CalSAWS

California Statewide Automated Welfare System

Design

CA-213363

TLM-39: Lobby Device Platform Consolidation/Modernization

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	VERSION	REVISION DESCRIPTION	AUTHOR
11/19/2024	1.0	Initial	Kusnadi.E
02/20/2024	1.1	• Added to Section 2.18 for the Non-Case Validated flow for user to enter their date of birth after entering their first name and last. • Updated the Design Document (Mockups and Description of Changes) to have the reference of CalWORKS to be CalWORKs. • Added to Section 2.21.2 #2.xii. for two new Request Parameters to be added to the existing webservice. • Section 2.22 for Automated Regression Testing is added.	Kusnadi.E

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1 OVERVIEW

1.1 Current Design

Currently, there are four different lobby applications that are available for counties to use, and they are device specific. For Los Angeles County they use both the Self-Service Kiosk and the Lobby Check-In applications, while the other 57 counties use the Lobby Kiosk and Lobby Tablet applications.

1.2 Requests

Create a modernized web-based lobby application that is both device agnostic and consolidates functionality of all four lobby applications (Self-Service Kiosk, Lobby Check-In, Lobby Kiosk and Lobby Tablet). For the iOS device specifically, create a mobile lobby application version (IPA) of the web-based application.

1.3 Overview of Recommendations

1. Create a new web-based lobby application named 'Self-Service Kiosk' includes the following features:
    a. Allow participants with the ability to self-check-in.
    b. Allow counties to continue to customize what type of self-check-in participants can do on a device.
    c. Allow county workers to check-in participants and configure flows to devices through the application.
    d. Create a mobile lobby application version specific for the iOS device.
2. Update the following pages in CalSAWS to accommodate the new web-based lobby application:
    a. Update the Device Assignment Detail page to add a new 'Device Status' column, re-label the 'Device In Use' column and field, add the ability for users to access the Device Management Detail page and update the page to be to be part of CA_Code instead of CA_Lobby.
    b. Update the Device Management Task Navigation to no longer display on the Task Navigation.
    c. Update the Device Management Detail page to be accessible through the Device Assignment Detail page, display only the County, Device Type and Device Number field.
    d. Update the Flow Management List page to allow more than 16 action count to display and update the page to be to be part of CA_Code instead of CA_Lobby.
    e. Update the Flow Management Detail page with new options for Uploading Documents and Case Info, no longer display the 'Preview'

button when the page is in view mode and update the page to be to be part of CA_Code instead of CA_Lobby.
   f. Update the Select Device page to only display devices that are in enable status, display devices regardless of the device type and update the page to be to be part of CA_Code instead of CA_Lobby.
   g. Update the Action Detail page to no longer display a 'Document Upload' action type and update the page to be to be part of CA_Code instead of CA_Lobby.
3. Perform a one-time data-change to update flows that have a 'Document Upload' action type to be removed and have it enabled instead on the new 'Enable Upload Document' field that is being added to the Flow Management Detail page.

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. The new Lobby application will only support external hardware that is currently existing in production and configured to the devices accordingly.
   a. Zebra printer will be available for use on the iOS device and tablet devices (Zebra printer is not associated to the Kiosk device) only.
   b. Built-in camera will not apply to the Kiosk device.
   c. Infinite Peripherals Quantum Pay Connected 252- Card swipe for EBT card will be available for use on the iOS device only.
   d. Boca printer will only apply for the Kiosk device.
   e. Barcode Scanner will only apply for the Kiosk device.
   f. Card Reader (MagTek SureSwipe Magnetic Stripe) will only apply for the Kiosk device .
   g. Document Scanner (Fujitsu) will only apply for the Kiosk device.
3. Any new external hardware will require testing to ensure that it is compatible with the Lobby application prior to being deployed in production.
   a. This include external hardware that are of the same brand but a new or different model then what is currently in production. This also include printers that have the same printer language as what is currently in production (For Lobby Tablet and IOS devices it is currently supporting ZPL and for Kiosk devices it is currently supporting FGL).
4. Upload Document(s) functionality through the Lobby Check-In flow will require the device to have a built-in camera.
5. CA-273055 is the SCR that will update the Preview functionality to match the new lobby application
6. Alphanumeric search fields in this solution will support case-insensitive searching.

2 RECOMMENDATIONS

2.1 Device Assignment Detail page

2.1.1 Overview

The Device Assignment Detail page allows users to search for devices, as well as add or update the device Office Assignment. This SCR will make updates to the page to also allow users to add new devices.

2.1.2 Device Assignment Detail Mockup

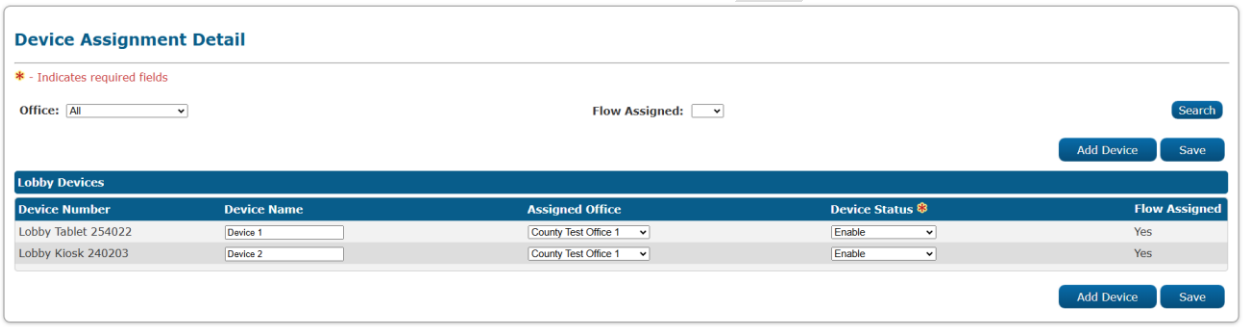


Figure 2.1.1a – Device Assignment Detail

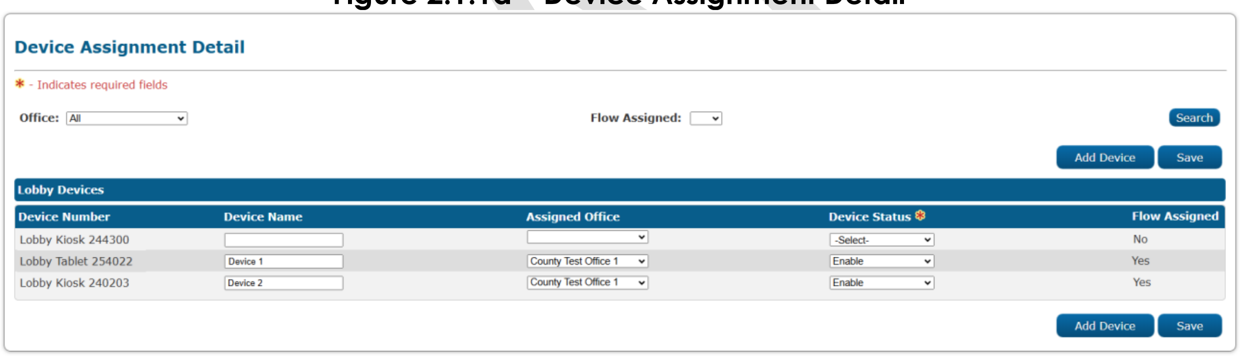


Figure 2.1.1b – Device Assignment Detail

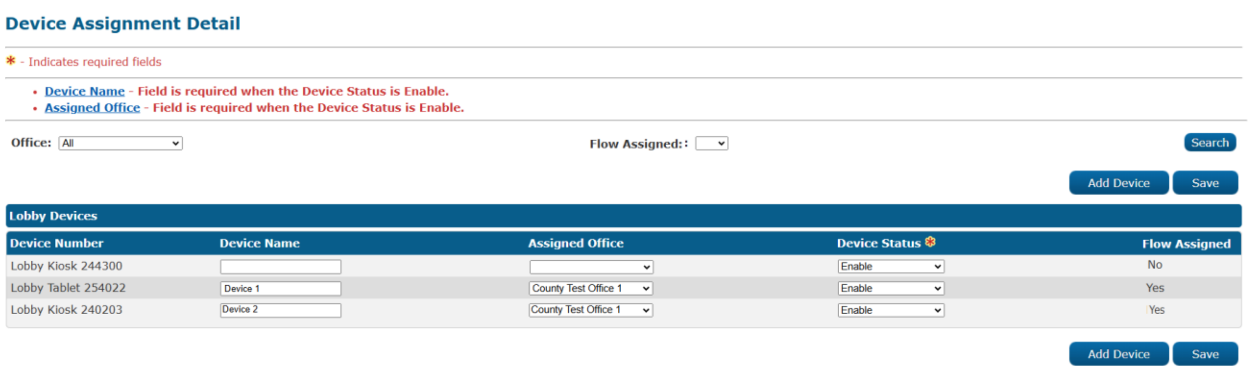


Figure 2.1.2.a – Device Assignment Detail with validations

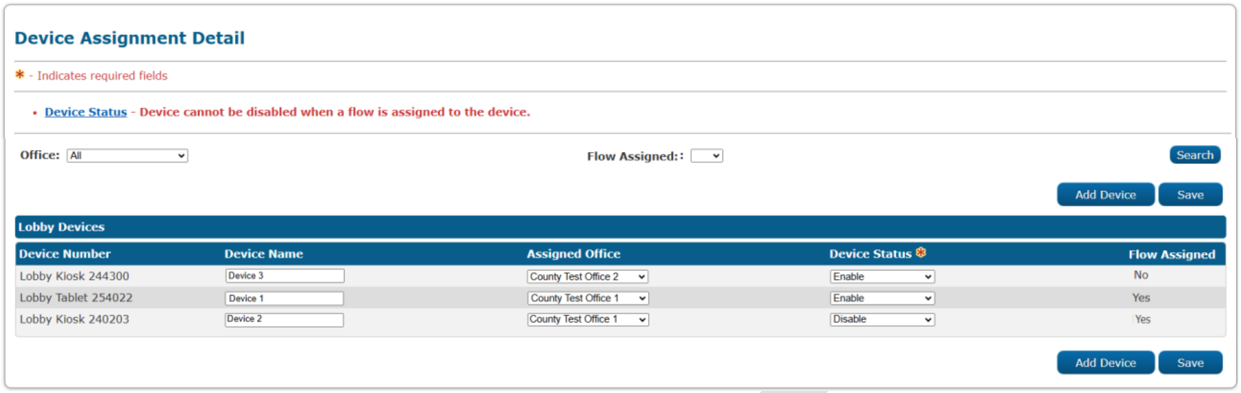


Figure 2.1.2.b – Device Assignment Detail with validations

2.1.3 Description of Changes

1. Update the 'Office' drop-down field to no longer display the value "Unassigned Devices".
   Note: 'Office' drop-down field will only display the value of 'All' and a list of all the offices for that County. Users will need to use the option of 'All' to display devices that are not assigned.
2. Add a new required drop-down field titled 'Device Status'.
   a. Drop-down field will have the following options:
      i. -Select- (default)
      ii. Enable
         1. Existing records will have the value of 'Enable'.
      iii. Disable

      Note: The Self-Service Kiosk Application home/landing page will display an error pop-up message upon launching when the Device is marked as Disable.
3. Update the Device Assignment Detail page with the ability to add new devices.
   a. Add a new button titled 'Add Device'.
      i. Clicking the 'Add Device' button will take the user to the Device Management Detail page in create mode (please reference Section 2.3 for more detail on this page).
      ii. User will need to have the 'LobbyDeviceAdmin' security right to see the 'Add Device' button.
4. Relabel both the column and field name 'Device in Use' to 'Flow Assigned'.
5. No longer display the required icon for the 'Device Name' and 'Assigned Office' field.
6. Add the following new validation messages:
   a. "Device Status – Device cannot be disabled when a flow is assigned to the device."
      i. Validation message will be triggered when user clicks on the 'Save' button and the value on the Device Status field is changed from Enable to Disable and the value on the Flow Assigned is "Yes".

    ii. "Device Name – Field is required when the Device Status is Enable."
        1. Validation message will be triggered upon clicking on the 'Save' button when the 'Device Name' field is blank and the 'Device Status' is set to 'Enable'.
    iii. "Assigned Office – Field is required when the Device Status is Enable."
        1. Validation message will be triggered upon clicking on the 'Save' button when the 'Assigned Office' field is blank and the 'Device Status' is set to 'Enable'.

7. Remove the existing validation message 'Device Name' OR 'Assigned Office' – Both 'Device Name' and 'Assigned Office' are required.
8. A device that was just added will always be listed at the top of the page when the user is re-directed back to the Device Assignment Detail page from the Device Management Detail page (by clicking the Save and Return button).
    a. 'Device Name' field will default too 'Blank'.
    b. 'Assigned Office' field will default too 'Blank'.
    c. 'Device Status' field will default too '-Select-'.
    d. 'Flow Assigned' field will default too 'No'.
9. Update the Device Assignment Detail page to be part of CA_Code instead of CA_Lobby
   Note: This is a technical/backend change only.

2.1.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Assignment

2.1.5 Security Updates

N/A as the 'LobbyDeviceAdmin' security right is an existing security right.

2.1.6 Page Mapping

Update Page Mapping for the new field being added and the rename of the Flow Assigned field.

2.1.7 Accessibility

Accessibility was assessed and no changes are needed.

2.1.8 Page Usage/Data Volume Impacts

N/A

2.2 Device Management Task Navigation

2.2.1 Overview

The Device Management Task Navigation allows users to access the Device Management pages. This SCR will hide the Device Management Task Navigation as the Device Management page will be updated to be accessible through the Device Assignment page (please refer to Section 2.1 for more details).

2.2.2 Device Management Task Navigation Mockup

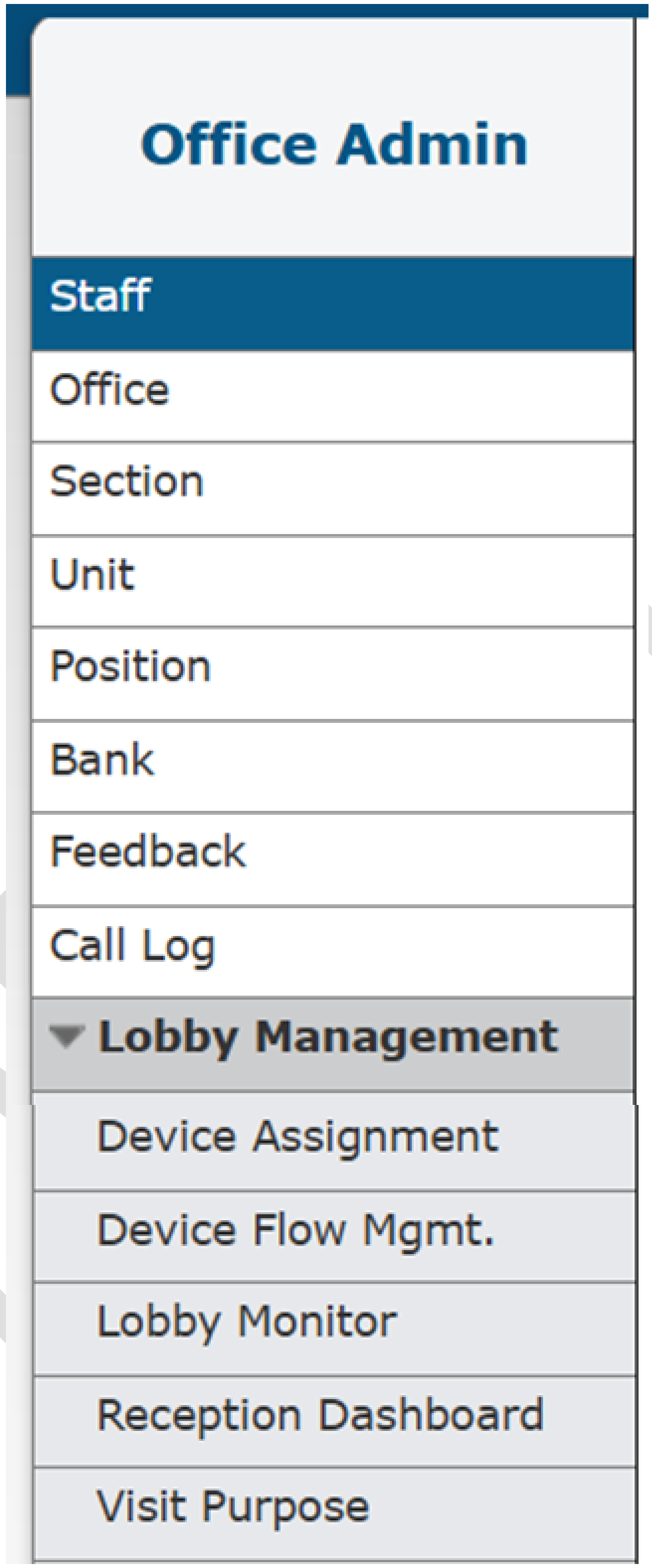


Figure 2.2.1 – Lobby Management Task Navigation

2.2.3 Description of Changes

1. No longer display the Device Management from the Lobby Management Task Navigation.

2.2.4 Page Location

Currently:

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Management

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Accessibility

N/A

2.2.8 Page Usage/Data Volume Impacts

N/A

2.3 Device Management Detail page

2.3.1 Overview

The Device Management Detail page allows users to add new devices into CalSAWS. This SCR will make updates to no longer display the 'Hardware' section and make it accessible through the Device Assignment Detail page.

2.3.2 Device Management Detail Mockup

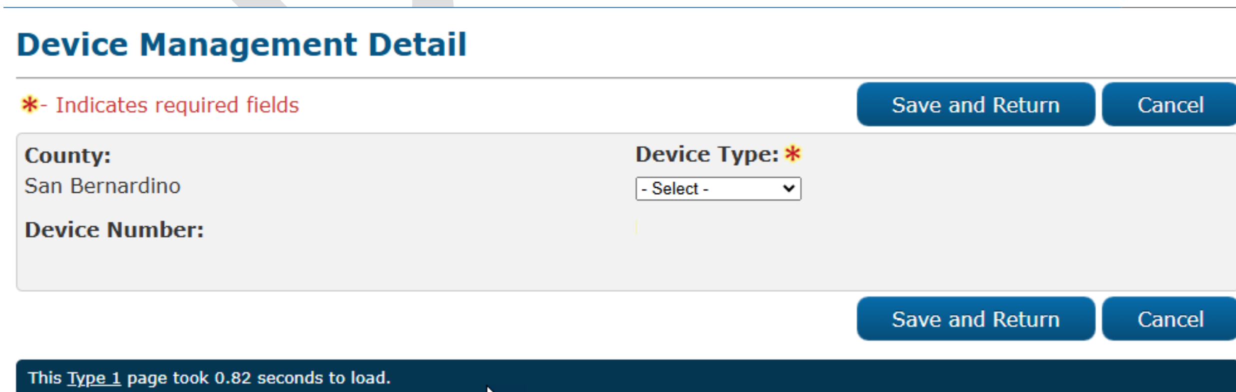


Figure 2.3.1 – Device Management Detail

2.3.3 Description of Changes

1. Update the Device Management Detail page to only be accessible through the 'Add Device' button found on the Device Assignment Detail page.
    a. The page will be in create mode when it is access.
2. No longer display the 'Hardware' section.
3. No longer display the 'Lobby Tablet 2' field.
4. Relabel the 'Save' button to 'Save and Return'.
    a. Clicking the 'Save and Return' button will re-direct the user back to the Device Assignment Detail page.
5. Update the logic on the County field to auto populate the county name based on the logged in user.

2.3.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Assignment

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update Page Mapping for the fields that are no longer being displayed on the page.

2.3.7 Accessibility

Accessibility was assessed and no changes are needed.

2.3.8 Page Usage/Data Volume Impacts

N/A

2.4 Flow Management Detail page

2.4.1 Overview

The Flow Management Detail page allows users to add or edit a device flow for the Lobby application. This SCR will make updates to the Flow Management Detail page to allow new actions to be available for the Self-Service Kiosk Application.

2.4.2 Flow Management Detail Mockup

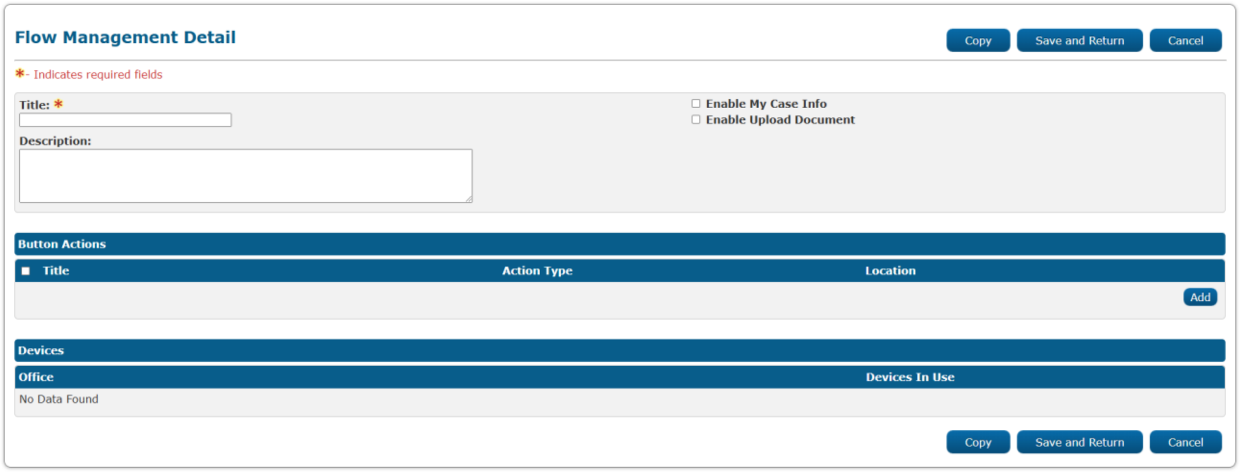


Figure 2.4.1 – Flow Management Detail (Create mode)

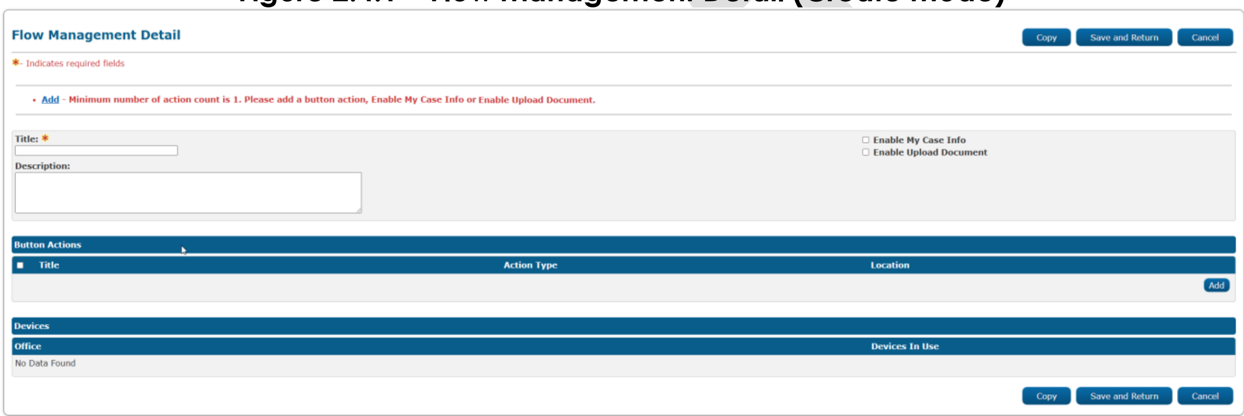


Figure 2.4.1 – Flow Management Detail (with validation)

2.4.3 Description of Changes

1. Remove the 'Device Type' drop-down field from the Flow Management Detail page.
2. Add the following two new fields:
    a. Enable My Case Info
        i. Field will have a check box.
            1. Default value will be unchecked, and this applies to existing Flow Management records.
        ii. When the 'Enable My Case Info' field is checked, the Action Button of 'My Case Info' will display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section 2.16).
        iii. When the 'Enable My Case Info' field is unchecked, the Action Button of 'My Case Info' will not display on the 'How can we help you?' screen of the Self-Service Kiosk application (Section 2.16).
        iv. When the field is checked, it will count as an Action Count on the Flow Management List page.
    b. Enable Upload Document
        i. Field will have a check box.
            1. Default value will be unchecked.

        2. For existing records, a data change will be applied for flows where there’s an Action Type of ‘Document Upload’.
            a. Action button of ‘Document Upload’ will no longer display under the Button Actions section found on the Flow Management Detail page and on the Additional Button Actions section found on the Action Detail page.
            b. Do a one-time data change for action button/additional action button assign to a ‘Document Upload’ Action Type.
                i. Remove the ‘Document Upload’ Action Type from action button/additional action button.
                ii. Check the Enable Upload Document field.

            Note: Data change is done so that existing flow that have an Upload Document Action Type assign to an action button/additional action button to continue to have it assign as part of their flow without requiring counties to update their existing flows post implementation of the SCR.

    ii. When the ‘Enable Upload Document’ field is checked, the Action Button of ‘Upload Document’ will display on the ‘How can we help you?’ screen of the Self-Service Kiosk application (Section 2.16).
        1. On the Self-Service Kiosk application, the action button will be title ‘Upload Document’ (when in English) or ‘Subir documento’ (when in Spanish).
        2. The Reception Log Visit Type of ‘Drop Off Document’ will be associated to the Reception Log record when it is created (when user is going through the Upload Document flow on the Self-Service Kiosk application).
        3. Case Validation and Print Receipt will be required for the Self-Service Kiosk application for the Upload Document flow.
            a. The following static message will display on the printed receipt:
                i. English: “Thank you for uploading your document. Access your case info online at www.benefitscal.com”
                ii. Spanish: “Gracias por subir su documento. Acceda a la información de su caso en línea en www.benefitscal.com”

        Note: Worker Notification (Email notification) feature will no longer be available for document upload flow.

    iii. When the ‘Enable Upload Document’ field is unchecked, the Action Button of ‘Upload Document’ will not display on the

'How can we help you?' screen of the Self-Service Kiosk application (Section 2.16).
      iv. When the field is checked, it will count as an Action Count on the Flow Management List page.
3. Remove the validation message "A flow of Device Type 'Lobby Tablet' cannot contain a Button Action with an Action Type from 'Document Upload'.
4. Create a new validation message "Add – Minimum number of action count is 1. Please add a button action, Enable My Case Info or Enable Upload Document.'
   a. Validation message will be triggered upon clicking on the 'Save and Return' button when there's no button action added, the 'Enable My Case Info' is unchecked and the 'Enable Upload Document' is also unchecked.
   b. For existing flows where there is no action button added, the 'Enable My Case Info' is unchecked and the 'Enable Upload Document' is unchecked, the page will continue to open in 'Edit' mode and will allow the user to click on the 'Cancel' button or the 'Copy' button.
5. No longer display the 'Preview' button when the page is in View mode.
6. Update the Flow Management List and Flow Management Detail page to be part of CA_Code instead of CA_Lobby
   Note: This is a technical/backend change only.

2.4.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

N/A

2.4.7 Accessibility

The following Accessibility enhancements have been identified:

- <html> element must have a lang attribute
- Form elements must have labels

2.4.8 Page Usage/Data Volume Impacts

N/A

2.5 Select Device page

2.5.1 Overview

The Select Device page allows users to assign a device for a flow. This SCR will update the page to only display devices that are enabled.

2.5.2 Select Device Mockup

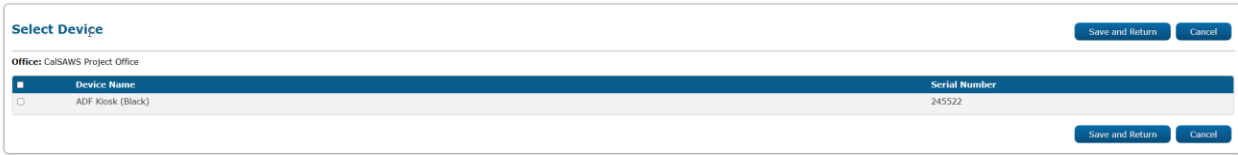


Figure 2.5.1 – Select Device (reference only)

2.5.3 Description of Changes

1. Update the Select Device page to only display devices that have the Status of 'Enable'.
    a. Device Status is based on the value selected on the Device Status field found on the Device Assignment Detail page.
    b. Device that has a status of 'Disable' will not be listed on the page.
2. Update the Select Device page to display all devices regardless of the device type.
3. Update the Select Device page to be part of CA_Code instead of CA_Lobby
   Note: This is a technical/backend change only.

2.5.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Accessibility

The following Accessibility enhancements have been identified:

- <html> element must have a lang attribute
- Form elements must have labels

2.5.8 Page Usage/Data Volume Impacts

N/A

2.6 Action Detail page

2.6.1 Overview

The Action Detail page allows users to create a button action for a device flow.

2.6.2 Action Detail Mockup

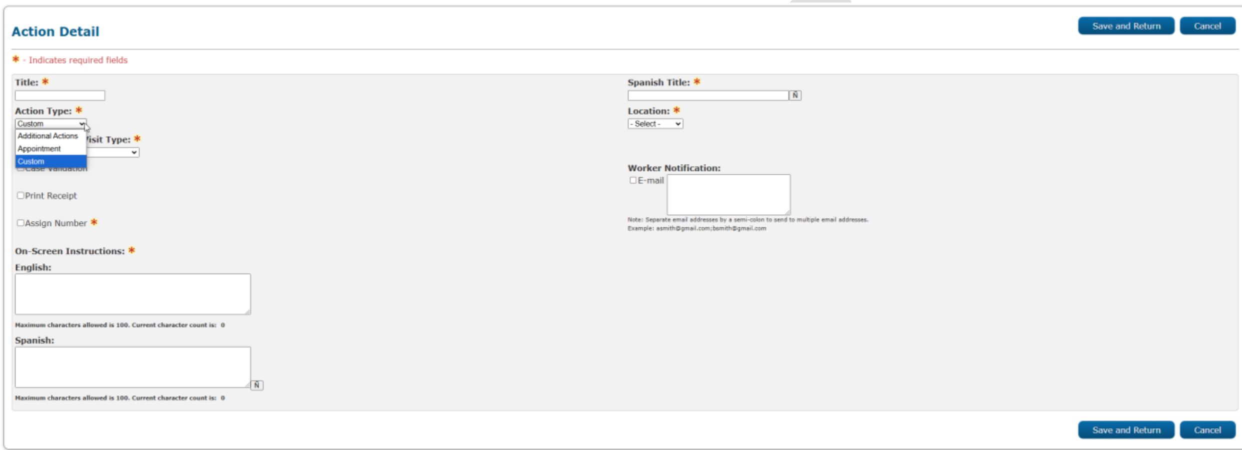


Figure 2.6.1 – Action Detail (without Document Upload option)

2.6.3 Description of Changes

1. Update the Action Detail page to no longer display the option of 'Document Upload' on the Action Type field.
2. Update the Action Detail page to be part of CA_Code instead of CA_Lobby
   Note: This is a technical/backend change only.

2.6.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Accessibility

The following Accessibility enhancements have been identified:

- <html> element must have a lang attribute
- Form elements must have labels
- Select element must have an accessible name

2.6.8 Page Usage/Data Volume Impacts

N/A

2.7 Flow Management List page

2.7.1 Overview

The Flow Management List page allows users to access, view, create new or remove existing device flows.

2.7.2 Flow Management List Mockup

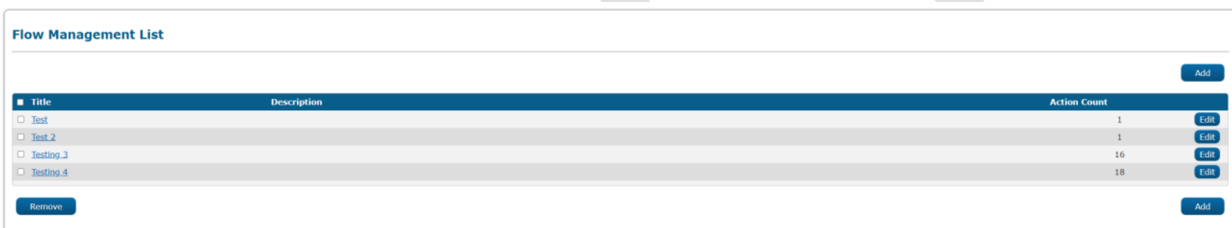


Figure 2.7.1 – Flow Management List page

2.7.3 Description of Changes

1. Update the Flow Management List page to display a maximum of 18 action count. (18 maximum action available as 16 would be the maximum number for the action button and the additional 2 for when the My Case Info and Upload Document is enabled).
2. Update the Action Detail page to be part of CA_Code instead of CA_Lobby
   Note: This is a technical/backend change only.

2.7.4 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Device Flow Mgmt.

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

N/A

2.7.7 Accessibility

The following Accessibility enhancements have been identified:

- <html> element must have a lang attribute
- Form elements must have labels

2.7.8 Page Usage/Data Volume Impacts

N/A

2.8 Self-Service Kiosk Home/Landing page

2.8.1 Overview

Create a new home/landing page that will display when the web-based/mobile application is launched.

2.8.2 Self-Service Kiosk Home/Landing page Mockup

Figure 2.8.1a – Self-Service Kiosk Landing page (English mode/default)

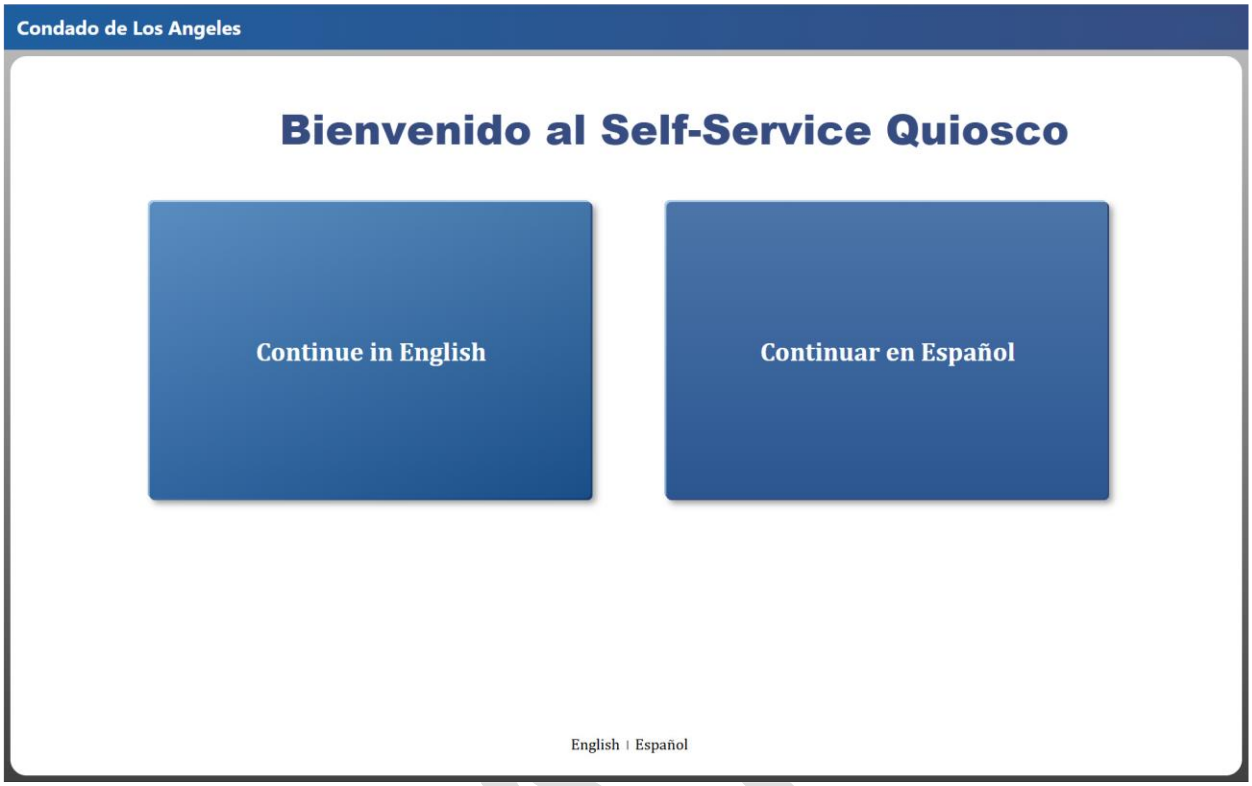


Figure 2.8.1b – Self-Service Kiosk Landing page (Spanish)

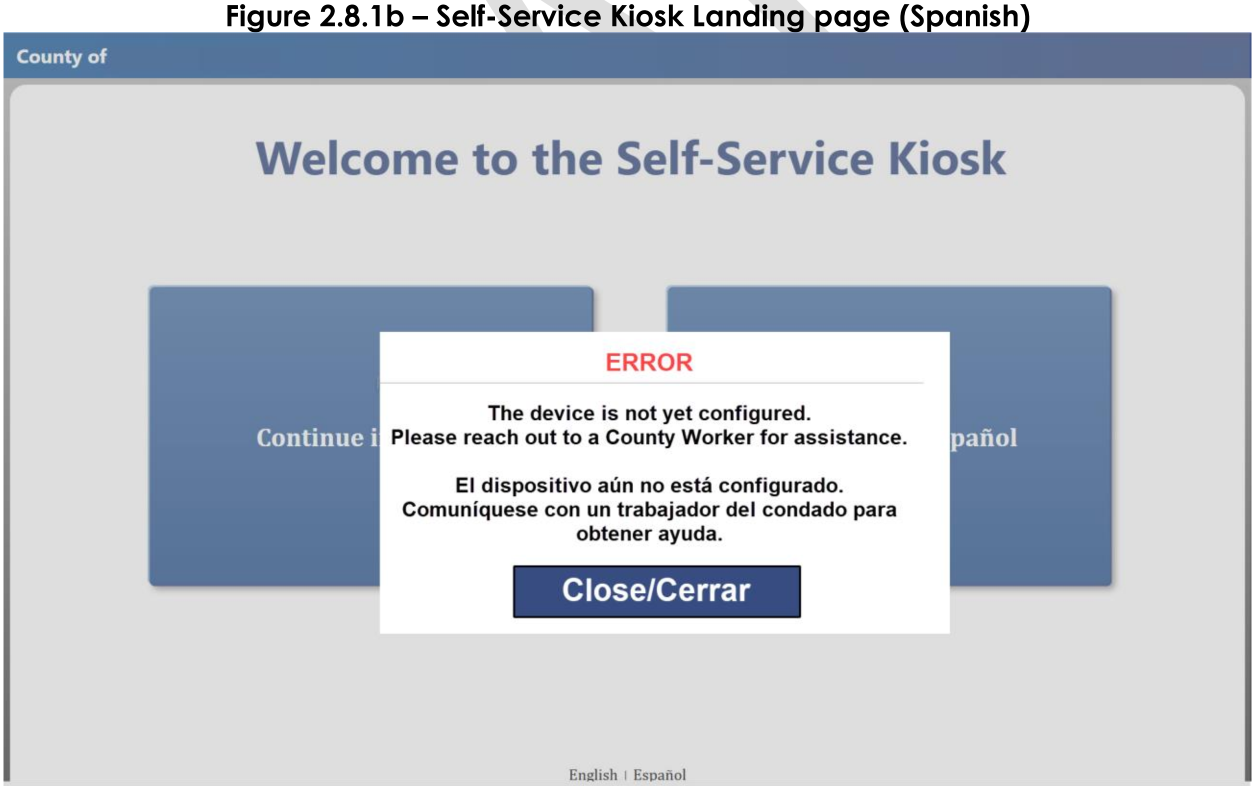


Figure 2.8.2 – Self-Service Kiosk Landing page when device is not associated to a flow

Figure 2.8.3 – CalSAWS Self Service Kiosk Icon for iOS device

2.8.3 Description of Changes

1. Create a new URL to access the new web-based Lobby application.
    a. Production URL: https://lobby.calsaws.net/ for iOS devices, a new 'Lobby' mobile application will be created.
        i. Create a new 'Lobby' mobile application icon that is to be display on the iOS device.
            ii. Icon will have a blue background (Hex color: #1A3292) and have CalSAWS written on top, Lobby Application at the bottom both in white color along with an image in the middle of California in white with green background.
2. Create a new Home/Landing page that will display when the 'Lobby' mobile application or the web-based Lobby application URL is open and have the following components:
    a. Launching the application will call the existing /config/kiosk (info) endpoint.
        i. Application will send the Device Number associated to the Device if one is available.
        ii. When the endpoint returned a device status of Disable display the error pop-up message.
        iii. When the endpoint returned with no flow information display the error pop-up message.
    b. On the left side of the header on the page, display "County of XXX"
        i. When in "Spanish" mode it will display as "Condado de XXX"
        ii. XXX will be the name of the County that the device is associated to (please refer to Section 2.3 for details on how the device is associated to a specific county).
            1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
        iii. XXX will be blank if the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page).

            iv. Clicking on the "County of XXX" three times continuously within 5 seconds will re-direct the user to the Employee Only Portal page (please refer to Section 2.9 for details on that specific page)
                1. The Employee Only Portal page is only accessible through the Self-Service Kiosk landing/home page.
    c. Display the following on the middle of the page:
        i. The main page will be titled "Welcome to the Self -Service Kiosk"
            1. This will be the default title when the page 1st display or when the page is in "English" mode.
            2. Title will be "Bienvenido al Self-Service Quiosco" when the page is in "Spanish" mode.
        ii. Display two buttons right underneath "Welcome to the Self-Service Kiosk"
            1. 1st button on the left will be titled "Continue in English"
                a. Title of the button will not change even when the page is in Spanish mode.
                b. Clicking on the "Continue in English" will re-direct the user to the "How can we help you?" page in English mode (please refer to Section 2.16 for detail on that specific screen).
                c. Clicking this button will call the /config/kiosk (info) endpoint.
                    i. When the endpoint returned a device status of Disable display the error pop-up message.
                    ii. When the endpoint returned with no flow information (no action button, enable case info is not checked and enable upload document is not checked) display the error pop-up message.
            2. 2nd button on the right will be titled "Continuar en Español"
                a. Title of the button will not change even when the page is in English mode.
                b. Clicking on the "Continuar en Español" will re-direct the user to the "How can we help you?" page in Spanish mode (please refer to Section 2.16 for detail on that specific screen).
                    i. Clicking this button will call the /config/kiosk (info) endpoint.
                    ii. When the endpoint returned a device status of Disable display the error pop-up message.
                    iii. When the endpoint returned with no flow information (no action button, enable case info is not checked and enable upload

document is not checked) display the error pop-up message.

iii. Display the following on the bottom: “English” I “Español”

1. Display “English” I “Español” for all page when it is in “Self-Service Kiosk” mode, unless otherwise specified.
2. Clicking on “English” will display the Home page in “English” mode.
    a. The page will not change when user clicks on “English” and the page is already in “English” mode.
3. Clicking on “Español” will display the Home page in “Spanish” mode.
    a. The page will not change when user clicks on the “Español” and the page is already in “Spanish” mode.

d. Display an error pop-up message when the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page) when the application launch or after clicking the “Continue in English” or “Continuar en Español” button.

i. Main screen will have a gray overlay and the error pop-up message that will have the following information:

1. “Close/Cerrar” button at the bottom of the pop-up message.
    a. Clicking on the “Close/Cerrar” button will close the error pop-up message.
    b. Gray overlay will disappear as well from the main page.
2. The word ‘ERROR’ in the middle of screen in red followed by:
    a. “The device is not yet configured. Please reach out to a County Worker for assistance.

       El dispositivo aún no está configurado. Comuníquese con un trabajador del condado para obtener ayuda.”
3. Click on the “Continue in English” button, “Continuar en Español” button, “English”, or “Español” will open the error pop-up message with the gray overlay again when the device is not configured/associated to a flow or if the Device is marked as Disabled (Device Status field on the Device Assignment Detail page).

Note: This endpoint will provide the flow information that is assigned to the Device.

2.8.4 Page Location

Access through launching the mobile application (on IOS device only) or through the URL: https://lobby.calsaws.net/

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

N/A

2.8.7 Accessibility

Page will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.8.8 Page Usage/Data Volume Impacts

N/A

2.9 Employee Only Portal page

2.9.1 Overview

Create a new Employee Only Portal confirmation page.

2.9.2 Employee Only Portal page Mockup

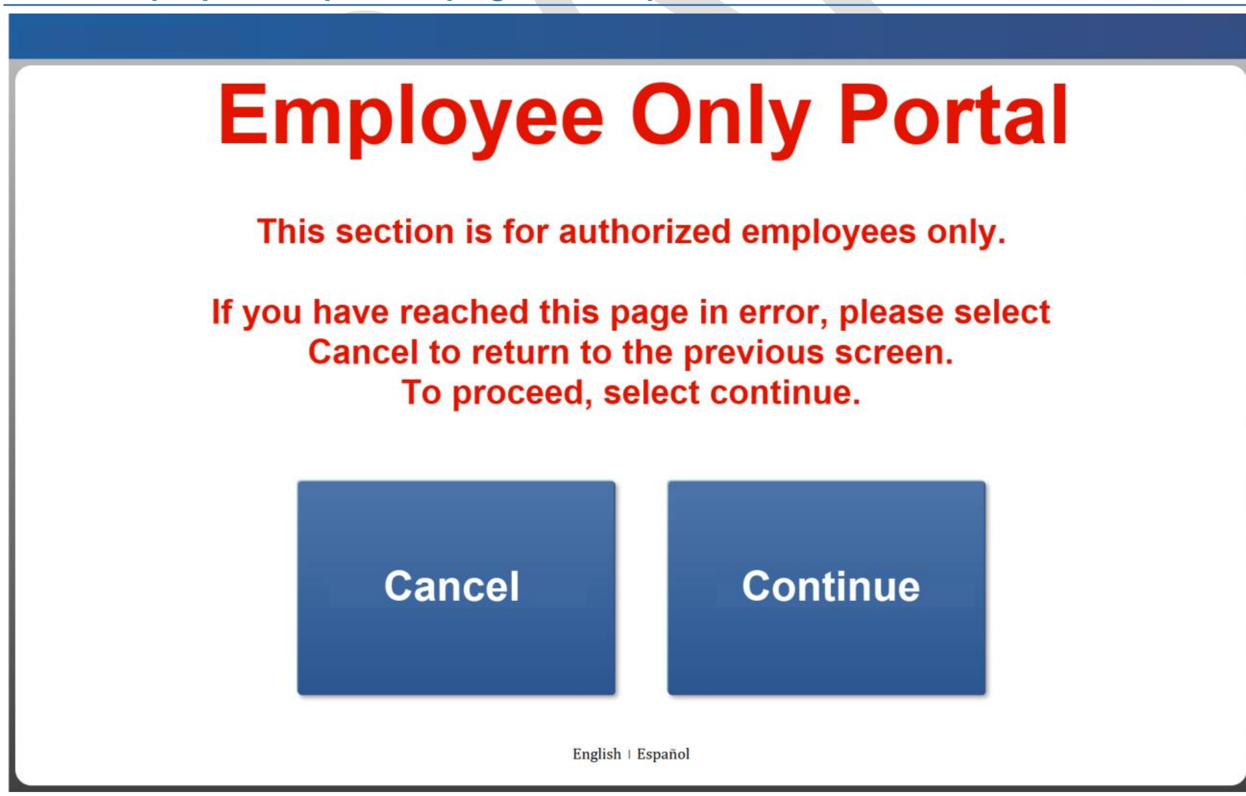


Figure 2.9.1a – Self-Service Kiosk Employee Only Portal (English mode/default)

Figure 2.9.1b – Self-Service Kiosk Employee Only Portal (Spanish mode)

2.9.3 Description of Changes

1. Create a new Employee Only Portal that will display after the users clicks on the "County of XXX" 3 times continuously within 5 seconds from the Self-Service Kiosk home/landing page and have the following components:
    a. Display the following on the screen:
        i. Display "Employee Only Portal" at the very top of the screen.
            1. Spanish version: "Portal exclusive para empleados".
        ii. Display "This section is for authorized employees only. If you have reached this page in error, please select Cancel to return to the previous screen. To proceed, select continue." in the middle of the screen.
            1. Spanish version: "Esta sección es sólo para empleados autorizados. Si llegó a esta página por error, seleccione Cancelar para volver a la pantalla anterior. Para proceder, seleccione continuar."
        iii. Display two buttons:
            1. 1st button on the left will be titled "Cancel"
                a. Clicking on the "Cancel" button will re-direct the user back to the Self-Service Kiosk home/landing page.
                b. In Spanish: "Cancelar"
            2. 2nd button on the right will be titled "Continue"

a. Clicking on the "Continue" button will re-direct the user to the Employee Log-In/ForgeRock pages (please refer to Section 2.10 for more details.)
b. In Spanish: "Continuar"
    i. For the Self-Service Kiosk web-based version user will be re-directed to the existing ForgeRock log-in pages (these are the same pages that user will use to log in to other applications such as CalSAWS).
        1. When user is successfully authenticated through ForgeRock, the application will call the existing /user/rights endpoint.
    ii. For the Self-Service Kiosk mobile application version user will be re-directed to the Employee Only Portal pages.

iv. Display the following on the bottom: "English" I "Español"
    1. Clicking on "English" will display the screen in "English" mode.
        a. The screen will not change when user clicks on "English" and the screen is already in "English" mode.
    2. Clicking on "Español" will display the screen in "Spanish" mode.
        a. The screen will not change when user clicks on the "Español" and the screen is already in "Spanish" mode.

2. Automatically re-direct the user back to the home/landing page when the 'Employee Only Portal' page remain idle for more than 5 seconds.

2.9.4 Page Location

Access by clicking the "County of XXX" 3 times continuously within 5 seconds from the home/landing page only.

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

N/A

2.9.7 Accessibility

Page will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.9.8 Page Usage/Data Volume Impacts

N/A

2.10 Employee Log-In/ForgeRock

2.10.1 Overview

Create new Employee Log-In pages that will authenticate users through ForgeRock for the Self-Service Kiosk mobile application. For the Self-Service Kiosk web-based application, user will be re-directed to the existing ForgeRock log in pages.

