWS and associated applications; however, revoking access in ForgeRock does not update the Non-County Staff Search/Detail page to display the user as Inactive in CalSAWS.</p> <p><b>Additional Information</b></p> <p>To update the Non-County Staff Search/Detail page, counties must submit a ServiceNow ticket (use catalog item “Other”) requesting the specific user (including their username, email address, classification and title) be changed to Inactive in CalSAWS.</p> <p><b>County Action</b></p>
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	<p>Please distribute this CIT to any impacted County staff as appropriate. If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
<p>Primary Project Contact</p>	<p>Pete Quijada  <a href="mailto:QuijadaP@CalSAWS.org">QuijadaP@CalSAWS.org</a></p>
<p>Backup Project Contact</p>	<p>Grady Howe  <a href="mailto:HoweG@CalSAWS.org">HoweG@CalSAWS.org</a></p>
<p>Attachments</p>	<p>None</p>
<p>Web Portal Link</p>	<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"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2025" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>