2.10.2 Employee Log-In/ForgeRock Mockup

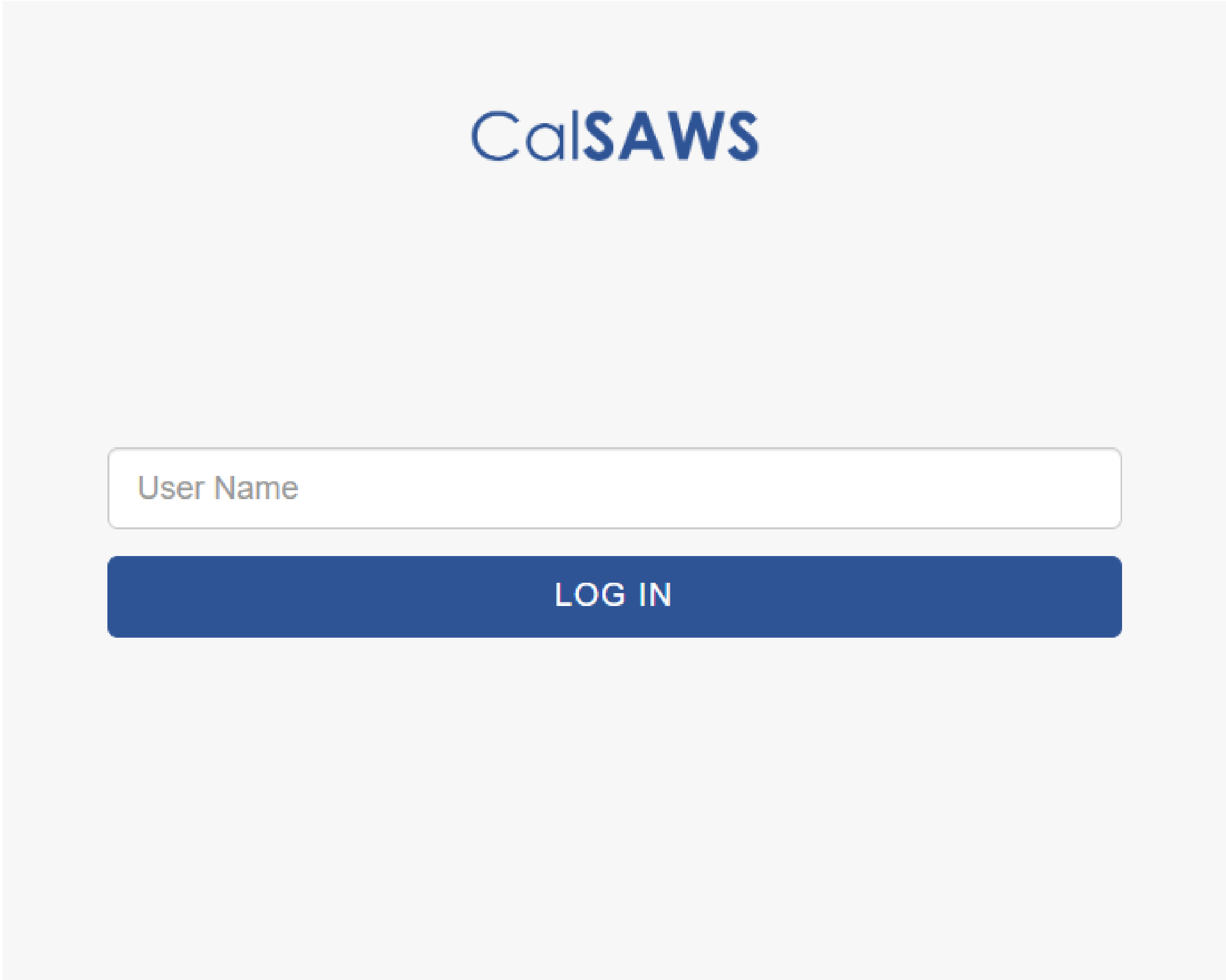


Figure 2.10.1 – Employee Log-In (Enter User Name page)

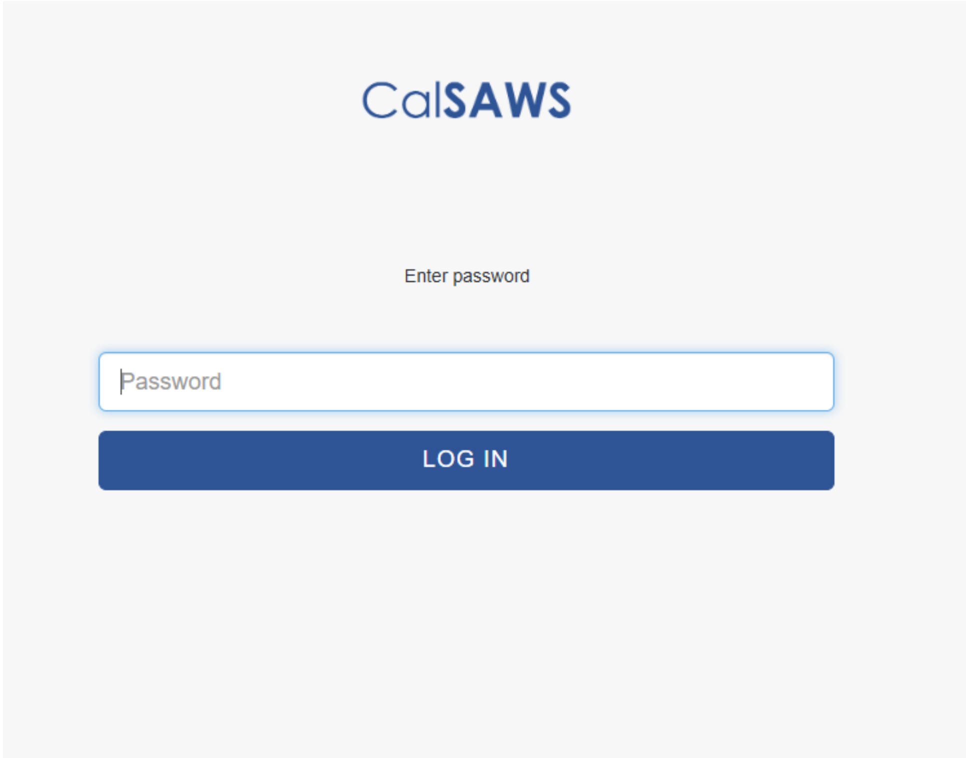


Figure 2.10.2.a – Employee Log-In (Enter Password page)

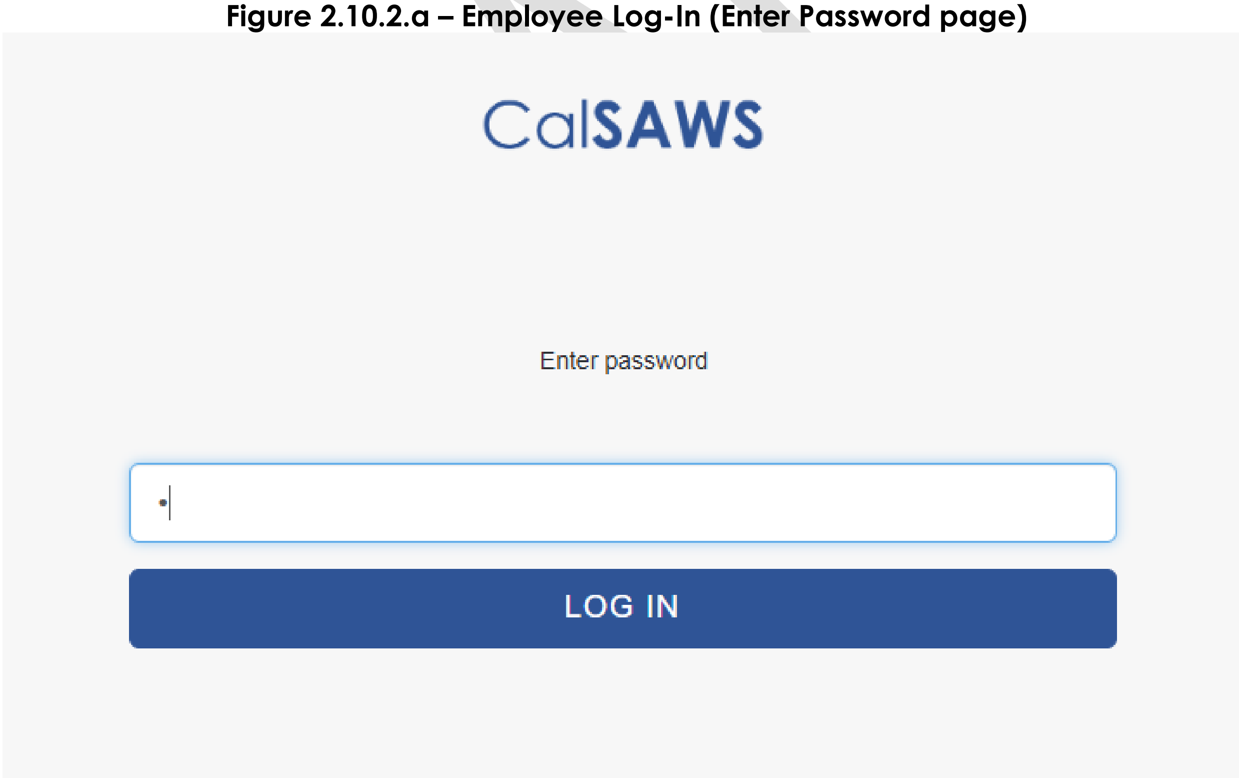


Figure 2.10.2.b – Employee Log-In (Enter Password page)

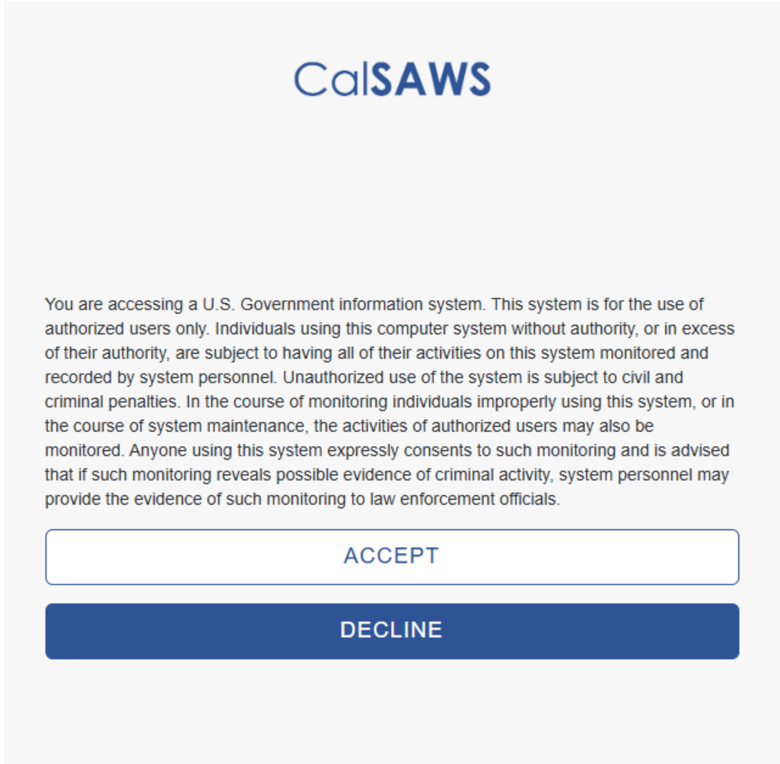


Figure 2.10.3 – Log-In (terms & condition)

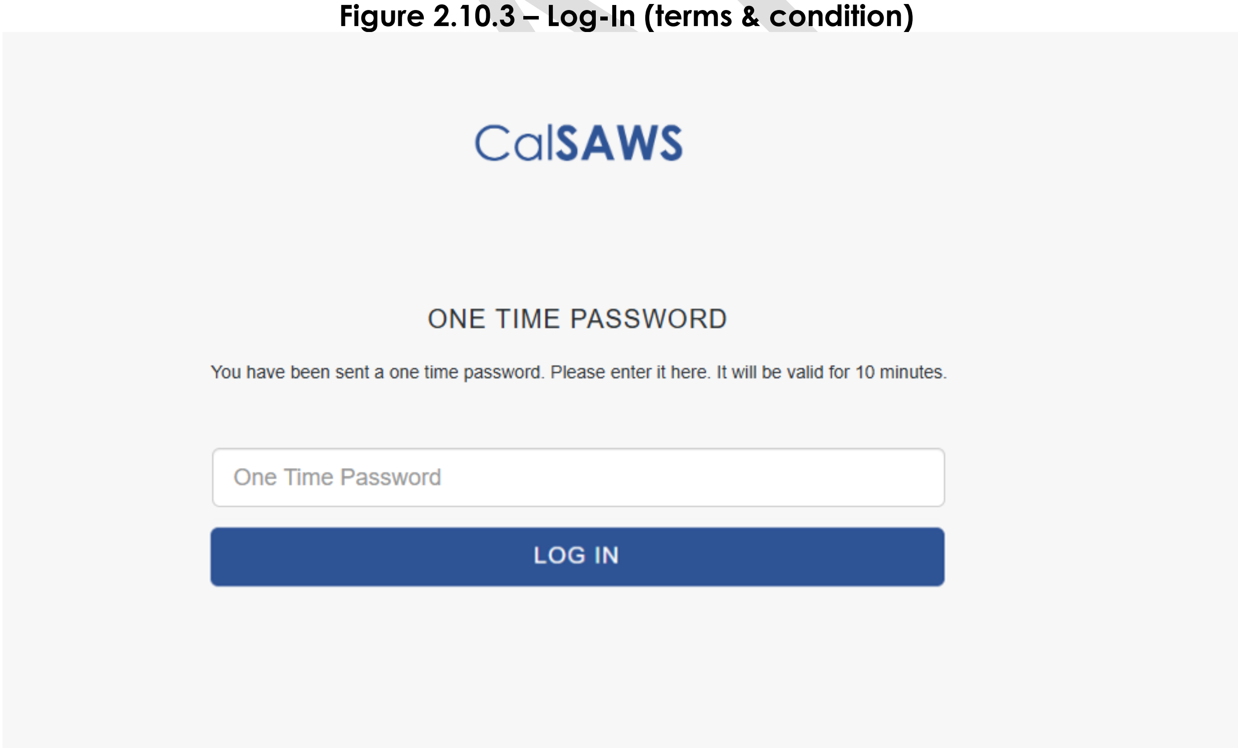


Figure 2.10.4 – Log-In (One Time Password)

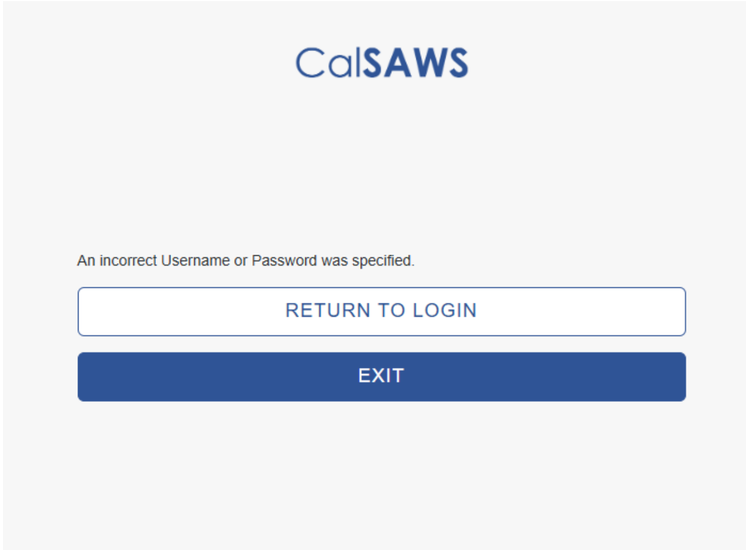


Figure 2.10.5 – Log-In (Incorrect Username or Password)

2.10.3 Description of Changes

1. For the web-based application, re-direct the user to the Employee Portal page, after user is successfully authenticated through the ForgeRock log-in pages.
    a. Call the existing /user/rights endpoint when the user is authenticated successfully in ForgeRock.
2. Create new Employee Log-In pages that will display after user clicks on the 'Continue' ('Continuar' when in Spanish mode) button found on the Self-Service Kiosk Employee Only Portal screen.
    a. These pages will display only for the Self-Service Kiosk mobile application.

    Note: For the Self-Service Kiosk web-based application, users will be re-directed to the ForgeRock log-in pages. As users will be logging in directly through ForgeRock, they will follow the existing flow and authentication process as they currently do.

    b. Create a new 'Enter User Name' page that will have the following elements:
        i. Display 'CalSAWS' at the top of the page
        ii. Display a text box with 'User Name' written within the background of the text box.
            1. Clicking on the 'User Name' field will display the onscreen keyboard.
        iii. Display a 'LOG IN' button
            1. Clicking on the 'LOG IN' button will re-direct the user to the Enter Password page.
            2. When there's no value entered on the 'text box' the user will remain on the page.
    c. Create a new 'Enter Password' that will have the following elements:
        i. Display 'CalSAWS' at the top of the page followed by 'Enter password'.

ii. Display a text box with ‘Password’ written within the background of the text box.
    1. Value entered on the text box will automatically display as a dot ‘·’ as they are being entered.
    2. Clicking on the ‘Password’ field will display the onscreen keyboard.

iii. Display a ‘LOG IN’ button
    1. Clicking on the ‘LOG IN’ button will re-direct the user to the CalSAWS Terms and Conditions page.
        a. When there’s no value entered on the ‘text box’ the user will remain on the page.
        b. Clicking on the ‘LOG IN’ button will call the existing lobbycheckin/signin/startAuthenticateUser endpoint.

d. Create a new CalSAWS Terms and Conditions page
    i. The page will display when the Userlobbycheckin/signin/startAuthenticateUser endpoint returned the authentication information along with the Terms and Conditions text.
    ii. Display ‘CalSAWS’ at the top of the page followed by the following text:
    “You are accessing a U.S. Government information system. This system is for the use of authorized users only. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. Unauthorized use of the system is subject to civil and criminal penalties. In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of authorized users may also be monitored. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials. “
    iii. Display two buttons:
        1. Display an ‘ACCEPT’ button
            a. Clicking the ‘ACCEPT’ button will re-direct the user to the ‘One Time Password’ page when the User Name and Password entered is found in ForgeRock (this will be based on the information being sent back from ForgeRock through the endpoint).
            b. Clicking the ‘ACCEPT’ button will re-direct the user to the ‘Incorrect User Name and Password’ page when the entered User Name and/or Password is not found, or the Password for the User Name does not match in ForgeRock (this will be based on the information being sent back from ForgeRock through the endpoint).

c. Clicking the ‘ACCEPT’ button will call the existing lobbycheckin/signin/acceptTermsAndConditions endpoint.

2. Display a ‘DECLINE’ button
    a. Clicking the ‘DECLINE’ button will re-direct the user back to the ‘Enter User Name’ page.
    b. Clicking the ‘DECLINE’ button will call the existing lobbycheckin/signin/acceptTermsAndConditions endpoint.

e. Create a new ‘One Time Password’ page
    i. Display ‘CalSAWS’ at the top of the page followed by ‘ONE TIME PASSWORD’ and ‘You have been sent a one time password. Please enter it here. It will be valid for 10 minutes.’
    ii. Display a text box with ‘One Time Password’ written within the background of the text box.
        1. Value entered on the text box will automatically display as a dot ‘·’ as they are being entered.
        2. Clicking on the ‘One Time Password’ field will display the onscreen keyboard.
    iii. Display a ‘LOG IN’ button
        1. Clicking on the ‘LOG IN’ button will re-direct the user to the Employee Portal pages (Select Device or the Employee Portal) when the value entered on the text field is authenticated successfully in ForgeRock.
            a. User will remain on the ‘One Time Password’ page when the value entered on the text field is not authenticated successfully in ForgeRock.
            b. User will be re-directed back to the ‘Enter User Name’ page after receiving 5 unsuccessful authentications consecutively.
            c. When there’s no value entered on the ‘text box’ the user will remain on the page.
        2. Clicking on the ‘LOG IN’ button will call the existing lobbycheckin/signin/validateOtp endpoint.
            a. The application will automatically call the existing /user/rights endpoint when the lobbycheckin/signin/validateOtp endpoint returns a successful response.

f. Create a new ‘Incorrect User Name and Password’ page
    i. Display ‘CalSAWS’ at the top of the page followed by ‘An incorrect Username or Password was specified.’
    ii. Display two buttons:
        1. Display a ‘RETURN TO LOGIN’ button
            a. Clicking on the ‘RETURN TO LOGIN’ button will re-direct user back to the ‘Enter User Name’ page
        2. Display a ‘EXIT’ button
            a. Clicking on the ‘EXIT’ button will re-direct the user back to the Self-Service Kiosk home/landing page.

3. Automatically re-direct the user back to the Self-Service Kiosk home/landing page when any of the Employee Log-In pages (as listed above), except for the 'One Time Password' page, remain idle for more than 10 seconds.
    a. For the 'One Time Password' page, user will automatically be re-directed back to the home/landing page when it's idle for more than 5 minutes.

    Note: This will only apply for the Self-Service Kiosk mobile application.

Note: For counties that have specific Forge Rock log-in process, they will continue to see those pages as normal (i.e. text messaging) when they use the Self-Service Kiosk web-based application.

2.10.4 Page Location

For the Self-Service Kiosk mobile application: Access by clicking the 'Continue' ('Continuar' when in Spanish mode) button from the Employee Only Portal page.

For the Self-Service Kiosk web-based application, it will re-direct to the ForgeRock log-in pages.

2.10.5 Security Updates

N/A

2.10.6 Page Mapping

N/A

2.10.7 Accessibility

For the mobile application version: Pages will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.10.8 Page Usage/Data Volume Impacts

N/A

2.11 Employee Portal page

2.11.1 Overview

Create new Employee Portal pages that will allow users to access employee only functionalities within the Self-Service Kiosk application.

2.11.2 Employee Portal pages Mockup

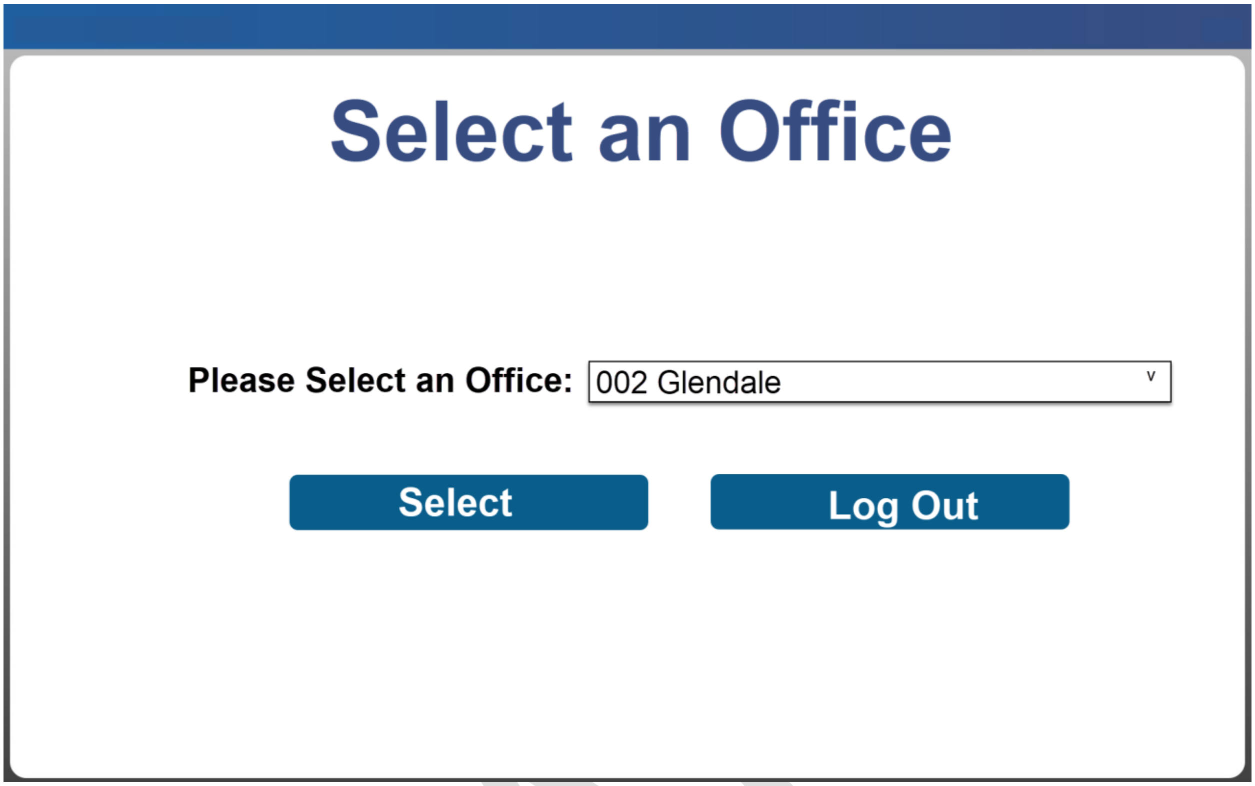


Figure 2.11.1 – Employee Portal – Select an Office page

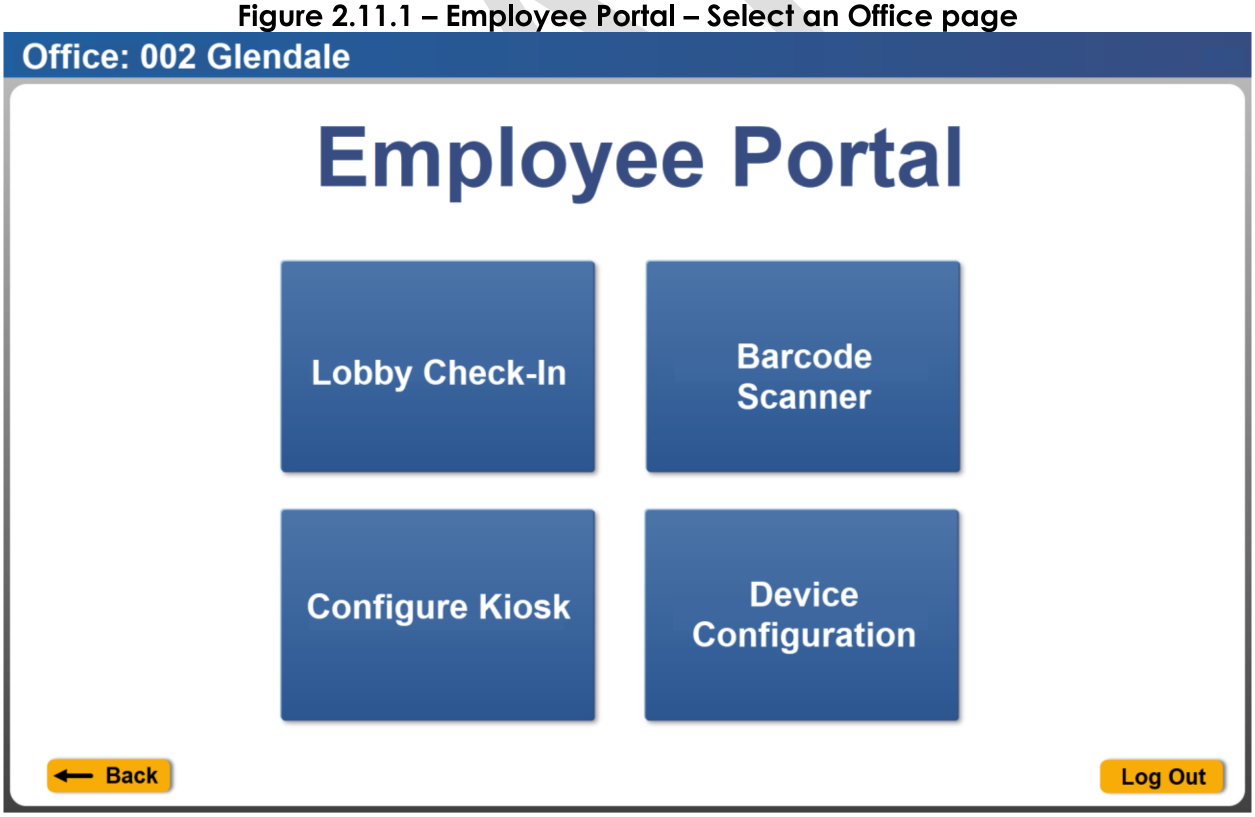


Figure 2.11.2 – Self-Service Kiosk Employee Portal (with security right)

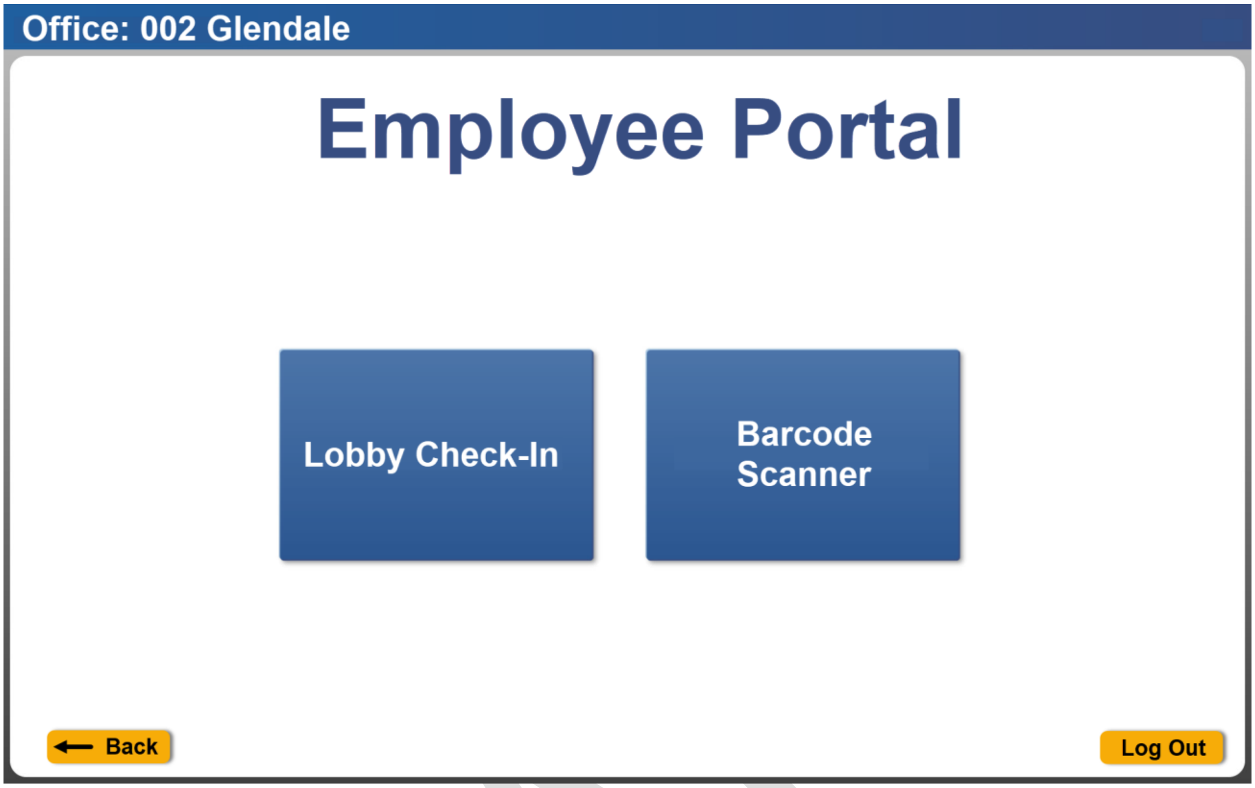


Figure 2.11.3 – Self-Service Kiosk Employee Portal (without security right)

2.11.3 Description of Changes

1. Create new Employee Portal pages that will display after users are authenticated successfully in ForgeRock through the Employee Log-in or ForgeRock pages.
    a. Create a new Select an Office page
        i. This page will display when the logged in user is associated to multiple offices.
            1. This page will not display when the logged in user is only associated to one office.
            2. This is based on the information being returned from the /user/rights endpoint.
        ii. Display "Select an Office" at the very top of the page.
        iii. Display a drop-down field title "Please Select an Office"
            1. Drop-down field will display the list of offices that the user is associated too.
                a. Value will be listed alphabetically in ascending order.
                b. The office name will display on the drop-down field (Example for reference purposes: In CalSAWS this will be the Office Name found on the Office Detail page).
                c. The default value will be the 1st office to be listed in the drop-down field.
        iv. Display two buttons:

1. Display a ‘Select’ button
    a. Clicking the ‘Select’ button will re-direct the user to the ‘Employee Portal’ page.
2. Display a ‘Log Out’ button
    a. Clicking on the ‘Log Out’ button will open the Log Out confirmation pop-up message (Section 2.20 for more details).

b. Create a new Employee Portal page
    i. This page will automatically display after the user is successfully authenticated in ForgeRock (either through the Employe Log-In pages or the ForgeRock Log-In pages) and is only associated to one office.
        1. For users that are associated to multiple offices, the page will display after the user click on the ‘Select’ button from the ‘Select an Office’ page.
    ii. Display on the top left of header of the page ‘Office: XXX’
        1. XXX will be the name of the office that the user is working in context of.
            a. For users that are associated to multiple offices it will display the office name that is selected from the ‘Select Office’ page.
            b. For users that are associated to one office only it will display the one office name that the user is associated to.
            c. Example: ‘Office: 002 Glendale’.
    iii. Display “Employee Portal” at the top of the page.
    iv. Display the following buttons:
        1. Display ‘Lobby Check-In’ button
            a. Clicking on the ‘Lobby Check-In’ button will re-direct the user to the Lobby Check-In pages (Section 2.15).
            b. Clicking on the ‘Lobby Check-In’ button will call a newly created endpoint that will provide the drop-down values for the following fields: Visit Purpose, Language, program, Individual Type and Emergency Requests.
        2. Display ‘Barcode Scanner’ button
            a. Clicking on the ‘Barcode Scanner’ button will re-direct the user to the ‘Barcode Scanner’ pages (Section 2.14).
        3. Display ‘Configure Kiosk’ button
            a. Clicking on the ‘Configure Kiosk’ button will re-direct the user to the ‘Configure Kiosk’ page (Section 2.13).
            b. User will need to be assigned to the ‘RemoteKioskConfiguration’ Security right in CalSAWS to see this button.
            c. Clicking on the “Configure Kiosk” button will call the following existing endpoints:

i. /config/tablet/kiosks
ii. /config/tablet/flows

4. Display 'Device Configuration' button
    a. Clicking on the 'Device Configuration' button' will re-direct the user to the 'Device Configuration page (Section 2.12).
    b. User will need to be assigned to the 'RemoteKioskConfiguration' Security right in CalSAWS to see this button.
    c. This button will not display for the mobile application version of the application, as user would need to add the device number information through the application setting.

v. Display a '← Back' button
    a. Clicking on the '← Back' button will re-direct the user back to the 'Select Office' page if the logged in user is associated to multiple offices.
        i. For users that are associated to only one office the '← Back' button will not display.

vi. Display a 'Log Out' button
    a. Clicking on the 'Log Out' button will open the Log Out confirmation pop-up message (Section 2.20 for more details).

2. Automatically log the user out of the application and re-direct them to the Self-Service Kiosk home/landing page when the Select Office or Employee Portal page stay idle (no activities) for more than 1 minute.

Note: Once users are logged out, they will need to log back in successfully to access the page again.

2.11.4 Page Location

Access by being authenticated successfully through ForgeRock. For the mobile application version, it will be done through the Employee Log-in pages. For the web-based application, it will be done directly through the ForgeRock log-in pages.

2.11.5 Security Updates

N/A

2.11.6 Page Mapping

N/A

2.11.7 Accessibility

Pages will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.11.8 Page Usage/Data Volume Impacts

N/A

2.12 Device Configuration page

2.12.1 Overview

Create a new Device Configuration page that allow county workers to assign a device number (this will be the CalSAWS generated Device Number) for the device that is being used.

2.12.2 Device Configuration page Mockup

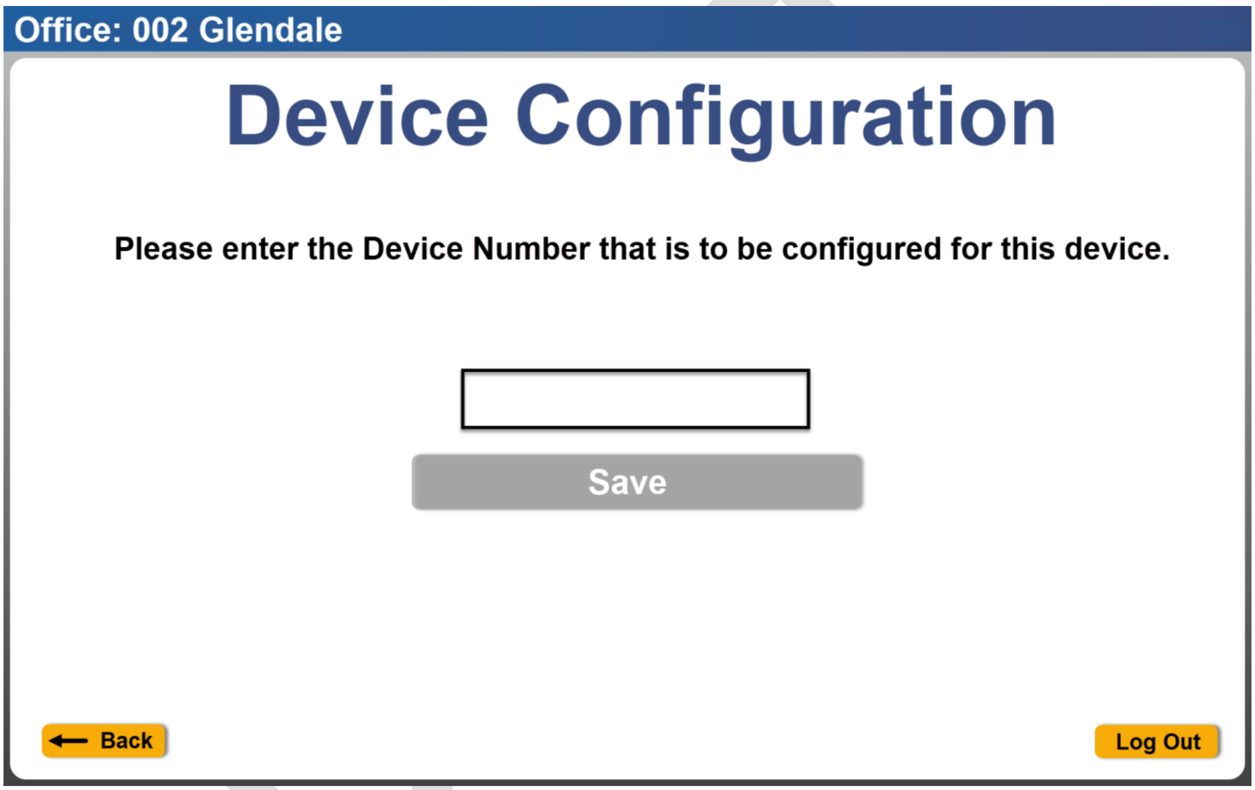


Figure 2.12.1.a – Device Configuration

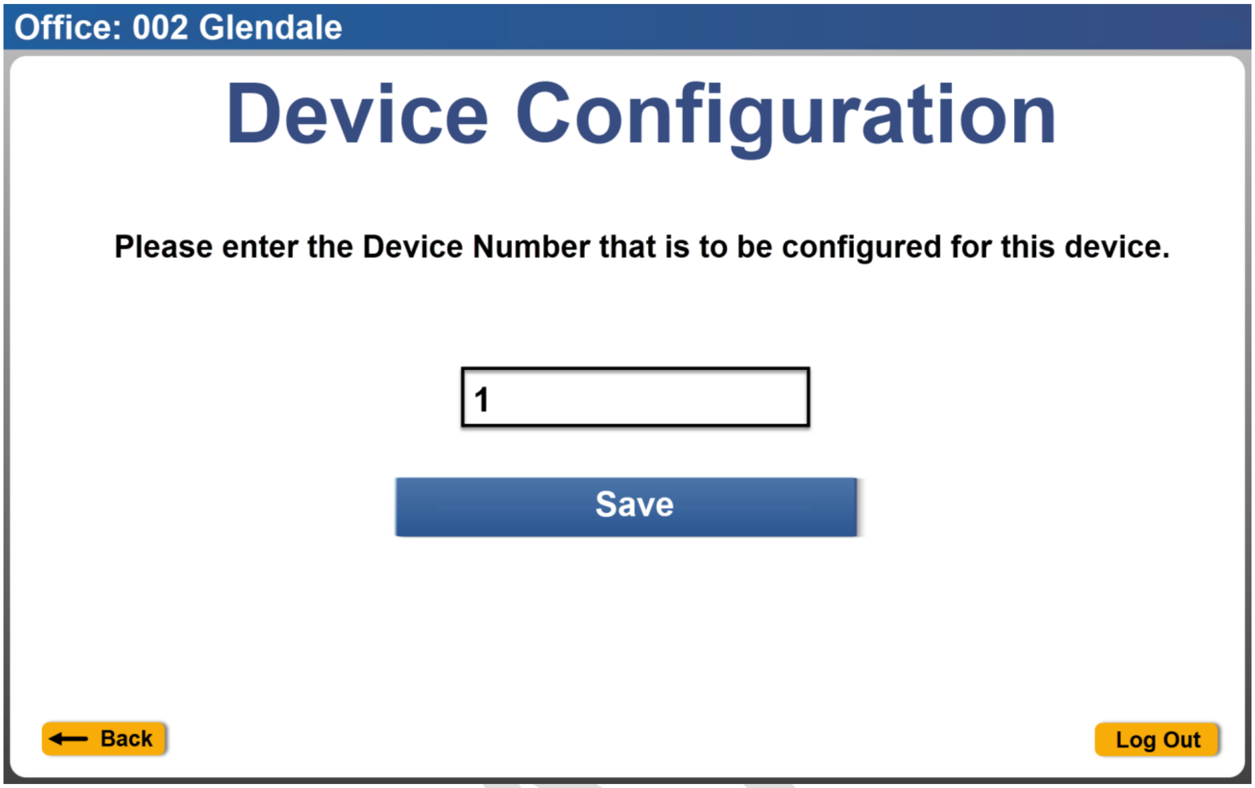


Figure 2.12.1.b – Device Configuration

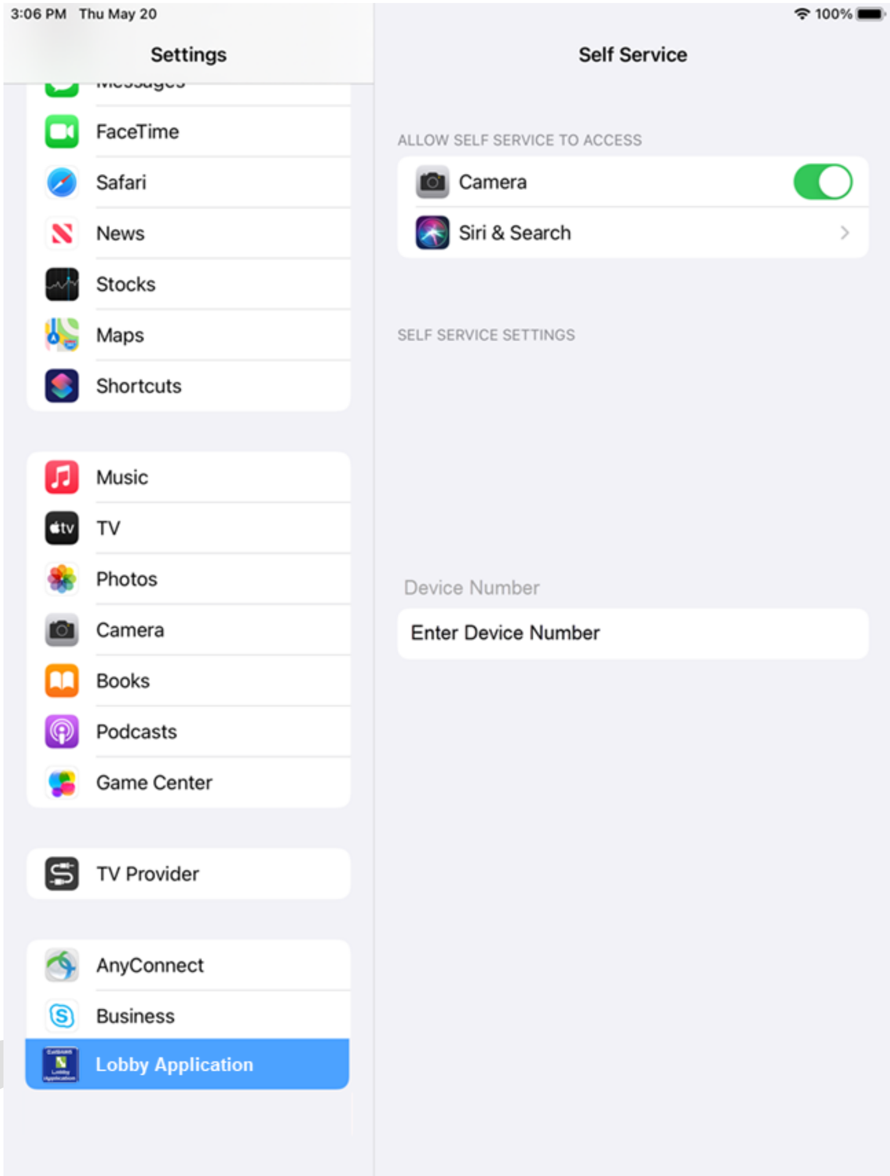


Figure 2.12.3. – Lobby application setting through the device (for iOS only)

2.12.3 Description of Changes

1. Create a new Device Configuration page that will display after the user clicks on the 'Device Configuration' button from the Employee Portal page (this page will only be accessible for the web-based application version).
    a. Display the following on the screen:
        i. Display on the top left of header of the page 'Office: XXX'
            1. XXX will be the name of the office that the user is working in context of.
                a. For users that are associated to multiple offices it will display the office name that is selected from the 'Select Office' page.

        b. For users that are associated to one office only it will display the one office name that the user is associated to.
        c. Example: 'Office: 002 Glendale'.

ii. Display 'Device Configuration' at the very top of the screen.

iii. Display 'Please enter the Device Number that is to be configured for this device.' in the middle of the page.

iv. Display a text field
    1. Text field will only allow numeric characters to be entered.
        a. Only numeric characters will display on the field when selected through the onscreen keyboard (i.e. when user select an alpha character it will not display on the field)
    2. Clicking on the text field will display the onscreen keyboard.

v. Display the following buttons:
    1. Display a 'Save' button
        a. The 'Save' button will be disable (in grey) when there's no value entered on the text field.
        b. Clicking the 'Save' button will save the information entered on the text field to the device and re-direct the user back to the Employee Portal page.
        c. Information entered on the text field will replace the device number that's already associated to the device.
            i. Example: Device is already associated to Device#1234567 when user goes to the Device Configuration page and inputs new Device# 7654321 and saves the information, the device will now be associated to Device#7654321. This means that the application will now pull flow that is assigned to Device#7654321.

    Note: The value entered on the text field and saved to the device is how the application will determine the County, the office and flow that the device is associated to for the Self-Service Kiosk functionality of the application. The Device Number to be entered will be the Device Number that is generated in CalSAWS (this is the Device Number on the Device Management Detail page or the Device Number on the Device Assignment page. For Device Number found on the Device Assignment page, only enter the number and not the Device Type (i.e. Lobby Tablet)).

    2. Display a '← Back' button
        a. Clicking on the '← Back' button will re-direct the user back to the 'Employee Portal' page.

Note: User can go back to the 'Select Device' page from the 'Employee Portal' page when they need to change the office information that they want to be working in context of.

b. Clicking on the '← Back' button will not the Save the information that is entered on the text field to the device.

3. Display a 'Log Out' button
    a. Clicking on the 'Log Out' button will open the Log Out confirmation pop-up message (Section 2.20 for more details).

b. For the Self-Service Kiosk mobile application, user will need to input the Device# information through the Self-Service Kiosk application setting (refer to Figure 2.12.3)
c. Automatically log the user out of the application and re-direct to the Self-Service Kiosk home/landing page when the page stays idle (no activities) for more than 1 minute. No information will be saved to the device.

2.12.4 Page Location

Access by clicking on the Device Configuration button found on the Employee Portal page.

2.12.5 Security Updates

N/A

2.12.6 Page Mapping

N/A

2.12.7 Accessibility

Page will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.12.8 Page Usage/Data Volume Impacts

N/A

2.13 Configure Kiosk page

2.13.1 Overview

Create a new Configure Kiosk page that allow county workers to assign a flow to a device through the Self-Service Kiosk application.

2.13.2 Configure Kiosk page Mockup

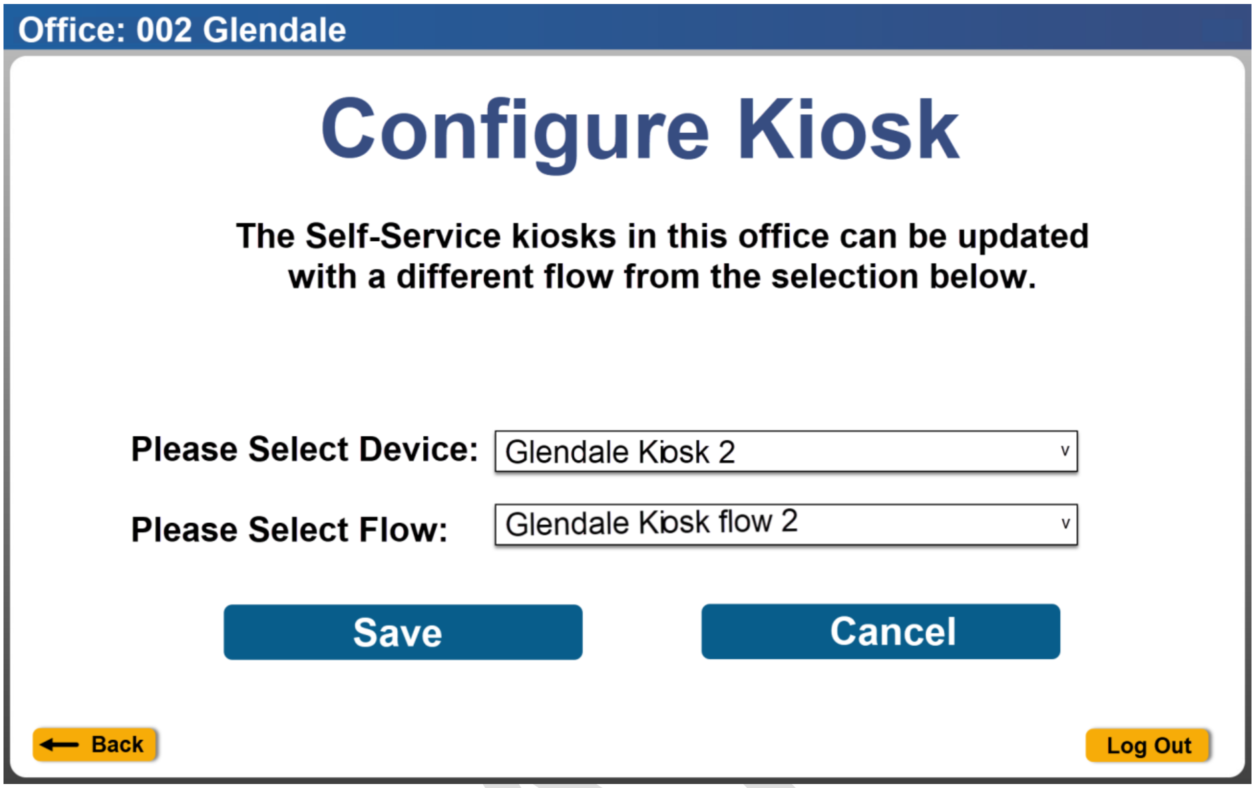


Figure 2.13.1.a – Configure Kiosk

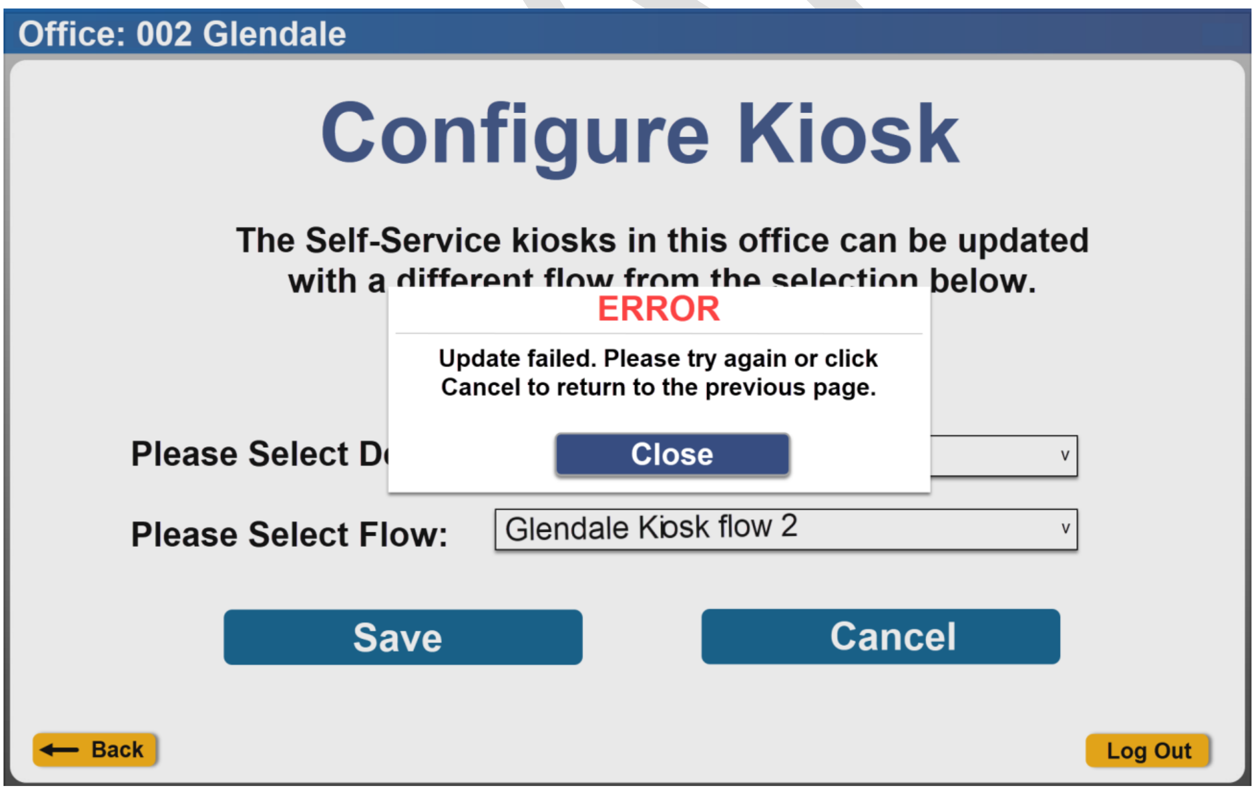


Figure 2.13.2 – Error message where an error is returned from the webservice

2.13.3 Description of Changes

1. Create a new Configuration Kiosk page that will display after the user clicks on the ‘Configure Kiosk’ button from the Employee Portal page.
    a. Display the following on the screen:
        i. Display on the top left of header of the page ‘Office: XXX’
            1. XXX will be the name of the office that the user is working in context of.
                a. For users that are associated to multiple offices it will display the office name that is selected from the ‘Select Office’ page.
                b. For users that are associated to one office only it will display the one office name that the user is associated to.
                c. Example: ‘Office: 002 Glendale’.
        ii. Display ‘Configure Kiosk’ at the very top of the screen.
        iii. Display ‘The Self-Service kiosks in this office can be updated with a different flow from the selection below.’ in the middle of the page.
        iv. Display two drop-down fields:
            1. 1st drop-down field will be titled “Please Select Device:”
                a. The field will display a list of devices (this will be the ‘Device Name’ in CalSAWS) that is assigned to the office that the user selected (from the Select Office page) or associated to (when user is only associated to one office). The office name will also display at the top left side of the page.
                    i. The list will be ordered alphabetically in ascending order.
                    ii. The device name that is listed at the top of the drop-down field will be the default value when the page initially loads.
                    iii. Only display devices that have a device status of “Enable”.
            2. 2nd drop-down field will be titled "Please Select Flow:”
                a. The field will display a list of flows (this will be the Title for the flow in CalSAWS) that is created for the county that the logged in user belongs to.
                    i. The list will be ordered alphabetically in ascending order.
                    ii. The title of the flow that is listed at the top of the drop-down field will be the default value when the page initially loads.
        v. Display the following buttons:
            1. Display a ‘Save’ button
                a. Clicking on the ‘Save’ button will call the existing /config/kiosk endpoint and re-direct the user back to the ‘Employee Portal’ page.
                Note: Assignment of the Flow to the Device from the Configure Kiosk page will be saved to

CalSAWS. This will be done through the /config/kiosk endpoint.

2. Display a 'Cancel' button
    a. Clicking on the 'Cancel' button will re-direct the user back to the Employee Portal page.
    b. Clicking on the 'Cancel' button will not the save the information that is selected from the 'Please Select Device' and the 'Please Select Flow' fields to CalSAWS.
3. Display a '← Back' button
    a. Clicking on the '← Back' button will re-direct the user back to the 'Employee Portal' page.
       Note: User can go back to the 'Select Device' page from the 'Employee Portal' page when they need to change the office information that they want to be working in context of.
    b. Clicking on the '← Back' button will not the save the information that is selected from the 'Please Select Device' and the 'Please Select Flow' fields to CalSAWS.
4. Display a 'Log Out' button
    a. Clicking on the 'Log Out' button will open the Log Out confirmation pop-up message (Section 2.20 for more details).

b. Display the following error pop-up message:
    i. Main screen will have a gray overlay and the error pop-up message that will have the following information:
        1. The word 'ERROR' in the middle of screen in red followed by:
            a. 'Update failed. Please try again or click Cancel to return to the previous page.'
                i. This message will display when the user clicks on the 'Save' button and there's an error being returned from the /config/kiosk endpoint.
        2. 'Close' button at the bottom of the error pop-up.
            a. Clicking on the 'Close' button will close the error pop-up message.
            b. Gray overlay will disappear as well from the main screen.

c. Automatically log the user out of the page and re-direct to the Self-Service Kiosk home/landing page when the page stays idle (no activities) for more than 1 minute. No information will be saved to CalSAWS.

2.13.4 Page Location

Access by clicking on the Configure Kiosk button found on the Employee Portal page.

2.13.5 Security Updates

N/A

2.13.6 Page Mapping

N/A

2.13.7 Accessibility

Page will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.13.8 Page Usage/Data Volume Impacts

N/A

2.14 Barcode Scanner pages

2.14.1 Overview

Create new Barcode Scanner pages that allow county workers to scan correspondence and update the corresponding customer reporting to 'Received' status.

2.14.2 Barcode Scanner page Mockup

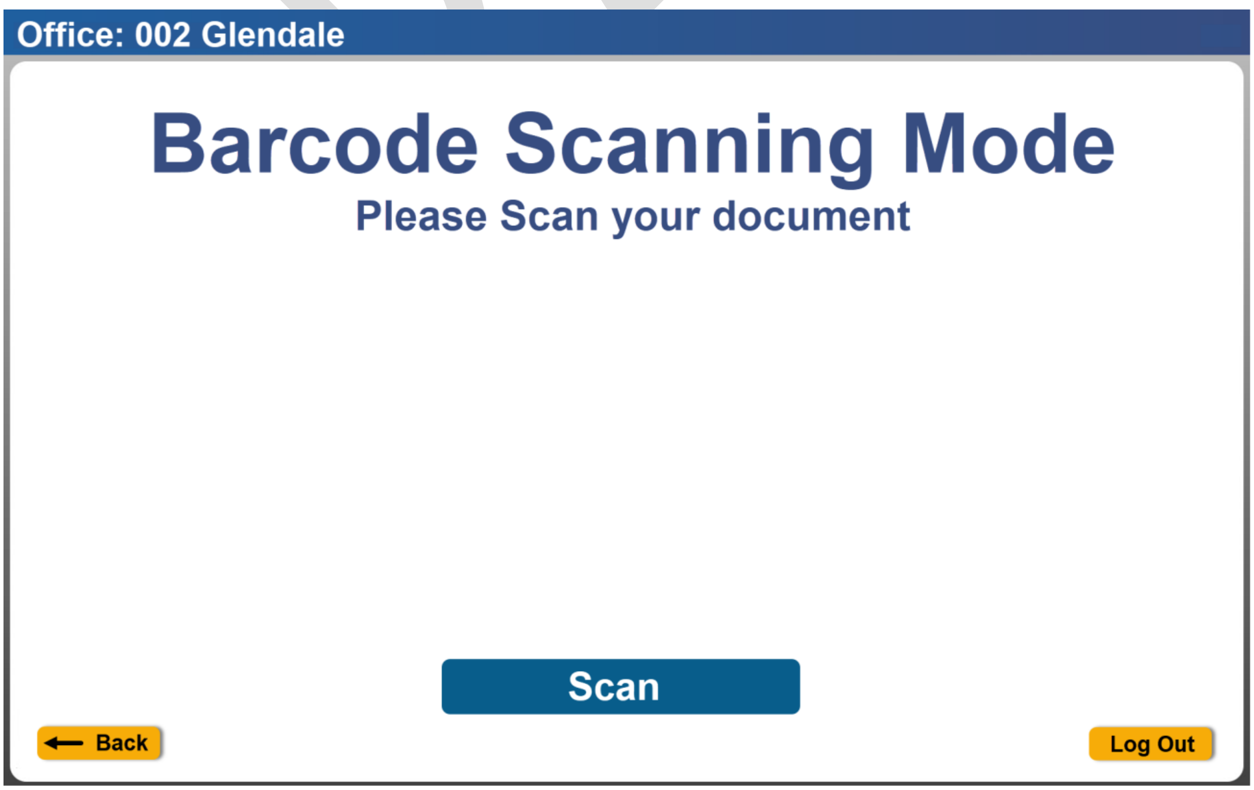


Figure 2.14.1 –Barcode Scanning Mode (default)

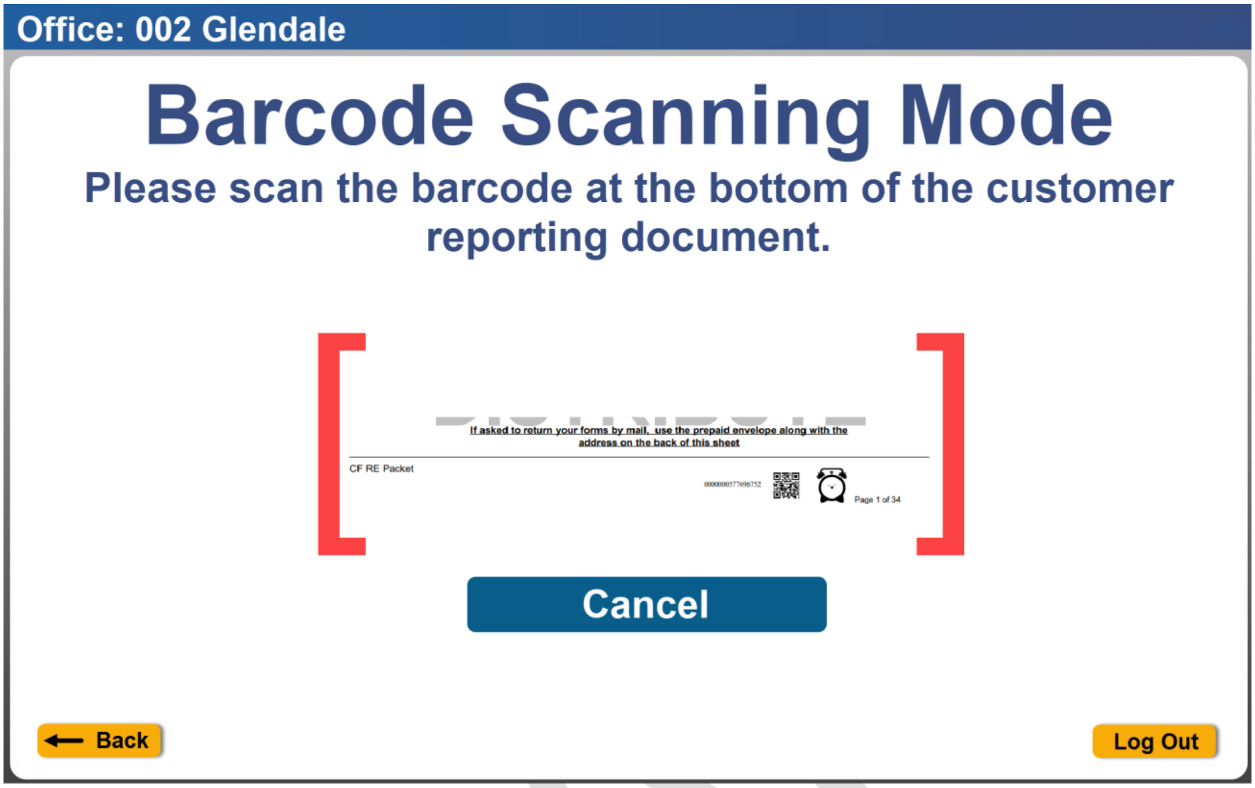


Figure 2.14.2 – Barcode Scanning Mode (barcode scanner view for built in camera)

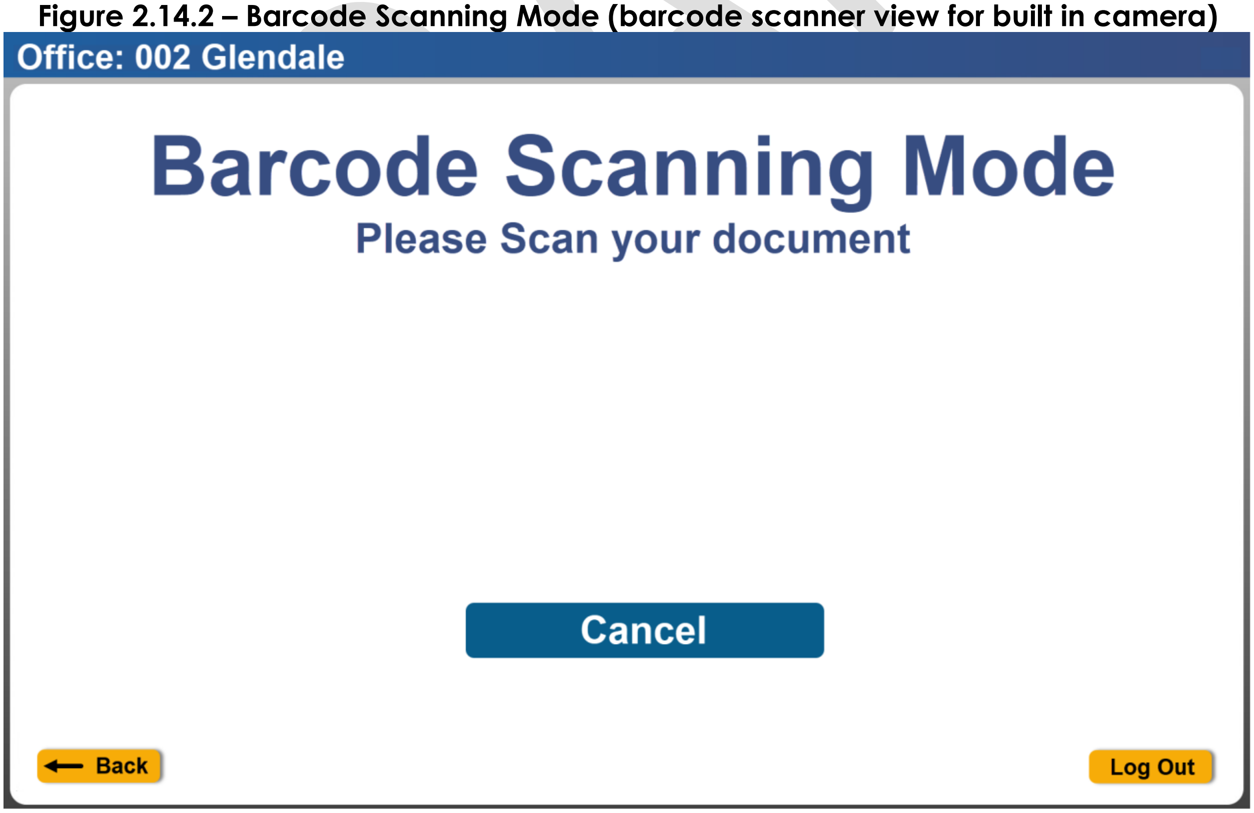


Figure 2.14.3 – Barcode Scanning Mode (barcode scanner view with barcode reader)

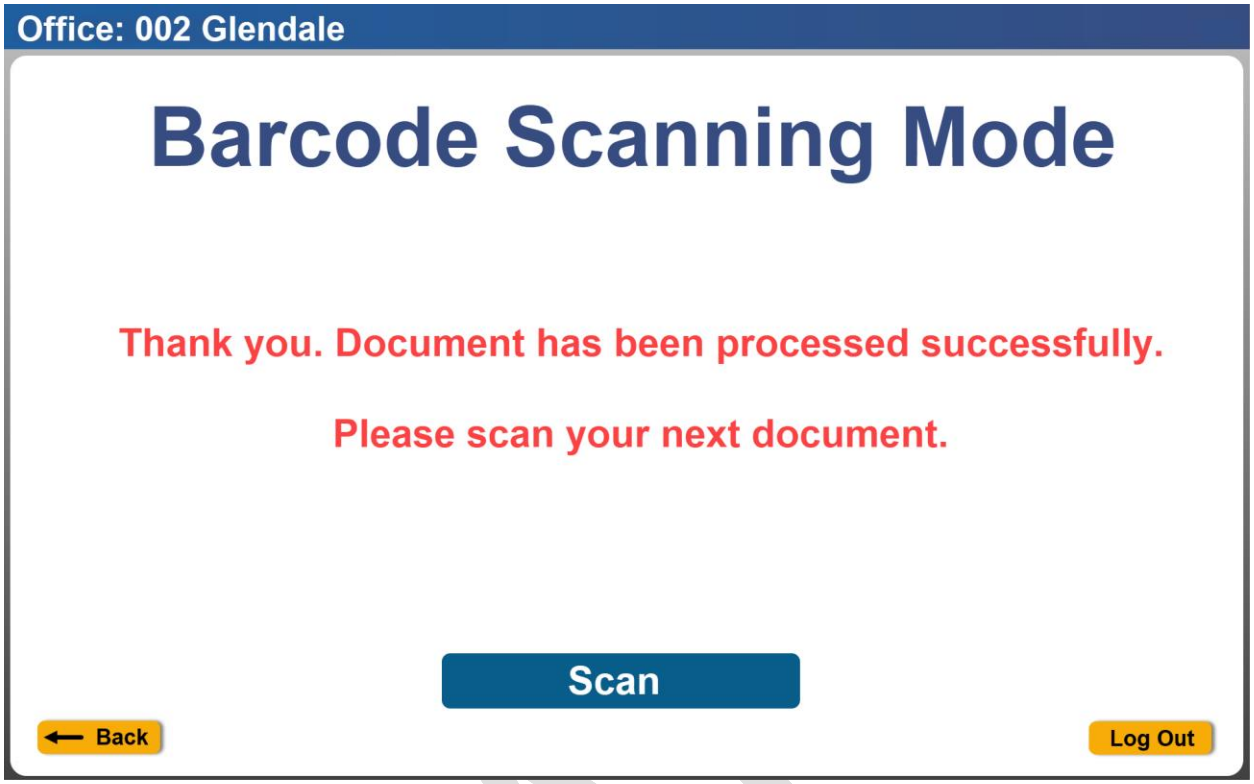


Figure 2.14.4 – Barcode Scanning Mode (success)

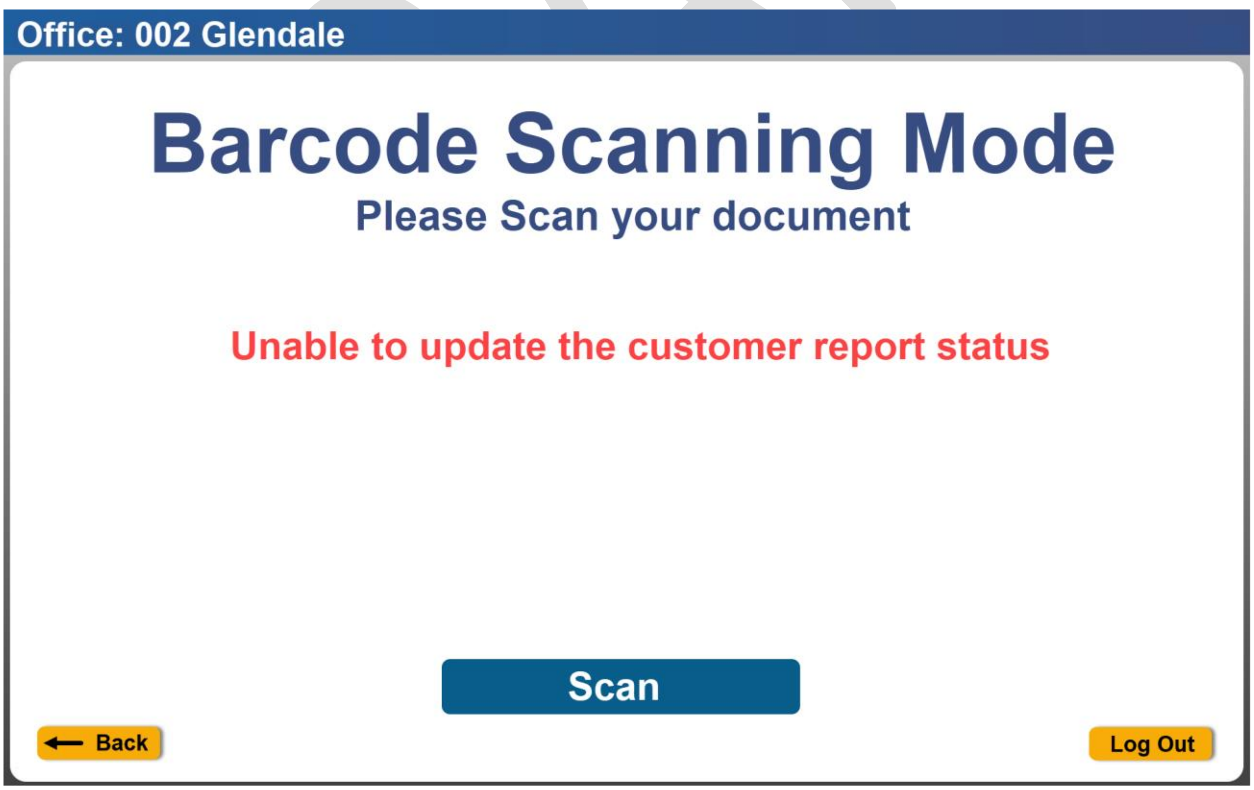


Figure 2.14.5 –Barcode Scanning Mode (Fail Scan)

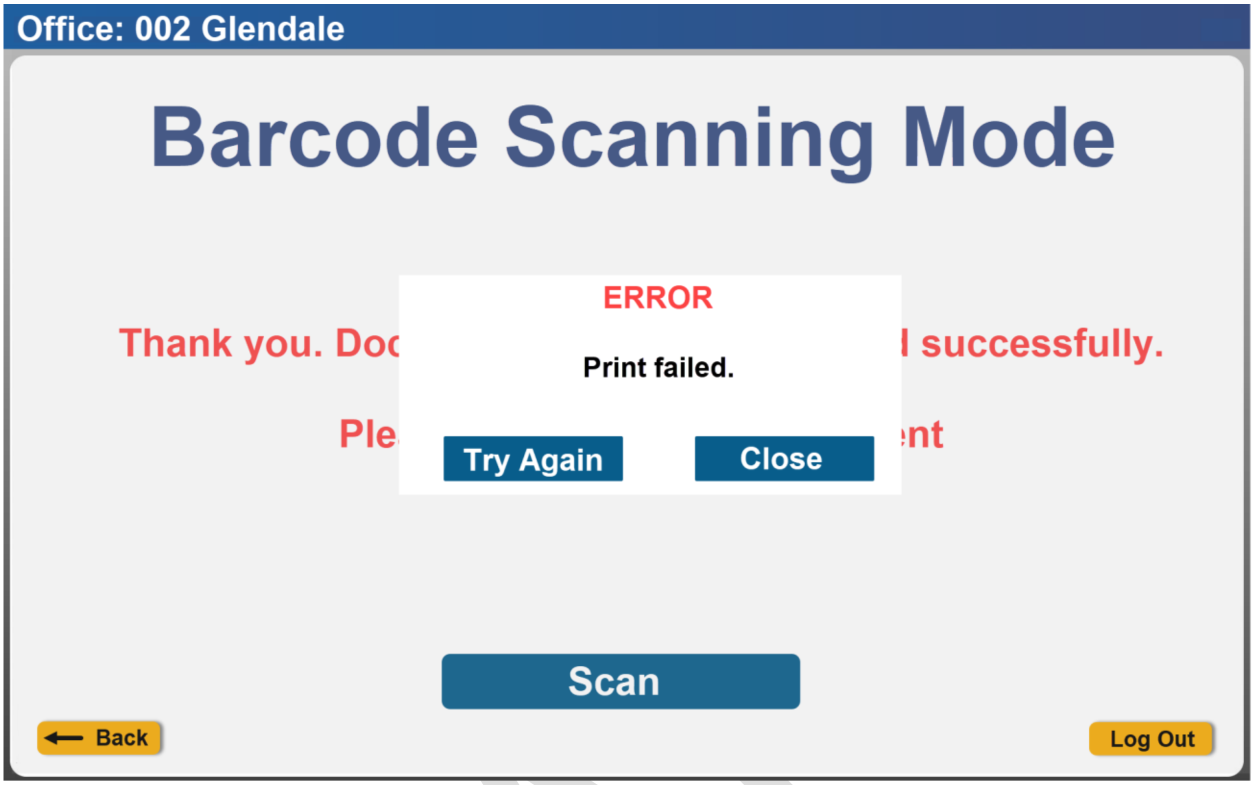


Figure 2.14.6 – Barcode Scanning Mode (Error message pop-up for receipt failed)

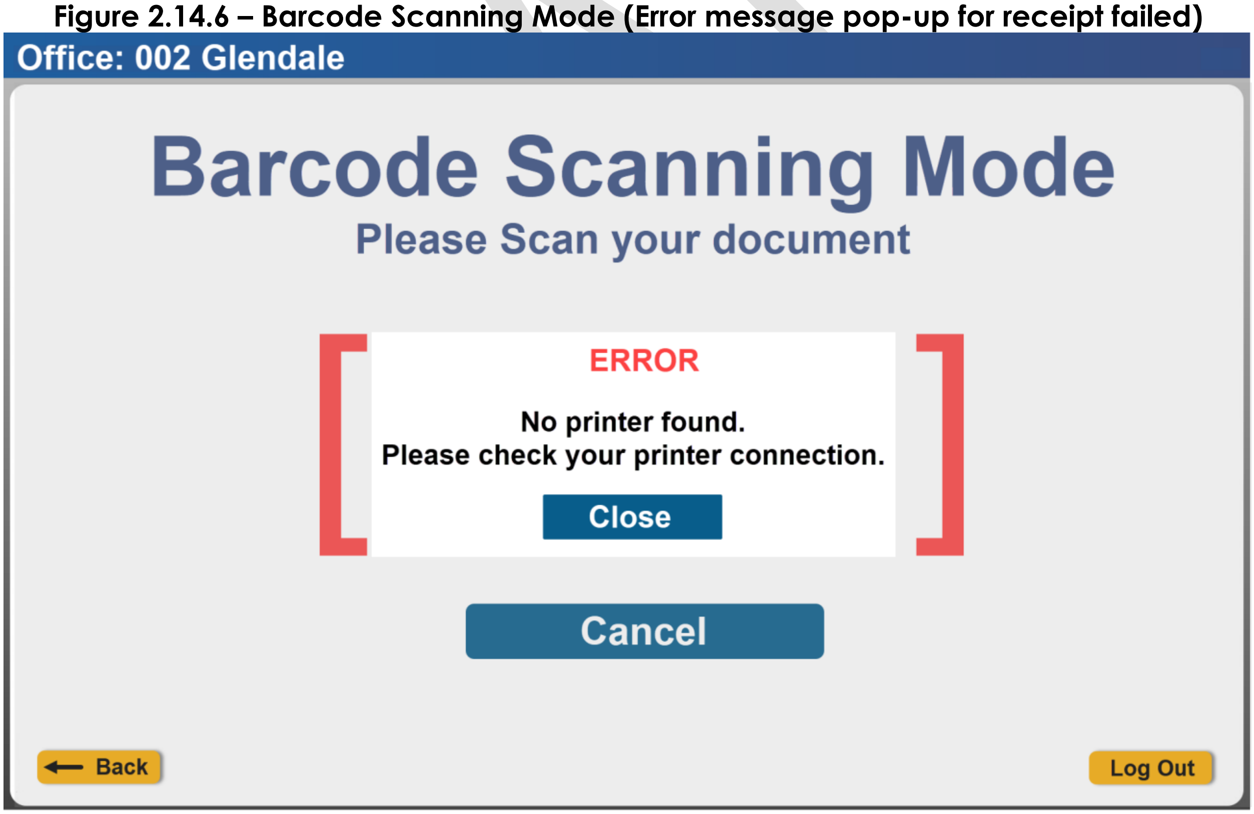


Figure 2.14.7 –Barcode Scanning Mode (Error message pop-up for no printer found)

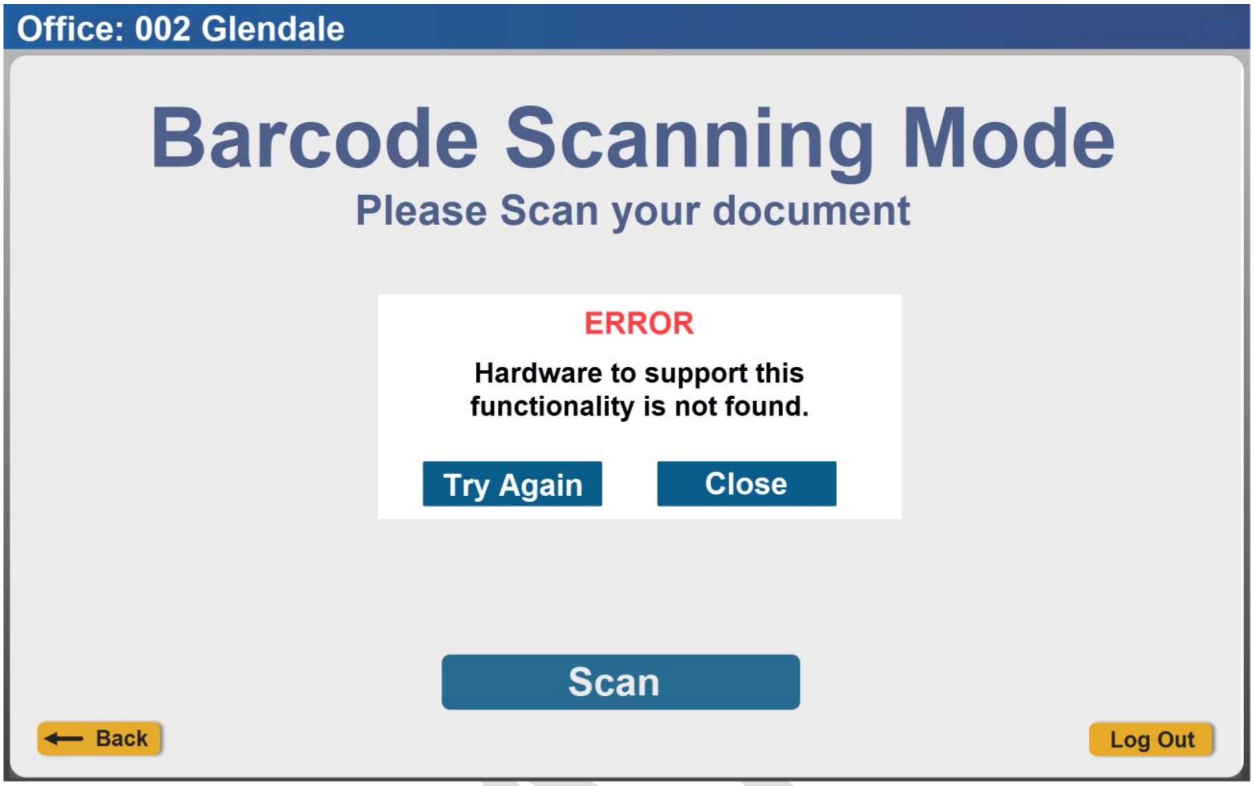


Figure 2.14.8 – Barcode Scanning Mode (Error message pop-up for no barcode scanner found, no built-in camera or permission not granted for built in camera)

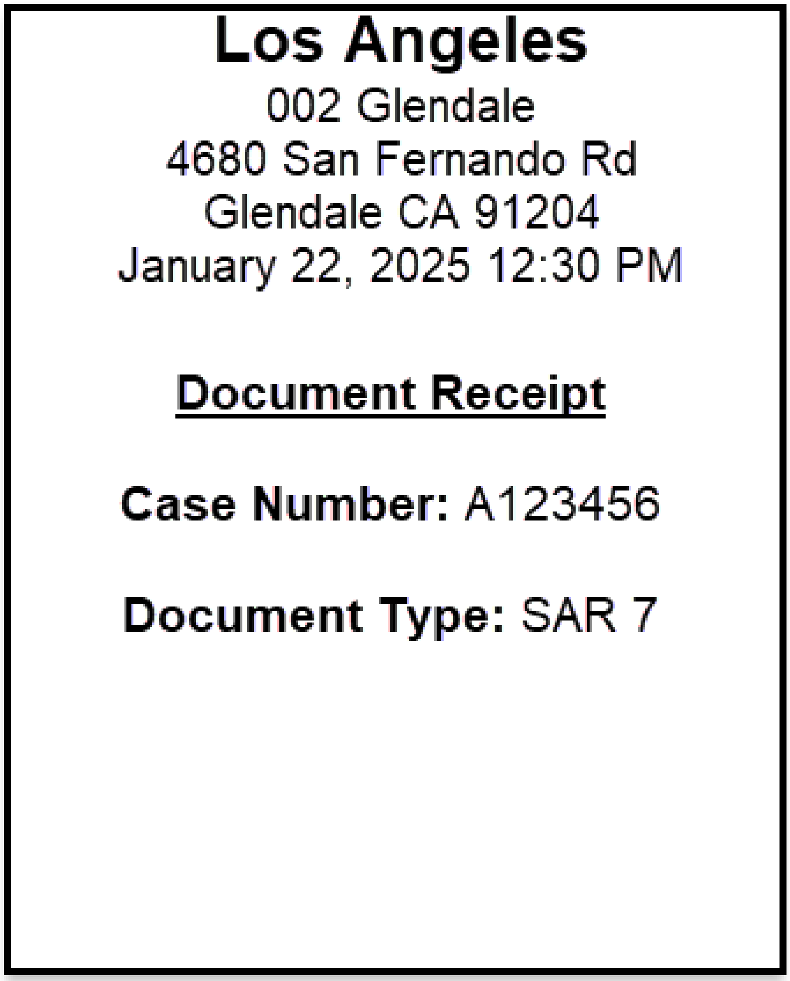


Figure 2.14.9 –Barcode Scanning Mode (Error message pop-up for no barcode scanner found, no built-in camera or permission not granted for built in camera)

2.14.3 Description of Changes

1. Create new Barcode Scanner pages that will display after the user clicks on the 'Barcode Scanner' button from the Employee Portal page.
    a. Display the following the following information on the header for all Barcode Scanner pages:
        i. Display on the top left of header of the page 'Office: XXX'
            1. XXX will be the name of the office that the user is working in context of.
                a. For users that are associated to multiple offices it will display the office name that is selected from the 'Select Office' page.
                b. For users that are associated to one office only it will display the one office name that the user is associated to.
                c. Example: 'Office: 002 Glendale'.
    b. Create a new 'Barcode Scanning Mode' main page
        i. Display 'Barcode Scanning Mode' at the very top of the screen

ii. Display 'Please Scan your document' below the 'Barcode Scanning Mode'
iii. Display a 'Scan' button
    1. Clicking on the 'Scan' button will have the page be in a barcode scanner view.

c. Create a new 'Barcode Scanning Mode' barcode scanner view
    i. Display 'Barcode Scanning Mode' at the very top of the screen
    ii. Display 'Please scan the barcode at the bottom of the customer reporting document.' below the 'Barcode Scanning Mode'
    iii. Open the device camera view for devices that have a built-in camera (Device Type will be 'Lobby Tablet' or 'Self Service Kiosk').
    Note: Figure 2.14.2 is for reference only as camera view will look different based on the actual device that is being used.
        1. For devices that does not have a built-in camera, permission was not granted to access the built-in camera or device is connected to a barcode reader, the device camera view will not open.
    iv. Display a 'Cancel' button
        1. Clicking on the 'Cancel' button will re-direct the user back to the 'Barcode Scanning Mode' main page
    v. Application will make a call to the existing /docs/updateStatus/{barcode} endpoint when the application has the information from the barcoded information
        1. Application will behave as follows based on the response that is being returned from the endpoint.
            a. Success Operation response: Application will print a receipt, and the page will display a success message along with updates to CalSAWS:
                i. Customer Reporting for the associated document that was scanned will be updated to 'Received' status.
            b. Bad request response with the message: 'Request body{parameter name} is invalid. {Reason}.'
                i. Application will display 'Document not found' in the middle of the Barcode Scanning Mode fail scan view page.
            c. Bad request response with the message: 'Document StatCode is either (Complete, Ready to Run or Not Applicable) and cannot be updated to Received'
                i. Application will display 'Completed document already exists' in the middle of the Barcode Scanning Mode fail scan view page.
            d. Bad request response with the message: 'Document {barcode} is already marked received

for the {receivedDate}' or 'Received Date cannot be in the future'

i. Application will display 'Unable to update the customer report status' in the middle of the Barcode Scanning Mode fail scan view page.

vi. Create a new 'Barcode Scanning Mode' success view page
    1. Display 'Barcode Scanning Mode' at the very top of the screen
    2. Display 'Thank you. Document has been processed successfully. Please scan your next document.'
    3. Display a 'Scan' button
        a. Clicking the 'Scan' button will take user to the 'Barcode Scanning Mode' in barcode scanner view

vii. Create a new 'Barcode Scanning Mode' fail scan view page
    1. Display 'Barcode Scanning Mode' at the very top of the screen
    2. Display 'Please Scan your document' under the 'Barcode Scanning Mode'.
        a. Display the following messages in the middle of the page based on the response that is received back from the endpoint.
            i. Bad request response with the message: 'Request body{parameter name} is invalid. {Reason}.'
                1. Display 'Document not found'.
            ii. Bad request response with the message: 'Document StatCode is either (Complete, Ready to Run or Not Applicable) and cannot be updated to Received'
                1. Display 'Completed document already exists'.
            iii. Bad request response with the message: 'Document {barcode} is already marked received for the {receivedDate}' or 'Received Date cannot be in the future'
                1. Display 'Unable to update the customer report status'.
    3. Display a 'Scan' button
        a. Clicking the 'Scan' button will take user back to the 'Barcode Scanning Mode' barcode scanner view

viii. Display the following error pop-up messages along with a gray overlay on the page
    1. Display the error pop-up message on the 'Barcode Scanning Mode' success view when receipt fail to print but the status on the Customer Reporting is updated to

‘Received’ status (this is based on a Success message that is received back from the webservice)

   a. Display ‘ERROR’ in red at the top of the pop-up message
   b. Display ‘Print failed’
   c. Display two buttons
      i. Display a ‘Try Again’ button
         1. Clicking on the ‘Try Again’ button will have the application try to reprint the receipt
         2. When successful, a receipt will be printed, and grey overlay will no longer display on the page.
         3. When unsuccessful, the error pop-up message will display again.
      ii. Display a ‘Close’ button
         1. Clicking on the ‘Close’ button will close the error pop-up message and the gray overlay on the page will no longer display.
         2. Receipt can no longer be printed.

2. Display the following error pop-up message on the ‘Barcode Scanning Mode’ barcode scanner view
   a. When there is no printer connection found display the following:
      i. Display ‘ERROR’ in red at the top of the pop-up message
      ii. Display ‘No printer found. Please check your printer connection.’
      iii. Display a ‘Close’ button
         1. Clicking on the ‘Close’ button will close the error pop-up message and the gray overlay on the page will no longer display.
         2. User will be able to continue to scan the barcoded document as normal
   b. When there is no barcode scanner, built in camera or permission was not granted for the built in camera display the following:
      i. Display ‘ERROR’ in red at the top of the pop-up message
      ii. Display ‘Hardware to support this functionality is not found.’
      iii. Display the following buttons:
         1. ‘Try Again’ button
            a. Clicking on the ‘Try Again’ button will prompt the application to detect if a built-in camera is found,

            barcode scanner is found, or permission has been granted for the built in camera and the gray overlay will not display
          b. Error pop-up message will display again if the application still cannot detect the built camera, barcode scanner or permission is still not granted
        2. 'Close' button
          a. Clicking on the 'Close' button will close the error pop-up message, gray overlay will no longer display, and the user will be re-directed back to the 'Barcode Scanning Mode' main view
    c. When the application does not detect a printer, barcode scanner, built in camera or permission is not granted to access the built in camera, the application the 'Hardware to support this functionality is not found' error pop-up message will take precedence over the 'No printer found' error pop-up message.

d. Display a '← Back' button on the footer of all 'Barcode Scanning Mode' pages
    i. Clicking on the '← Back' button from the 'Barcode Scanning Mode' main page will re-direct the user to the 'Employee Portal' page.
       Note: User can go back to the 'Select Device' page from the 'Employee Portal' page when they need to change the office information that they want to be working in context of.
    ii. Clicking on the '← Back' button from all other 'Barcode Scanning Mode' pages (i.e. barcode scanner view, fail scan view, success view) will re-direct the user to the 'Barcode Scanning Mode' main page.

e. Display a 'Log Out' button on the footer of all 'Barcode Scanning Mode' pages
    i. Clicking on the 'Log Out' button will open the Log Out confirmation pop-up message (Section 2.20 for more details).

f. Create the following receipt to be generated at the end of the transaction (information from the barcoded document was scanned successfully and webservice return a successful response).
    i. The receipt can only be generated when users using the Barcode Scanner functionality of the application.

1. The following information will display on the receipt (document information will be returned as part of the response from the webservice).
    a. County Information
        i. This will be the County Name that the logging user belongs to
        ii. This will be bolded.
    b. Office Name along with the office address
        i. This will be the name of the Office that the user is working in context of.
            1. For users that are associated to multiple offices, this would be the office that's selected from the 'Select Office' page.
            2. For users that are associated to only one office, this would be the office that the logged in user is associated to.
        ii. This will be the address of the office.
    c. Date and Time
        i. Date would be the date that the transaction was completed.
            1. Date would be in the format of [Month Name] [Date], [Year]
        ii. Time would be the time that the transaction was completed.
            1. Time would be in the format of HH:MM AM/PM
        iii. Example: January 22, 2025 12:30 PM
    d. The text '**<u>Document Receipt</u>**'
        i. This will be underlined and bolded.
    e. Case Number: XXXX
        i. This would be the Case Number that the scanned document is associated to.
        ii. XXXX is the Case Number information
        iii. 'Case Number:' will be bolded
        iv. Example: **Case Number:** A123456
    f. The text 'Document Type:' followed by the document name.
        i. Document name would be the name of the document that was scanned.
        ii. Example: '**Document Type:** SAR 7'
        iii. 'Document Type:' will be bolded.

g. Automatically log the user out of the application and re-direct to the Self-Service home/landing page when the page stays idle (no activities) for more than 5 minutes. No information will be saved to the device.

2.14.4 Page Location

Access by clicking on the WBR button found on the Employee Portal page.

2.14.5 Security Updates

N/A

2.14.6 Page Mapping

N/A

2.14.7 Accessibility

Pages will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.14.8 Page Usage/Data Volume Impacts

N/A

2.15 Lobby Check-In page

2.15.1 Overview

Create new Lobby Check-In pages that allow county workers to access the Lobby Check-In functionality.

2.15.2 Lobby Check-In page Mockup

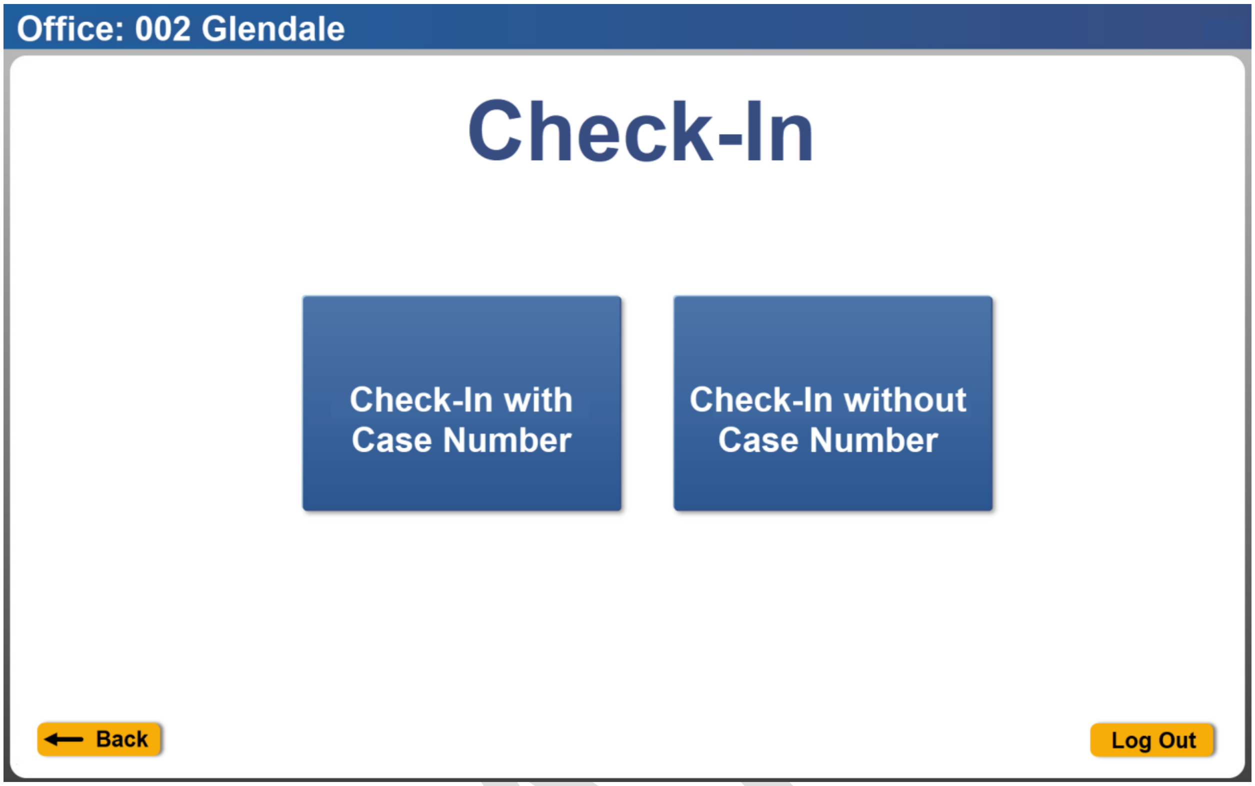


Figure 2.15.1 – Lobby Check-In: “Check-In landing” page

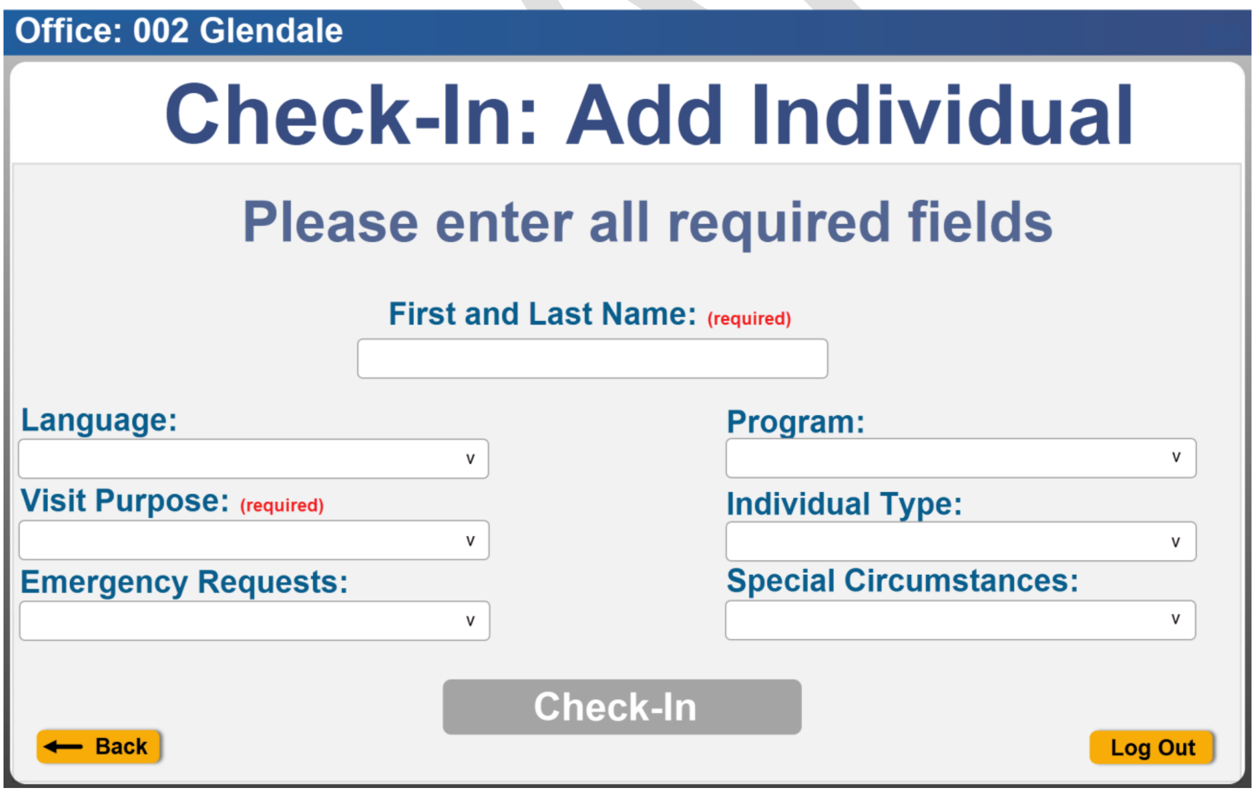


Figure 2.15.2.a – Lobby Check-In: “Check-In: Add Individual” page (Not all required fields are filled out)

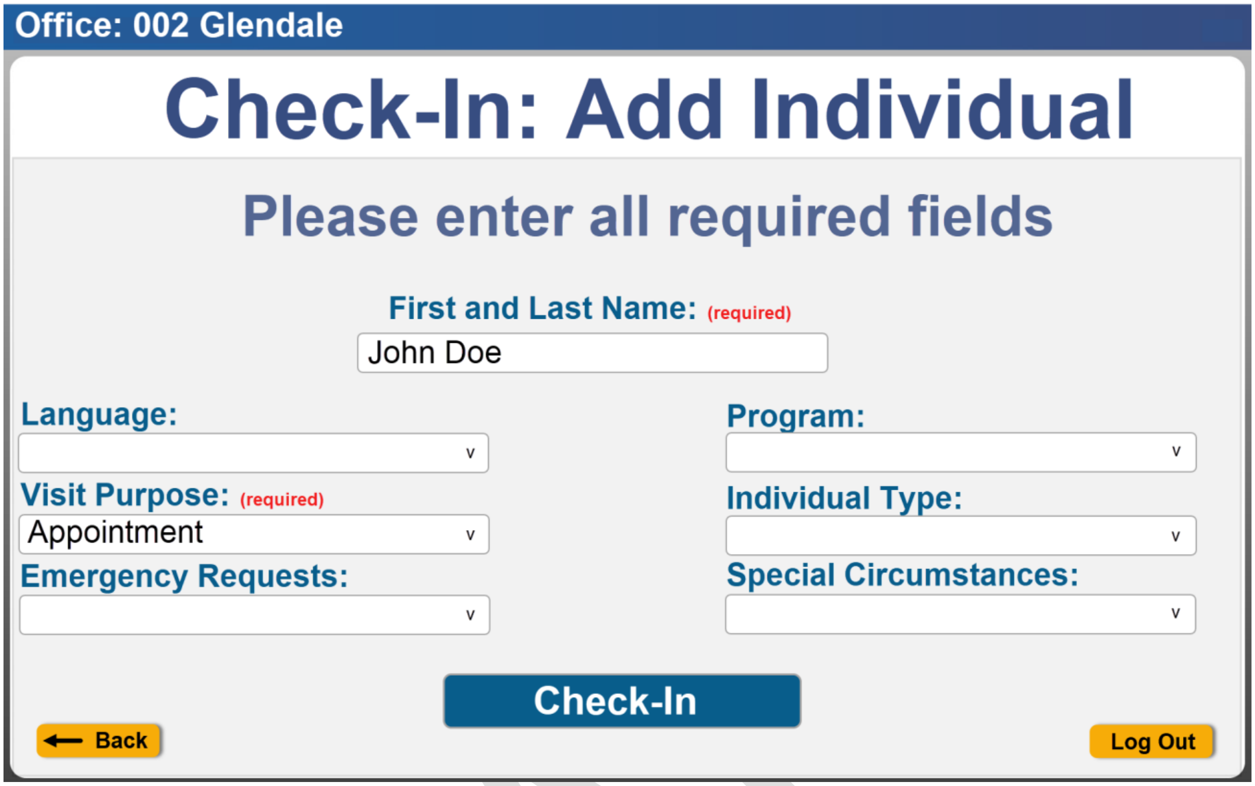


Figure 2.15.2.b – Lobby Check-In: “Check-In: Add Individual” page (Not all required fields are filled out)

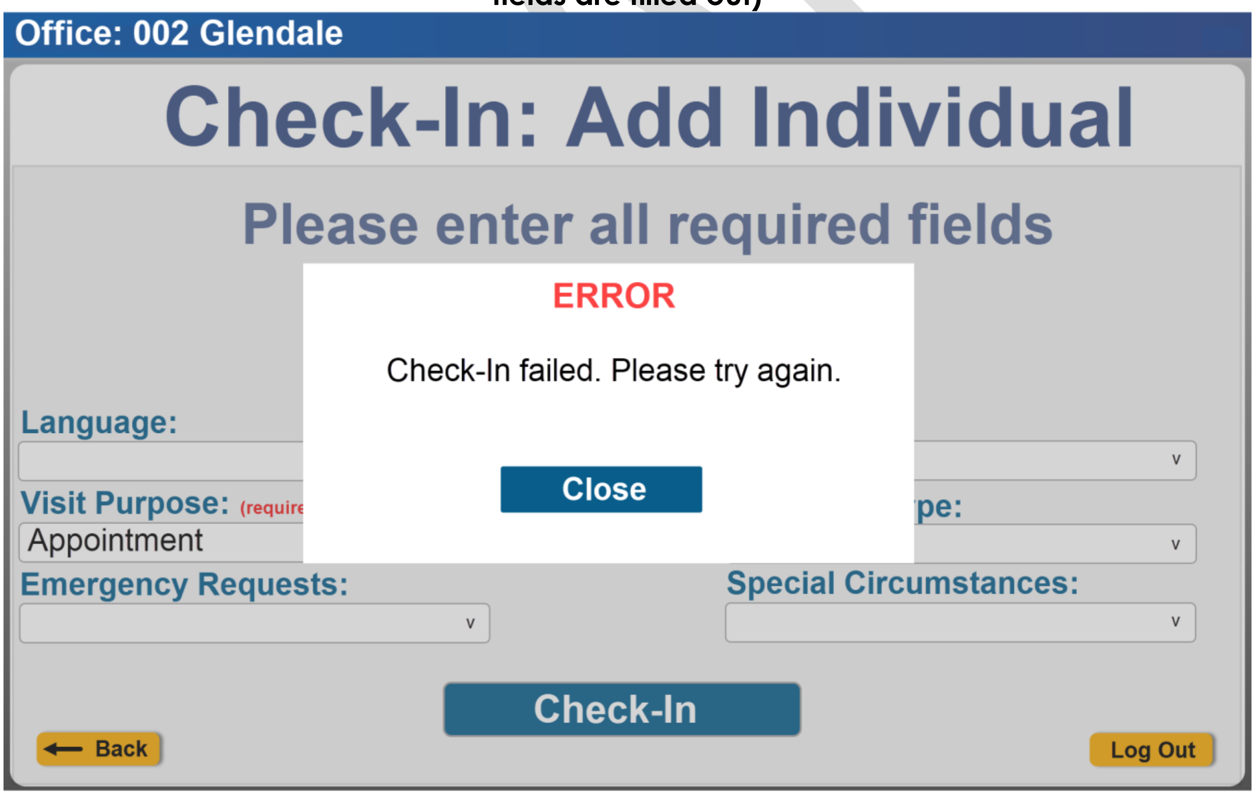


Figure 2.15.2.c – Lobby Check-In: “Check-In: Add Individual” page (with Check-In failed error message)

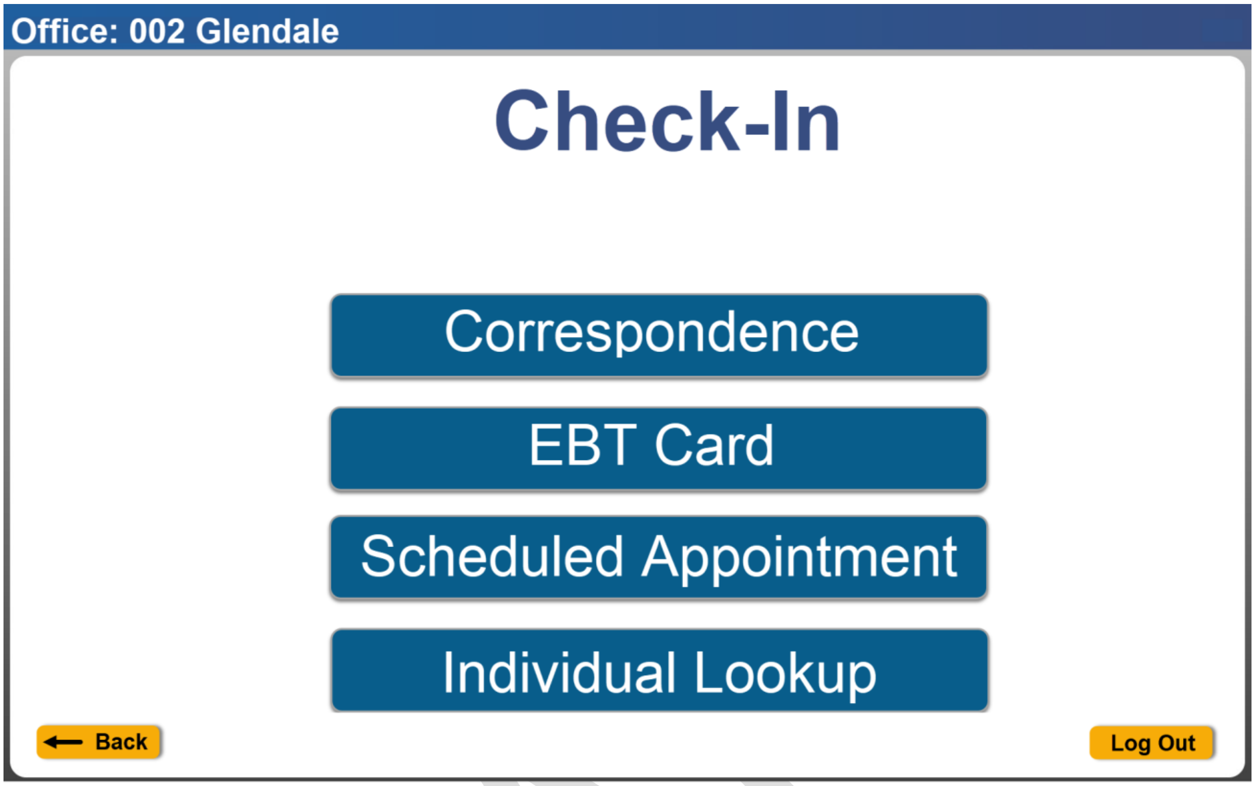


Figure 2.15.3 – Lobby Check-In: “Check-In” page

Figure 2.15.4.a – Lobby Check-In: “Check-In: Correspondence” page

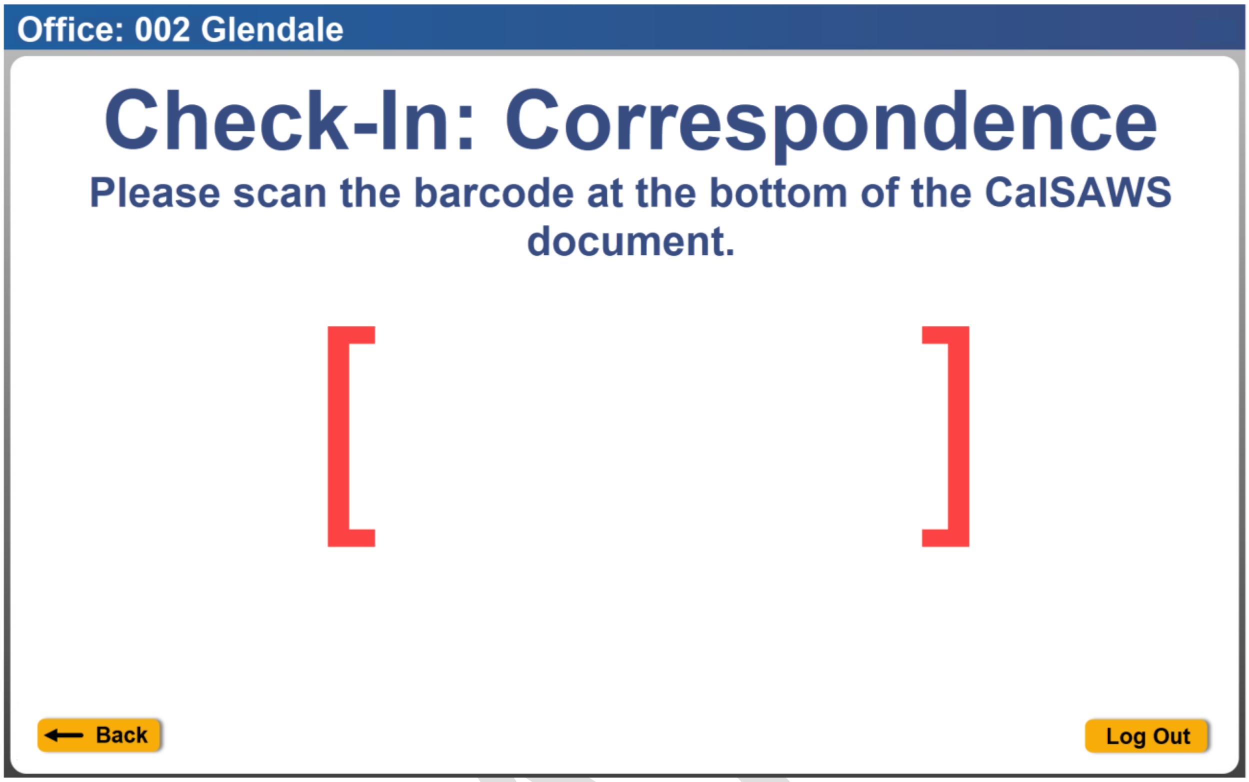


Figure 2.15.4.b – Lobby Check-In: “Check-In: Correspondence” page

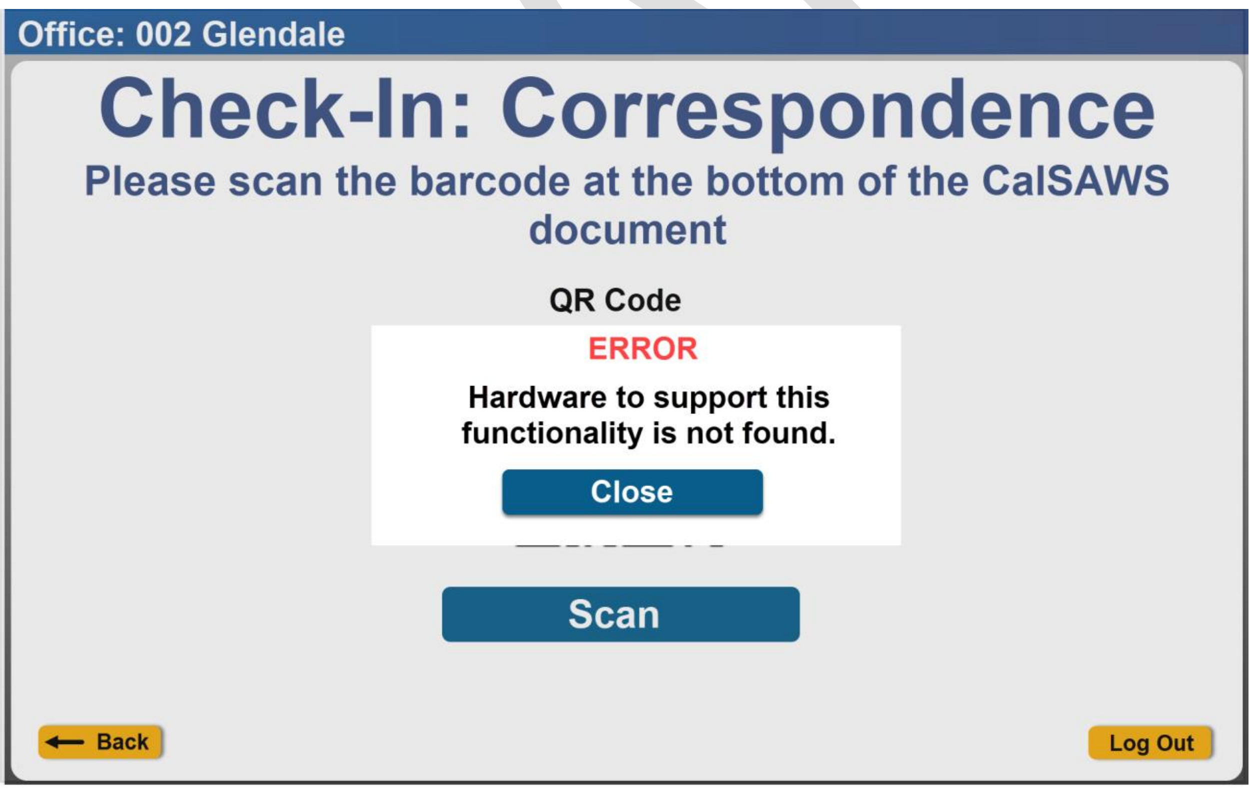


Figure 2.15.4.c – Lobby Check-In: “Check-In: Correspondence” page

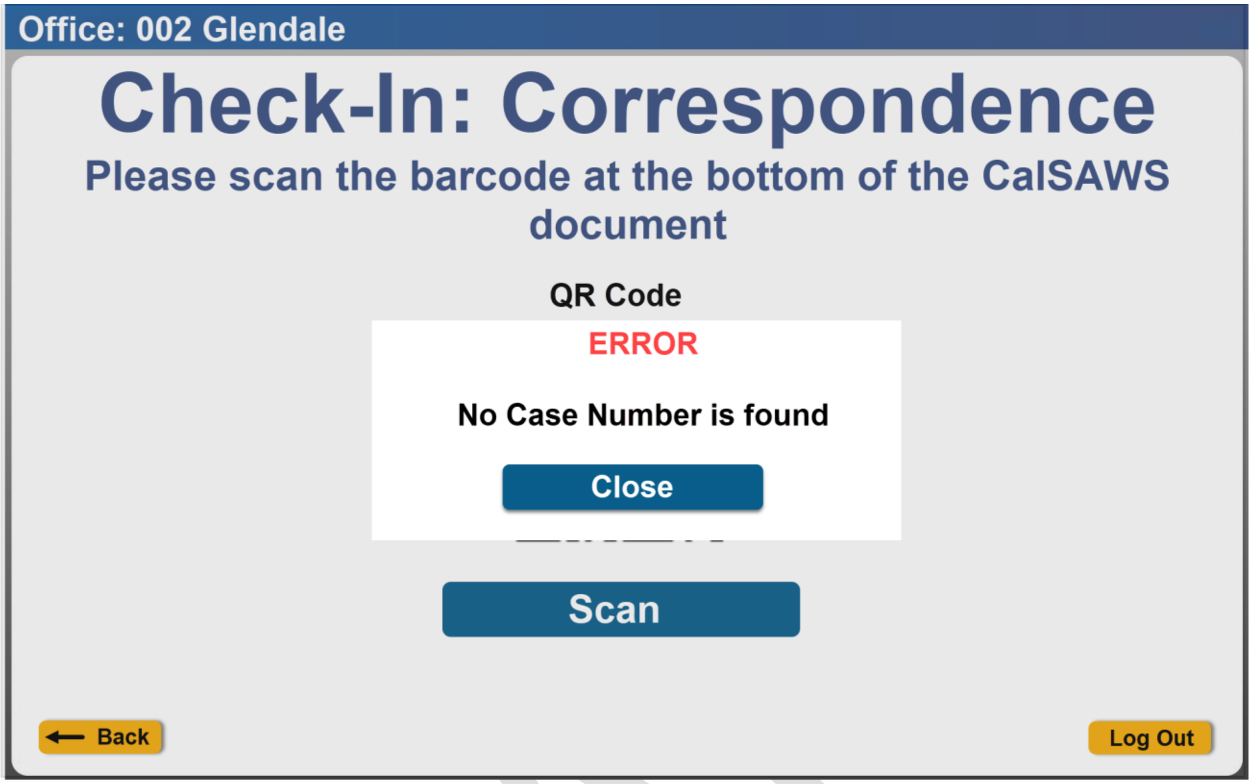


Figure 2.15.4.d – Lobby Check-In: "Check-In: Correspondence" page

Figure 2.15.5 – Lobby Check-In: "Check-In: EBT Card" page

Figure 2.15.6.a – Lobby Check-In: "Check-In: Appointments" page

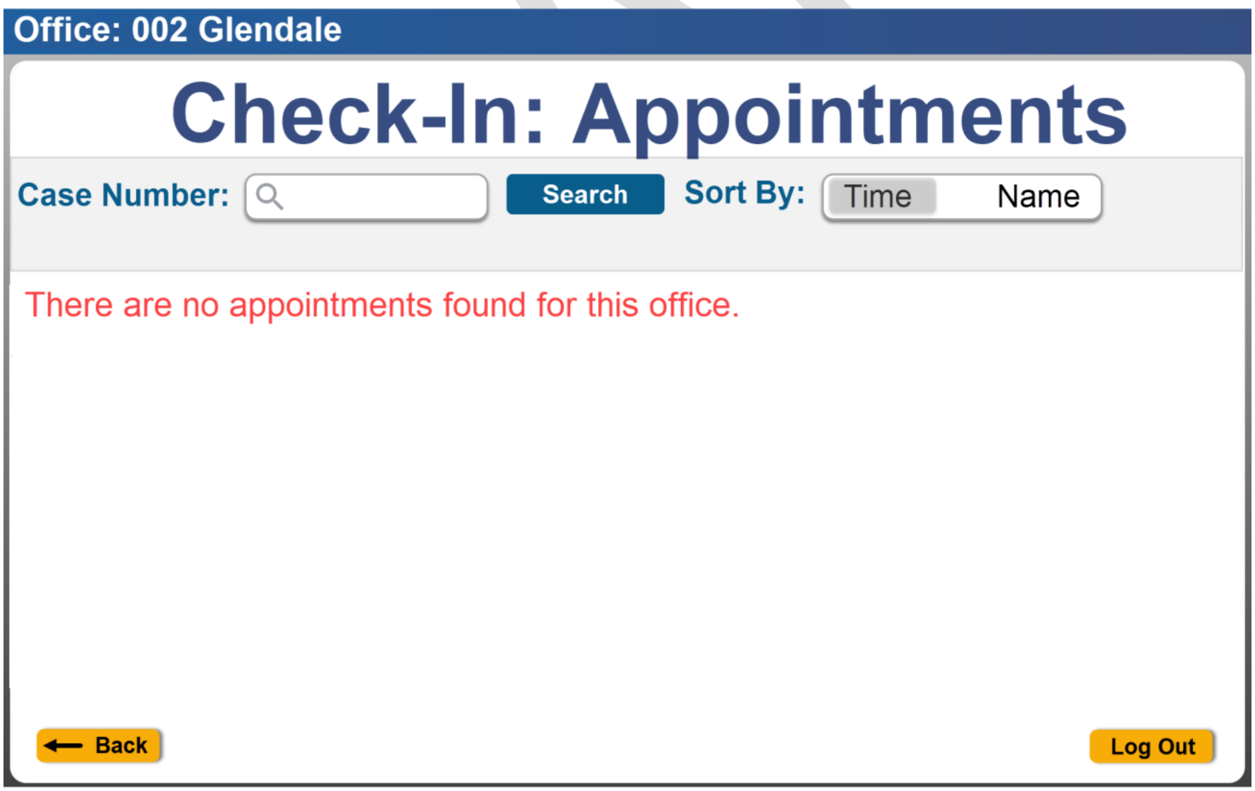


Figure 2.15.6.b – Lobby Check-In: "Check-In: Appointments – no appointments found" page

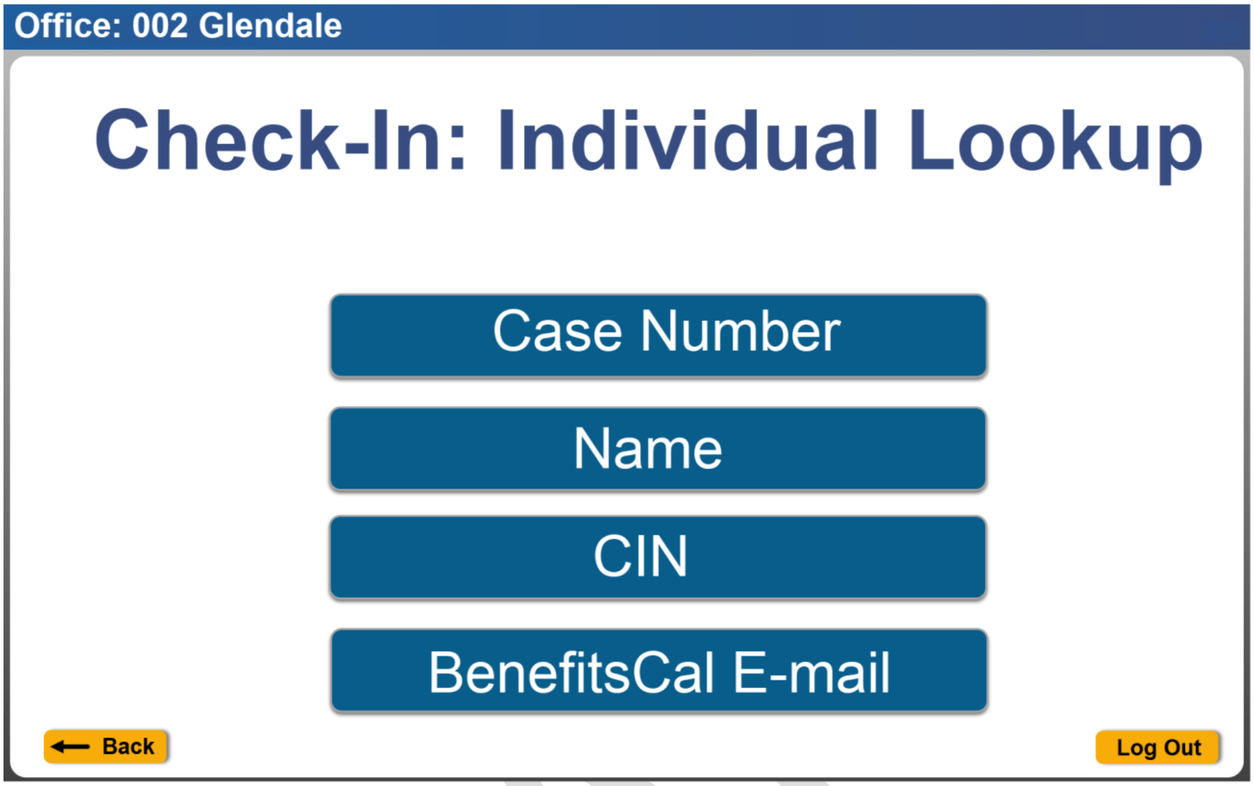


Figure 2.15.7 – Lobby Check-In: "Check-In: Individual Lookup" page

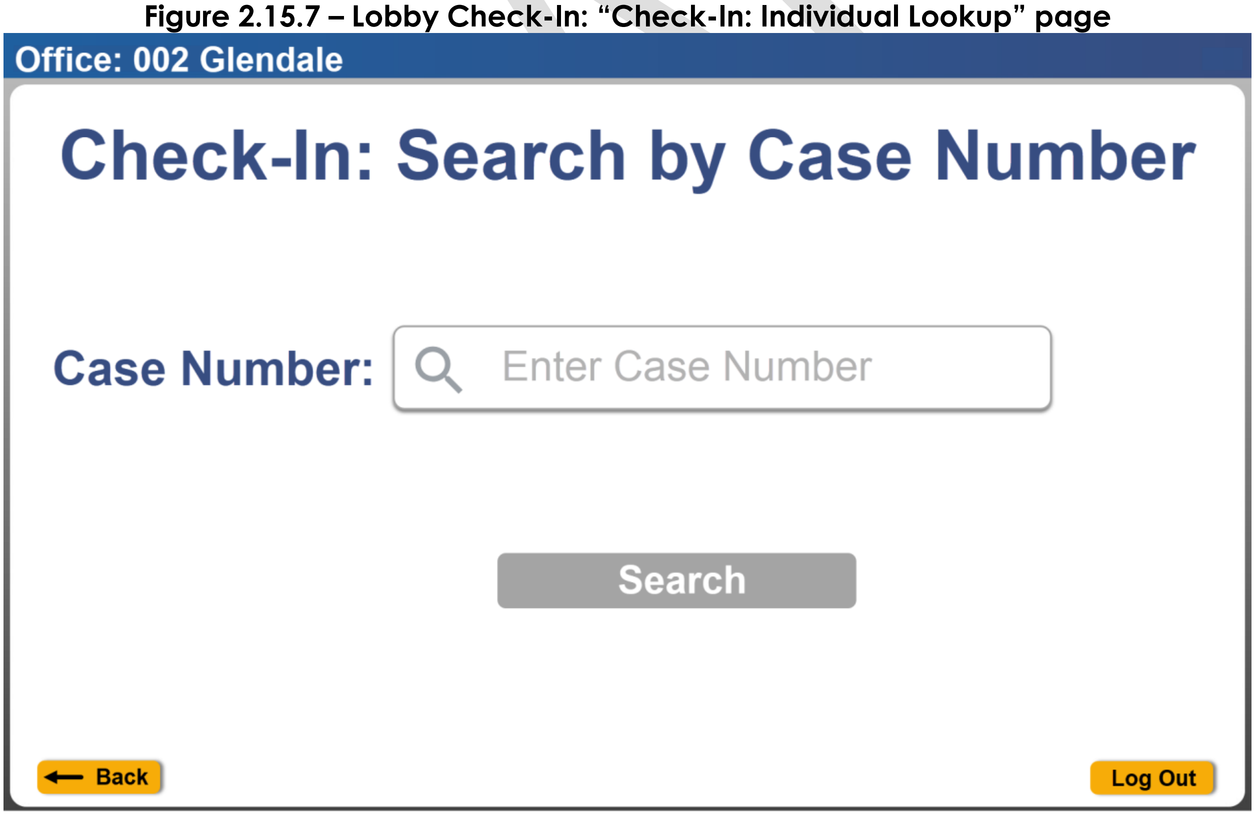


Figure 2.15.8.a – Lobby Check-In: "Check-In: Case Lookup" page

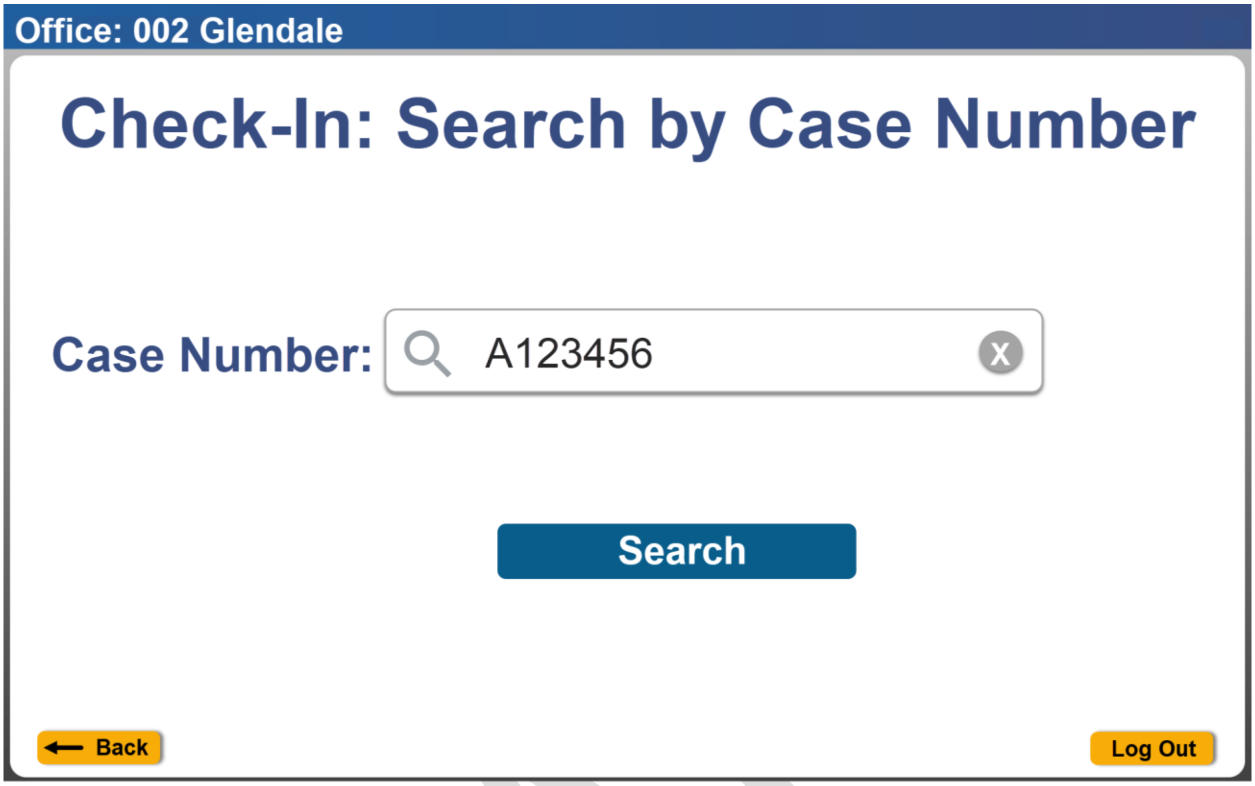


Figure 2.15.8.b – Lobby Check-In: "Check-In: Case Lookup" page

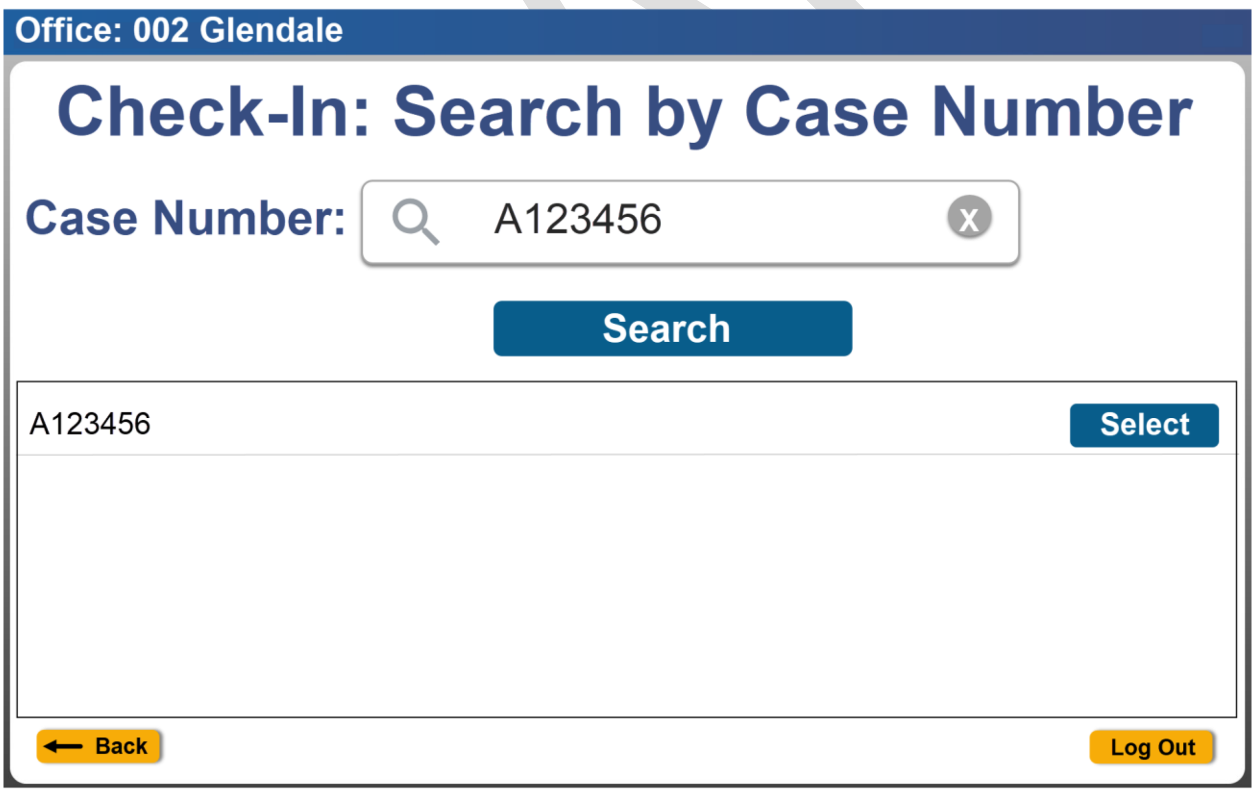


Figure 2.15.8.c – Lobby Check-In: "Check-In: Case Lookup result" page

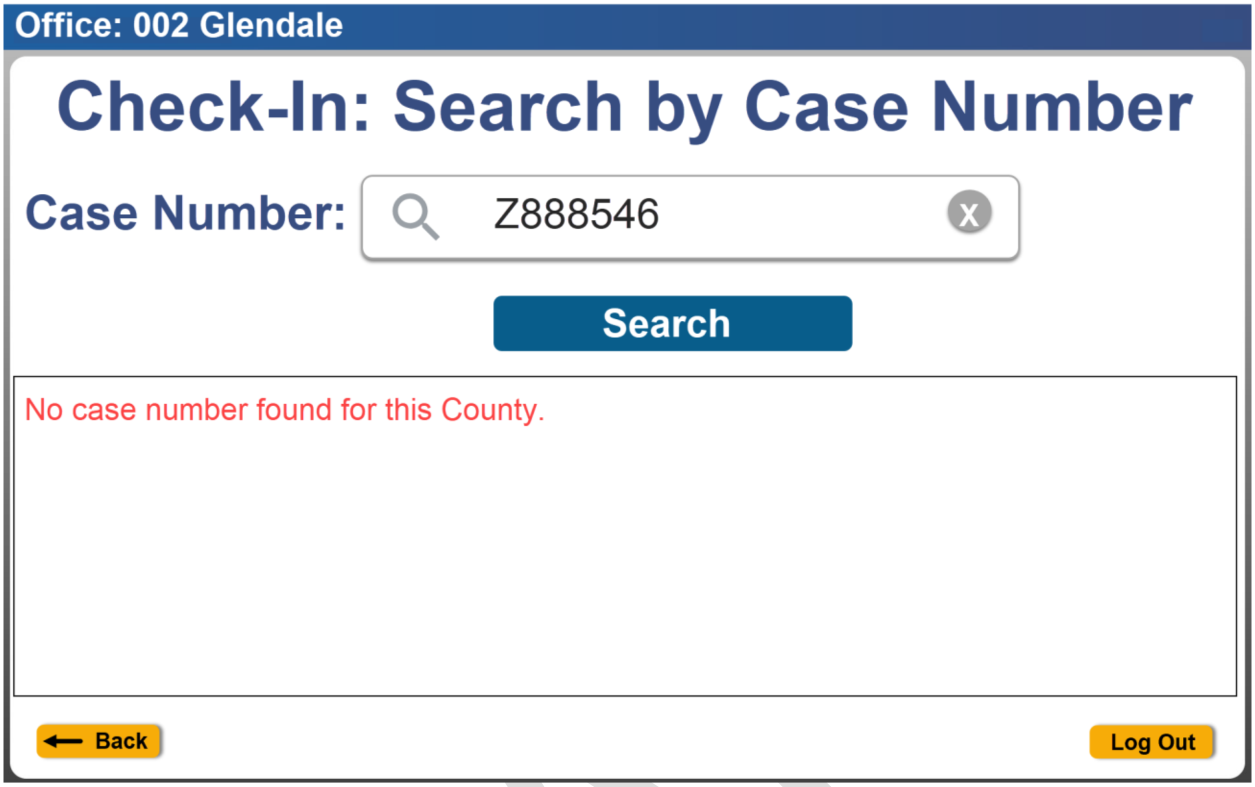


Figure 2.15.8.d – Lobby Check-In: "Check-In: Case Lookup no case number found result" page

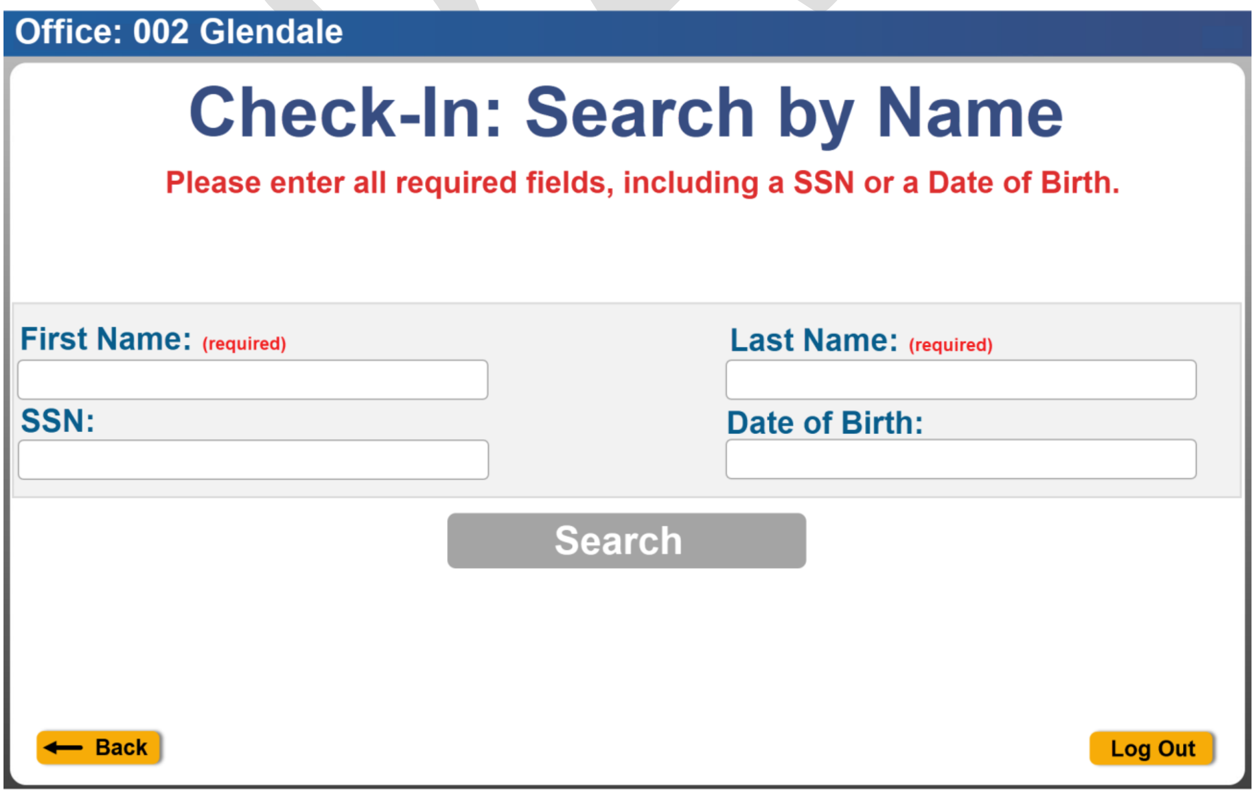


Figure 2.15.9.a – Lobby Check-In: “Check-In: Name Lookup” page

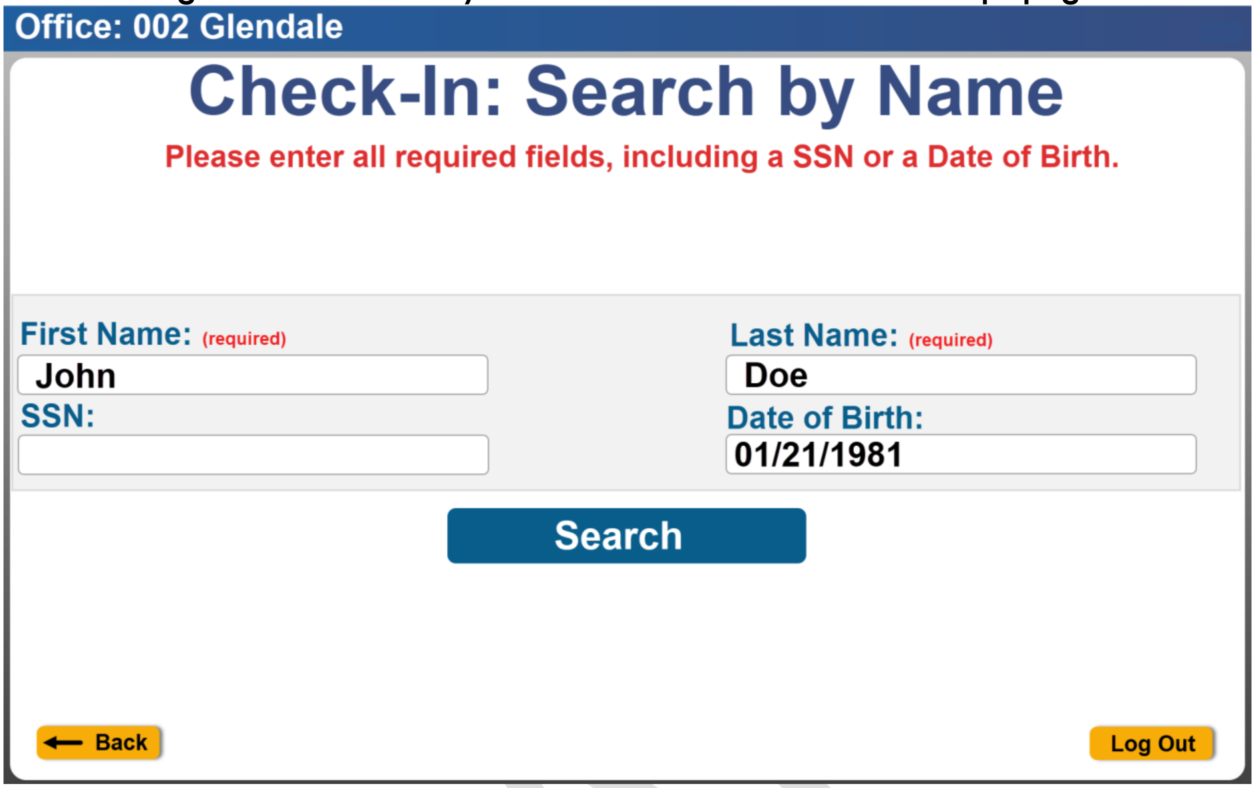


Figure 2.15.9.b – Lobby Check-In: “Check-In: Name Lookup” page

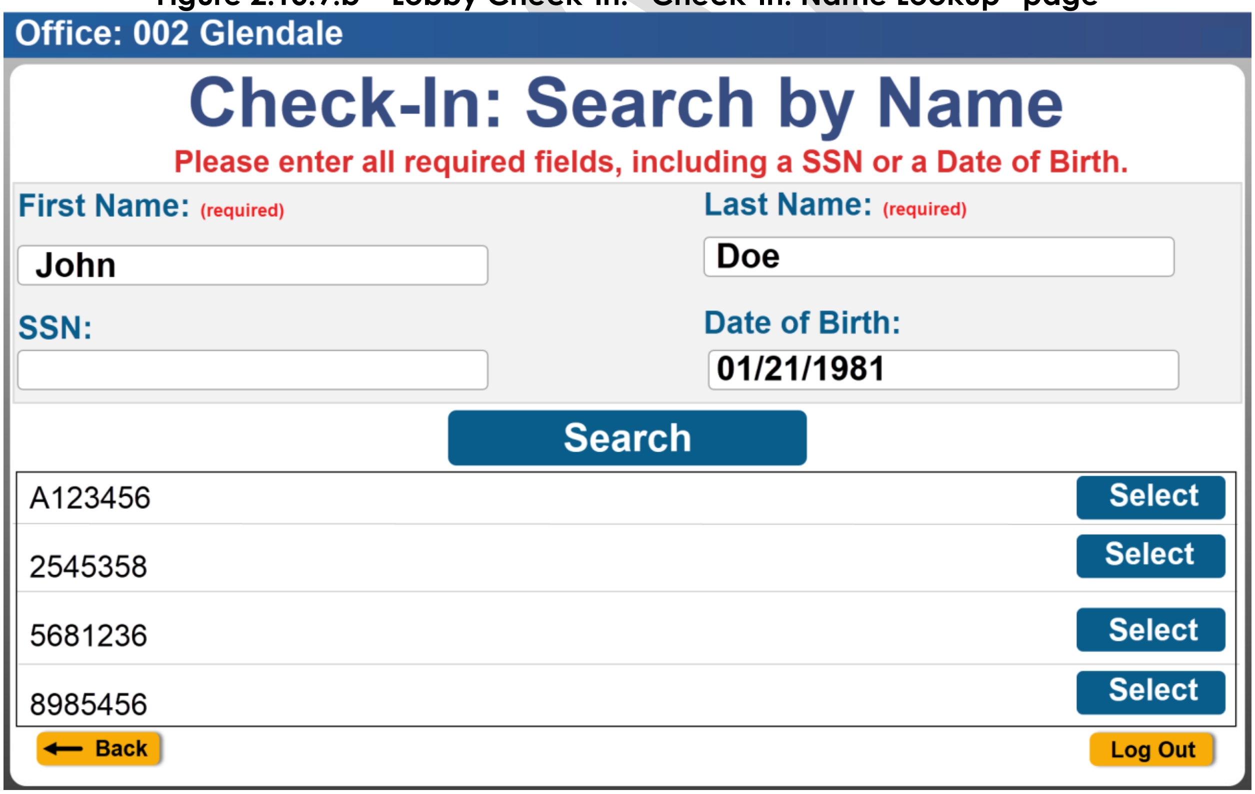


Figure 2.15.10.a – Lobby Check-In: “Check-In: Name Lookup result” page

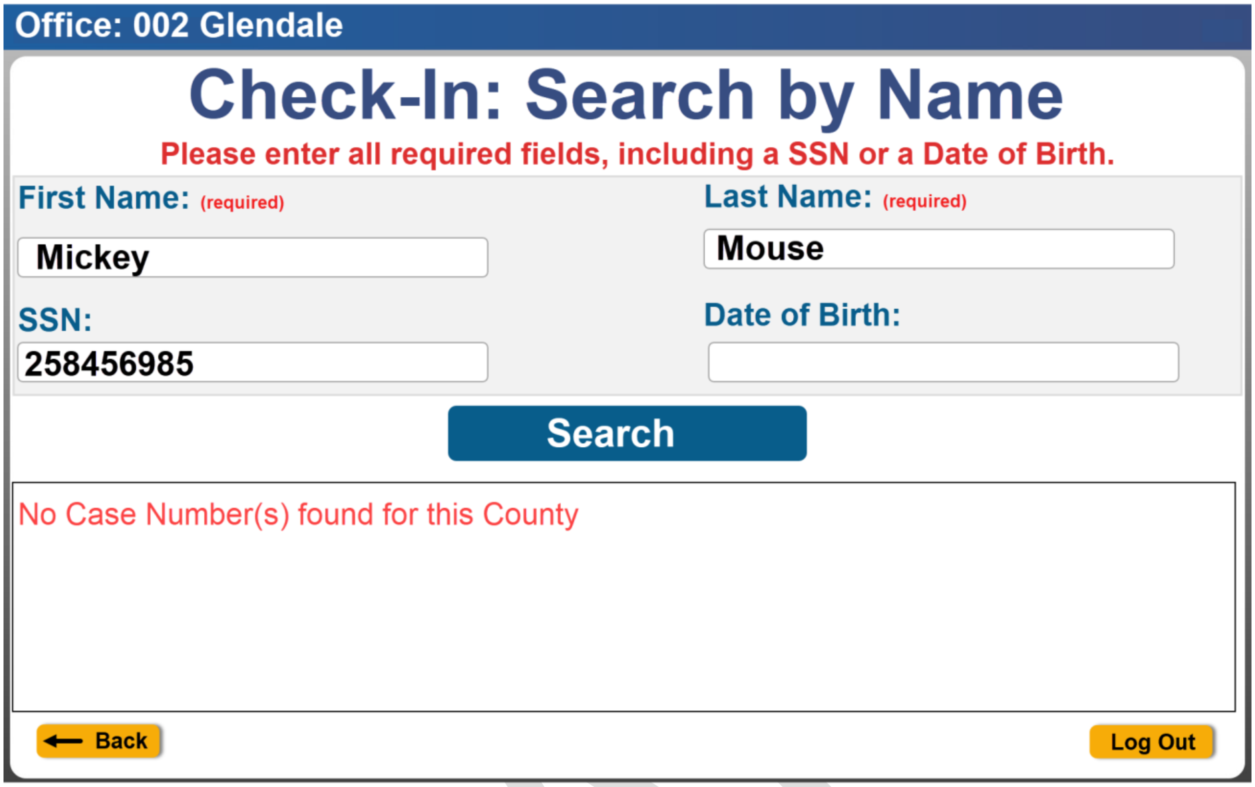


Figure 2.15.10.b – Lobby Check-In: "Check-In: Name Lookup result no case number found" page

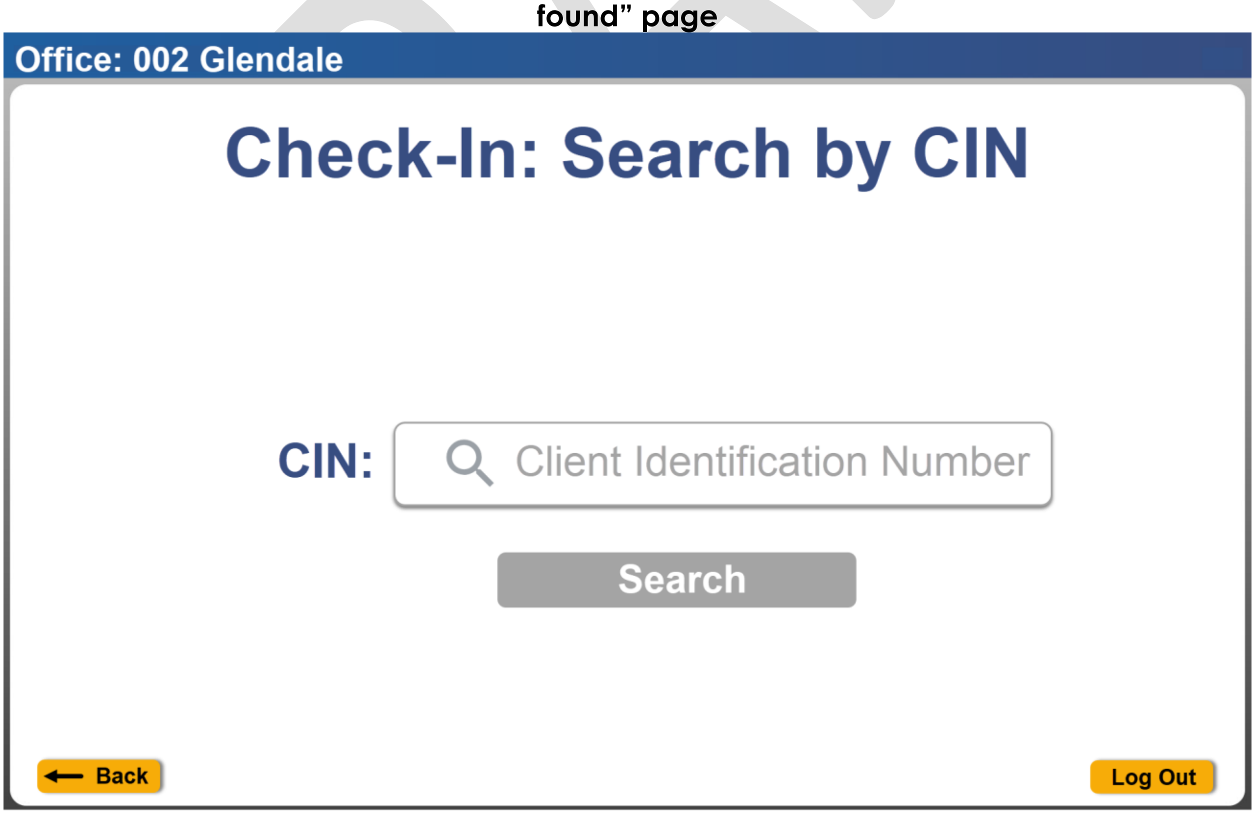


Figure 2.15.11.a – Lobby Check-In: "Check-In: CIN Lookup" page

Figure 2.15.11.b – Lobby Check-In: “Check-In: CIN Lookup” page

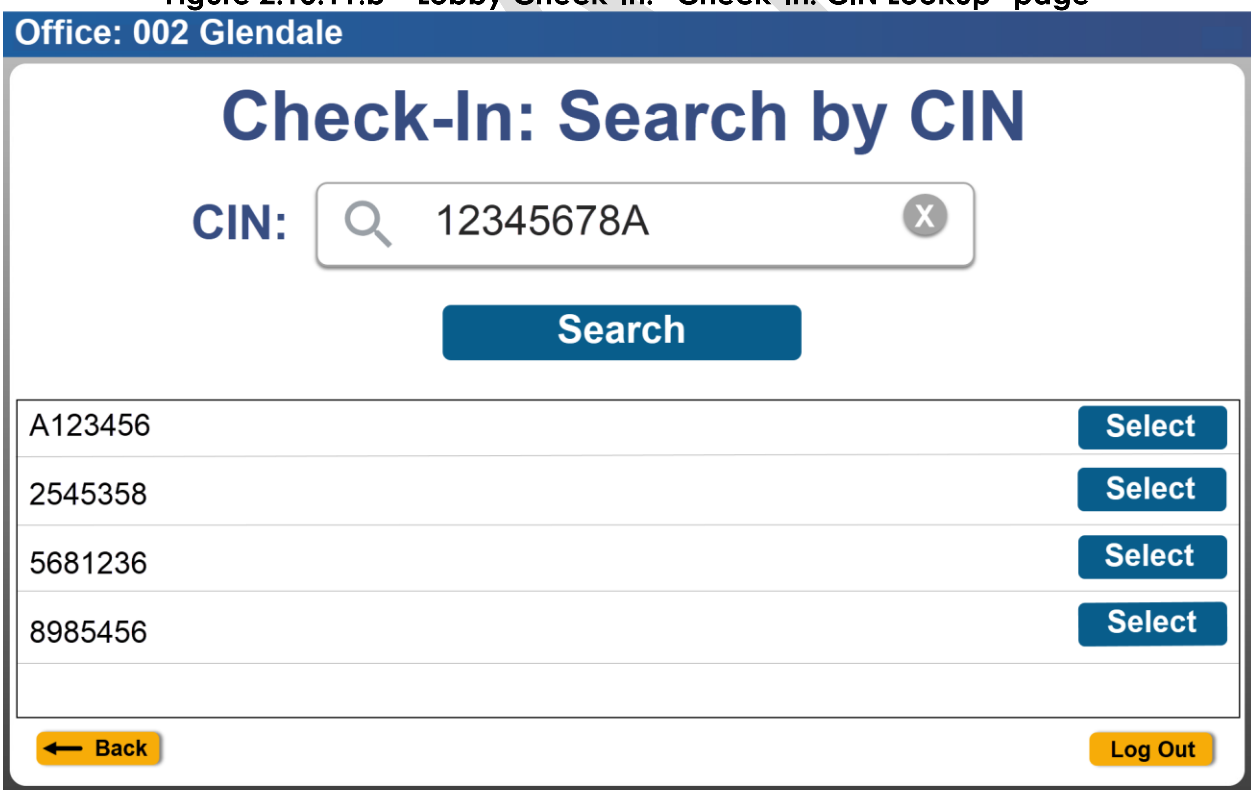


Figure 2.15.11.c – Lobby Check-In: “Check-In: CIN Lookup result” page

Figure 2.15.11.d – Lobby Check-In: "Check-In: CIN Lookup no case number found result" page

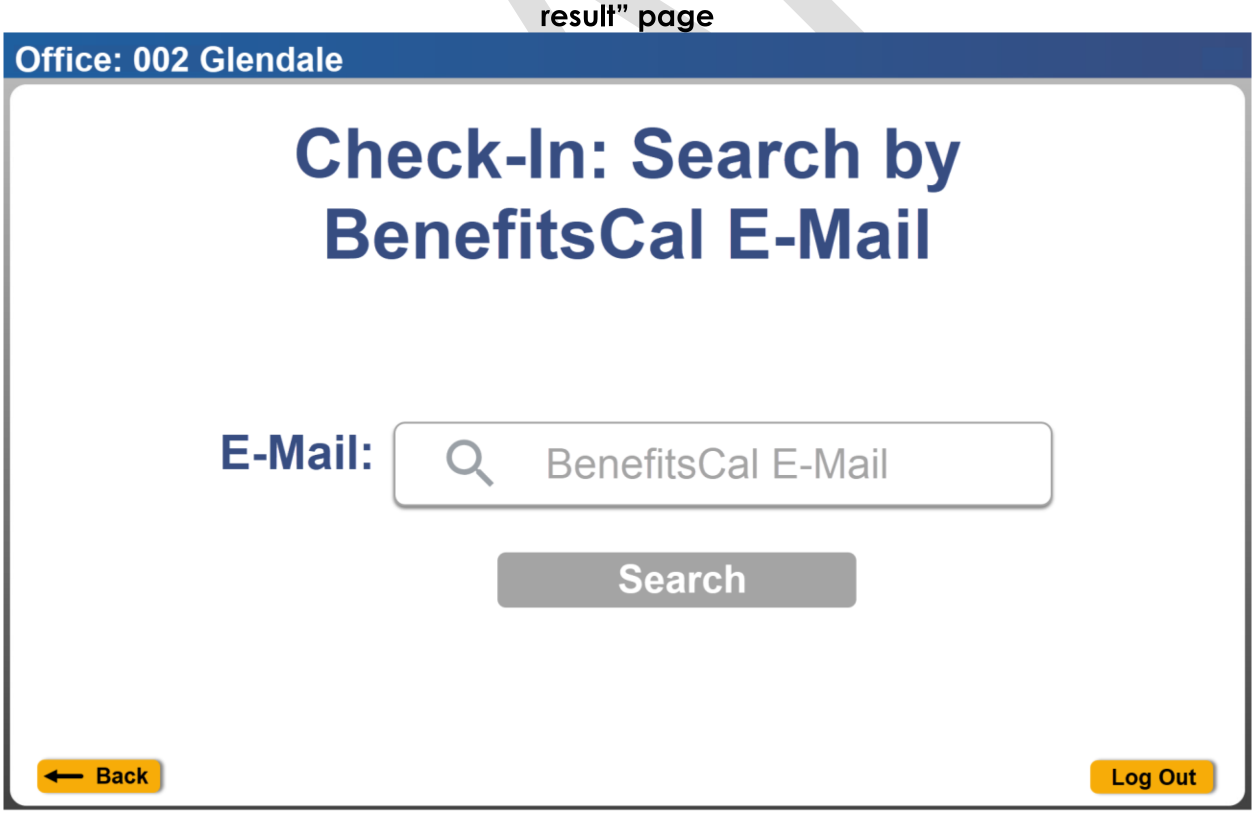


Figure 2.15.12.a – Lobby Check-In: "Check-In: BenefitsCal Lookup" page

Figure 2.15.12.b – Lobby Check-In: "Check-In: BenefitsCal Lookup" page

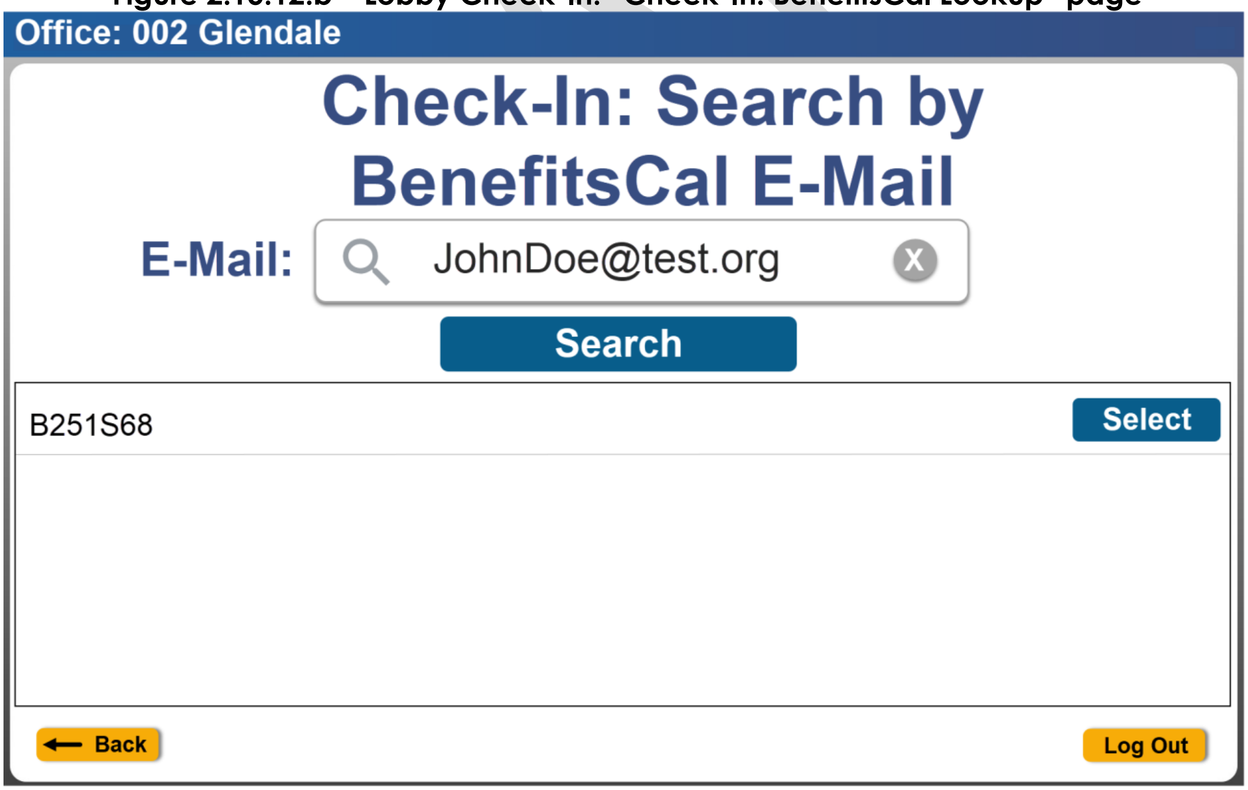


Figure 2.15.12.c – Lobby Check-In: "Check-In: BenefitsCal Lookup result" page

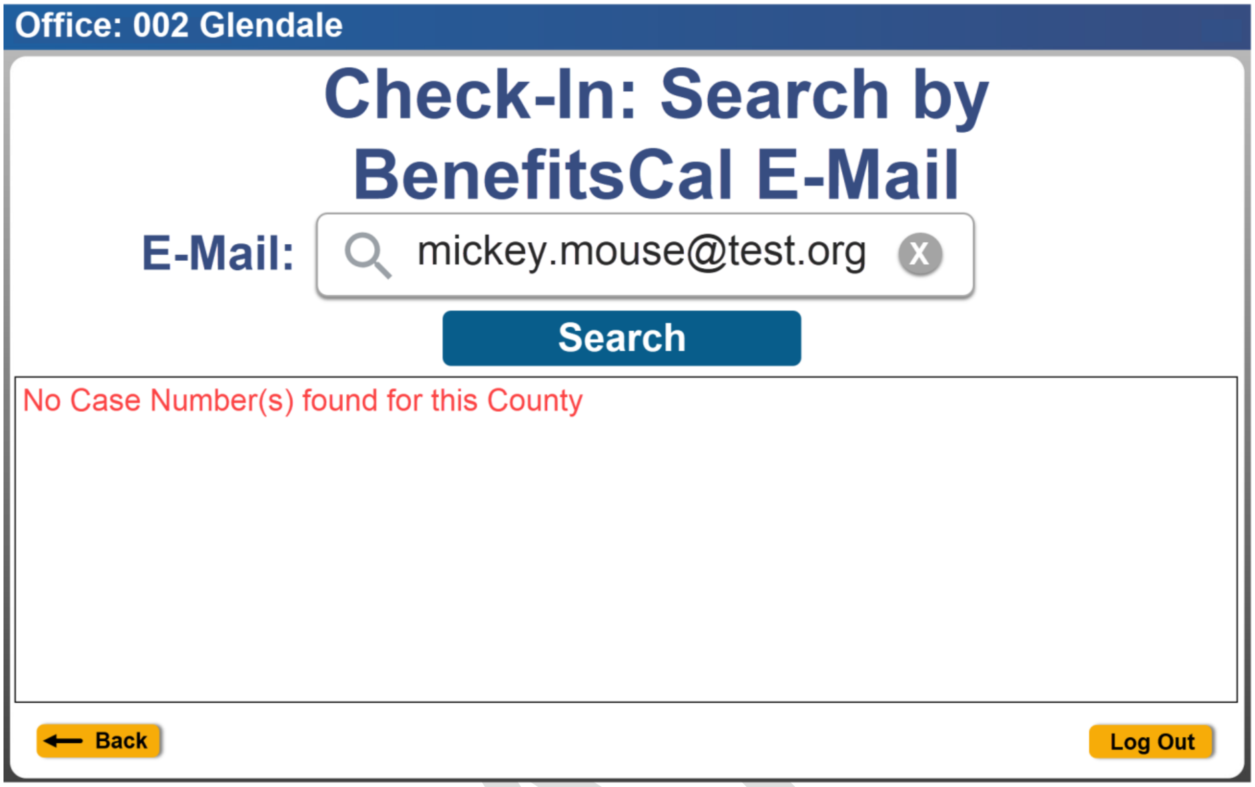


Figure 2.15.12.d – Lobby Check-In: "Check-In: BenefitsCal Lookup no Case number found" page

Figure 2.15.12.e – Lobby Check-In: "Check-In: BenefitsCal Lookup no E-mail address found" page

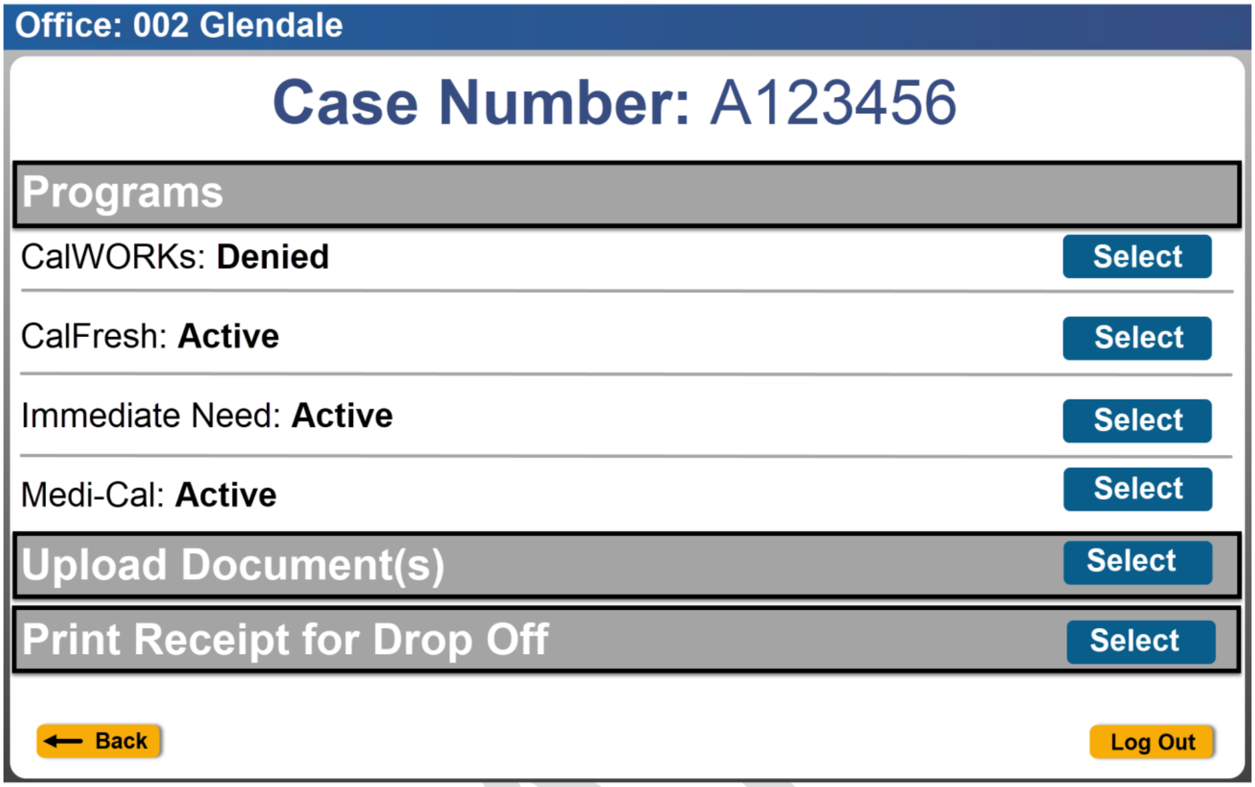


Figure 2.15.13.a – Lobby Check-In: "Case Number" page

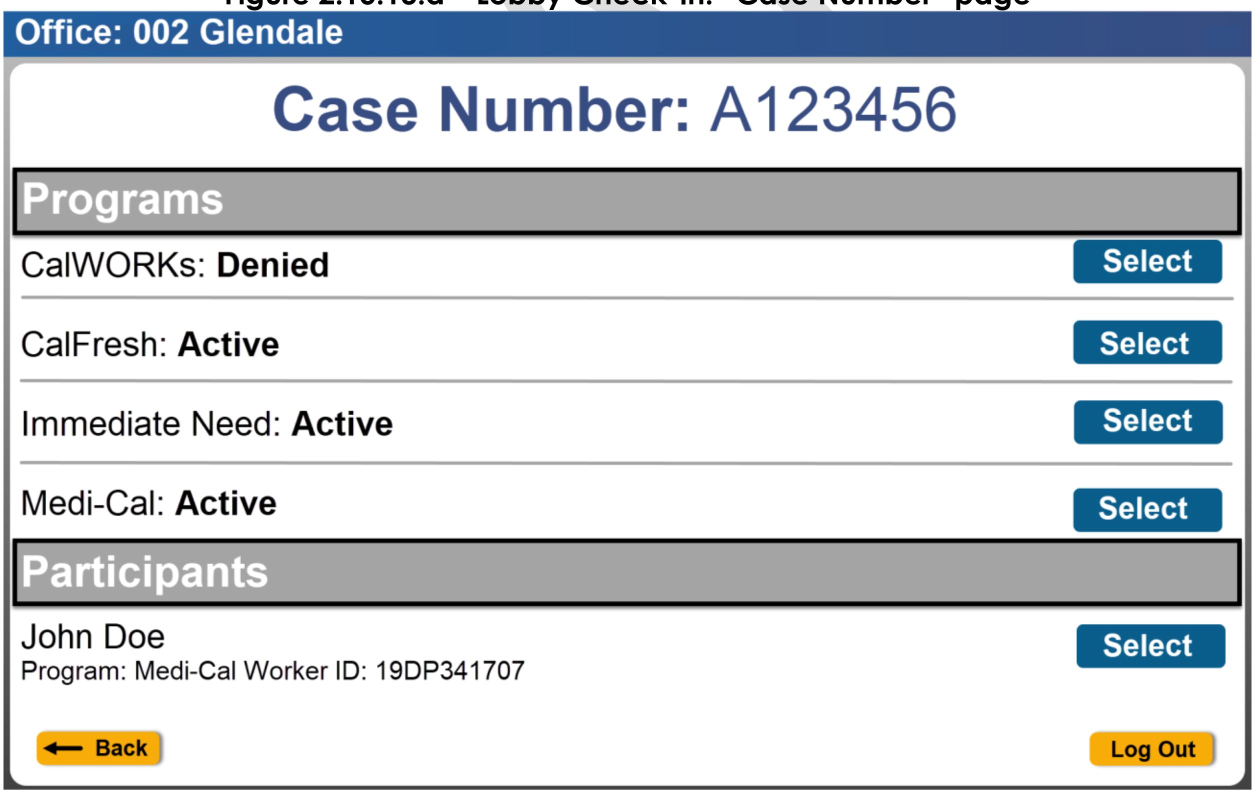


Figure 2.15.13.b – Lobby Check-In: "Case Number" page

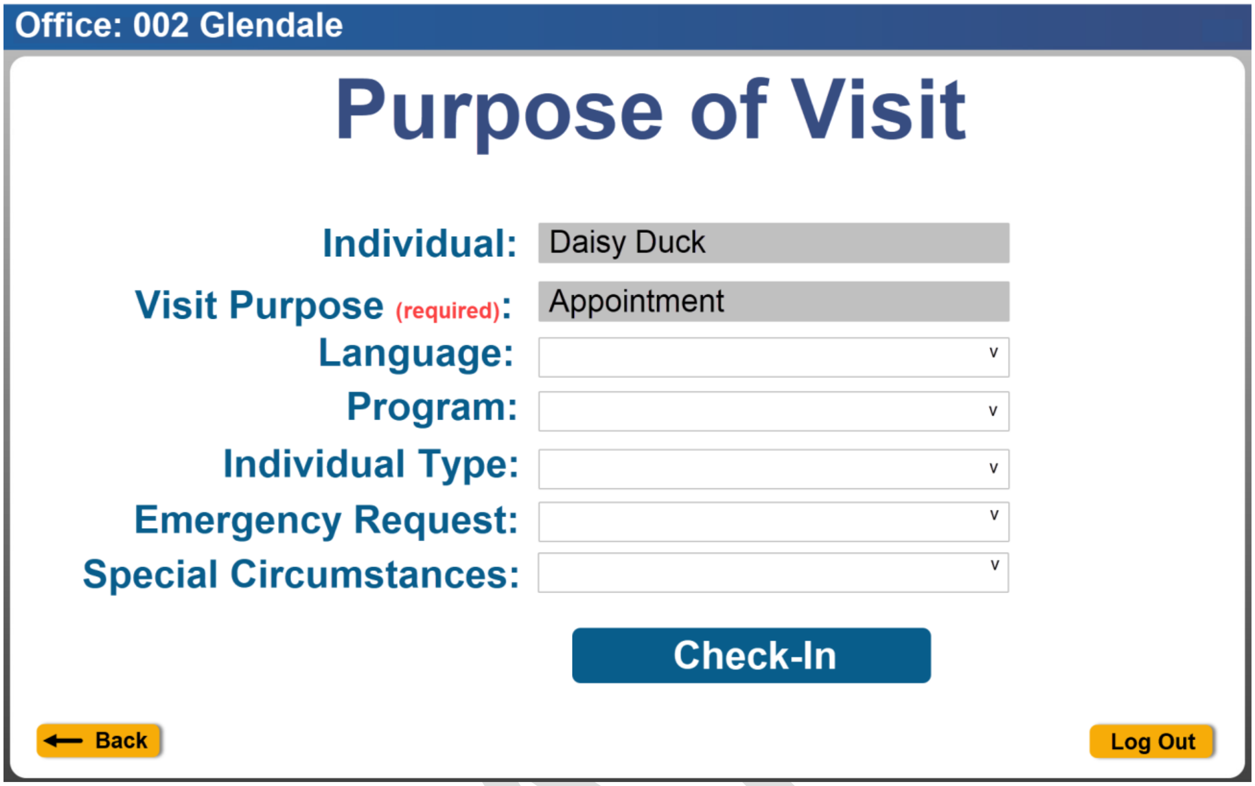


Figure 2.15.14.a – Lobby Check-In: “Purpose of Visit” – through appointment flow page

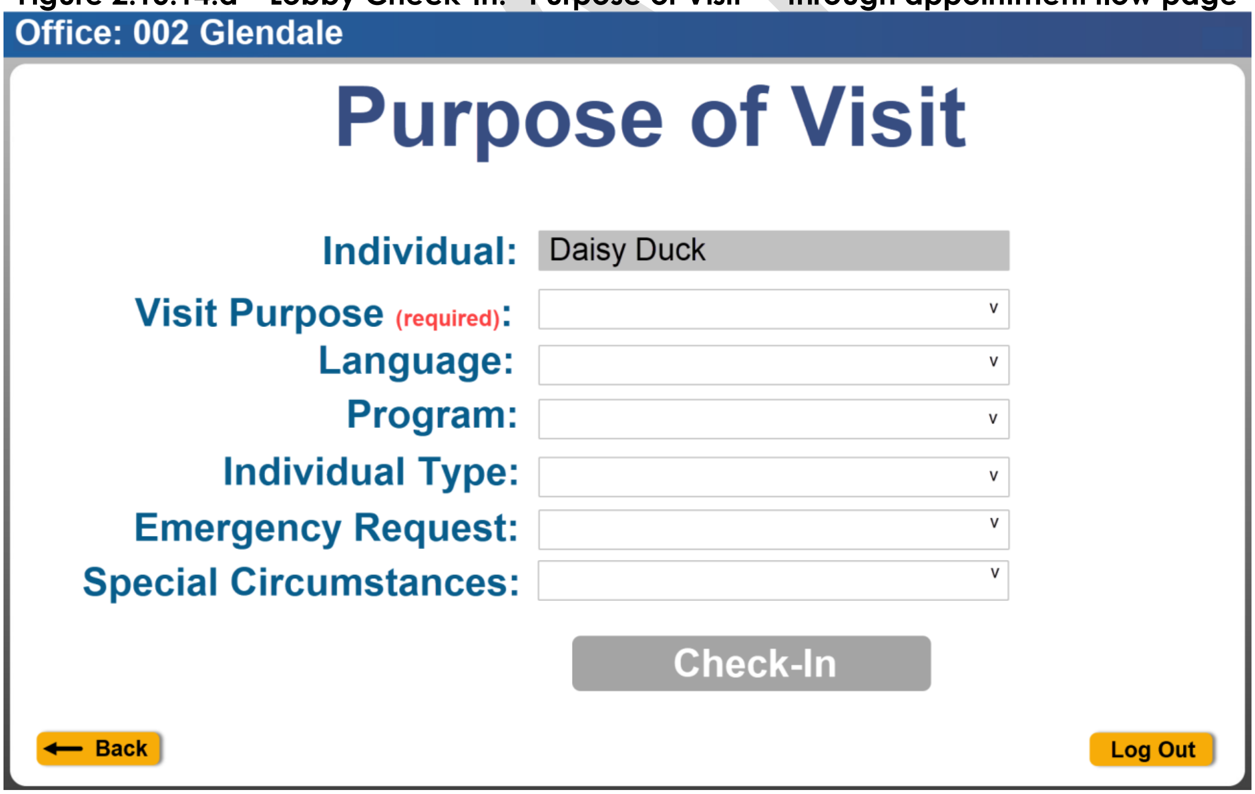


Figure 2.15.14.b – Lobby Check-In: “Purpose of Visit” page

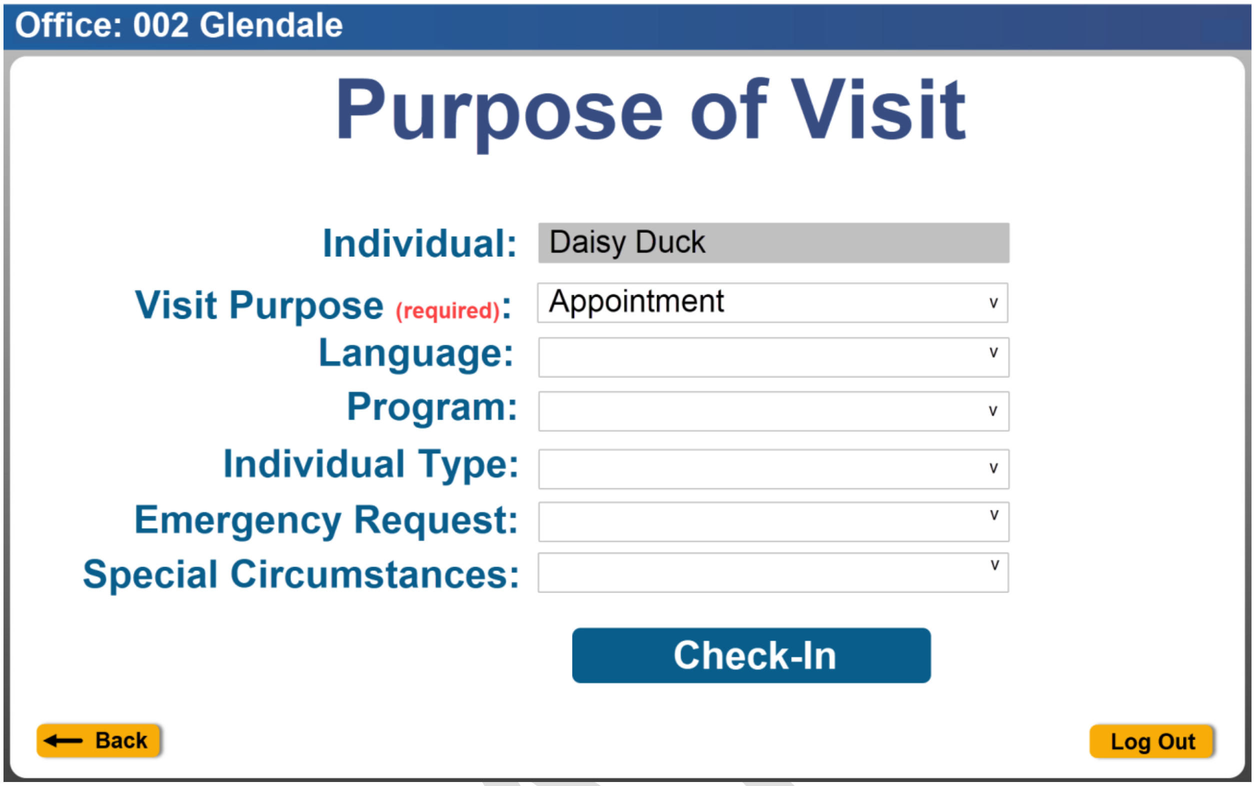


Figure 2.15.14.c – Lobby Check-In: "Purpose of Visit" page

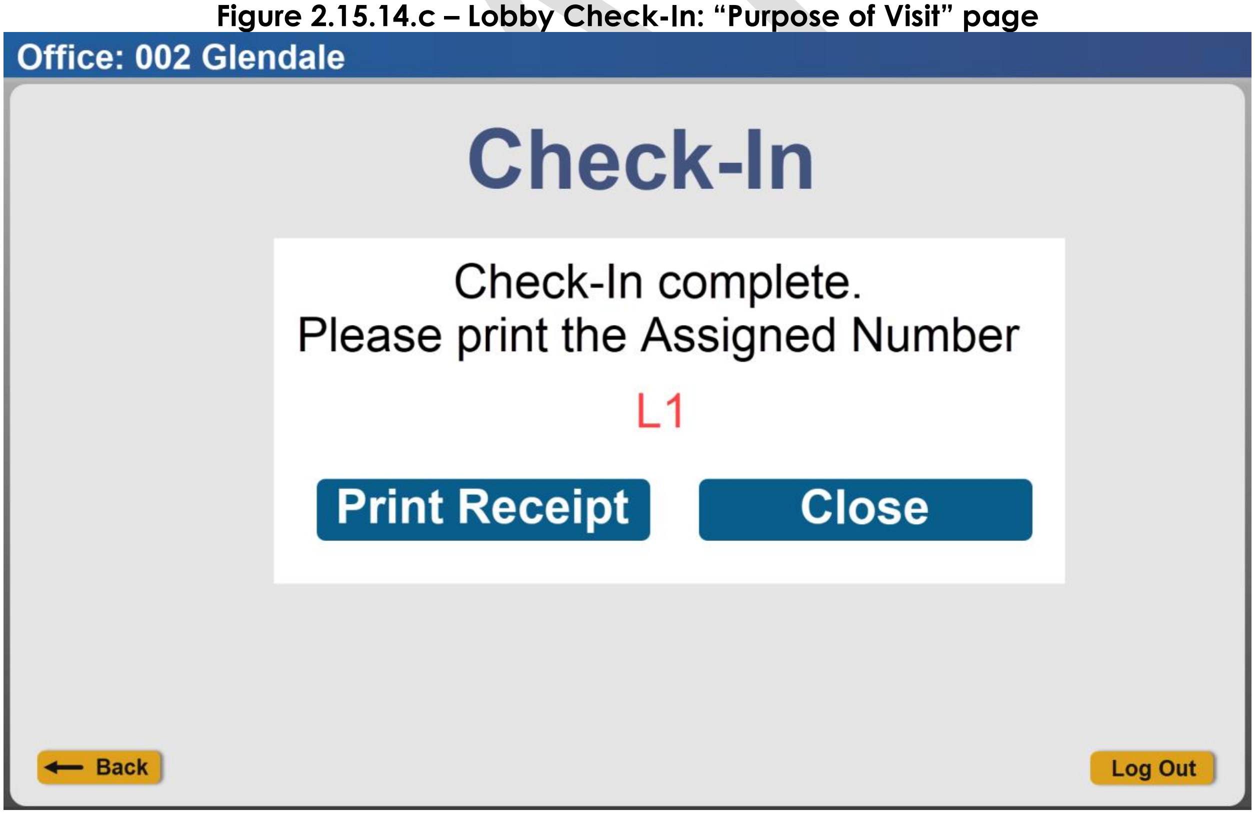


Figure 2.15.15 – Lobby Check-In: "Check-In Complete" page

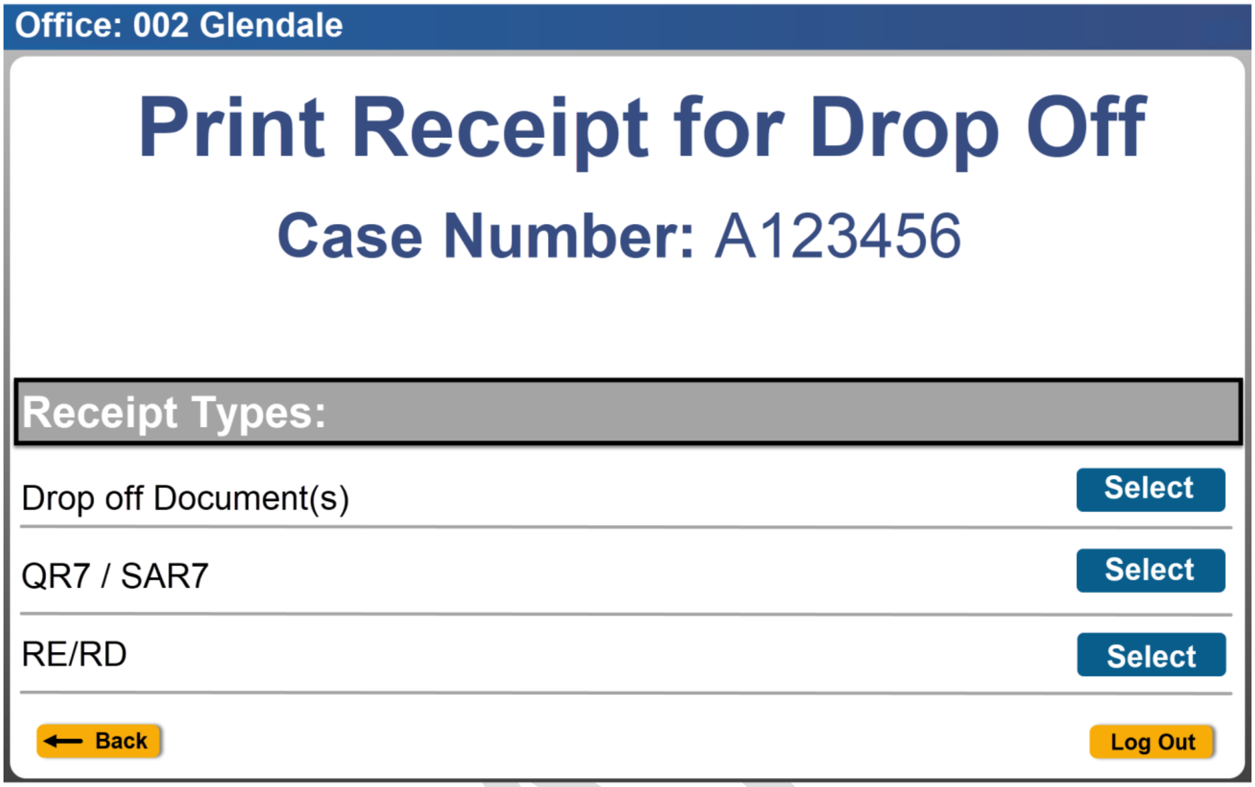


Figure 2.15.16 – Lobby Check-In: "Print Receipt for Drop Off" page

Figure 2.15.16.a – Lobby Check-In: "Select Printer" page

Figure 2.15.16.b – Lobby Check-In: "Select Printer" page

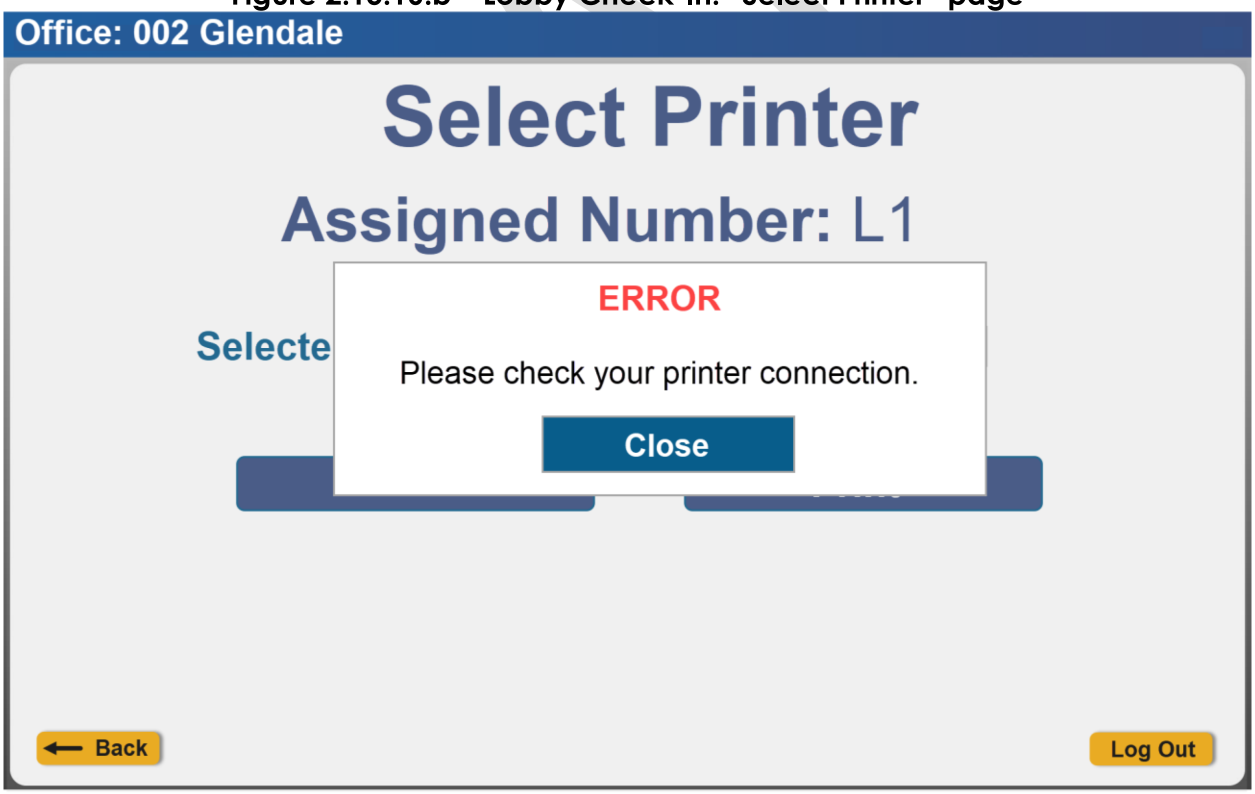


Figure 2.15.16.c – Lobby Check-In: "Select Printer" page

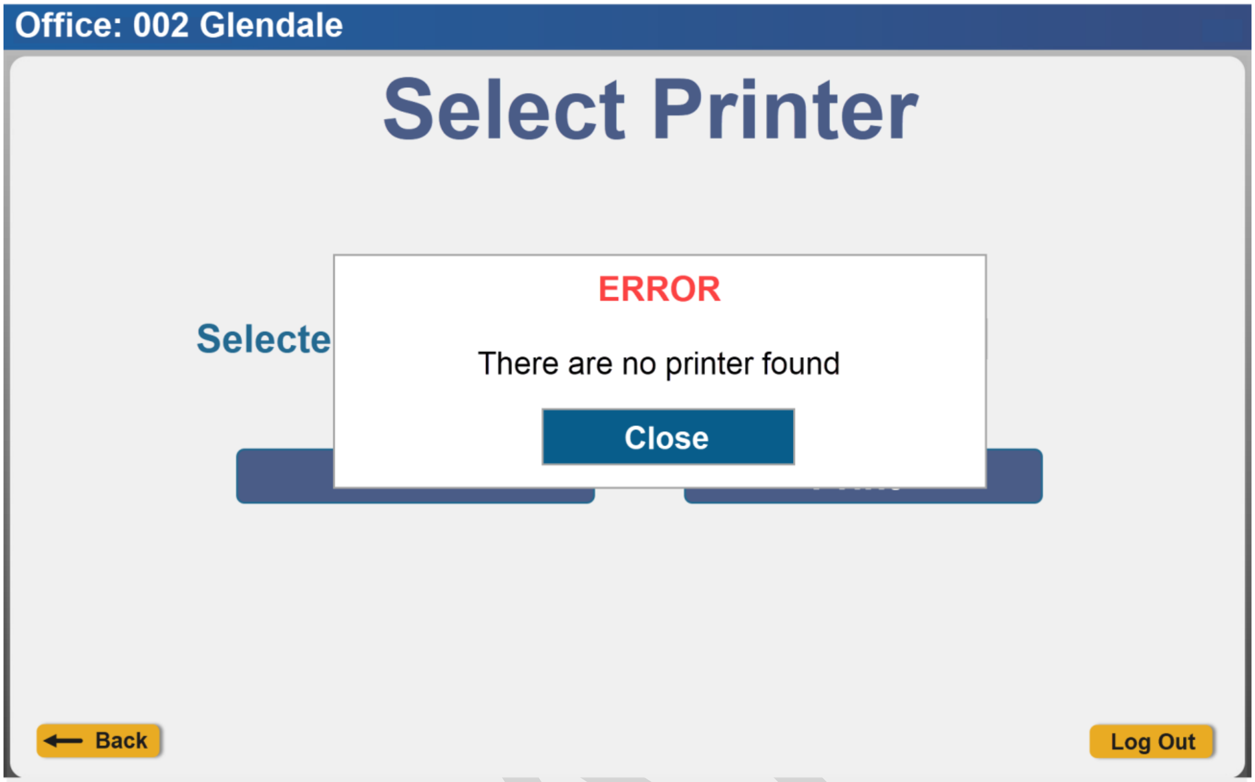


Figure 2.15.16.d – Lobby Check-In: “Select Printer” page

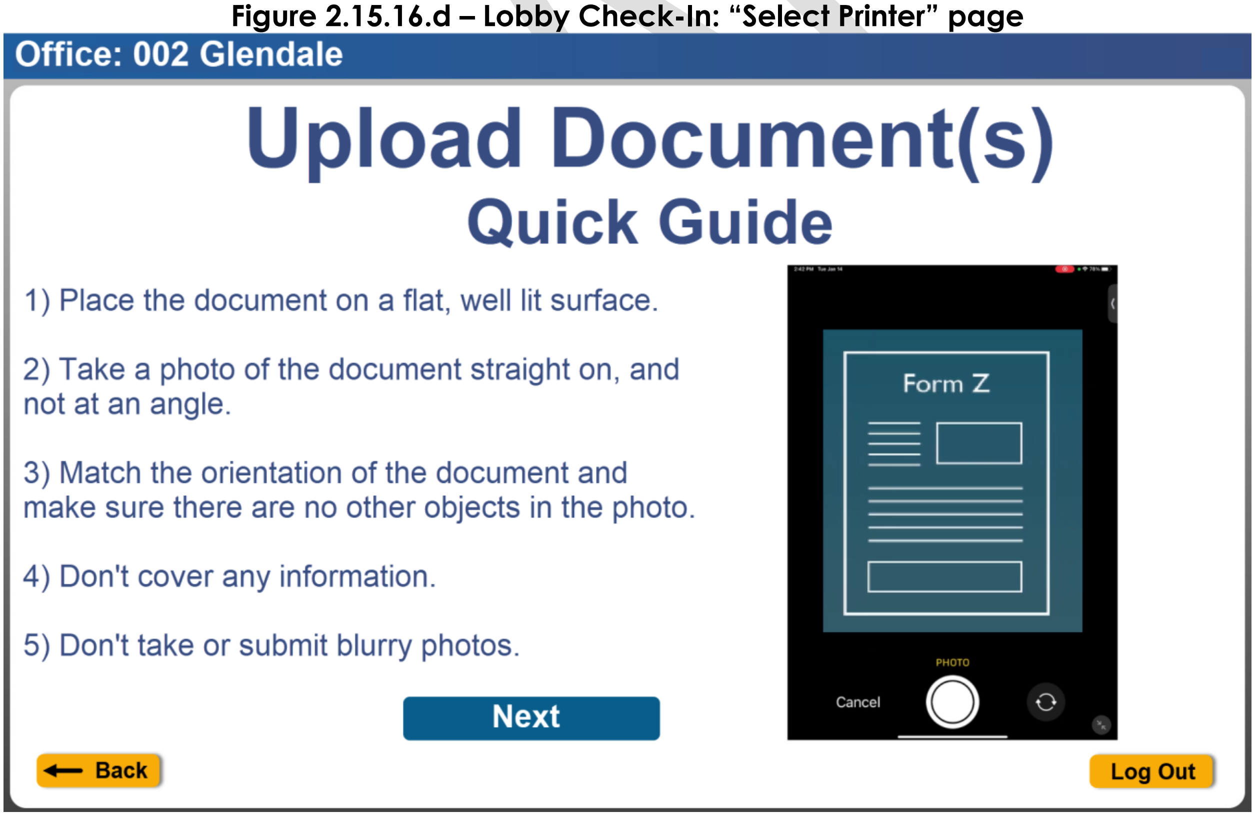


Figure 2.15.17 – Lobby Check-In: “Upload Document Guide”

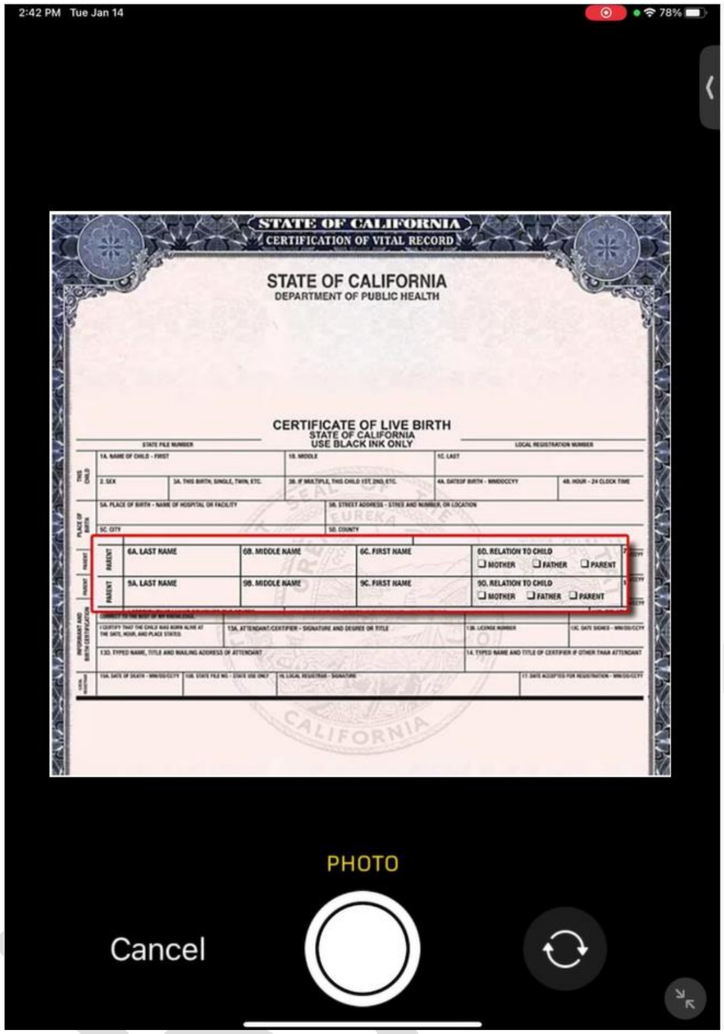


Figure 2.15.18.a – Lobby Check-In: "Camera View" – Reference only as camera view might look different based on the device used

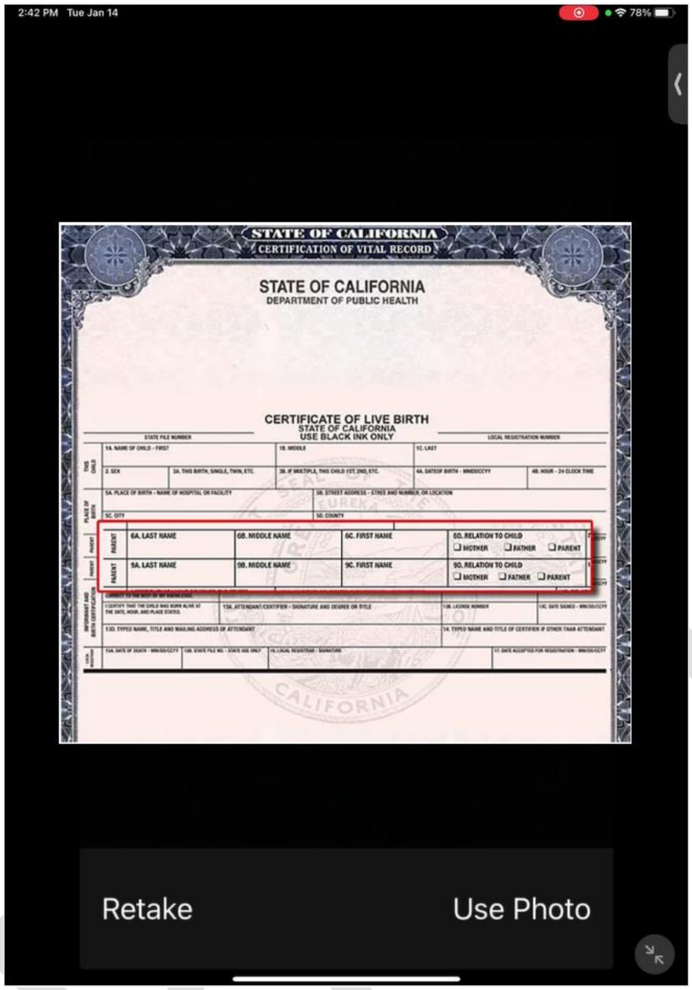


Figure 2.15.18.b – Lobby Check-In: "Camera View" – Reference only as camera view might look different based on the device used

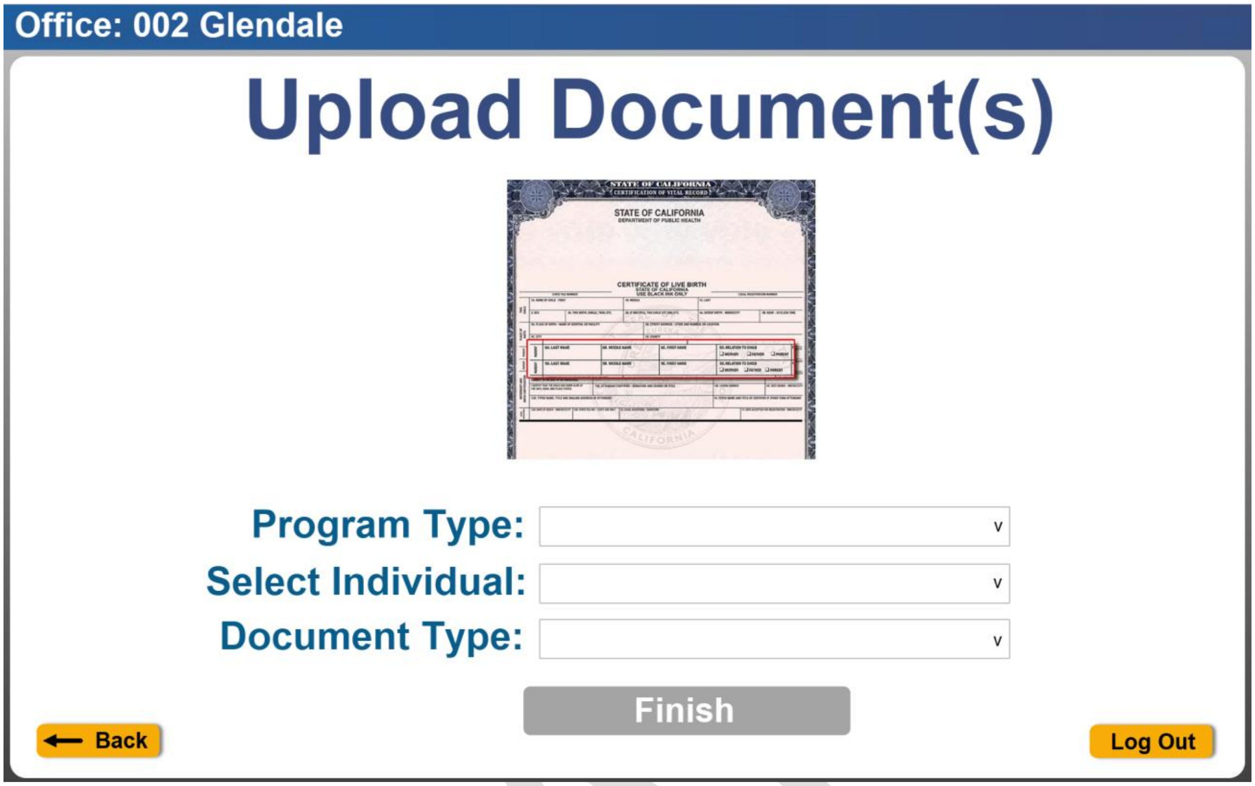


Figure 2.15.19.a – Lobby Check-In: "Upload Document(s)" page

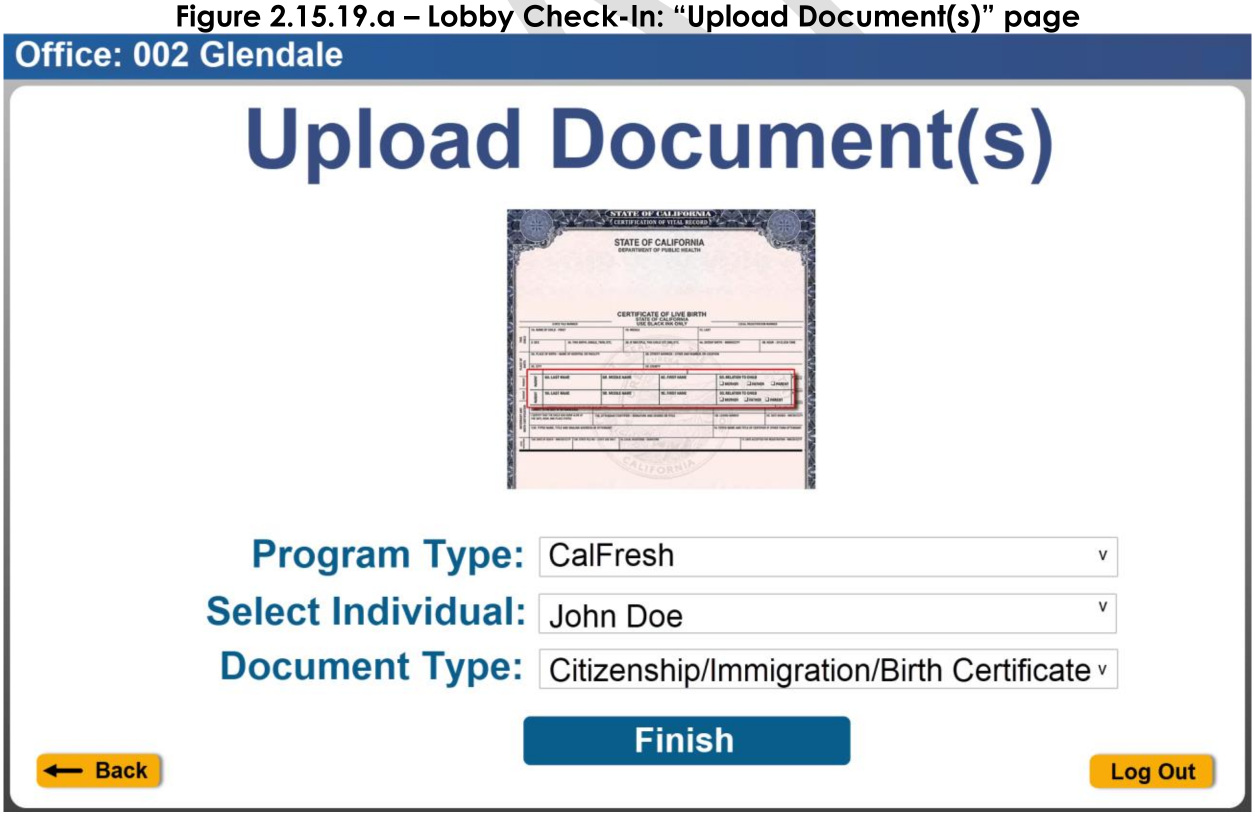


Figure 2.15.19.b – Lobby Check-In: "Assign Photo" page

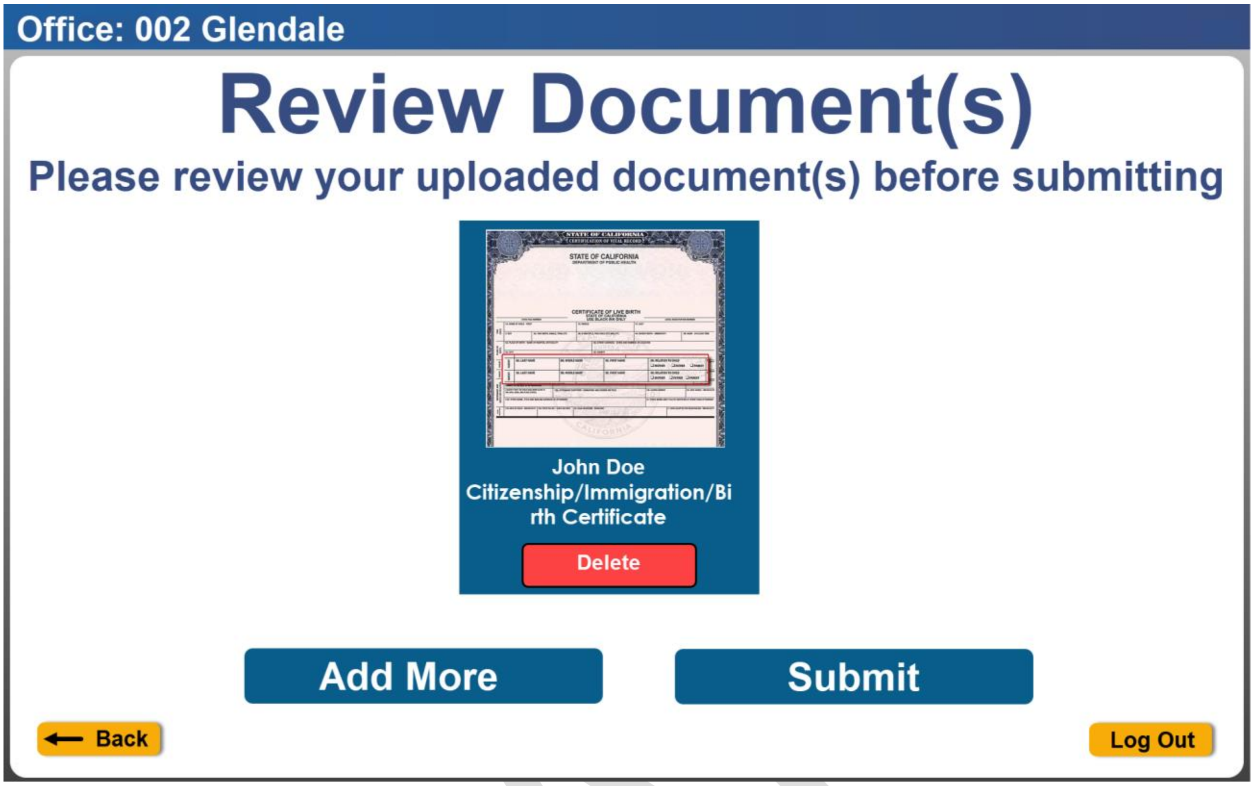


Figure 2.15.20.a – Lobby Check-In: "Review Document(s)" page

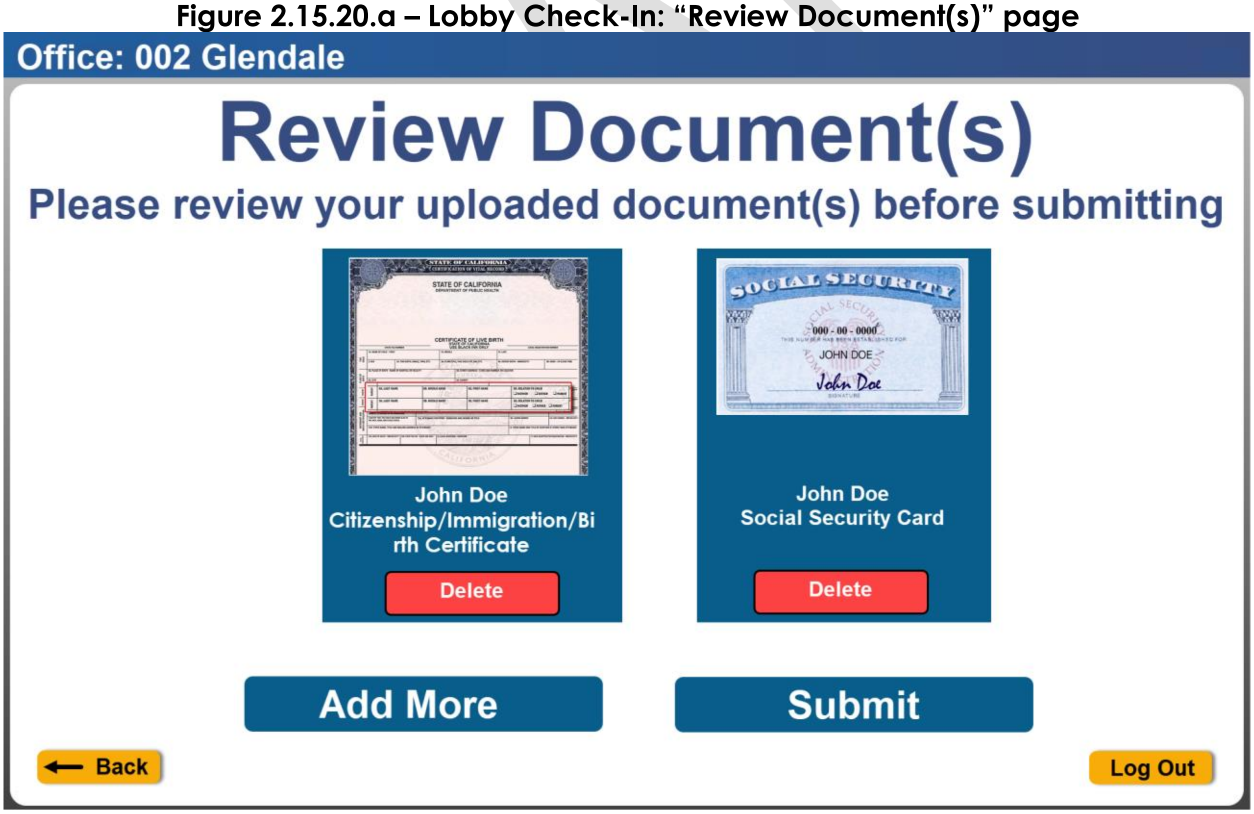


Figure 2.15.20.b – Lobby Check-In: "Review" page

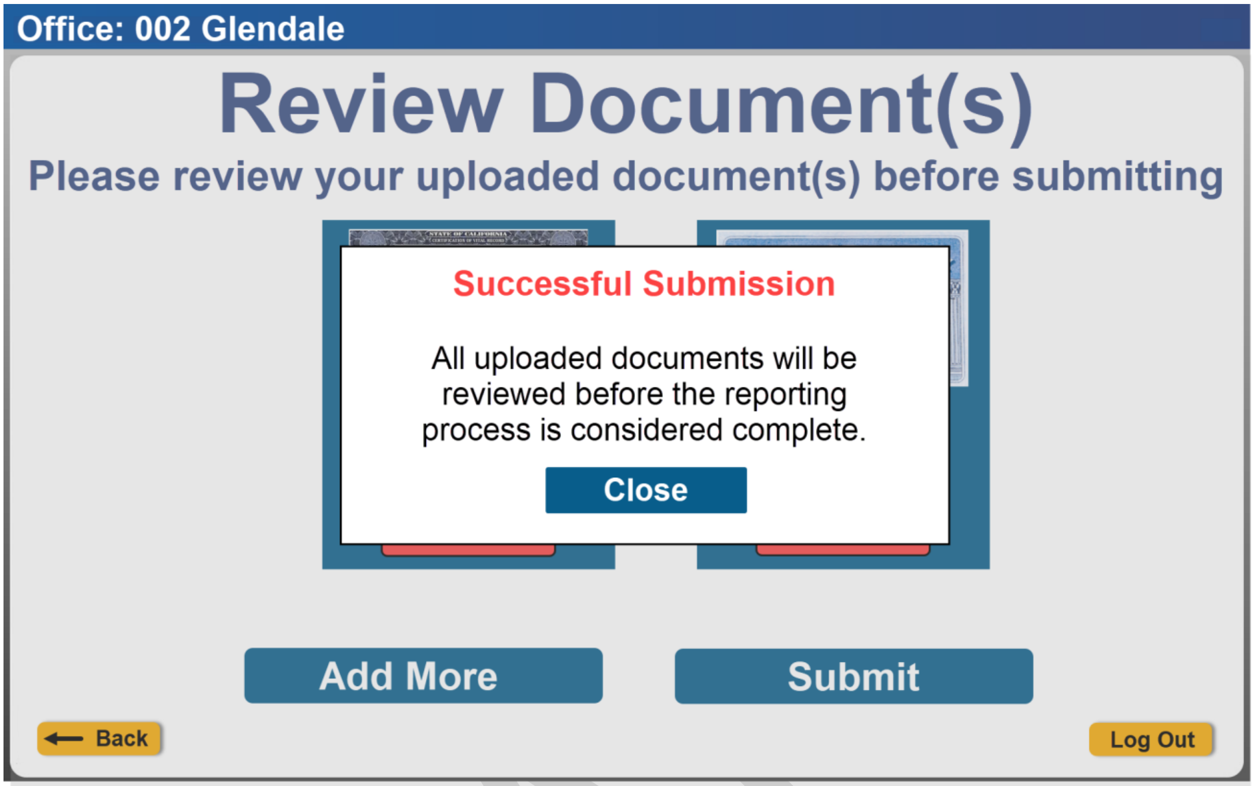


Figure 2.15.20.c – Lobby Check-In: "Review" – Successful Submission message page

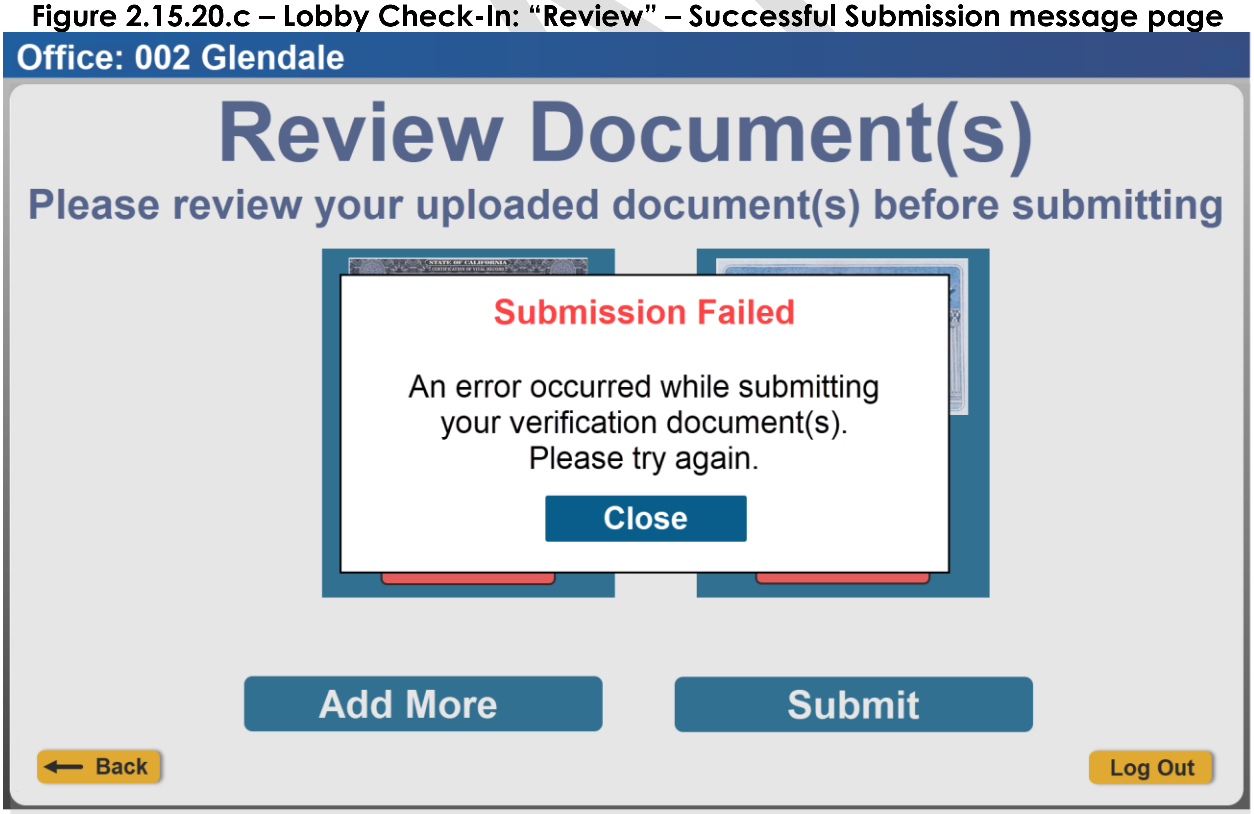


Figure 2.15.20.d – Lobby Check-In: "Review" – Submission Failed message page

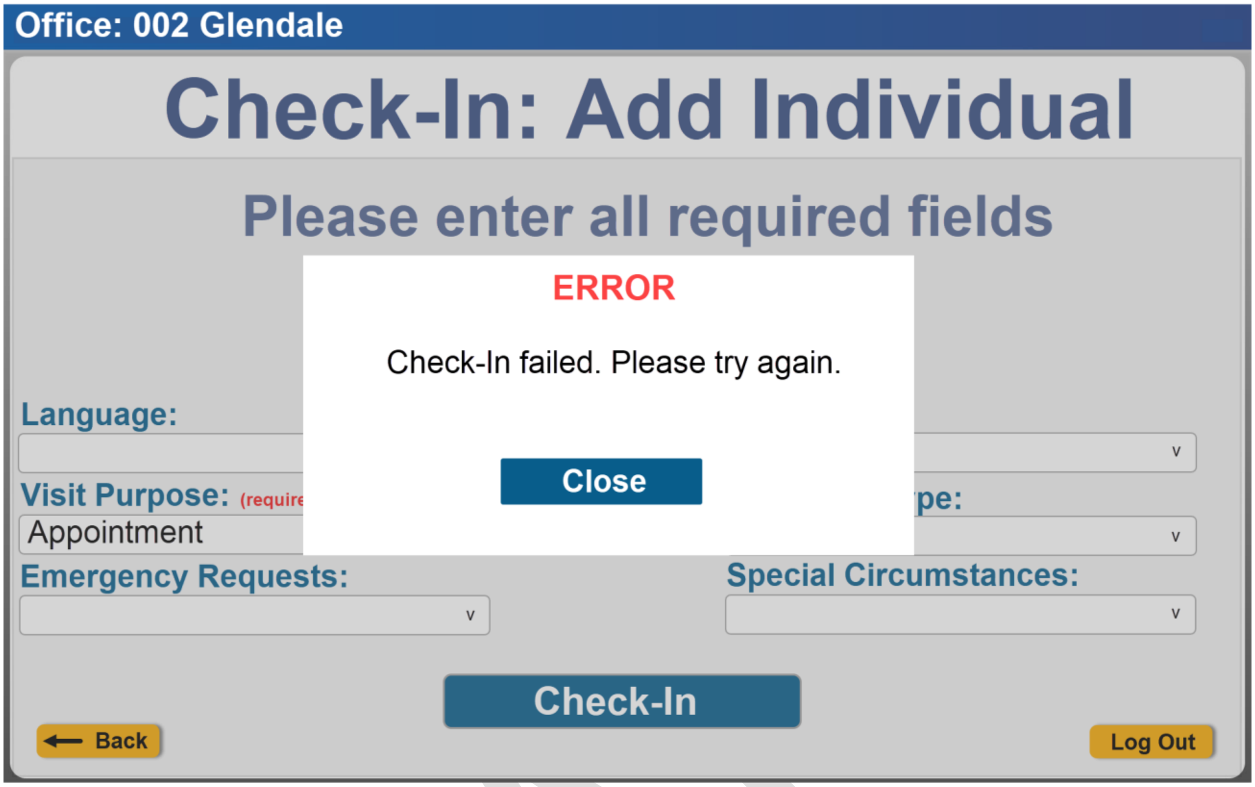


Figure 2.15.21.a – Lobby Check-In (Check-In failed error message)

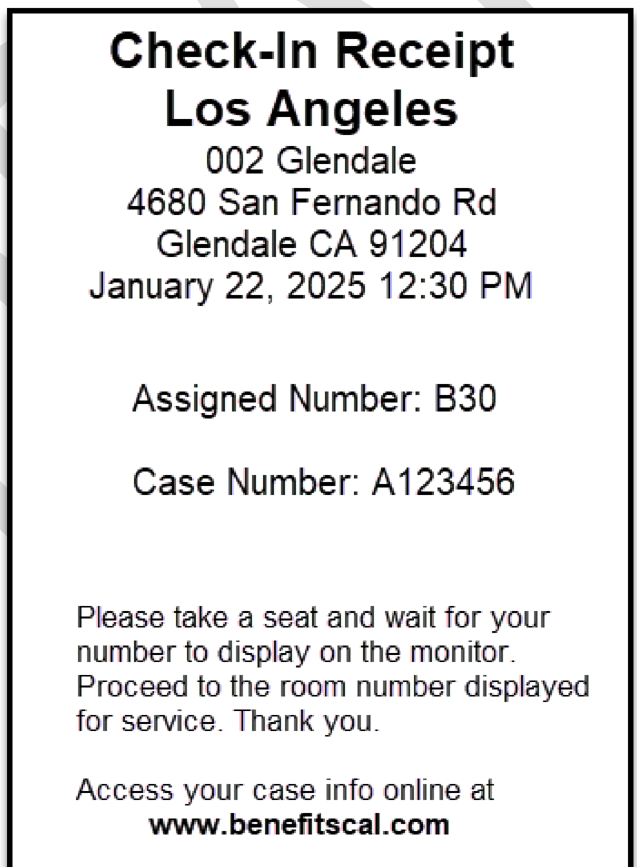
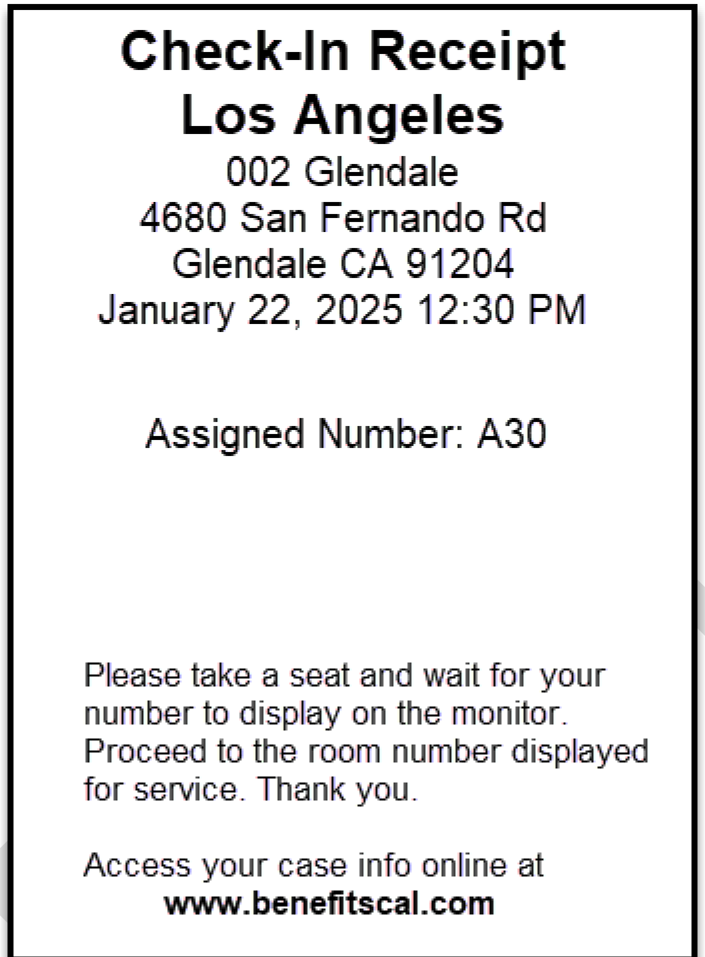


Figure 2.15.22.a – Lobby Check-In (Check-In receipt with Case Number)



Check-In Receipt
Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Assigned Number: A30

Please take a seat and wait for your number to display on the monitor. Proceed to the room number displayed for service. Thank you.

Access your case info online at
www.benefitscal.com

Figure 2.15.22.b – Lobby Check-In (Check-In receipt without Case Number)

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Receipt for Drop off Document(s)

Case Number: A123456

Access your case info online at
www.benefitscal.com

Figure 2.15.23.a – Lobby Check-In (Drop off Document receipt)

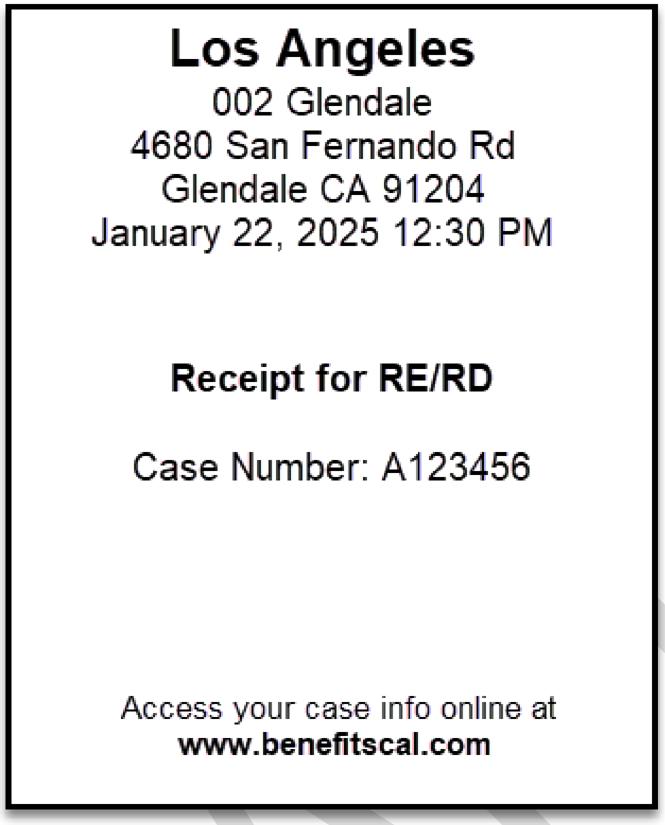
Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Receipt for QR7/SAR7

Case Number: A123456

Access your case info online at
www.benefitscal.com

Figure 2.15.23.b – Lobby Check-In (QR7/SAR7 receipt)



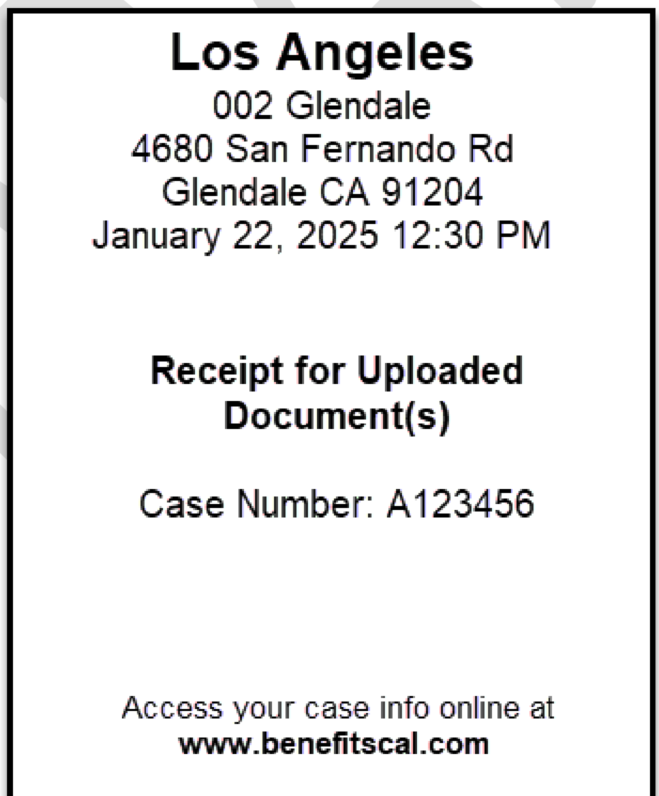
Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Receipt for RE/RD

Case Number: A123456

Access your case info online at
www.benefitscal.com

Figure 2.15.23.c – Lobby Check-In (RE/RD Document receipt)



Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Receipt for Uploaded Document(s)

Case Number: A123456

Access your case info online at
www.benefitscal.com

Figure 2.15.24 – Lobby Check-In (Upload Document receipt)

2.15.3 Description of Changes

1. Create new Lobby Check-In pages that will display after the user clicks on the "Lobby Check-In" button from the Employee Portal page.
    a. Case information will not be retained any time the user is re-directed to the 'Check-In' landing page. User will need to go through the process of searching for the case information again.
    b. Case information will be retained once the user select the case number that they want to be in context as they navigate through the Lobby Check-In pages (exception is when user is re-directed back to the 'Check-In landing' page at any time).
    c. Lobby Check-In pages will have the following information being displayed on the header and footer of each page.
        i. Display on the left side of the header 'Office: XXX'
            1. XXX will be the name of the office that the user is working in context of.
                a. For users that are associated to multiple offices it will display the office name that is selected from the 'Select Office' page.
                b. For users that are associated to one office only it will display the one office name that the user is associated to.
                c. Example: 'Office: 002 Glendale'.
        ii. Display the following buttons on the footer
            1. Display a '← Back' button
                a. Clicking on the '← Back' button will re-direct the user back to the previous page that they were on.
            2. Display a 'Log Out' button
                a. Clicking on the 'Log Out' button will open the Log Out confirmation pop-up message (Section 2.20 for more details).
    d. Create a new 'Check-In landing' page
        i. The 'Check-In landing' page is accessed when the user clicks on the 'Lobby Check-In' button from the 'Employee Portal' page.
        ii. Display the following buttons:
            1. Display 'Check-In with Case Number' button
                a. Clicking on the 'Check-In with Case Number' button will re-direct the user to the 'Check-In' page.
            2. Display 'Check-In without Case Number' button
                a. Clicking on the 'Check-In without Case Number' button will re-direct the user to the 'Check-In: Add Individual' page.
            3. Display a pop-up message on the page when users are being re-directed back to the 'Check-In landing' page after Check-In is completed successfully (clicking the 'Check-In' button from the 'Check-In: Add Individual page' or the 'Visit Purpose' page and the

lobbycheckin/checkin endpoint returns a successful response along with the assigned check-in number).

  a. 'Check-In landing' page will have a grey overlay with a pop-up message on top.
  b. Pop-up message will display:
     i. 'Check-In complete. Please print the Assigned Number'
     ii. [Check-In Number]
        1. Display the Check-In number that is returned from the lobbycheckin/checkin endpoint.
     iii. 'Print Receipt' button
        1. Clicking on the 'Print Receipt' button will automatically print the receipt when the application detects the printer automatically.
           a. Receipt to be printed will be the Check-In Receipt.

           Note: Application can only detect printer that is already configured to the device.
        2. User will be re-direct to the 'Select Printer' page when the application does not detect a printer automatically.
           Note: Application can only detect printer that is already configured to the device.
     iv. 'Close' button
        1. Clicking the 'Close' button will close the pop-up message and the grey overlay will not display.
        2. Clicking the 'Close' button will not print the receipt and user will not be able to print the receipt afterwards.

4. Clicking on the '← Back' button will re-direct the user back to the 'Employee Portal' page.
   Note: User can go back to the 'Select Device' page from the 'Employee Portal' when they need to change the office information that they want to be working in context of.

b. Create a new 'Check-In: Add Individual' page
   i. The 'Check-In: Add Individual' page is accessed when the user clicks on the 'New to CalSAWS: Add Individual' button from the 'Check-In' page.
   ii. The page will display 'Check-In: Add Individual' at the top of the page followed by 'Please enter all required fields'
   iii. Display the following fields:

1. 1st field will be titled 'First and Last Name: (required)'
    a. This will be a text field.
    b. Clicking on the text field will display the onscreen keyboard.
    c. Only alpha characters are allowed
        i. Only alpha characters will display on the field when selected through the onscreen keyboard (i.e. when user select a numeric character it will not display on the field)
    d. A maximum of 50 characters are allowed. Once the maximum number of characters is met, no further characters will be displayed/entered on the text box.
    e. Information entered on this field will be saved to the 'Person Name' field in Reception Log Detail page.
2. 2nd field will be titled 'Language:'
    a. This will be a drop-down field
    b. Drop-down field will display 'blank' followed by a list of languages.
        i. Options to be displayed will be listed in the following order:
            1. Blank (this will be the default value when the page loads)
            2. English
            3. Spanish
            4. Followed by all the other available languages listed alphabetically in ascending order.
        ii. Display the short description of the available languages
    c. These are the same list of languages found on the 'Language' drop-down field on the Reception Log Detail page.
    d. Information selected on this field will be saved to the 'Language' field in Reception Log Detail page.
3. 3rd field will be titled 'Program.
    a. This will be a drop-down field
    b. Drop-down field will display blank followed by a list of the programs alphabetically in ascending order.
        i. Blank will be the default value when the page initial loads.
        ii. Display the short description of the programs.
            1. These are the same list of programs found on the 'Program' drop-down

field on the Reception Log Detail page.

   c. Information selected on this field will be saved to the 'Program' field in Reception Log Detail page.

4. 4th field will be titled 'Visit Purpose: (required)'
   a. This will be a drop-down field
   b. Drop-down field will display blank followed by a list of the visit purpose listed alphabetically in ascending order.
      i. Blank will be the default value when the page initial loads.
      ii. Display the short description of the visit purpose.
         1. These are the same list of purposes found on the 'Purpose' drop-down field on the Reception Log Detail page.
   c. Information selected on this field will be saved to the 'Purpose' field in Reception Log Detail page.
5. 5th field will be titled 'Individual Type:'
   a. This will be a drop-down field
   b. Drop-down field will display blank followed by a list of individual type in alphabetical order.
      i. Blank will be the default value when the page initial loads.
      ii. Display the short description of the individual type listed alphabetically in ascending order.
         1. These are the same list of individual type found on the 'Individual Type' drop-down field on the Reception Log Detail page.
   c. Information selected on this field will be saved to the 'Individual Type' field in Reception Log Detail page.
6. 6th field will be titled 'Emergency Requests:'
   a. This will be a drop-down field
   b. Drop-down field will display blank followed by a list of emergency request type in alphabetical order.
      i. Blank will be the default value when the page initial loads.
      ii. Display the short description of the emergency requests type listed alphabetically in ascending order.
         1. These are the same list emergency requests type found on the 'Emergency Requests' drop-down field on the Reception Log Detail page.

c. Information selected on this field will be saved to the 'Emergency Requests' field in Reception Log Detail page.

7. 7th field will be titled 'Special Circumstances:'
   a. This will be a drop-down field and will have the following options:
      i. Blank (default value when the page initially loads).
         1. When user select the 'Blank' option the 'Special Circumstances' field will not be checked in Reception Log Detail page.
            a. It will be saved as 'N' in the database.
      ii. Yes
         1. When user select the 'Yes' option the 'Special Circumstances' field will be checked in Reception Log Detail page.
            a. It will be saved as 'Y' in the database.
      iii. No
         1. When user select the 'No' option the 'Special Circumstances' field will not be checked in Reception Log Detail page.
            a. It will be saved as 'N' in the database.

iv. Display a 'Check-In' button
   1. 'Check-In' button will be disabled (grey in color) when the page initially loads.
   2. 'Check-In' button will continue to be disabled when all required fields remain blank
      a. Required fields are: 'First Name', 'Last Name' and 'Visit Purpose'
   3. 'Check-In' button will be enabled (blue in color) when all required fields have a value entered/selected
      a. 'First Name' and 'Last Name' field need to have at least 1 alpha character inputted.
      b. A value needs to be selected (other than 'blank') on the 'Visit Purpose' field
   4. The page does not change when user clicks on the 'Check-In' button when it is disabled.
   5. Clicking on the 'Check-In' button when it's enabled will call the existing lobbycheckin/checkin endpoint.
      a. This will create a reception log detail record and assign a check-in number.
      b. Application will send the inputted/selected value(s) through the endpoint:

i. First Name, Last Name, Language, Program, Visit Purpose, Individual Type, Emergency Requests, Special Circumstances.

c. User will be re-directed back to the 'Check-In landing' page when the lobbycheckin/checkin endpoint return a successful response along with the check-in number.
    i. Generate a check-in receipt to be printed that will include the check-in number information.

d. User will remain on the page and will display an error pop-up message when the lobbycheckin/checkin endpoint does not return a successful message.
    i. The page will have a grey overlay and a pop-up error message with the following information:
        1. Display 'ERROR' at the top of the pop-up message in red followed by 'Check-In failed. Please try again.'
        2. Display 'Close' button.
            a. Clicking the close button will close the pop-up message and the grey overlay will no longer display on the page.
            b. Information inputted/selected on the page will continue to display.

v. Clicking the '← Back' button on the footer of the page from the 'Check-In: Add Individual' page will re-direct the user back to the 'Check-In landing' page.

c. Create a new 'Check-In' page.
    i. The 'Check-In' page is accessed when the user clicks on the 'Check-In with Case Number' button from the 'Check-In landing' page.
    ii. The page will display 'Check-In' at the top of the page
    iii. Display the following buttons on the page
        1. Display a 'Correspondence' button
            a. Clicking on the 'Correspondence' button will re-direct the user to the 'Check-In: Correspondence' page
        2. Display a 'EBT Card' button
            a. Clicking on the 'EBT Card' button will trigger the application to look for a card reader that is configured to the device and re-direct the user to the 'Check-In: EBT Card' page
        3. Display a 'Scheduled Appointment' button

a. Clicking on the 'Scheduled Appointment' button will call the existing lobbycheckin/appointments endpoint and will re-direct the user to the 'Check-In: Appointments' page
    i. The application will send the following information through the lobbycheckin/appointments endpoint.
        1. Office Number (this will be the Office Number that the user is working in context of)
        2. Case Number (if one was entered on the Case Number field on the Check-In: Appointments page)
        3. County Code (this will be the county code that the user belongs to)
    ii. The lobbycheckin/appointments endpoint will return a list of appointments for the day and for the specific office and county that the logged in user is working in context of.
        1. For users that are associated to multiple offices it will display the office name that is selected from the 'Select Office' page.
        2. For users that are associated to one office only it will display the one office name that the user is associated to.

4. Display an 'Individual Lookup' button
    a. Clicking on the 'Individual Lookup' button will re-direct the user to the 'Check-In: Individual Lookup' page.

iv. Clicking the '← Back' button on the footer of the page from the 'Check-In' page will re-direct the user back to the 'Check-In landing' page.

d. Create a new 'Check-In: Correspondence' page
    i. The 'Check-In: Correspondence' page is accessed when the user clicks on the 'Correspondence' button from the 'Check-In' page.
        1. Display 'Check-In: Correspondence' followed by 'Please scan the barcode at the bottom of the CalSAWS document.'
        2. Display 'QR Code' followed by an image of a QR Code in the middle of the page
        3. Display a 'Scan' button
            a. Clicking the 'Scan' button will trigger the application to look for the barcode scanner device or to access the built-in camera of the device.

i. When there's no barcode reader detected, permission is not granted to access the built-in camera or the device does not have a built-in camera, display an error pop-up message
   1. A grey overlap will display on the page when an error pop-up message is displaying.
   2. Error pop-up message will display the following:
      a. Display 'ERROR' at the top of the pop-up message in red followed by 'Hardware to support this functionality is not found.'
      b. Display a 'Close' button.
         i. Clicking on the 'Close' button will close the error pop-up message and the grey overlap will no longer display on the page.

   Note: Error pop-up message will display due to the following possible scenarios:
   1. Application does not detect a barcode reader device configured to the device
      a. This will apply when the application is being used on the Kiosk device
         i. Barcode reader is not supported for all other devices at this time.
   2. Permission was not granted for the application to access the built in camera of the device.
      a. Built in camera does not apply to the Kiosk device
   3. The device does not have a built-in camera

      Note: The barcode reader device is currently only being supported for the Kiosk Device. Barcode reader configured to other devices other than the Kiosk is not supported at this time.

Note: Application will determine if the physical device is a Kiosk, Tablet or an IOS device based on the Device Type information (Lobby

Kiosk, Lobby Tablet, Self Service Kiosk) that's entered on the Device Management Detail page for the specific Device Number.

ii. Clicking the 'Scan' button will enable the barcode reader or open the built in camera (if the application detects it).
    1. The error message will display, when the application does not detect the barcode reader, device does not have a built-in camera or permission is not granted for the application to access the built in camera.
    2. The page will now display a barcode scanner view.
        a. Barcode scanner view will open the camera view when the device have a built in camera and permission has been granted.
           Note: Camera view will look different depending on the device that is used. (Figure 2.15.4.b is a reference only).
    3. When information on the QR code is found the application will make a call to the existing /docs/v2/docInfoByBarcode endpoint.
        a. The application will send the County Code (this is the county code information for the county that the logged in user belongs to) and the Image Barcode ID (this is the information captured from the QR code on the correspondence)
        b. The /docs/v2/docInfoByBarcode endpoint will return the case information for cases that belongs to the same county as the logged in user.
            i. When the case information is returned then the application will make another call to the existing lobbycheckin/casePart

icipants endpoint and re-direct the user to the 'Check-In: Case Lookup' page.

ii. When no case number is returned the page will have a grey overlap and a pop-up message will display with the following message: 'ERROR' found at the top of the page followed by 'No Case Number is found.' along with a 'Close' button.

iii. Clicking on the 'Close' button will close the pop-up message and the grey overlay will no longer display on the page

ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Correspondence' page will re-direct the user back to the 'Check-In' page.

e. Create a new 'Check-In: EBT Card' page
   i. The 'Check-In: EBT Card' page is accessed when the user clicks on the 'EBT Card' button from the 'Check-In Known to CalSAWS' page.
      1. Display 'Check-In: Check-In: EBT Card' followed by 'Please swipe the EBT Card' at the top of the page.
      2. Display an image of the EBT card in the middle of the page.
      3. Display an error pop-up message When there's no card reader detected
         a. A grey overlap will display on the page when an error pop-up message is displaying.
            i. Error pop-up message will display the following:
               1. Display 'ERROR' at the top of the pop-up message in red followed by 'Hardware to support this functionality is not found.'
               2. Display a 'Close' button.
                  a. Clicking on the 'Close' button will close the error pop-up message and the grey overlap will no longer display on the page.

4. When user swipe the EBT card, and the application capture the card information (EBT card number only) it will make a call to the existing lobbycheckin/ebtSearch endpoint.
    a. Application will send the EBT card number information that was captured when the EBT card was swiped.
    b. User will then be re-directed to the ‘Check-In: Case Number lookup’ page
        i. The ‘Case Number’ page will display a list of Case Number that belongs to the same county as the logged in user that is returned from the lobbycheckin/ebtSearch endpoint
        ii. When no case number is returned the page will have a grey overlap and a pop-up message will display with the following message: ‘ERROR’ at the top followed by ‘No Case Number is found.’ along with a ‘Close’ button.
            1. Clicking on the ‘Close’ button will close the pop-up message and the grey overlay will no longer display on the page
5. When user swipe the EBT card and the application is not able to capture the information (EBT card number only) user will remain on the page as is.

ii. Clicking the ‘← Back’ button on the footer of the page from the ‘Check-In: EBT Card’ page will re-direct the user back to the ‘Check-In’ page.

f. Create a new ‘Check-In Appointments’ page
    i. The ‘Check-In: Appointments’ page is accessed when the user clicks on the ‘Scheduled Appointment’ button from the ‘Check-In’ page.
        1. Display ‘Check-In: Appointments’ at the top of the page.
        2. Display a text field titled ‘Case Number:’
            a. Display a magnifying glass within the text field
            b. Only alphanumeric characters are allowed
            c. Clicking on the ‘Case Number’ field will display the onscreen keyboard.
        3. Display a ‘Search’ button
            a. Clicking on the ‘Search’ button will search for appointments for the specific case number that’s inputted on the ‘Case Number’ field.
            b. Clicking the ‘Search’ button will make another call to the lobbycheckin/appointments endpoint.
        4. Display a sort field titled ‘Sort By:’
            a. It will have the option of ‘Time’ and ‘Name’

        i. This will determine how the list of appointments will be sorted.
        ii. The default sorting will be based on the appointment time in ascending order when the page initially load.
        iii. When the sorted option (Time or Name) is selected, it will be highlighted in gray.
            1. When ‘Time’ is selected, the list of appointments will be sorted by appointment time in ascending order.
            2. When ‘Name’ is selected, the list of appointments will be sorted by first name in ascending order.

5. Display a result section in the middle of the page that will have a listing of appointments
    a. List of appointments for the day and for the specific office will be based on the appointments being returned from the lobbycheckin/appointments endpoint.
    b. Display only appointments with a status of Scheduled or Rescheduled.
    c. The list of appointments will display the following information:
        i. Name: Display the First Name and Last Name of the person that the appointment is for.
            1. Name will display in the format of [First Name] [Last Name]
            2. Example: Daisy Duck
            3. This will be the selected customer(s) from the Attendees section on the Customer Appointment Detail page.
                a. When an appointment has multiple attendees selected, it will list those appointments individually even though it’s for the same appointment record.
                    i. Example: Daisy Duck and Donal Duck is selected on the Customer Appointment Detail page. The appointment result will display twice, one for Daisy Duck and another one for Donald Duck.

ii. Time: Display the time for the appointment
    1. Time will display in the format of HH:MM AM/PM
    2. Example: 09:45 AM
iii. Appointment Type: This will display the appointment category type.
    1. Example: Intake Interview
    2. All appointment category type will be display
iv. 'Select' button
    1. Clicking the 'Select' button will take the user to the 'Visit Purpose' page.

d. Display a vertical scroll bar on the result section when all the appointments being returned cannot be displayed all at once within the result section.
    i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.
e. When there's no appointments being returned by the endpoint, display the message 'There are no appointments found for this office' in red.

ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Appointments' page will re-direct the user back to the 'Check-In' page.

g. Create a new 'Check-In: Individual Lookup' page
    i. The 'Check-In: Individual Lookup' page is accessed when the user clicks on the 'Individual Lookup' button from the 'Check-In' page.
        1. Display 'Check-In: Individual Lookup' at the top of the page.
        2. Display the following buttons:
            a. Display a 'Case Number' button
                i. Clicking the 'Case Number' button will re-direct the user to the 'Check-In: Search by Case Number' page.
            b. Display a 'Name' button
                i. Clicking on the Name' button will re-direct the user to the 'Check-In: Search by Name' page.
            c. Display a 'CIN' button
                i. Clicking on the 'CIN' button will re-direct the user to the 'Check-In: Search by CIN' page.
            d. Display a 'BenefitsCal E-mail' button
                i. Clicking on the 'Benefitscal E-mail' button will re-direct the user to the 'Check-In: Search by Benefitscal E-mail' page.

    ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Individual Lookup' page will re-direct the user back to the 'Check-In' page.

h. Create a new 'Check-In: Search by Case Number' page
    i. The 'Check-In: Search by Case Number' page is accessed through the following options:
        1. When the user clicks on the 'Case Number' button from the 'Check-In: Individual Lookup' page.
        2. When the user is re-directed to the page through the 'Check-In: Correspondence' page or the 'Check-In: EBT Card' page.
            a. When the page is access through the 'Check-In: Correspondence' page or the 'Check-In: EBT Card' page, it will automatically have a list of Cases that was returned through the appropriate endpoint being display on the result section when the page loads.
            b. The 'Case Number' field will be blank.
        3. Display 'Check-In: Search by Case Number the top of the page.
        4. Display a text field titled 'Case Number:'
            a. Only 7 alphanumeric characters are allowed
            b. Display a magnifying glass along with the text 'Enter Case Number' within the text field.
                i. The 'Enter Case Number' text will disappear when a value is entered on the text field.
            c. Display an 'X' inside the text field when a value is entered on the field.
                i. Clicking on the 'X' will delete the value(s) entered on the text field.
            d. Clicking on the 'Case Number' field will display the onscreen keyboard.
        5. Display a 'Search' button
            a. 'Search' button will be disabled (will be gray) when there's no value entered on the 'Case Number' field.
                i. The page will not change when the user clicks on the 'Search' button when it is disabled.
            b. 'Search' button will be enabled '(will be in blue) when there's at least one value is entered on the 'Case Number' field
                i. Clicking the 'Search' button when it is enabled will call the existing lobbycheckin/caseParticipants endpoint.
                ii. Application will send the County Code (this is the county code of the county that the logged in user belongs to) and the inputted Case Number information (information

entered on the ‘Case Number’ field) through the endpoint.

6. Display a result section in the middle of the page that will display the case number that was entered on the ‘Case Number’ field when the case number entered is found for the County that the logged in user belongs to (this is based on the response that’s received from the lobbycheckin/caseParticipants endpoint).
    a. Display a ‘Select’ button next to the Case Number.
        i. Clicking on the ‘Select’ button will take the user to the ‘Case Number’ page.
            1. ‘Case Number’ page will display the information for the selected Case Number.
    b. When there’s no case number found for the County that the logged in user belongs to, the result section will display the message ‘No case number found for this County.’ in red.
    c. Display a vertical scroll bar on the result section when all the appointments being returned cannot be displayed all at once within the result section.
        i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.

ii. Clicking the ‘← Back’ button on the footer of the page from the ‘Check-In: Search by Case Number’ page will re-direct the user back to the ‘Check-In: Individual Lookup’ page.

i. Create a new ‘Check-In: Search by Name’ page
    i. The ‘Check-In: Search by Name’ page is accessed when the user clicks on the ‘Name’ button from the ‘Check-In: Individual Lookup’ page.
        1. Display the text “Check-In: Search by Name” at the top of the page.
        2. Display the text “Please enter all required fields, including a SSN or a Date of Birth.” in red under the “Check-In: Search by Name’ text.
        3. Display the following text fields
            a. 1st field will be titled ‘First Name: (required)’
                i. ‘(required)’ will be in red.
                ii. Only alpha characters are allowed
                    1. Only alpha characters will display on the field when selected through the onscreen keyboard (i.e. when user select a numeric character through the onscreen keyboard it will not display on the field)

iii. Clicking on the text field will display the onscreen keyboard.

b. 2nd field will be titled ‘Last Name: (required)’
    i. Only alpha characters are allowed
        1. Only alpha characters will display on the field when selected through the onscreen keyboard (i.e. when user select a numeric character through the onscreen keyboard it will not display on the field)
    ii. Clicking on the text field will display the onscreen keyboard.

c. 3rd field will be titled ‘SSN:’
    i. Only numeric characters are allowed
    ii. Only numeric characters will display on the field when selected through the onscreen keyboard (i.e. when user select an alpha character through on the onscreen keyboard it will not display on the field)
    iii. The maximum characters allowed will be eight.
        1. Once the maximum characters are reached, no more characters will be entered on the text field even when selected through the onscreen keyboard.

d. 4th field will be titled ‘Date of Birth:’
    i. Only numeric characters will be displayed on the field.
        1. Only numeric characters will display on the field when selected through the onscreen keyboard (i.e. when user select an alpha character through on the onscreen keyboard it will not display on the field)
    ii. When user enters a numeric value, the application will automatically format it to be in the format of MM/DD/YYYY as the user enters a value
    iii. Clicking on the text field will display the onscreen keyboard.
    iv. The maximum characters allowed will be ten, this includes the forward slash that will be added automatically.
        1. Once the maximum characters are reached, no more characters will be entered on the text field even when selected through the onscreen keyboard.

4. Display a 'Search' button
    a. 'Search' button will be disabled (will be gray) when there's no value entered on the required fields ('First Name' and 'Last Name') and both the 'SSN' and 'Date of Birth' field are blank.
        i. The page will not change when the user clicks on the 'Search' button when it is disabled.
    b. 'Search' button will be enabled '(will be in blue) when there's at least one value entered on the required fields ('First Name' and 'Last Name' field) and a value is entered either on the 'SSN' or the 'Date of Birth' field.
        i. Clicking the 'Search' button when it is enabled will call the existing lobbycheckin/nameSearch endpoint.
        ii. Application will send the office number (this is the office number that the user is working in context of), First Name (value entered on the 'First Name' field), Last Name (value entered on the 'Last Name' field), SSN (value entered on the 'SSN' field or it will send blank if no value is entered), Date of Birth (value entered on the 'Date of Birth' field or it will send blank if no value is entered), and County Code (this is the county code of the county that the logged in user belongs to).
5. Display a result section in the middle of the page that will display a list of case numbers (based on the information being returned from the endpoint).
    a. List of case numbers will be based on the search parameter that was used (First Name, Last Name, SSN, Date of Birth).
    b. It will display a list of case numbers found in the county that logged in user is associated to where the person (based on the search parameter) is a part of.
    c. Display a 'Select' button next to the Case Number
        i. Clicking the 'Select' button will call the existing the existing lobbycheckin/caseParticipants endpoint and re-direct the user to the 'Case Number' page.
            1. Application will use the Case Number that was selected.
    d. Display a vertical scroll bar on the result section when all the appointments being returned cannot be displayed all at once within the result section.

i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.

e. When there's no case number being returned by the endpoint, display the message 'No Case Number(s) found for this County' in red.

ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Search by Name' page will re-direct the user back to the 'Check-In: Individual Lookup' page.

j. Create a new 'Check-In: Search by CIN' page

i. The 'Check-In: Search by CIN' page is accessed when the user clicks on the 'CIN' button from the 'Check-In: Individual Lookup' page.

1. Display the text 'Check-In: Search by CIN' at the top of the page.
2. Display a text field titled 'CIN:'

a. Only 9 alphanumeric characters are allowed

b. Display a magnifying glass along with the text 'Client Identification Number' within the text field.

i. The 'Client Identification Number' text will disappear when a value is entered in the text field.

c. Display an 'X' inside the text field when a value is entered in the field.

i. Clicking on the 'X' will delete the value entered in the text field.

d. Clicking on the 'CIN' field will display the onscreen keyboard.

3. Display a 'Search' button

a. 'Search' button will be disabled (will be gray) when there's no value entered in the 'CIN' field.

i. The page will not change when the user clicks on the 'Search' button when it is disabled.

b. 'Search' button will be enabled '(will be in blue) when there's at least one value entered in the 'CIN' field.

i. Clicking the 'Search' button when it is enabled will call the existing lobbycheckin/cinSearch?cin endpoint.

ii. Application will send the CIN number (value entered in the 'CIN' field) and County Code (this is the county code of the county that the logged in user belongs to).

4. Display a result section in the middle of the page that will display a list of case numbers (based on the information being returned from the endpoint).

a. List of case numbers will be based on the CIN number entered in the 'CIN' field.
b. It will display a list of case numbers found in the county that the logged in user is associated to where the person (based on the CIN number) is a part of.
c. Display a 'Select' button next to the Case Number
    i. Clicking the 'Select' button will call the existing the existing lobbycheckin/caseParticipants endpoint and re-direct the user to the 'Case Number' page.
        1. Application will use the Case Number that was selected.
d. Display a vertical scroll bar on the result section when all the appointments being returned cannot be displayed all at once within the result section.
    i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.
e. When there's no case number being returned by the endpoint, display the message 'No Case Number(s) found for this County' in red.

ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Search by CIN' page will re-direct the user back to the 'Check-In: Individual Lookup' page.

k. Create a new 'Check-In: Search by BenefitsCal E-Mail' page
    i. The 'Check-In: Search by BenefitsCal E-Mail' page is accessed when the user clicks on the 'BenefitsCal E-mail' button from the 'Check-In: Individual Lookup' page.
        1. Display the text 'Check-In: Search by BenefitsCal E-Mail' at the top of the page.
        2. Display a text field titled 'E-Mail:'
            a. Display a magnifying glass along with the text 'BenefitsCal E-Mail' within the text field.
                i. The 'BenefitsCal E-Mail' text will disappear when a value is entered in the text field.
            b. Display an 'X' inside the text field when a value is entered in the field.
                i. Clicking on the 'X' will delete the value entered in the text field.
            c. Clicking on the 'E-Mail' field will display the onscreen keyboard.
        3. Display a 'Search' button
            a. 'Search' button will be disabled (will be gray) when there's no value entered in the 'E-Mail' field.

        i. The page will not change when the user clicks on the 'Search' button when it is disabled.
    b. 'Search' button will be enabled '(will be in blue) when there's at least one value entered in the 'E-Mail' field.
        i. Clicking the 'Search' button when it is enabled will call the existing id-dev.calsaws.net:443/identity/managed/customer endpoint (this endpoint connects to ForgeRock directly).
            1. Application will send the E-Mail address information (value entered on the 'E-Mail' field) through the endpoint.
        ii. When the endpoint finds the E-mail address that is sent as part of the request parameter the endpoint will return the GUID information associated to the E-mail address as part of the response. The application will then make a call to the existing lobbycheckin/benefitsCalEmailSearch?GUID endpoint automatically.
            1. Application will send the GUID information and the County Code (this is the county code of the county that the logged in user belongs to) information through the endpoint.
4. Display a result section in the middle of the page that will display a list of case numbers (based on the information being returned from the lobbycheckin/benefitsCalEmailSearch?GUID endpoint).
    a. List of case numbers will be based on the E-mail address (E-mail address information will be used to pull the GUID information) entered on the 'E-Mail' field.
    b. It will display a list of case numbers found in the county that the logged in user is associated to where the person (based on the E-mail address/GUID) is a part of.
    c. Display a 'Select' button next to the Case Number
        i. Clicking the 'Select' button will call the existing the existing lobbycheckin/caseParticipants endpoint and re-direct the user to the 'Case Number' page.

1. Application will use the Case Number that was selected.

d. Display a vertical scroll bar on the result section when all the appointments being returned cannot be displayed all at once within the result section.
   i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.

e. When there's no case number being returned by the lobbycheckin/benefitsCalEmailSearch?GUID endpoint, display the message 'No Case Number(s) found for this County' in red.

f. When there's no information returned by the id-dev.calsaws.net:443/identity/managed/customer endpoint, display the message 'No data found for E-Mail: XXXX' in red.
   i. XXXX will be the value entered on the 'E-Mail' field.

ii. Clicking the '← Back' button on the footer of the page from the 'Check-In: Search by BenefitsCal E-Mail' page will re-direct the user back to the 'Check-In: Individual Lookup' page.

l. Create a new 'Case Number' page

i. The 'Case Number' page is accessed when the user clicks on the 'Select' button for the corresponding Case Number on the result section from the following pages: Check-In: Search by Case Number, Check-In: Search by Name, Check-In: Search by CIN or the Check-In: Search by BenefitsCal E-mail.

1. Display the text 'Case Number: XXXX
   a. XXXX will be the Case Number that was selected from one of the following pages: Check-In: Search by Case Number, Check-In: Search by Name, Check-In: Search by CIN or Check-In: Search by BenefitsCal E-mail.
2. Display a section title 'Programs'
   a. Section will display a list of programs that is still assigned to a worker for the selected Case Number along with the program status.
      i. Information displayed on the 'Programs' and 'Participants' section for the selected Case Number is based on the information being returned from the following endpoints: lobbycheckin/caseParticipants, or the newly created endpoint for searching based on the information being pulled from a barcoded correspondence.
      ii. Program information will be listed in order of 'CalWORKs', 'CalFresh', 'Immediate Need'

and then 'Medi-Cal' and will display as: [Program Name]: **[Program Status]**

1. [Program Name] display the short decode name of the program.
2. [Program Status] display the short decode name of the program status.
    a. [Program Status] will be in bold.
3. Example: CalFresh: **Active**

iii. Display a 'Select' button next to each Program information.

1. Clicking on the 'Select' button will hide the 'Upload Document(s)' and the 'Print Receipt for Drop Off' section and display the 'Participants' section.

b. Display a vertical scroll bar on the 'Programs' section when all the programs being returned cannot be displayed all at once within the section.

i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.

3. Display a section title 'Upload Document(s)'
    a. Section will have a 'Select' button.
        i. Clicking on the 'Select' button will re-direct the user to the 'Upload Document(s) Quick Guide' page.
        ii. For user that is using the Kiosk (Device Type is Lobby Kiosk) an Error pop-up message (Refer to Figure 2.15.4.c for the example of the error message) will display.
            1. A grey overlap will display on the page when an error pop-up message is displaying
            2. Display 'ERROR' at the top of the pop-up message in red followed by 'Hardware to support this functionality is not found.'
            3. Display a 'Close' button.
                a. Clicking on the 'Close' button will close the error pop-up message and the grey overlap will no longer display on the page.

Note: The functionality to upload document through the Lobby Check-In functionality flow (Employee facing) can't be supported for the Kiosk device. This is due to the Kiosk not having a built-in camera.

4. Display a section title 'Print Receipt for Drop Off'
    a. Section will have a 'Select' button.
        i. Clicking on the 'Select' button will re-direct the user to the 'Print Receipt for Drop Off' page.
5. Display a section title 'Participants'
    a. Section will display a list of participants that's associated to the program that's selected from the 'Programs' section.
        i. Participants will be listed regardless of their household status within the case or their status within the program
    b. Display the following information:
        i. [Participant First Name][Participant Last Name]
            1. Example: John Doe
        ii. Display 'Program: [Program Name] Worker ID: [Worker ID] below the participant's name.
            1. Example: Program: Medi-Cal Worker ID: 19DP341707
        iii. Display a 'Select' button
            1. Clicking the 'Select' button will re-direct the user to the 'Purpose of Visit' page.
    c. Display a vertical scroll bar on the 'Participants' section when all the participants being returned cannot be displayed all at once within the section.
        i. This will apply for the web-based version of the application. For the mobile application version, user will be able to scroll down on the screen.

ii. Clicking the '← Back' button on the footer of the page from the 'Case Number' page will re-direct the user back to the previous page that they were on prior to 'Case Number' page (i.e. 'Check-In: Search by CIN' page).

m. Create a 'Purpose of Visit' page
    i. Create a 'Purpose of Visit' page that is accessible when the user clicks on the 'Select' button for a specific appointment found on the 'Check-In: Appointments' page or clicks on the 'Select' button for a specific participant found under the 'Participants' section on the 'Case Number' page.
        1. Display the text 'Purpose of Visit' at the top of the page.
        2. Display the following fields:
            a. Text field title 'Individual'

i. Text field will automatically have the person's name displayed on the field and it will not be editable.
    1. Person's name will be in the format of [First Name] [Last Name]
    2. There's a space between the [First Name] and the [Last Name]
    3. Person's name is the name of the participant that was selected from the 'Participants' section on the 'Case Number' page when the 'Purpose of Visit' page was accessed by clicking on the 'Select' button from the 'Case Number' page.
    4. Person's name is the name of the participant for the appointment that was selected from 'Check-In: Appointments' page when the 'Purpose of Visit' page was accessed by clicking on the 'Select' button from the 'Check-In: Appointments' page.

ii. Information inputted on the 'Individual' field will be saved to the 'Person Name' field on the Reception Log Detail record.

b. Drop-down field title 'Visit Purpose (required):'

i. The text '(required)' will be in red

ii. Drop-down field will automatically have 'Appointment' selected and will not be editable when the 'Purpose of Visit' page was accessed through the 'Check-In: Appointments' page.

iii. Drop-down field will default to 'blank' when the page opens when the 'Purpose of Visit' page was accessed through the 'Case Number' page.

iv. Drop-down field will display blank followed by a list of visit purpose listed alphabetically in ascending order.
    1. Display the short description of the visit purpose.
    2. These are the same list of purposes found on the 'Purpose' drop-down field on the Reception Log Detail page.

v. Information selected on the 'Visit Purpose (required)' field will be saved to the

'Purpose' field on the Reception Log Detail page.

c. Drop-down field titled 'Language:'
    i. Drop-down field will display 'blank' followed by a list of languages.
    ii. Options to be displayed will be listed in the following order:
        1. Blank (this will be the default value when the page initially loads)
        2. English
        3. Spanish
        4. Followed by all the other available languages listed alphabetically in ascending order.
    iii. Display the short description of the available languages
    iv. These are the same list of languages found on the 'Language' drop-down field on the Reception Log Detail page.
    v. Information selected on 'Language' field will be saved to the 'Language' field on Reception Log Detail page.
d. Drop-down field titled 'Program:'
    i. Drop-down field will display blank followed by a list of the programs alphabetically in ascending order.
    ii. Blank will be the default value when the page initially loads.
    iii. Display the short description of the programs.
        1. These are the same list of programs found on the 'Program' drop-down field on the Reception Log Detail page.
    iv. Information selected on the 'Program' field will be saved to the 'Program' field on Reception Log Detail page.
e. Drop-down field titled 'Individual Type:'
    i. Drop-down field will display blank followed by a list of individual type in alphabetical order.
    ii. Blank will be the default value when the page initially loads.
    iii. Display the short description of the individual type listed alphabetically in ascending order.
        1. These are the same list of individual type found on the 'Individual Type'

drop-down field on the Reception Log Detail page.

iv. Information selected on the 'Individual Type' field will be saved to the 'Individual Type' field on Reception Log Detail page.

f. Drop-down field title 'Emergency Requests:'
    i. Drop-down field will display blank followed by a list of emergency request alphabetically in ascending order.
    ii. Blank will be the default value when the page initially loads.
    iii. Display the short description of the emergency requests type listed alphabetically in ascending order.
        1. These are the same list emergency requests type found on the 'Emergency Requests' drop-down field on the Reception Log Detail page.
    iv. Information selected on the 'Emergency Requests' field will be saved to the 'Emergency Request' field on Reception Log Detail page.

g. Drop-down field titled 'Special Circumstances:'
    i. Drop-down field will display the following options:
        1. Blank (default value when the page initially loads).
            a. When user select the 'Blank' option the 'Special Circumstances' field will not be checked in Reception Log Detail page.
                i. It will be saved as 'N' in the database.
        2. Yes
            a. When user select the 'Yes' option the 'Special Circumstances' field will be checked in Reception Log Detail page.
                i. It will be saved as 'Y' in the database.
        3. No
            a. When user select the 'No' option the 'Special Circumstances' field will not be checked in Reception Log Detail page.

i. It will be saved as 'N' in the database.

ii. Display a 'Check-In' button
   1. 'Check-In' button will be disabled (grey in color) when all required fields remain blank
      a. Required fields are: 'Individual' and 'Visit Purpose (required)'
   2. 'Check-In' button will be enabled (blue in color) when all required fields ('Individual' and 'Visit Purpose (required)') have a value entered/selected
   3. The page does not change when user clicks on the 'Check-In' button when it is disabled.
   4. Clicking on the 'Check-In' button when it's enabled will call the existing lobbycheckin/checkin endpoint.
      a. This will create a reception log detail record and generate a check-in number to be assigned to the check-in.
         i. Reception Log record will have a status of 'Waiting'.
         ii. For appointments being checked in (thorough the 'Check-In Appointments' page) the selected appointment time will be saved to the 'Appt.Time' field on Reception Log Detail page
      b. For appointments being checked in (thorough the 'Check-In Appointments' page) the appointment status will be updated to 'Showed' status.
      c. Application will send the inputted/selected value(s) through the endpoint:
         i. Individual, Language, Program, Visit Purpose, Individual Type, Emergency Requests, Special Circumstances, Case Number.
      d. User will be re-directed back to the 'Check-In landing' page when the lobbycheckin/checkin endpoint return a successful response along with the check-in number.
         i. Generate a check-in receipt to be printed that will include the check-in number information.
      e. User will remain on the page and will display an error pop-up message when the lobbycheckin/checkin endpoint does not return a successful message.
         i. The page will have a grey overlay and a pop-up error message with the following information:

1. Display 'ERROR' at the top of the pop-up message in red followed by 'Check-In failed. Please try again.'
2. Display 'Close' button.
    a. Clicking the close button will close the pop-up message and the grey overlay will no longer display on the page.
    b. Information inputted/selected on the page will continue to display.

iii. Clicking the '← Back' button on the footer of the page from the 'Purpose of Visit' page will re-direct the user back to the previous page that they were on (i.e. 'Case Number' page).

n. Create a 'Print Receipt for Drop Off' page
    i. Create a 'Print Receipt for Drop Off' page that is accessible by clicking on the 'Select' button on the 'Print Receipt for Drop Off' section from the 'Case Number' page.
        1. Display 'Print Receipt for Drop Off' at the top of the page followed by 'Case Number: XXXX'
            a. XXXX will be the Case Number that was selected from one of the following pages: Check-In: Search by Case Number, Check-In: Search by Name, Check-In: Search by CIN or Check-In: Search by BenefitsCal E-mail.
            b. Example: 'Case Number: A123456'
        2. Display a section title 'Receipt Types:'
            a. Section will display the following options listed in the following order:
                i. Display 'Drop off Document(s)' and a 'Select' button.
                    1. Clicking on the 'Select' button will automatically print the 'Drop off Document(s)' receipt when the application detects the printer automatically and re-direct the user back to the 'Check-In landing' page.
                    2. User will be re-directed to the 'Select Printer' when the application does not detect the printer automatically.
                ii. Display 'QR7/SAR7' and a 'Select' button.
                    1. Clicking on the 'Select' button will automatically print the 'QR7/SAR7' receipt when the application detects the printer automatically and re-direct the user back to the 'Check-In landing' page.

        2. User will be re-directed to the 'Select Printer' when the application does not detect the printer automatically.
      iii. Display 'RE/RD' and a 'Select' button.
        1. Clicking on the 'Select' button will automatically print the 'RE/RD' receipt when the application detects the printer automatically and re-direct the user back to the 'Check-In landing' page.
        2. User will be re-directed to the 'Select Printer' when the application does not detect the printer automatically.
    ii. Clicking the '← Back' button on the footer of the page from the 'Print Receipt for Drop Off' page will re-direct the user back to the 'Case Number' page.

o. Create a 'Select Printer' page
    i. Create a 'Select Printer' page that is accessible when the application is generating a receipt to be printed and the application does not detect the printer automatically (clicking the 'Select' button from the 3 options listed on the 'Print Receipt for Drop Off' page, 'Print Receipt' button found on the pop-up message that display on the 'Check-In' page, or the 'Submit' button found on the 'Review uploaded document(s) page.
        1. Display 'Select Printer' at the top of the page followed by 'Assigned Number: [check-in number]'.
            a. 'Assigned Number: [check-in number]' will not display when there is no check-in number assigned (this is for uploading document(s) or print receipt for drop off flow).
        2. Display a text box titled 'Selected Printer:'
            a. Automatically display the printer information/name on the text field when the application can detect the printer automatically.
            b. Text field will remain blank when the application cannot detect the printer automatically.
            c. Text field will not be editable. (user is not able to enter information on the text field, the application will auto populate the name of the printer onto the text field when a printer is found).
        3. Display a 'Search' button
            a. Clicking on the 'Search' button will prompt the application to search/detect a printer that's configured to the device.
                i. When the application can detect a printer, the printer information will display on the 'Selected Printer' field.

ii. When the application cannot detect a printer, a status pop-up message will display.

4. Display a 'Print' button
   a. Clicking the 'Print' button will print the appropriate receipt and re-direct the user back to the 'Check-In landing' page.
   b. Clicking the 'Print' button will display an error pop-up message when the application cannot detect a printer automatically.
5. Display the following pop-up messages on the 'Select Printer' page:
   a. The 'Select Printer' page will have a grey overlay when pop-up messages are being displayed.
   b. Display the following error message:
      i. Display 'ERROR' in red at the top of the pop-up message followed by 'Please check your printer connection.'
      ii. Display a 'Close' button
         1. Clicking on the 'Close' button will close the pop-up message and the grey overlay will no longer display on the 'Select Printer' page.
      iii. Error pop-up message will display when user is re-directed to the 'Select Printer' page and the application cannot detect a printer automatically when the page initially loads or when the user clicks on the 'Print' button on the 'Select Printer' page and the application cannot detect a printer automatically.
   c. Display the following status message:
      i. Display 'ERROR' in red at the top of the pop-up message followed by 'There are no printer found'
      ii. Display a 'Close' button
         1. Clicking on the 'Close' button will close the pop-up message and the grey overlay will no longer display on the 'Select Printer' page.
      iii. Status pop-up message will display when the user clicks on the 'Search' button on the 'Select Printer' page and the application cannot detect a printer automatically.

Note: The Select Printer page will not configure the printer to the device, as that process will need to be done outside of the application. The Select Printer page allow users to print the receipt if the device is not configured to a printer at the time the initial request to print a receipt occurred. This will re-direct the user to the Select printer page automatically, which allow the user to re-establish the connection of the printer to the device (done outside of the Self-Service Kiosk application) and then through the select printer page the application can attempt to detect the printer by clicking the 'Search' and once the application confirmed that printer is found (printer information will display on the text box) user can then click on the print receipt to have the receipt be printer.

ii. Clicking the '← Back' button on the footer of the page from the 'Select Printer' page will re-direct the user back to the Check-In landing page.
    1. Receipt that is pending to be printed can no longer be printed after clicking the '← Back' button from the 'Select Printer' page.

p. Create a 'Upload Document(s) Quick Guide' page.
    i. Create a 'Upload Document(s) Quick Guide' page that is accessible by clicking the 'Select' button on the 'Upload Document(s) section found on the 'Case Number' page.
        1. Display 'Upload Document(s) at the top of the page followed by 'Quick Guide'.
        2. Display the following texts in the middle-left hand-side of the page:
            a. '1) Place the document on a flat, well list surface.'
            b. '2) Take a photo of the document straight on, and not at an angle.'
            c. '3) Match the orientation of the document and make sure there are no other objects in the photo.'
            d. '4) Don't cover any information.'
            e. '5) Don't take or submit blurry photos.'
        3. Display a form image in the middle-right hand-side of the page.
        4. Display a 'Next' button.
            a. Clicking on the 'Next' button will open the camera view (camera view will look different and will have different functionalities as this is dependent on the device that is used), when the application is granted access to the built-in camera, that allows user to take a photo of the document/image that they want to upload.
                i. The camera view may display an option to cancel/go back to the previous page that the user was on.
                    1. Option will vary depending on device that is used (i.e. ios device display 'Cancel' while an android device displays an 'X') or it may not display at all.

            2. User can be re-directed back to the 'Upload Document(s) Quick Guide' or the 'Review' page.
                a. When user is re-directed back to the 'Review' page, photo(s) that has been assigned (through the 'Assign Photo' page) will display.
        ii. The camera view may display an option to capture the document/image.
            1. Option will vary depending on device that is used, or it may not display at all.
        iii. The camera view may display an option to Retake or Use the photo of the document/image that was captured.
            1. Option will vary depending on device that is used, or it may not display at all.
    b. Re-direct the user to the 'Assign Photo' page once a document/image is captured.
    c. Display an error pop-up message when the application is not granted access to the built-in camera, or the device does not have a built-in camera when the user clicks on the 'Next' button found on the 'Upload Document(s) Quick Guide' page.
        i. Display an error pop-up message on the 'Upload Document(s) Quick Guide' page
            1. The 'Upload Document(s) Quick Guide' page will have a grey overlay when an error pop-up message is displayed.
            2. Display 'ERROR' in red at the top of the error pop-up message followed by the text 'Hardware to support this functionality is not found.'
            3. Display a 'Close' button
                a. Clicking on the 'Close' button will remove the grey overlay from the 'Upload Document(s) Quick Guide' page and close the error pop-up message.
ii. Clicking the '← Back' button on the footer of the page from the 'Upload Document(s) Quick Guide' page will re-direct the user back to the 'Case Number' page.

q. Create an 'Assign Photo' page

i. Create an 'Assign Photo' page that is accessible after a document/image is captured by the built-in camera successfully.
    1. Display 'Assign Photo' at the top of the page.
    2. Display a photo of the captured document/image below the 'Assign Photo' text.
    3. Display the following drop-down fields:
        a. 'Program Type:' drop-down field
            i. Display the list of programs that have a worker assigned to it for the selected Case Number.
            ii. A 'blank' option will be the default value when the page initially loads followed by a list of programs listed alphabetically in ascending order.
            iii. Programs listed on the drop-down will be the same programs listed on the 'Programs' section of the Case Number page.
        b. 'Select Individual:' drop-down field
            i. Display the list of participants for the selected program from the 'Program Type' field.
                1. List of participants name will be listed after an option is selected from the 'Program Type' field.
            ii. A 'blank' option will be the default value when the page initially loads followed by a list of participants name listed alphabetically in ascending order.
                1. Participants name will display as [First Name]space[Last Name]
                    a. Example: John Doe
            iii. Participants name listed on the drop-down will be the same participants name listed on the 'Participants' section of the Case Number page.
        c. 'Document Type:' drop-down field
            i. Display a 'blank' option when the page initially loads, and it'll be default value followed by the following options listed in the below order:
                1. Application
                2. CF Recertification
                3. Child Support Expense
                4. Citizenship/Immigration/Birth Certificate
                5. CW Redetermination
                6. EBT Scamming Acknowledgement
                7. EDD Verification

8. GA/GR Annual Agreement
9. Graduation Letter
10. Homeless
11. Immunization
12. Employment Workshop and Job Search Notice (WTW 246)
13. Mid-Period Report (SAR3)
14. Other
15. Periodic Report (SAR 7)
16. Permanent Housing Search Document (CW 74)
17. Pregnancy Verification
18. Proof of Dependent Care
19. Proof of Disability
20. Proof of Financial Assets and Accounts
21. Proof of Identity
22. Proof of Income
23. Proof of Property
24. Proof of Vehicle Registration
25. Property Asset
26. Rent/Lease/Mortgage
27. Replacement or Disaster Supplement Affidavit (CF 303)
28. Report of Electronic Theft of Benefits (EBT 2259)
29. Request For Good Cause Determination (WTW 27)
30. Request to Stop WTW Sanction (WTW 31)
31. Residency
32. School Verification
33. Social Security Benefits
34. Social Security Card
35. Student Financial Aid Stmt WTW (WTW 8)
36. Tax Documents
37. TNB Recertification (TNB 4)
38. Utilities/Household Expenses
39. Utility Verification
40. Welfare to Work/Progress and Attendance
41. Welfare to Work/Travel Claims

4. Display a 'Finish' button
   a. 'Finish' button will be disabled (in grey) until an option is selected from all three fields (Program Type, Select Individual and Document Type).
      i. Clicking the 'Finish' button when it is disabled will not change the page.

b. Clicking the 'Finish' button when it is enabled (in blue) will re-direct the user to the 'Review' page.

ii. Clicking the '← Back' button on the footer of the page from the 'Assign Photo' page will re-direct the user back to the 'Upload Document(s) Quick Guide' page.

r. Create a 'Review' page

i. Create a 'Review' page that is accessible by clicking on the 'Finish' button from the 'Assign Photo' page.

1. Display 'Review' at the top of the page followed by 'Please review your uploaded document(s) before submitting'
2. Display the photo(s) of the captured document/image below the 'Please review your uploaded document(s) before submitting' text

   a. Below the photo, display the name of the person that is selected from the 'Select Individual' field and the document type that is selected from the 'Document Type' field (both from the 'Assign Photo' page.

      i. Name to displayed as [First Name]space[Last Name]

   b. When there's multiple photos that's captured photos (by clicking the 'Add More' button and capturing and assigning additional photos) will be displayed in twos, in order of left to right and then top to bottom.

   c. Display a vertical scroll bar when there's multiple photos captured, and they do all fit on the page to be displayed at once.

      i. For the iOS mobile application, vertical scroll bar will not display, as user will need to scroll up and down directly through screen to view all the images.

3. Display an 'Add More' button

   a. Clicking the 'Add More' button will open the camera view and allow users to capture more photos.

4. Display a 'Submit' button

   a. Clicking the 'Submit' button will call the existing imaging endpoints:

      i. Application will call this endpoint first https://HOSTNAME/imaging-service/outbound/image/store and then call the https://HOSTNAME/imaging-service/outbound/image/route/document_id/Pre-OCR endpoint after receiving a successful message from the https://HOSTNAME/imaging-service/outbound/image/store endpoint.

ii. Calling both endpoints will send the captured document(s)/image(s) to Hyland application.

b. Automatically generate and print an uploaded document(s) receipt when the imaging endpoint send a successful response, and the application automatically detect a printer.
    i. User will be re-directed to the 'Check-In landing' page.
    ii. User will be re-directed to the 'Select Printer' page when the application does not detect a printer.

Note: Document(s)/Image(s) uploaded through the Lobby Check-in flow will continue to go through the existing Hyland process as document being uploaded through the current Lobby Check-In application. Uploaded document(s)/image(s) will continue to go to the county exception queue when the Hyland Pre-OCR is not able to identify the uploaded document(s)/image(s).

5. Display the following pop-up messages based on the response received from the imaging endpoint
    a. Display the following pop-up message when the imaging endpoint send a successful response.
        i. Display 'Successful Submission' in red at the top of a pop-message.
        ii. Display 'All uploaded documents will be reviewed before the reporting process is considered complete.' under the 'Successful Submission' text.
        iii. Display a 'Close' button
            1. Clicking the 'Close' button will close the pop-up message and re-direct the user back to the 'Check-In' landing page.
    b. Display the following pop-up message when the imaging endpoint send an error response.
        i. Display 'Submission Failed' in red at the top of a pop-message.
        ii. Display 'An error occurred while submitting your verification document(s). Please try again.' under the 'Submission Failed' text.
        iii. Display a 'Close' button
            1. Clicking the 'Close' button will close the pop-up message and remove the grey overlay from the 'Review' page.

ii. Clicking the '← Back' button on the footer of the page from the 'Review' page will re-direct the user back to the 'Assign Photo' page of the specific photo that was last captured.

s. Generate the following receipts to be printed based on the type of check-in/flow that is being done.
    i. All receipts generated/printed through the Lobby Check-In functionality will have the following header information (receipt header):
        1. County Name
            a. This is the name of the county that the logged in user is associated to.
            b. Example: Los Angeles
        2. Office Name
            a. This is the name of the office that the logged in user is working in context of
            b. Example: 002 Glendale
        3. Office Address
            a. This is the address of the office that the logged in user is working in context of
                i. Address will be in the format of [Street Number] [Street Name] [City] [State] [Zip Code]
            b. Example: 4680 San Fernando Rd
Glendale CA 91204
        4. Date and Time when the check-in is completed
            a. It will display as [Month Name]space[Date], space [Year]space[Time]
                i. [Time] will be in the format of HH:MM AM/PM
            b. Example: January 22, 2025 12:30 PM
        5. Receipt header example: Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM
    ii. Generate a Check-In receipt
        1. This receipt will be generated when the user completes the process of checking in a participant.
        2. Display 'Check-In Receipt' above the receipt header
        3. Display 'Assigned Number: [Check-In Number]' below the receipt header.
            a. [Check-In Number] will the assigned check-in number that is returned by the lobbycheckin/checkin endpoint.
        4. Display 'Case Number: [Case Number]
            a. [Case Number] will be the selected Case Number selected for the Check-In.

b. The ‘Case Number: [Case Number] text will not display on the receipt when there’s no Case Number selected for the Check-In (i.e. Check-In: Add Individual)

5. Display the text ‘Please take a seat and wait for your number to display on the monitor. Proceed to the room number displayed for service. Thank you. Access your case info online at www.benefitscal.com’
    a. ‘www.benefitscal.com’ will be bolded.

iii. Generate a Drop off Document(s) receipt
1. Display ‘Receipt for Drop off Document(s)’ below the receipt header in bold.
2. Display ‘Case Number: [Case Number] below the ‘Receipt for Drop off Document(s)’ text.
    a. [Case Number] will be the selected Case Number selected for the Check-In.
3. Display ‘Access your case info online at www.benefitscal.com’ on the footer of the receipt.
    a. ‘www.benefitscal.com’ will be bolded.
4. Receipt will be generated when the user selects the option of ‘Drop off Document(s)’ on the ‘Print Receipt for Drop Off’ page

iv. Generate a QR7/SAR7 receipt
1. Display ‘Receipt QR7/SAR7’ below the receipt header in bold.
2. Display ‘Case Number: [Case Number] below the ‘Receipt for QR7/SAR7’ text.
    a. [Case Number] will be the selected Case Number selected for the Check-In.
2. Display ‘Access your case info online at www.benefitscal.com’ on the footer of the receipt.
    a. ‘www.benefitscal.com’ will be bolded.
3. Receipt will be generated when the user selects the option of ‘QR7/SAR7’ on the ‘Print Receipt for Drop Off’ page

v. Generate a RE/RD receipt
1. Display ‘Receipt for RE/RD’ below the receipt header in bold.
2. Display ‘Case Number: [Case Number] below the ‘Receipt for RE/RD’ text.
    a. [Case Number] will be the selected Case Number selected for the Check-In.
3. Display ‘Access your case info online at www.benefitscal.com’ on the footer of the receipt.
    a. ‘www.benefitscal.com’ will be bolded.
4. Receipt will be generated when the user selects the option of ‘RE/RD’ on the ‘Print Receipt for Drop Off’ page

vi. Generate an Upload Document(s) receipt

1. This receipt will be generated when user completes the process of uploading a document.
2. Display 'Receipt for Uploaded Document(s)' below the receipt header in bold.
3. Display 'Case Number: [Case Number] below the 'Receipt for Drop off Document(s)' text.
    a. [Case Number] will be the selected Case Number selected for the Check-In.
4. Display 'Access your case info online at www.benefitscal.com' on the footer of the receipt.
    a. 'www.benefitscal.com' will be bolded.
    b. Receipt will be generated when the user clicks on the 'Submit' button from the 'Review' page (this is for the upload document(s)flow.

t. Automatically log the user out of the application and re-direct to the Self-Service home/landing page when the page stays idle (no activities) for more than 2 minutes. No information will be saved to the device.

Note: Upload Document functionality for the Lobby Check-In flow will require user to be using a device that have a built-in camera. If user is attempting to upload a document through the Lobby Check-In flow using a device without a built-camera (i.e. Kiosk) the pop-up message will display stating that the hardware to support the functionality is not found (this will also apply when the application was not granted permission to access the built-in camera). Application will use the Device Type information (Lobby Kiosk, Lobby Tablet, Self Service) to determine this information.

2.15.4 Page Location

Access by clicking on the Lobby Check-In button found on the Employee Portal page.

2.15.5 Security Updates

N/A

2.15.6 Page Mapping

N/A

2.15.7 Accessibility

Pages will be built in accordance with the accessibility guideline for color, contrast and font size requirement.

2.15.8 Page Usage/Data Volume Impacts

N/A

2.16 How can we help you? page

2.16.1 Overview

Create a new “How can we help you?” page that will display after Self-Service Kiosk landing/home page.

2.16.2 How can we help you? page Mockup

Figure 2.16.1a – How can we help you? page Mockup (English mode with 3 buttons)

Figure 2.16.1b – How can we help you? page Mockup (English mode with Case Info and Check-In button only)

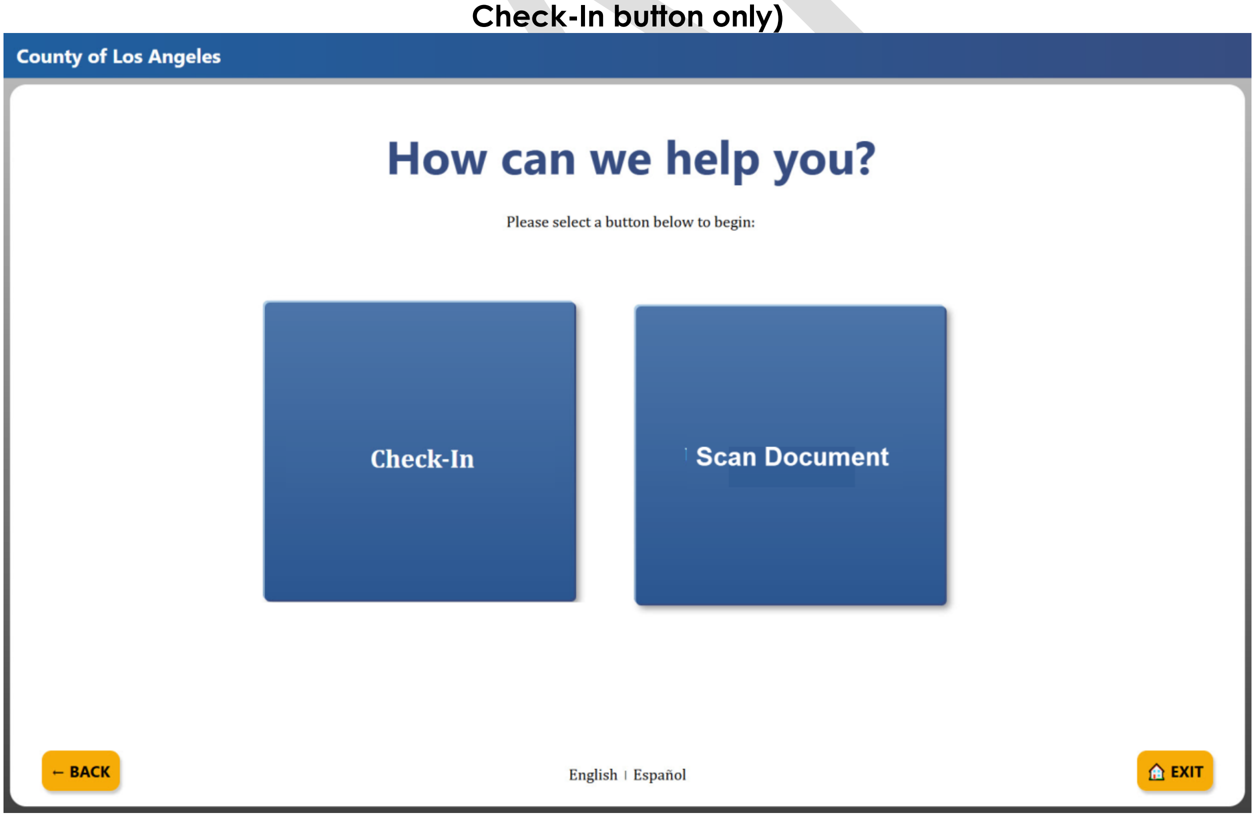


Figure 2.16.1c – How can we help you? page Mockup (English mode with Check-In and Upload Document button only)

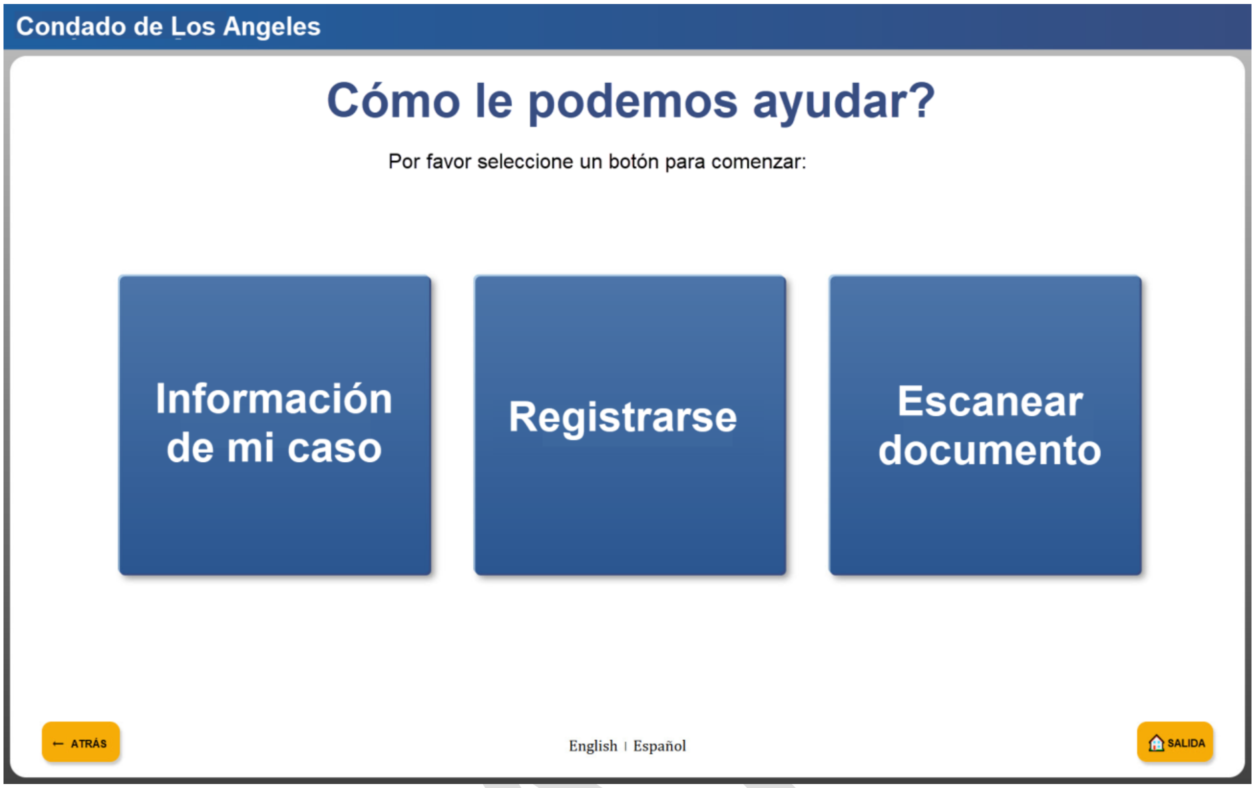


Figure 2.16.2 – How can we help you? page Mockup (Spanish mode)

2.16.3 Description of Changes

1. Create a new "How can we help you?" page that will display after the user clicks on the "Continue in English" or "Continuar en Español" button from the Self-Service Kiosk landing/home page.
    a. Case information will be retained when user already pull their information through the 'Please Identify Yourself' related pages.
    b. On the left side of the header on the page, display "County of XXX"
        i. When in "Spanish" mode it will display as "Condado de XXX"
        ii. XXX will be the name of the County that the device is associated to. (please refer to Section 2.3 for details on how the device is associated to a specific county).
            1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
    c. The "How can we help you?" page will automatically display in "English" mode when the user clicks on the "Continue in English" button from the Self-Service Kiosk landing/home page.
    d. The "How can we help you?" page will automatically display in "Spanish" mode when the user clicks on the "Continuar en Español" button from the Self-Service Kiosk landing/home page.
    e. Display the following on the middle of the page:
        i. Display "How can we help you?" (when in "English" mode) or "Cómo le podemos ayudar?" (when in "Spanish" mode) on the middle of the page.

ii. Display "Please select a button below to begin:" (when in "English" mode) or "Por favor seleccione un botón para comenzar:" (when in "Spanish" mode) underneath "How can we help you?"

iii. Display the following buttons right underneath "Please select a button below to begin:"

1. Buttons to be displayed on the page will be based on the information that is returned from the /config/kiosk – info endpoint.
2. 1st button will be titled "Check-In" (when in "English" mode) or "Registrarse" (when in "Spanish" mode)
   a. Button will be located on the middle when both "My Case Info" button and "Scan Document" button is present (total of 3 buttons is displayed on the page).
   b. Button will be located on the right when "My Case Info" is present (total of 2 buttons is displayed on the page).
   c. Button will be located on the left when "Scan Document" is present (total of 2 buttons is displayed on the page).
   d. Clicking "Check-In" button will re-direct the user to the "Self Service Kiosk: Check-In" page (please refer to Section 2.18 for details on that specific page).
   e. "Check-In" button will display when there's at least 1 button action created for the flow.
3. 2nd button will be "My Case Info" (when in "English" mode) or "Información de mi caso" (when in "Spanish" mode)
   a. Button will be located on the left of the "Check-In" button.
   b. Clicking "My Case Info" button will re-direct the user to the "My Case Info" page (please refer to Section 2.17 for details on that specific page).
   c. "My Case Info" page is a customizable button that will display when the "Enable My Case Info" field is checked on the Flow Management Detail page in CalSAWS.
   d. "My Case Info" page is a customizable button that will not display when the "Enable My Case Info" field is unchecked on the Flow Management Detail page in CalSAWS.
   e. "My Case Info" flow will always require case validation.
4. 3rd button will be "Scan Document" (when in "English" mode) or "Escanear documento" (when in "Spanish mode")

a. Button will be located on the right of the "Check-In" button.
b. Clicking "Scan Document" button will re-direct the user to the "Please Identify Yourself" page (this will be under the Check-In flow functionality) (please refer to Section 2.18 for details on that specific page).
    i. User will be re-directed to the 'Scan Document Instruction' page (when the device type is Lobby Kiosk) or the 'Submit my document(s)' page (when the device type is Lobby Tablet or Self Service Kiosk) if the user already pull their case information through the 'Please Identify Yourself' related pages prior to clicking on the 'Scan Document' button.
c. "Scan Document" button is a customizable button that will display when the "Enable Upload Document" field is checked on the Flow Management Detail page in CalSAWS.
d. "Scan Document" button is a customizable button that will not display when the "Enable Upload Document" field is unchecked on the Flow Management Detail page in CalSAWS.
e. "Scan Document" flow will always require case validation.

iv. Display the following on the footer of the page:
1. Display "English" I "Español" on the middle
    a. Clicking on "English" will display the page in "English" mode.
        i. The page will not change when user clicks on "English" and the page is already in "English" mode.
    b. Clicking on "Español" will display the page in "Spanish" mode.
        i. The page will not change when user clicks on "Español" and the page is already in "Spanish" mode.
2. Display "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button on the left side.
    a. Clicking on the button from the 'How can we help you?' page will take the user to the Self-Service Kiosk landing/home page and in the same "English" or "Spanish" mode.
3. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.

a. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to Section 2.20 for more information regarding this).

Note: Users are not able to Check-In, Scan/Upload documents, or view any information (My Case Status, My EBT Balance, My Benefits Info) for a case that have confidentiality. The exception is for cases that only have the 'Employee/Employee Relative' confidentiality type and it's not combined with any other confidentiality type.

2.16.4 Page Location

Access by clicking on the 'Continue in English' or 'Continuar en Español' button from the Self-Service Kiosk landing/home page.

2.16.5 Security Updates

N/A

2.16.6 Page Mapping

N/A

2.16.7 Accessibility

Page will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

2.16.8 Page Usage/Data Volume Impacts

N/A

2.17 My Case Info page

2.17.1 Overview

Create new "My Case Info" pages that will display after clicking the "My Case Info" button on the "How can we help you?" page. The "My Case Info" pages allow users to see view case information such as Program status, Benefits information and EBT transactions history.

2.17.2 My Case Info page Mockup

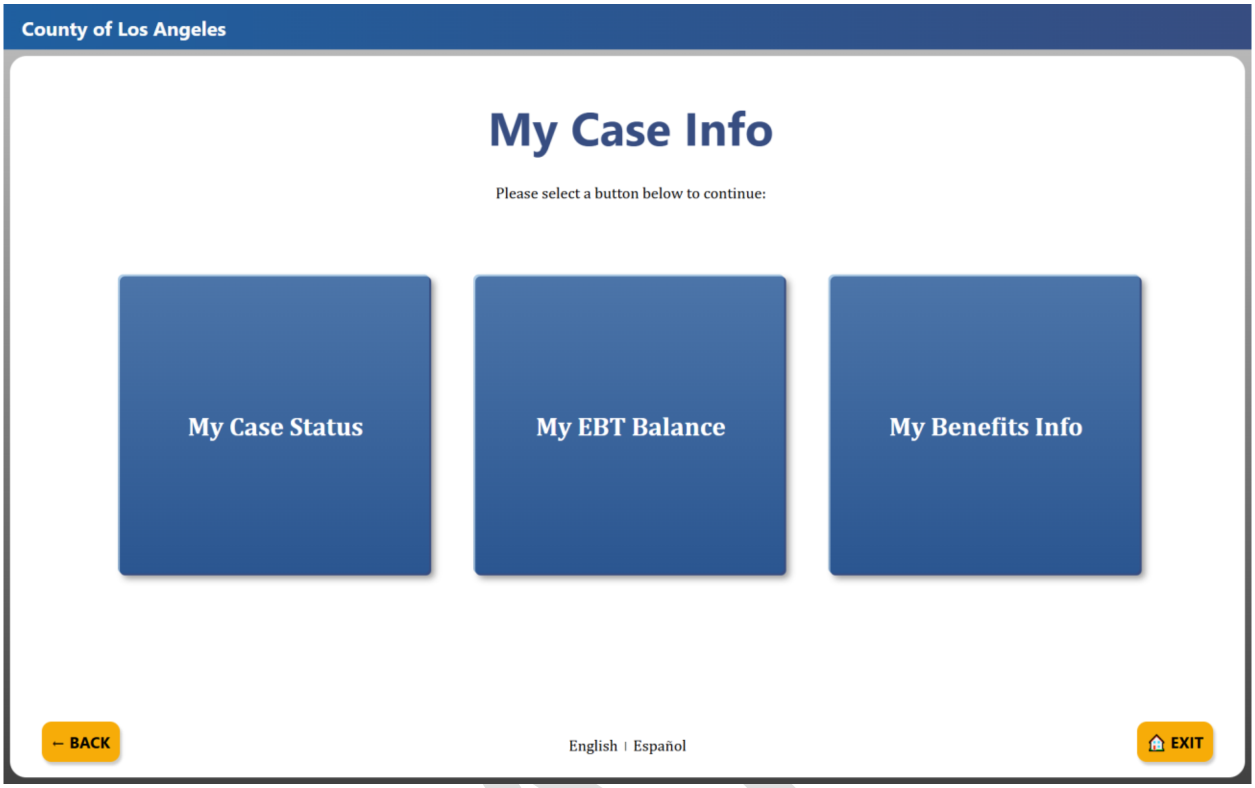


Figure 2.17.1.a – My Case Info page Mockup (English mode)

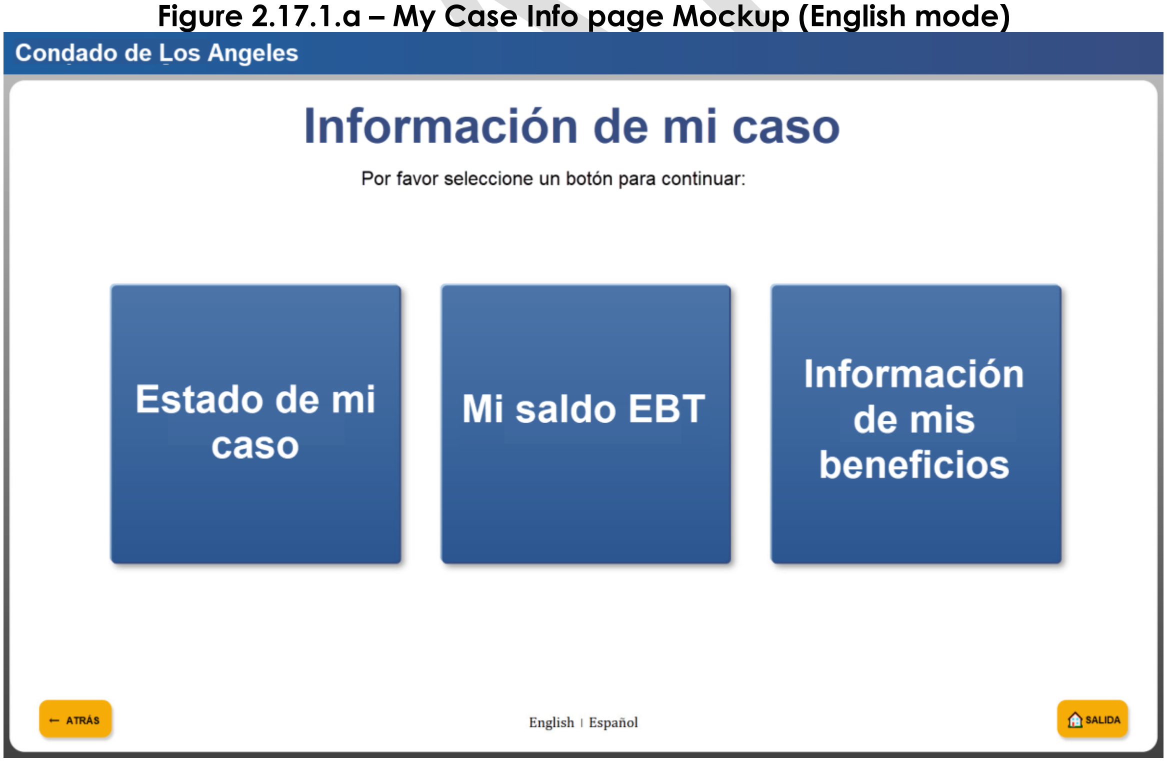


Figure 2.17.1.b – My Case Info page Mockup (Spanish mode)

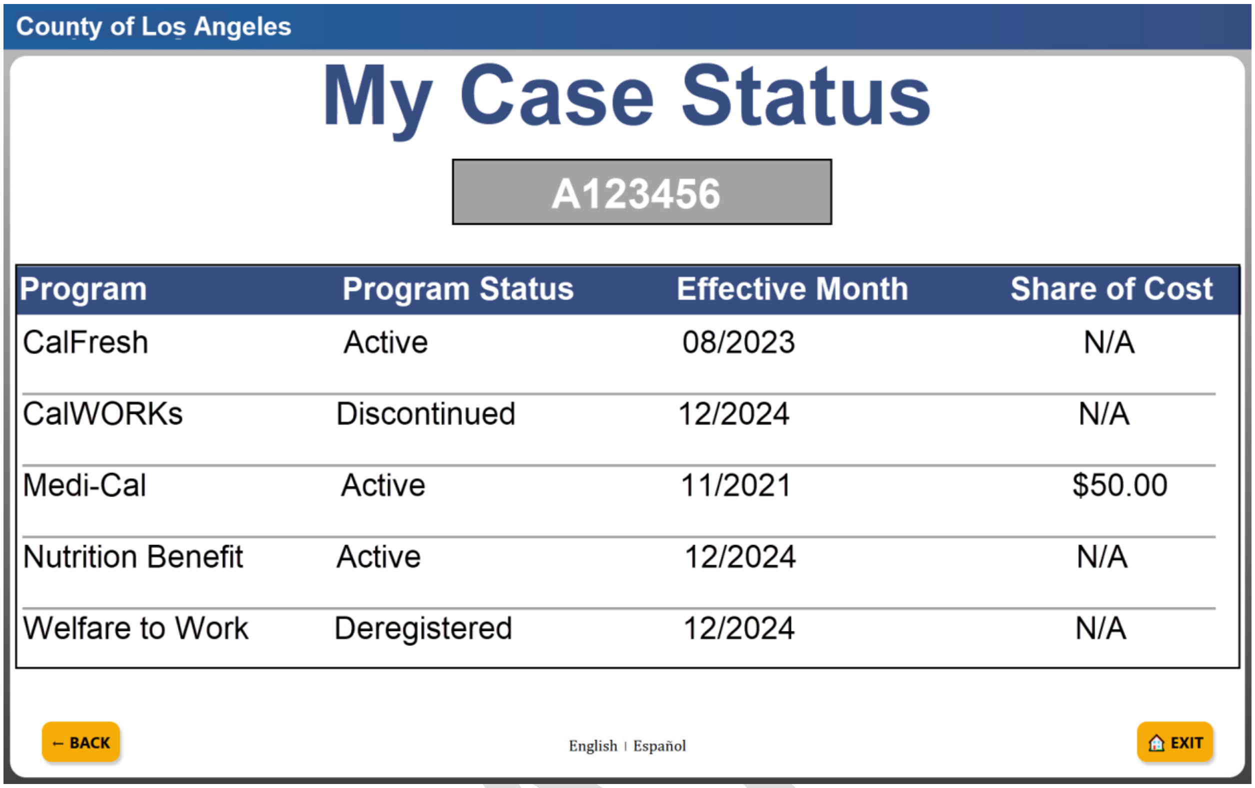


Figure 2.17.2.a – My Case Status page Mockup (English mode)

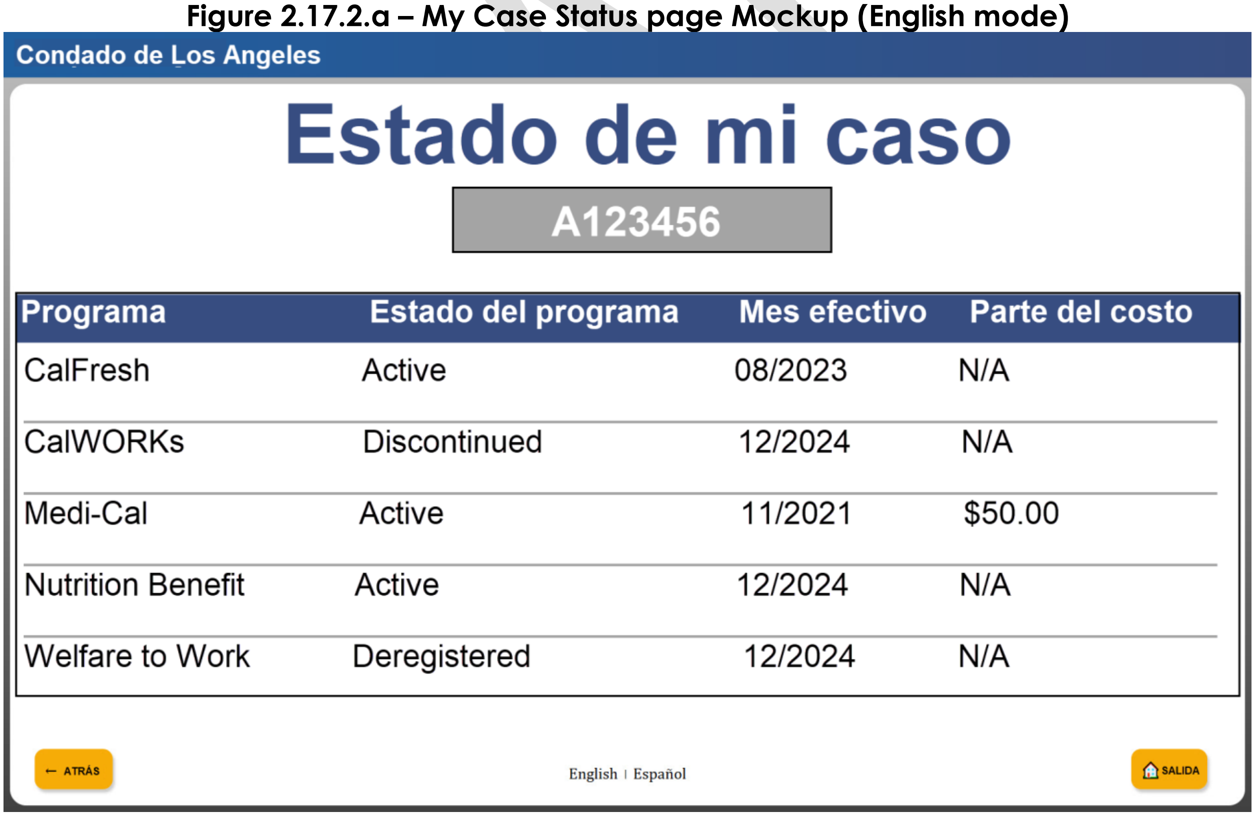


Figure 2.17.2.b – My Case Status page Mockup (Spanish mode)

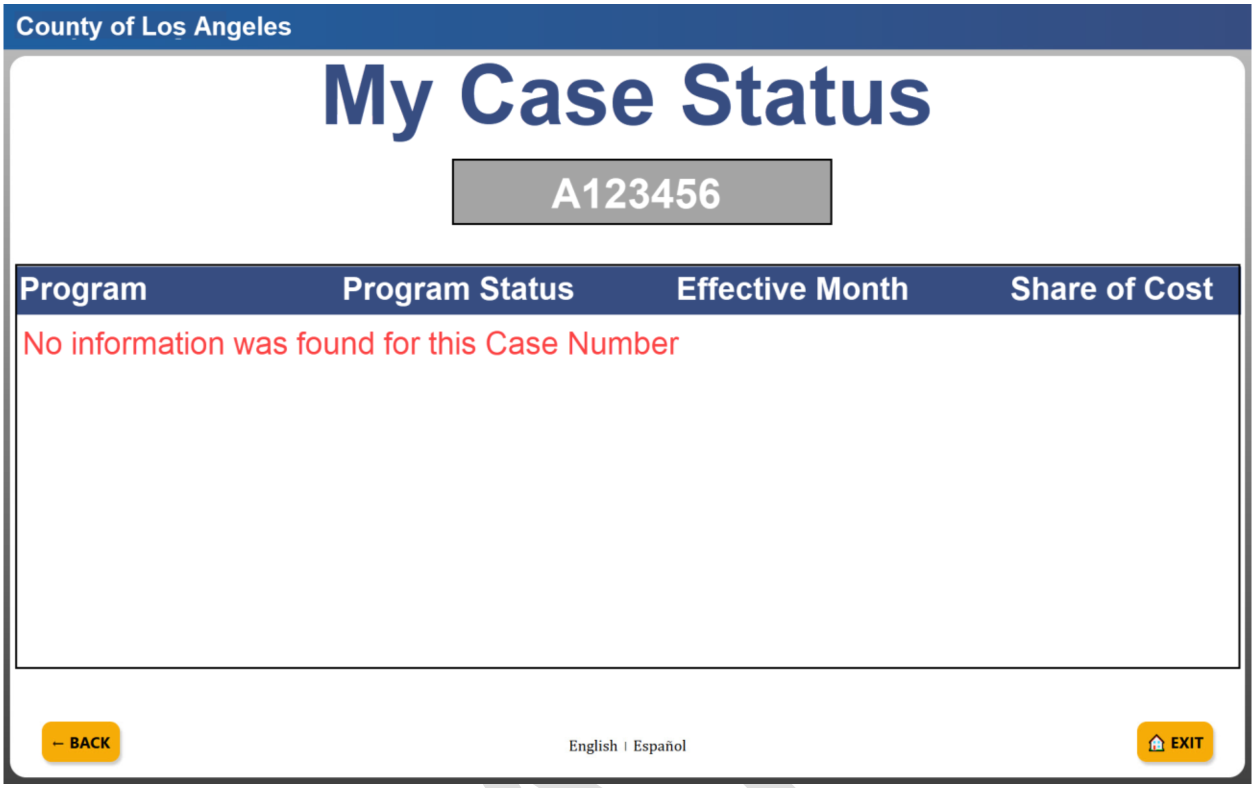


Figure 2.17.2.c – My Case Status page Mockup (No information found English mode)

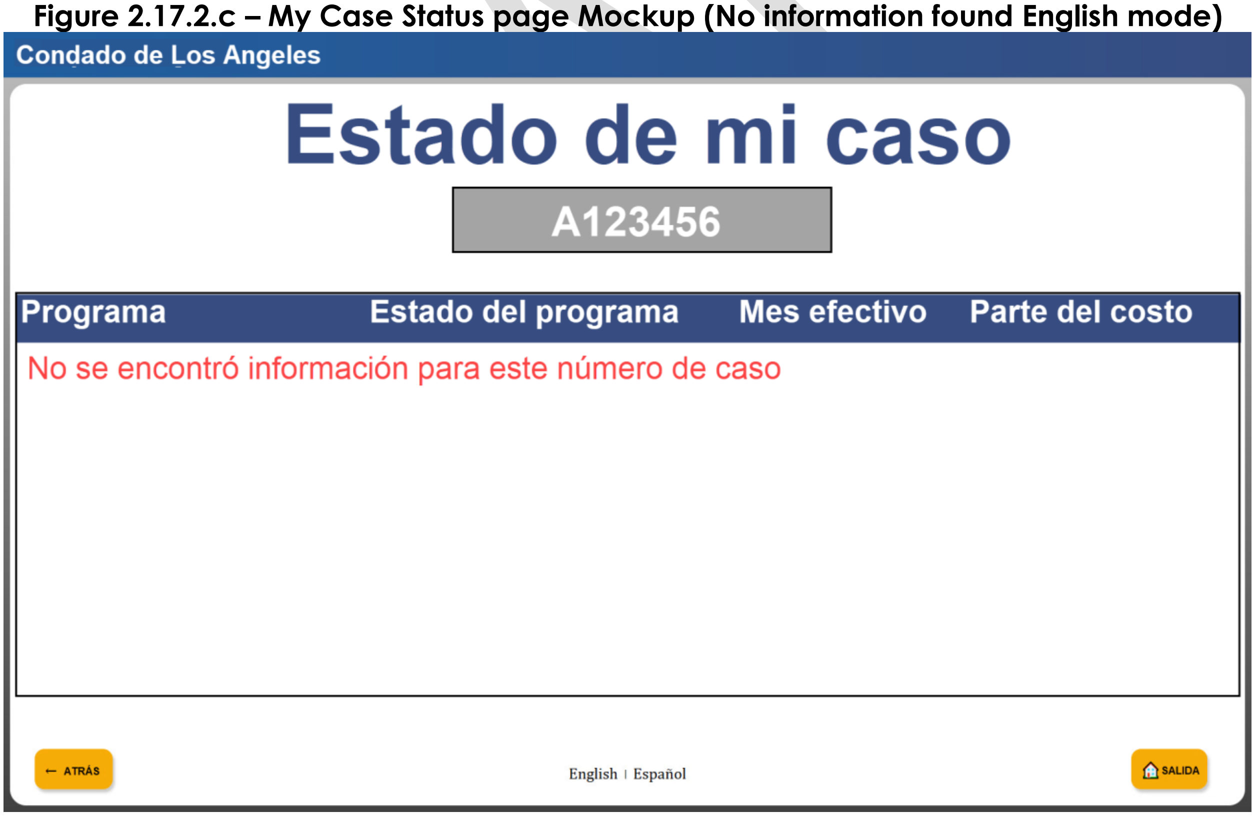


Figure 2.17.2.d – My Case Status page Mockup (No information found Spanish mode)

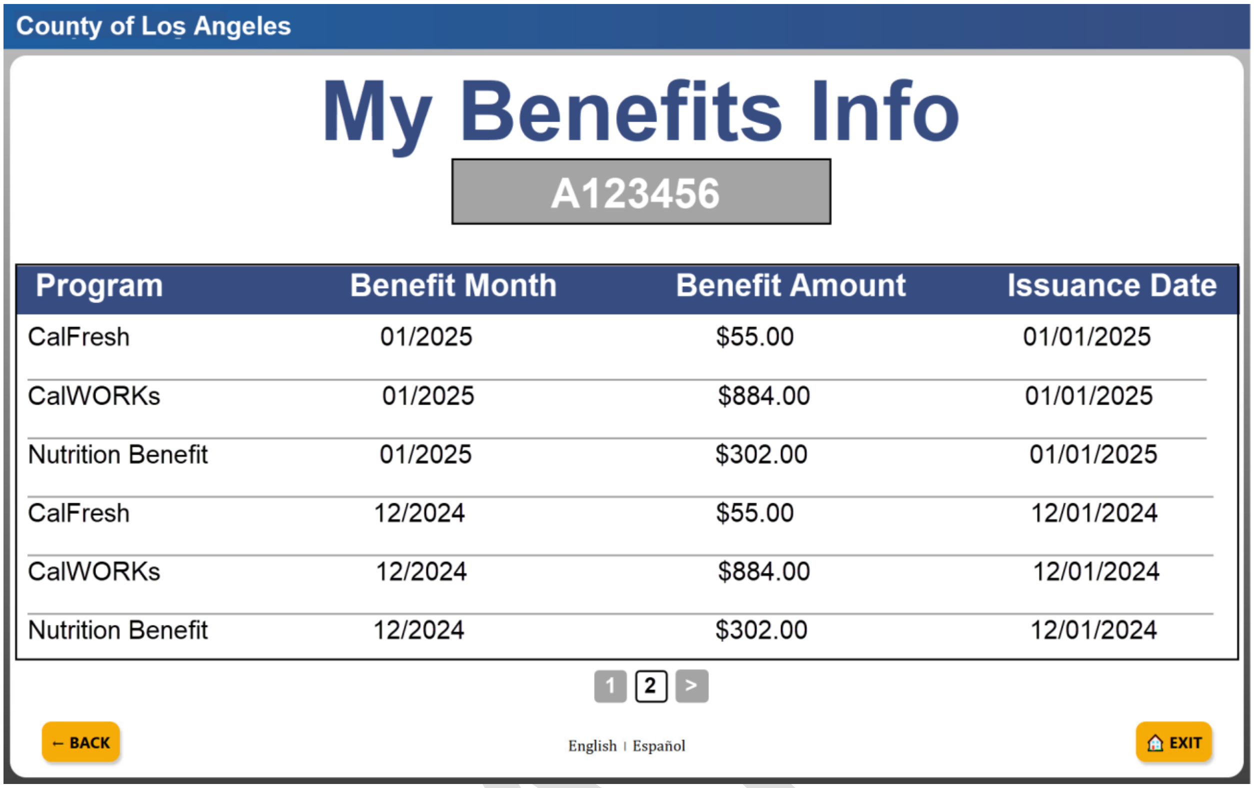


Figure 2.17.3.a – My Benefits Info page Mockup (English mode)

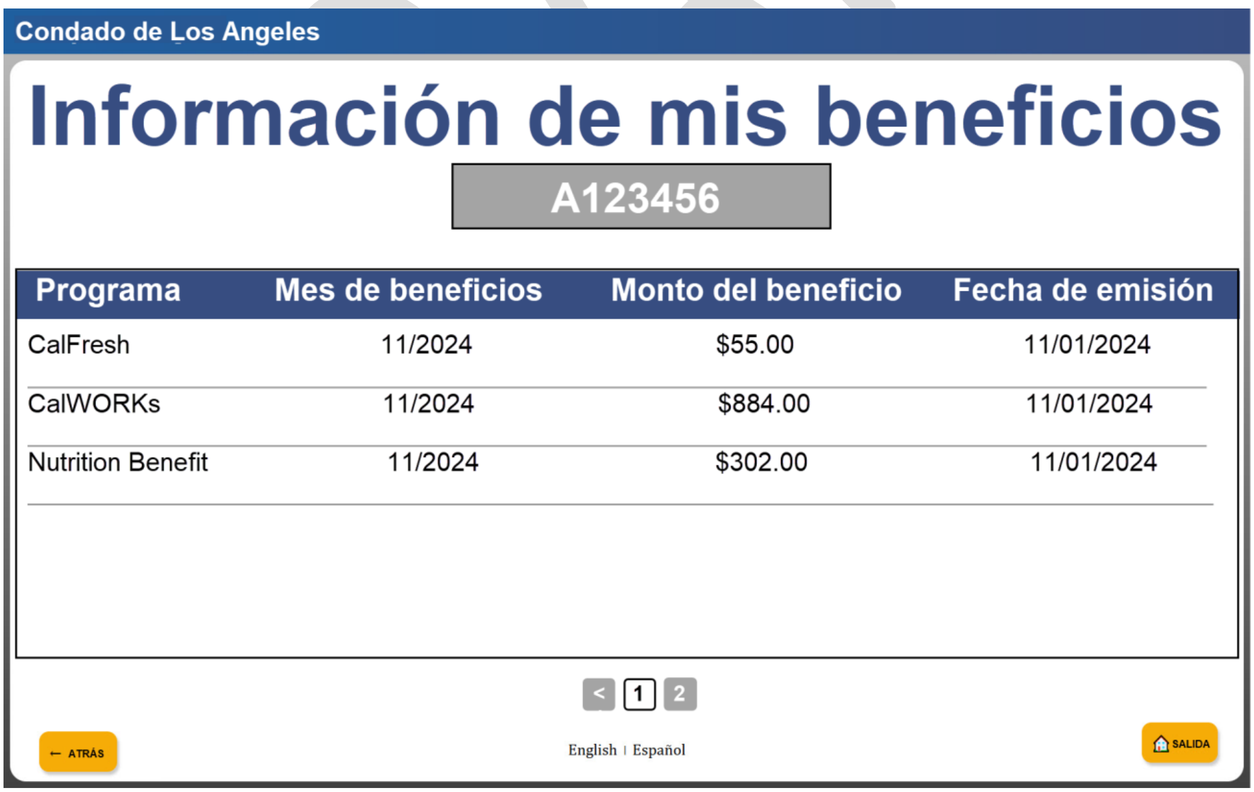


Figure 2.17.3.b – My Benefits Info page Mockup (Spanish mode)

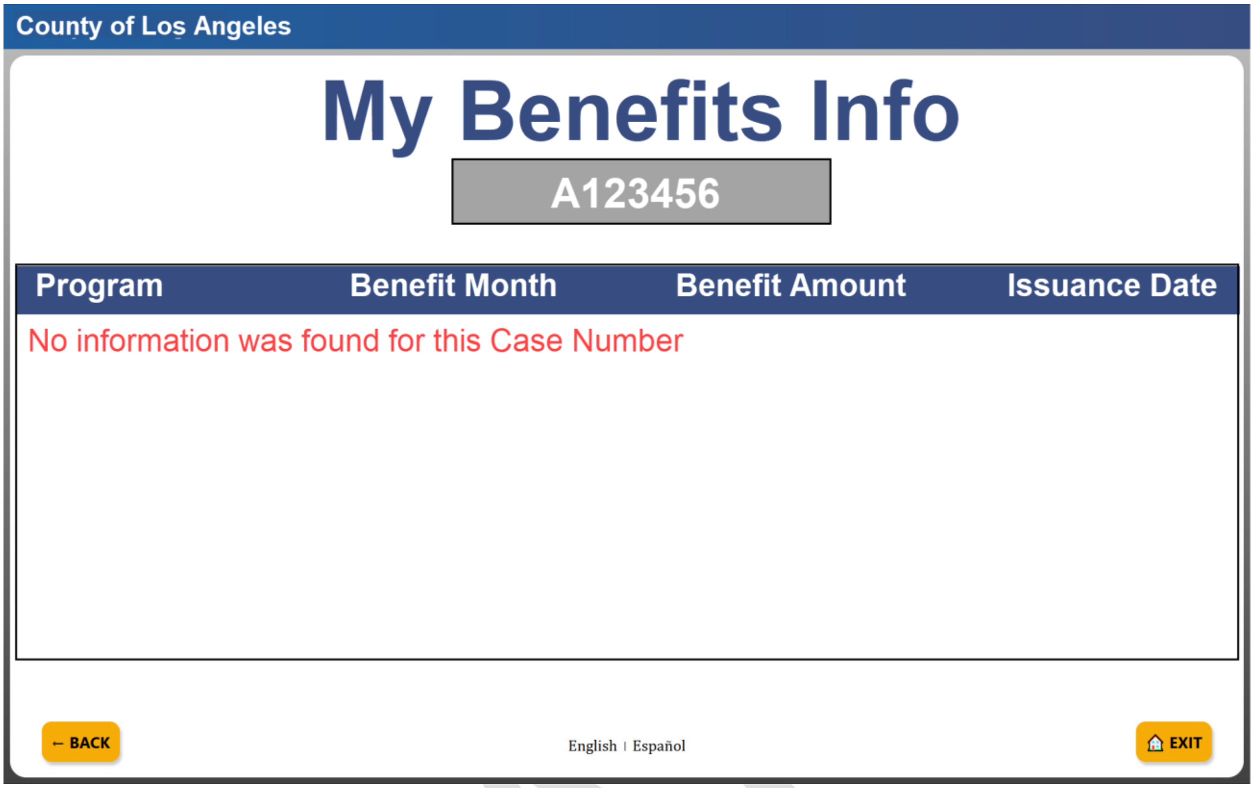


Figure 2.17.3.c – My Benefits Info page Mockup (No information found English mode)

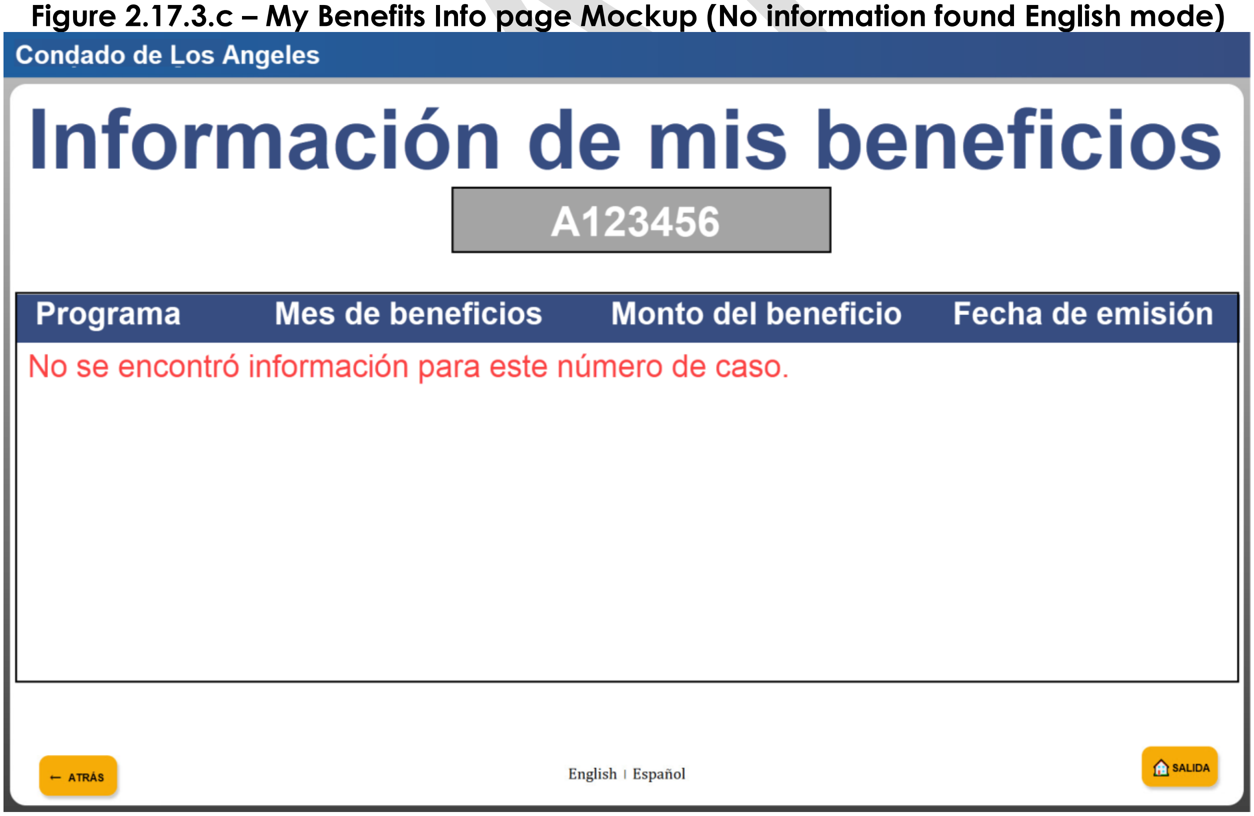


Figure 2.17.3.d – My Benefits Info page Mockup (No information found Spanish mode)

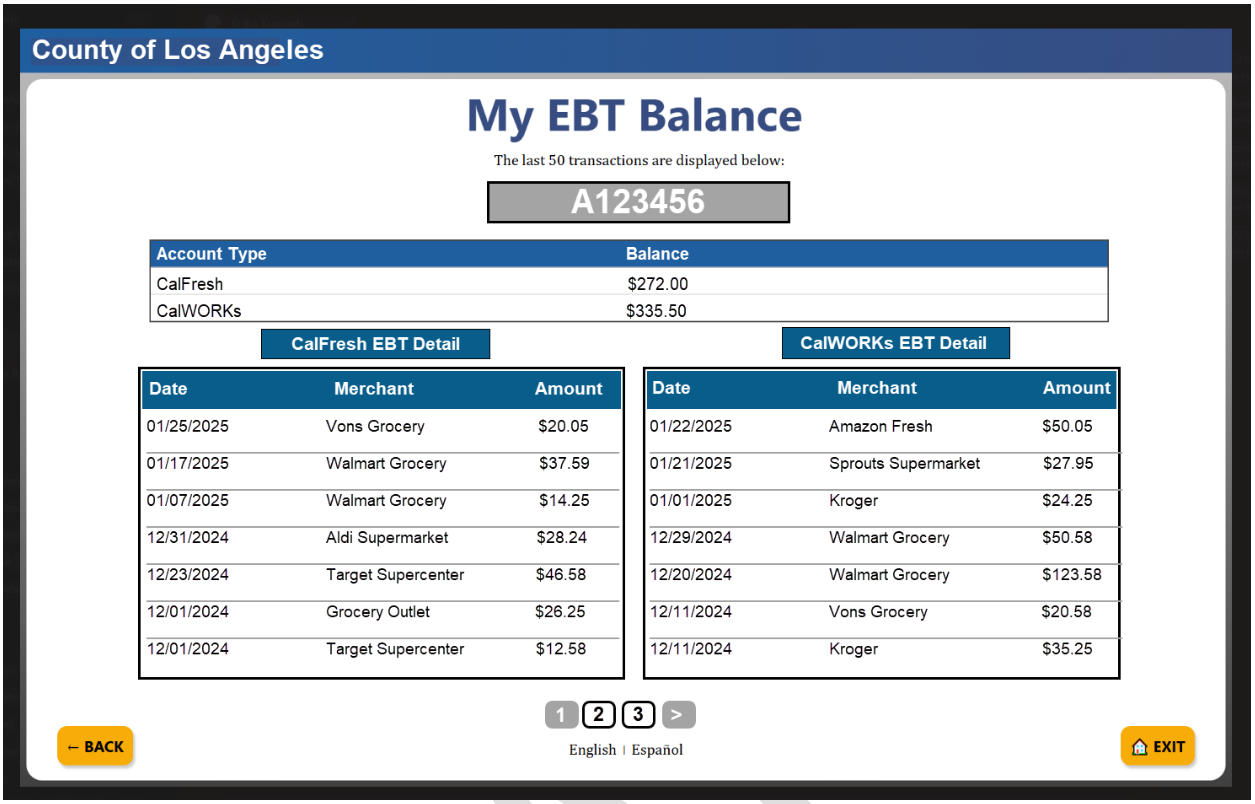


Figure 2.17.4.a – My EBT Balance page Mockup (English mode)

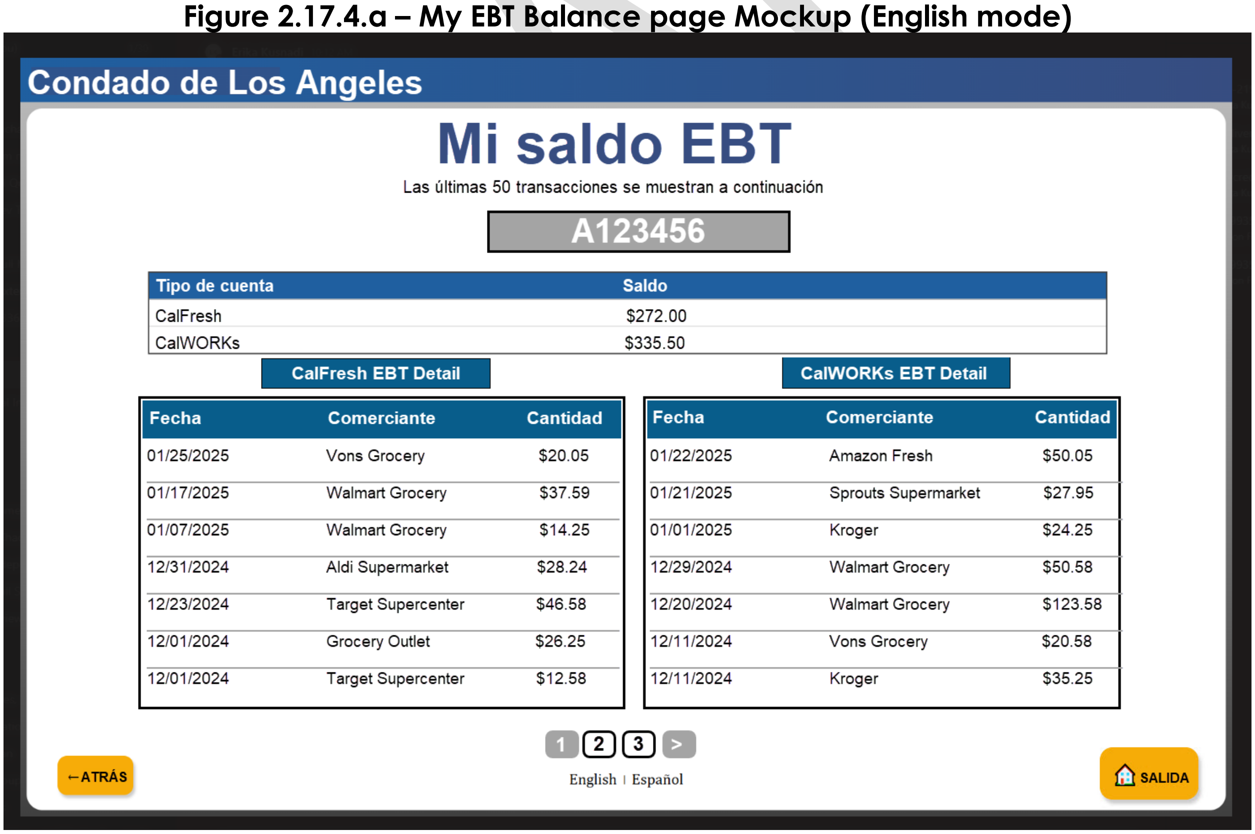


Figure 2.17.4.b – My EBT Balance page Mockup (Spanish mode)

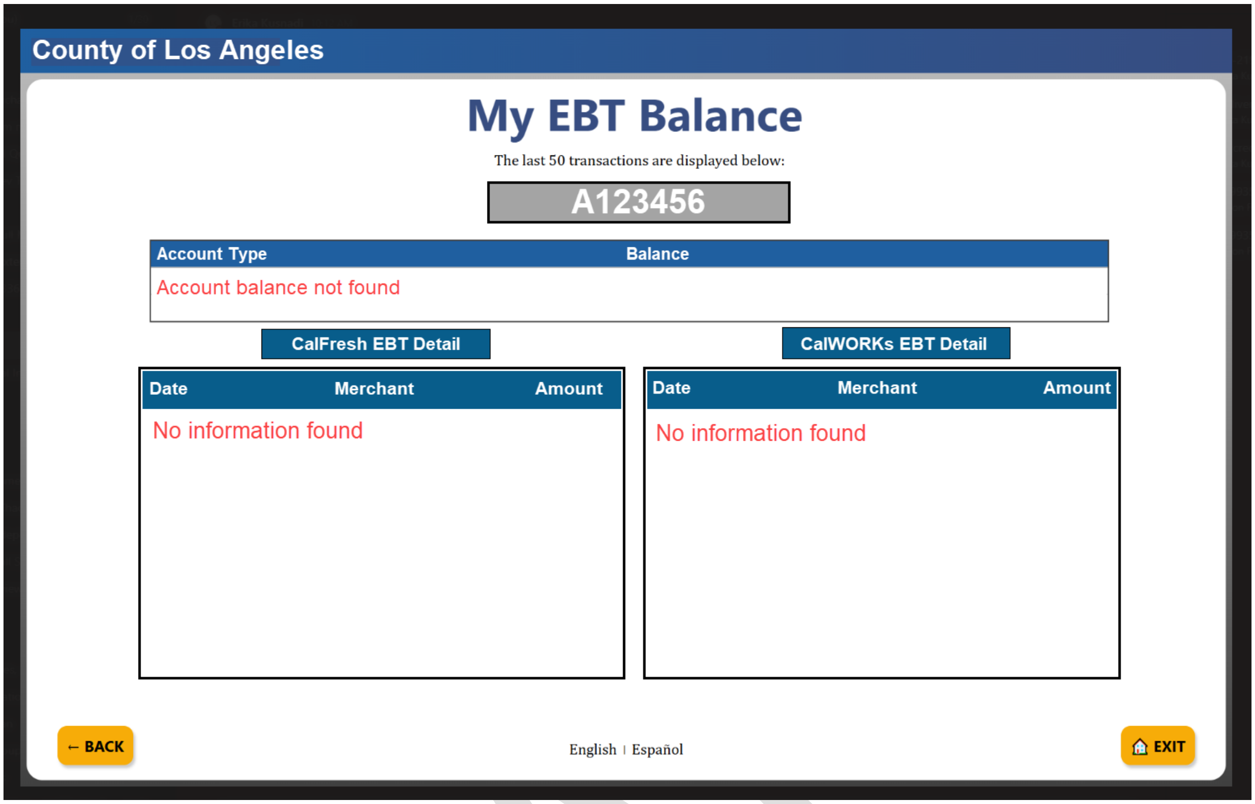


Figure 2.17.4.c – My EBT Balance page Mockup (Account balance & transaction history not found English mode)

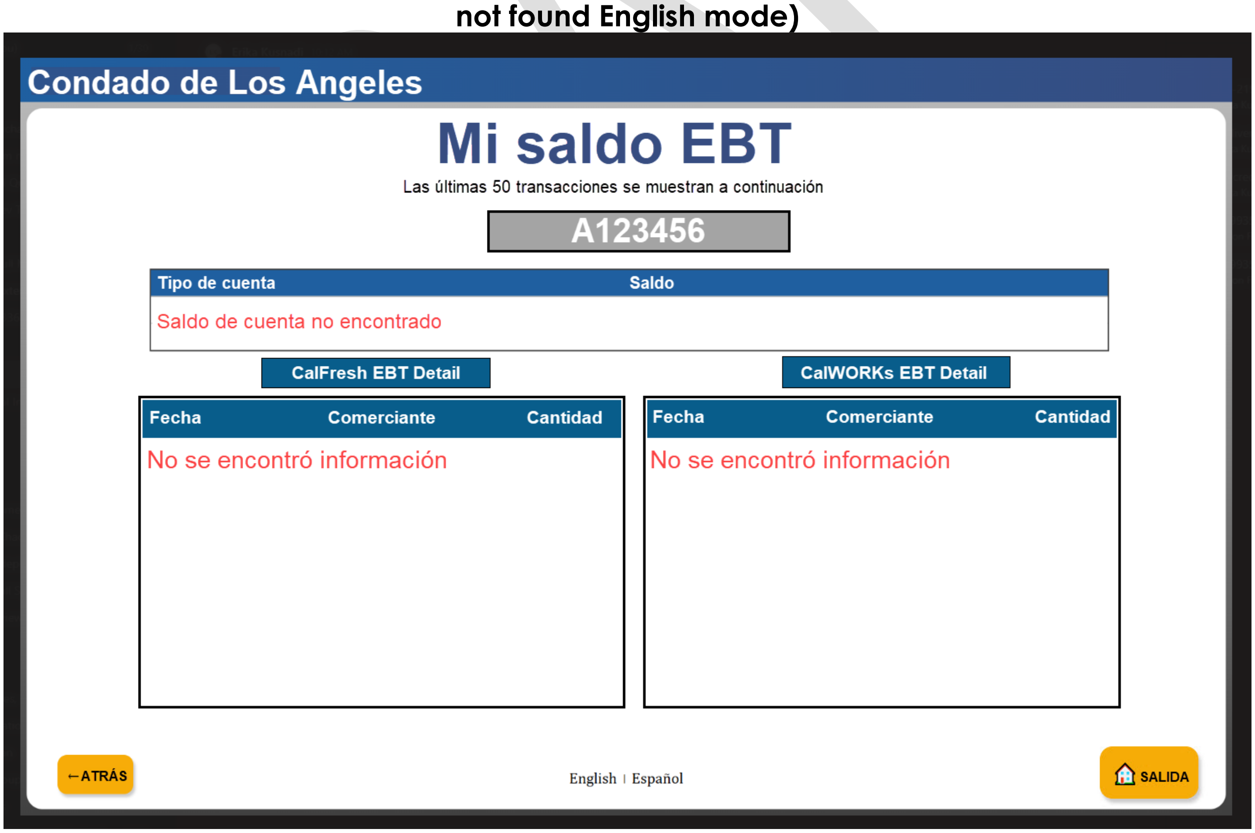


Figure 2.17.4.d – My EBT Balance page Mockup (Account balance & transaction history not found Spanish mode)

2.17.3 Description of Changes

1. Create new pages for the 'My Case Info' flow that will display after the user clicks on the "My Case Info" or "Información de mi caso" button from the "How can I help you?" page.
    a. Case information will be retained when user already pull their information through the 'Please Identify Yourself' related pages.
    b. Display the following on the header of the page and it will display for all the pages under the 'My Case Info' flow.
        i. On the left side of the header, display "County of XXX"
        ii. When in "Spanish" mode it will display as "Condado de XXX"
        iii. XXX will be the name of the County that the device is associated to. (please refer to Section 2.3 for details on how the device is associated to a specific county).
            1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
    c. Display the following on the footer of the page for all the pages under the 'My Case Info' flow.
        i. Display the following on the footer of the page:
            1. Display "English" I "Español" on the middle
                a. Clicking on "English" will display the page in "English" mode.
                    i. The page will not change when user clicks on "English" and the page is already in "English" mode.
                b. Clicking on "Español" will display the page in "Spanish" mode.
                    i. The page will not change when user clicks on "Español" and the page is already in "Spanish" mode.
            2. Display "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button on the left side.
                a. Clicking on the button will take the user to the previous page that they were on and also in the same "English" or "Spanish" mode.
            3. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.
                a. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to Section 2.20 for more information regarding this).
    d. Create a new page title 'My Case Info' that is accessible by clicking on the 'My Case Info' button ('Información de mi caso' when in Spanish mode) from the 'How can we help you?' page.
        i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
        ii. Display 'Please select a button below to continue:' below the 'My Case Info' text.

1. In Spanish mode 'Por favor seleccione un botón para continuar:'

iii. Display the following three buttons in the middle of the page
    1. 1st button will be on the left, title 'My Case Status'.
        a. In Spanish mode it will be title 'Estado de mi caso'.
        b. Clicking on the 'My Case Status' button will re-direct the user to the 'Please Identify Yourself' page (please see section 2.18 for more details).
            i. User will be re-directed to the 'My Case Status' page if the user already pull their case information through the 'Please Identify Yourself' related pages prior to accessing the 'My Case Info' page.
                1. Application will call the lobbycheckin/selfService/caseProgramParticipants? endpoint
    2. 2nd button will be in the middle will be title 'My EBT Balance'.
        a. In Spanish mode it will be title 'Mi saldo EBT'
        b. Clicking on the 'My EBT Balance' button will re-direct the user to the 'Please Identify Yourself' page (please see section 2.18 for more details).
            i. User will be re-directed to the 'My EBT Balance' page if the user already pull their case information through the 'Please Identify Yourself' related pages prior to accessing the 'My Case Info' page.
                1. Application will call the lobbycheckin/selfService/ebtAccountBalance and lobbycheckin/selfService/ebtAccountHistory endpoints
    3. 3rd button will be in the right will be title 'My Benefits Info'.
        a. In Spanish mode it will be title 'Información de mis beneficios'
        b. Clicking on the 'My Benefits Info' button will re-direct the user to the 'Please Identify Yourself' page (please see section 2.18 for more details).
            i. User will be re-directed to the 'My Benefits Info' page if the user already pull their case information through the 'Please Identify Yourself' related pages prior to accessing the 'My Case Info' page.
                1. Application will call the lobbycheckin/selfService/caseInfo endpoint

iv. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'My Case Info' page will re-direct the user back to the 'How can we help you?' page in the same mode that the user was in on the 'My Case Info' page.

e. Create a new page title 'My Case Status' ('Estado de mi caso' in Spanish mode) that is accessible by clicking on the 'My Case Status' button from the 'My Case Info' page and then pulling the appropriate case information back through the 'Please Identify Yourself' related pages (Section 2.18 for more details on the 'Please Identify Yourself' page).

   Note: The 'My Case Status' page is a view only page that will display program information (list of programs: CalFresh, CalWORKs, Medi-Cal, Nutrition Benefits and Welfare to Work) for a specific case. It will display the program status, the effective month (this is the effective month for the program status) and the share of cost information as applicable for Medi-Cal program. Information displayed will be the information as of the system date.

   i. Automatically display the 'My Case Status' page in the same mode (English or Spanish) as the previous page that the user was in when the page initially loads.
   ii. Display a text box with the Case Number already entered when the page loads.
      1. Text box will be greyed out and not editable.
      2. Case Number information is based on the Case Number selected through the 'Please Identify Yourself' pages.
   iii. Display a search result section in the middle of the page that will display the program information for the Case Number listed on the text box.
      1. The search result section has four different columns and information displayed will be sorted alphabetically by program name in ascending order.
         a. Information display will be based on the information being returned through the existing lobbycheckin/selfService/caseProgramParticipants? endpoint.
      2. 1st column will be title 'Program' (In Spanish: 'Programa')
         a. Display the short description of the program name
         b. Only CalFresh, CalWORKs, Medi-Cal, Nutrition Benefit and Welfare to Work programs will display on this column.
      3. 2nd column will be title 'Program Status' (In Spanish: Estado del programa')
         a. Display the short description of the program status for the corresponding program (Program column)
         b. This will display the program status as of the system date (the date that information is being pulled).
      4. 3rd column will be title 'Effective Month' (In Spanish: 'Mes efectivo')
         a. Display the Month and Year that the program status is effective (Begin Month) for the corresponding program (Program column).

b. Display in the format of MM/YYYY
   i. Example: 08/2023
   ii. Example: Program is Welfare to Work with a Program Status of Deregistered and an Effective Month of 12/2024. This means that as of the date that they information was pulled, the Welfare to Work program is Deregistered and it's Deregistered as of 12/2024.

5. 4th column will be title 'Share of Cost' (In Spanish: 'Parte del costo')
   a. Display the Share of Cost information for the associated program (Program column) as applicable.
      i. Share of Cost only apply for Medi-Cal program.
      ii. For all other programs the column will display as 'N/A'.
   b. Information will display as a dollar amount
      i. Example: $50.00

iv. Display 'No information was found for this Case Number' on the search result section when there's no information being returned from the lobbycheckin/selfService/caseProgramParticipants? endpoint.
   1. In Spanish: 'No se encontró información para este número de caso'

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button the 'My Case Status' page will re-direct the user back to the 'My Case Info' page in the same mode that the user was in on the 'My Case Status' page.

f. Create a new page title 'My Benefits Info' ('Información de mis beneficios' in Spanish mode) that is accessible by clicking on the 'My Benefits Info' button from the 'My Case Info' page and then pulling the appropriate case information back through the 'Please Identify Yourself' related pages (Section 2.18 for more details on the 'Please Identify Yourself' page).
   Note: The 'My Benefits Info' page is a view only page that will display the benefit information for a specific program (list of programs: CalFresh, CalWORKs and Nutrition Benefits) for the past 3 months from the system date (i.e. when system date is 01/28/2025 the page will display benefits information for the following benefits month of 11/2024, 12/2024 and 01/2025 only where the program is CalFresh, CalWORKs, or Nutrition Benefits) for a specific case. It will display the program (CalFresh, CalWORKs and Nutrition Benefit), Benefits Month, Benefits Amount, and Issuance Date.
   i. Automatically display the 'My Benefits Info' page in the same mode (English or Spanish) as the previous page that the user was in when the page initially loads.

ii. Display a text box with the Case Number already entered when the page loads.
    1. Text box will be greyed out and not editable.
    2. Case Number information is based on the Case Number selected through the 'Please Identify Yourself' pages.

iii. Display a search result section in the middle of the page that will display the benefit information for a specific program (will only display information for CalFresh, CalWORKs and Nutrition Benefits only) for the Case Number listed on the text box.
    1. The search result section has four different columns and information displayed will be sorted by Benefit Month in descending order (the latest/most recent Benefit Month to be listed on top).
        a. Information display will be based on the information being returned through the existing lobbycheckin/selfService/caseInfo endpoint
        b. When there's multiple records with the same Benefits Month, then use the program name and sort alphabetically in ascending order.
        c. 1st column will be title 'Program' (In Spanish: 'Programa')
            i. Display the short description of the program name
            ii. Only CalFresh, CalWORKs and Nutrition Benefit programs will display on this column.
        d. 2nd column will be title 'Benefit Month' (In Spanish: 'Mes de beneficios')
            i. Display the Benefit Month information for the associated program (Program column)
                1. This will only capture information from the past 3 months from the system date/month.
                    a. Example: system date is 01/28/2025, information will only display for the benefit month of 01/2025, 12/2024 and 11/2024 for CalFresh, CalWORKs and Nutrition Benefits only.
            ii. Display in the format of MM/YYYY
                1. Example: 08/2023
        e. 3rd column will be title 'Benefit Amount' (In Spanish: 'Monto del beneficio')
            i. Display the benefit amount in dollars for the corresponding Benefit Month ('Benefit Month' column) and for the corresponding program ('Program' column).
                1. Example: $55.00

f. 4th column will be title 'Issuance Date' (In Spanish: 'Fecha de emisión)
    i. Display the issuance date for the corresponding benefit month and program.
    ii. Issuance date will be in the format of MM/DD/YYYY
        1. Example: 12/01/2024

g. The search result section will be paginated when all the information to be displayed on the search result section can not fit in one page.
    1. Display the number of pages at the bottom of the search result section.
        a. Page number will be in a grey text box when the set of data being displayed is on that specific page.
    2. Display '<' and '>' option in addition to the page number.
        a. Clicking on '<' option will display the previous set of data.
        b. Clicking on the '>' option will display the next set data.

iv. Display 'No information was found for this Case Number' on the search result section when there's no information being returned from the lobbycheckin/selfService/caseInfo endpoint.
    1. In Spanish: 'No se encontró información para este número de caso'

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'My Benefits Info' page will re-direct the user back to the 'My Case Info' page in the same mode that the user was in on the 'My Benefits Info' page.

g. Create a new page title 'My EBT Balance' ('Mi saldo EBT in Spanish mode) that is accessible by clicking on the 'My EBT balance' button from the 'My Case Info' page and then pulling the appropriate case information back through the 'Please Identify Yourself' related pages (Section 2.18 for more details on the 'Please Identify Yourself' page). **Note:** The 'My EBT Balance' page is a view only page that will display the last 50 transaction on the EBT Card.
    i. Automatically display the 'My EBT Balance' page in the same mode (English or Spanish) as the previous page that the user was in when the page initially loads.
    ii. Display the text 'The last 50 transactions are displayed below' below the 'My EBT Balance'.
        1. In Spanish mode the text will display as 'Las últimas 50 transacciones se muestran a continuación'
    iii. Display a text box with the Case Number already entered when the page loads.

            1. Text box will be greyed out and not editable.
            2. Case Number information is based on the Case Number selected through the 'Please Identify Yourself' pages.
        iv. Display an account balance section
            1. Information displayed is based on the information that is being returned through the existing lobbycheckin/selfService/ebtAccountBalance endpoint.
            2. Section will have two columns
                a. 1st column will be title 'Account Type' (in Spanish mode: 'Tipo de cuenta')
                    i. This column will display 'CalFresh' and 'CalWORKs' (also known as Cash)
                b. 2nd column will be 'Balance' (in Spanish mode: 'Saldo')
                    i. This column will display the ebt account balance in dollar based on the account type (CalFresh or CalWORKs).
                        1. Example: $272.00
        v. Display a two different search result section in the middle of the page that will display the last 50 transactions information.
            1. Information displayed is based on the information that is being returned through the existing lobbycheckin/selfService/ebtAccountHistory endpoint.
            2. The 1st result section will be on the left side and will display 'CalFresh EBT Detail' (continue to display 'CalFresh EBT Detail' when the page is in Spanish mode) at the top of the result section.
                a. The result section will display the last (most recent) 50 transactions for the CalFresh (Food) account type.
                b. The result section will have three different columns and information displayed will be sorted by Date in descending order (the latest/most recent transaction, which is based on the Date, will be listed on top).
                    i. 1st column title 'Date' (in Spanish: 'Fecha')
                        1. Display the date that the transaction occurred.
                        2. 'Date' will be in the format of MM/DD/YYYY (Example: 01/25/2025).
                        3. The most recent/lastest date a transaction occurred will be listed at the top.
                    ii. 2nd column title 'Merchant' (in Spanish: Comerciante')
                        1. Display the Merchant name information (the name of the place where the transaction occurred).

            iii. 3rd column title ‘Amount’(in Spanish: Cantidad)
                1. Display the transaction amount for the corresponding transaction in dollars.
3. The 2nd result section will be on the right side and will display ‘CalWORKs EBT Detail’ (continue to display ‘CalWORKs EBT Detail’ when the page is in Spanish mode) at the top of the result section.
    a. The result section will display the last (most recent) 50 transactions for the CalWORKs (Cash) account type.
    b. The result section will have three different columns and information displayed will be sorted by Date in descending order (the latest/most recent transaction, which is based on the Date, will be listed on top).
        i. 1st column title ‘Date’ (in Spanish: ‘Fecha’)
            1. Display the date that the transaction occurred.
            2. ‘Date’ will be in the format of MM/DD/YYYY (Example: 01/25/2025).
            3. The most recent/lastest date a transaction occurred will be listed at the top.
        ii. 2nd column title ‘Merchant’ (in Spanish: Comerciante’)
            1. Display the Merchant name information (the name of the place where the transaction occurred).
        iii. 3rd column title ‘Amount’(in Spanish: Cantidad)
            1. Display the transaction amount for the corresponding transaction in dollars.
    c. The search result sections will be paginated when all the information to be displayed on the search result section cannot fit in one page.
        i. Display the number of pages at the bottom of the search result section.
            1. Page number will be in a grey text box when the set of data being displayed is on that specific page.
        ii. Display ‘<’ and ‘>’ option in addition to the page number.
            1. Clicking on ‘<’ option will display the previous set of data.
                a. ‘<’ will not display when it’s on the 1st page.

2. Clicking on the '>' option will display the next set data.
    a. '>' will not display when it's on the last page.

vi. Display 'Account balance not found' on the account balance section when there's no information being returned from the lobbycheckin/selfService/ebtAccountBalance endpoint.
    1. In Spanish: 'Saldo de cuenta no encontrado'

vii. Display 'No information found' on both search result sections when there's no information being returned from the lobbycheckin/selfService/ebtAccountHistory endpoint.
    1. In Spanish: 'No se encontró información'

viii. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'My EBT Balance' page will re-direct the user back to the 'My Case Info' page in the same mode that the user was in on the 'My EBT' page.

Note: Users are not able to Check-In, Scan/Upload documents, or view any information (My Case Status, My EBT Balance, My Benefits Info) for a case that have confidentiality. The exception is for cases that only have the 'Employee/Employee Relative' confidentiality type and it's not combined with any other confidentiality type.

2.17.4 Page Location

Access by clicking on the 'Case Info' button from the 'How can we help you? page.

2.17.5 Security Updates

N/A

2.17.6 Page Mapping

N/A

2.17.7 Accessibility

Pages will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

2.17.8 Page Usage/Data Volume Impacts

N/A

2.18 Self-Service Kiosk Check-In pages

2.18.1 Overview

Create new "Check-In" pages that will display after clicking the "Check-In" button on the "How can we help you?" page. The "Check-In" pages allow users to check-in and also to scan in documents that will then be uploaded to the Hyland imaging application.

2.18.2 Self-Service Kiosk Check-In pages Mockup

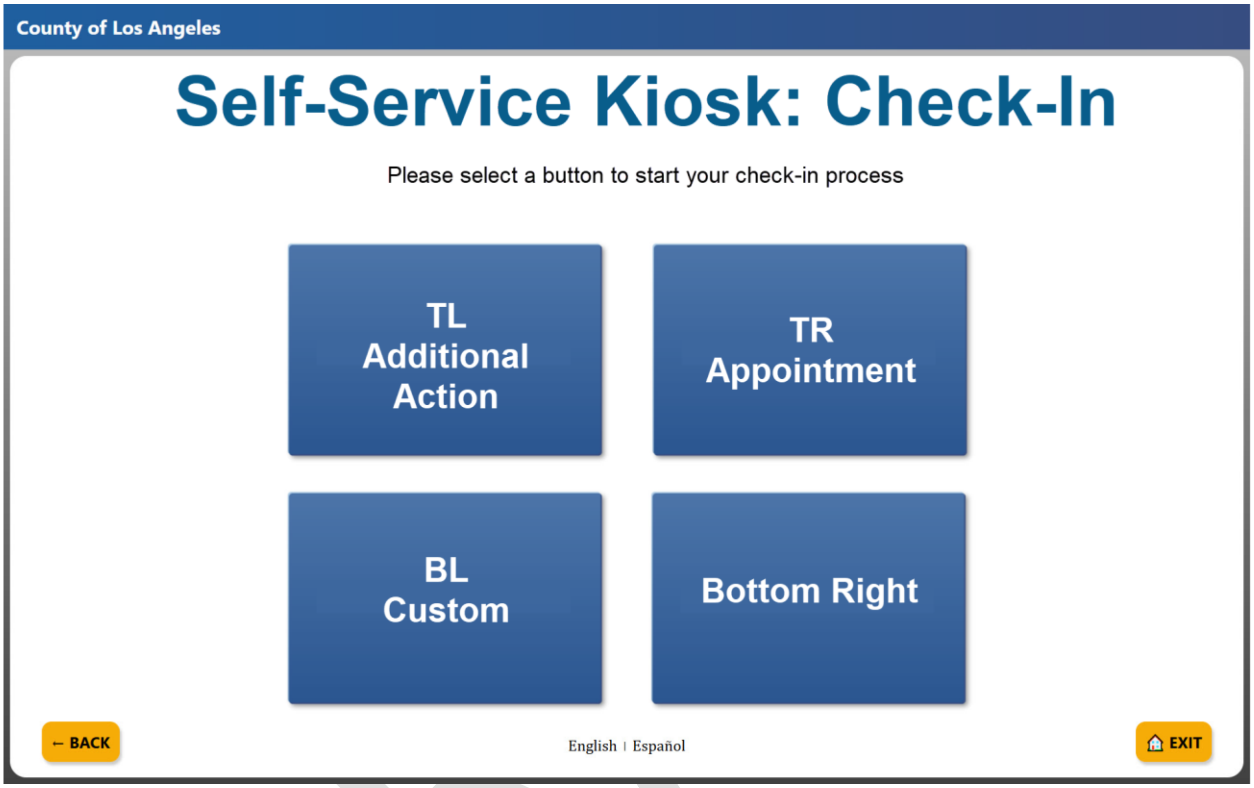


Figure 2.18.1.a – Self-Service Kiosk: Check-In page Mockup (English mode)

Figure 2.18.1.b – Self-Service Kiosk: Check-In page Mockup (Spanish mode)

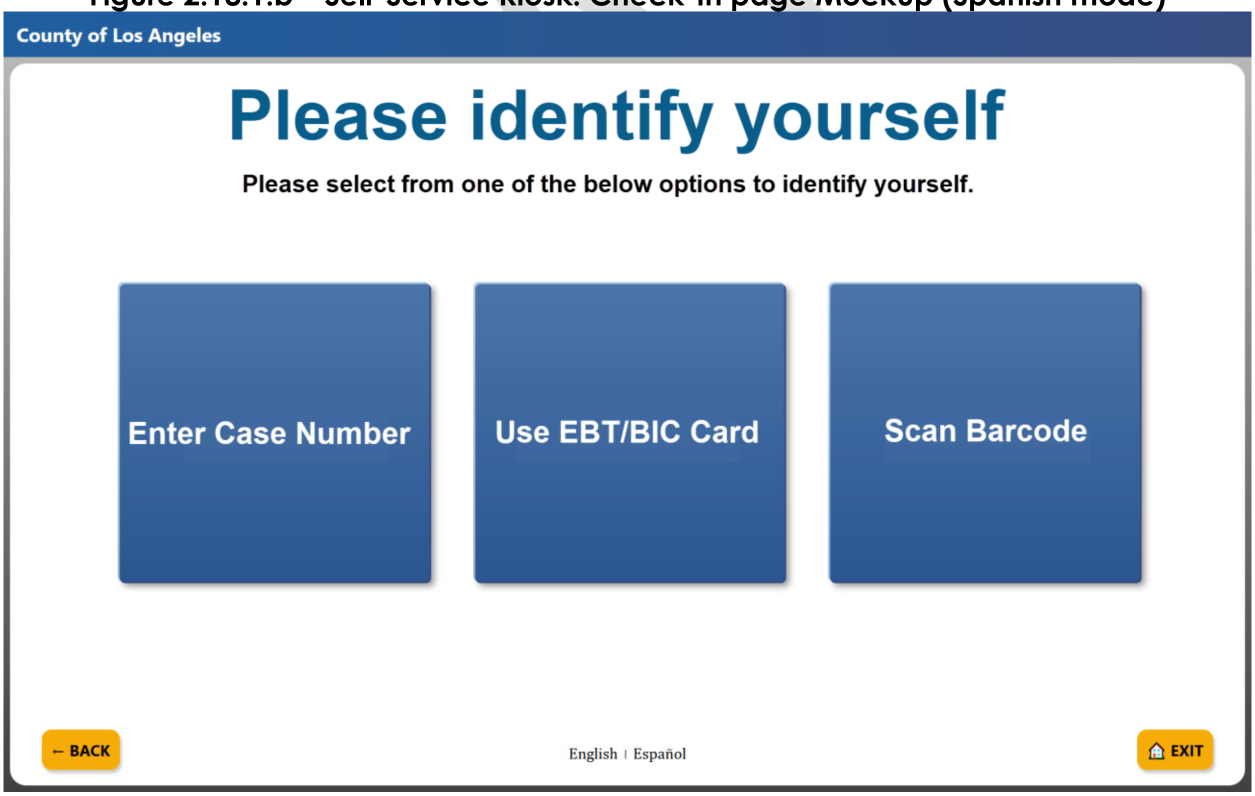


Figure 2.18.2.a – Please identify yourself Mockup (English mode)

Figure 2.18.2.b – Please identify yourself Mockup (Spanish mode)

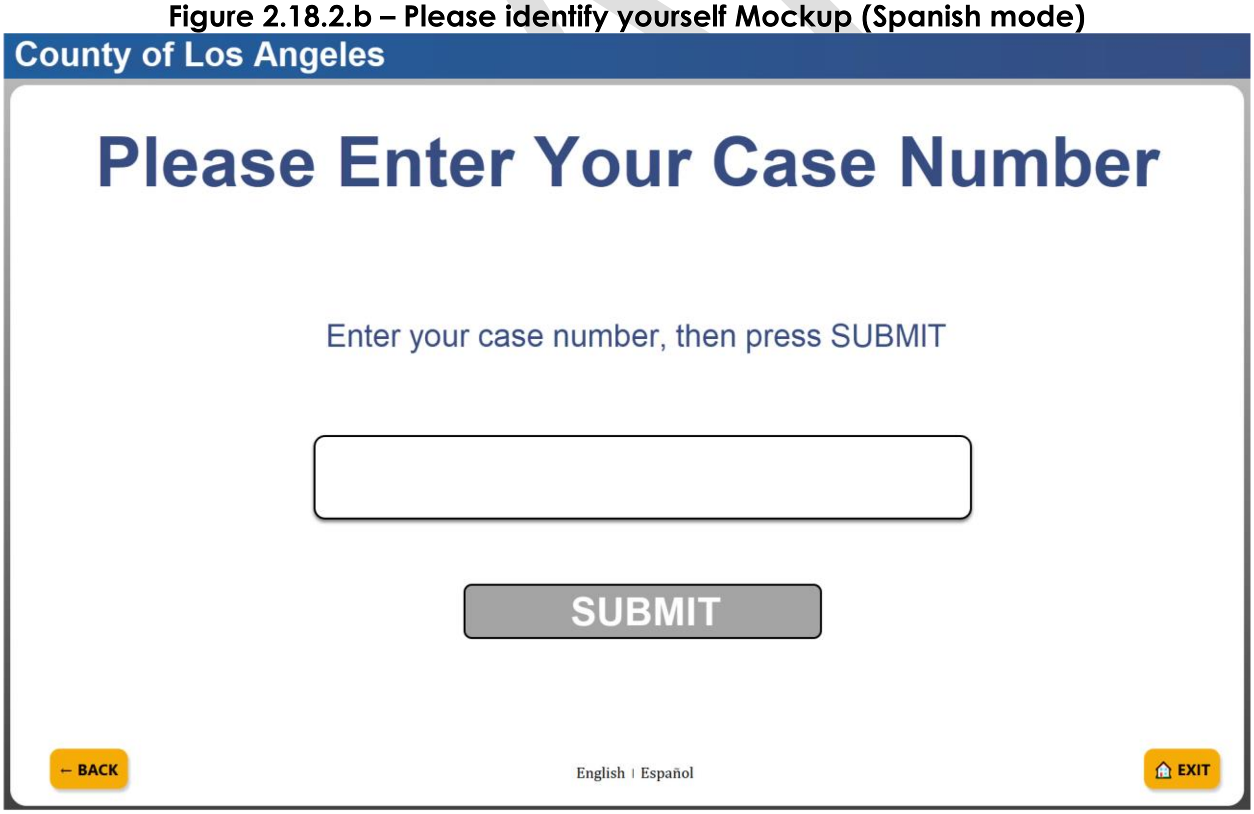


Figure 2.18.3.a – Please Enter Your Case Number Mockup (English mode)

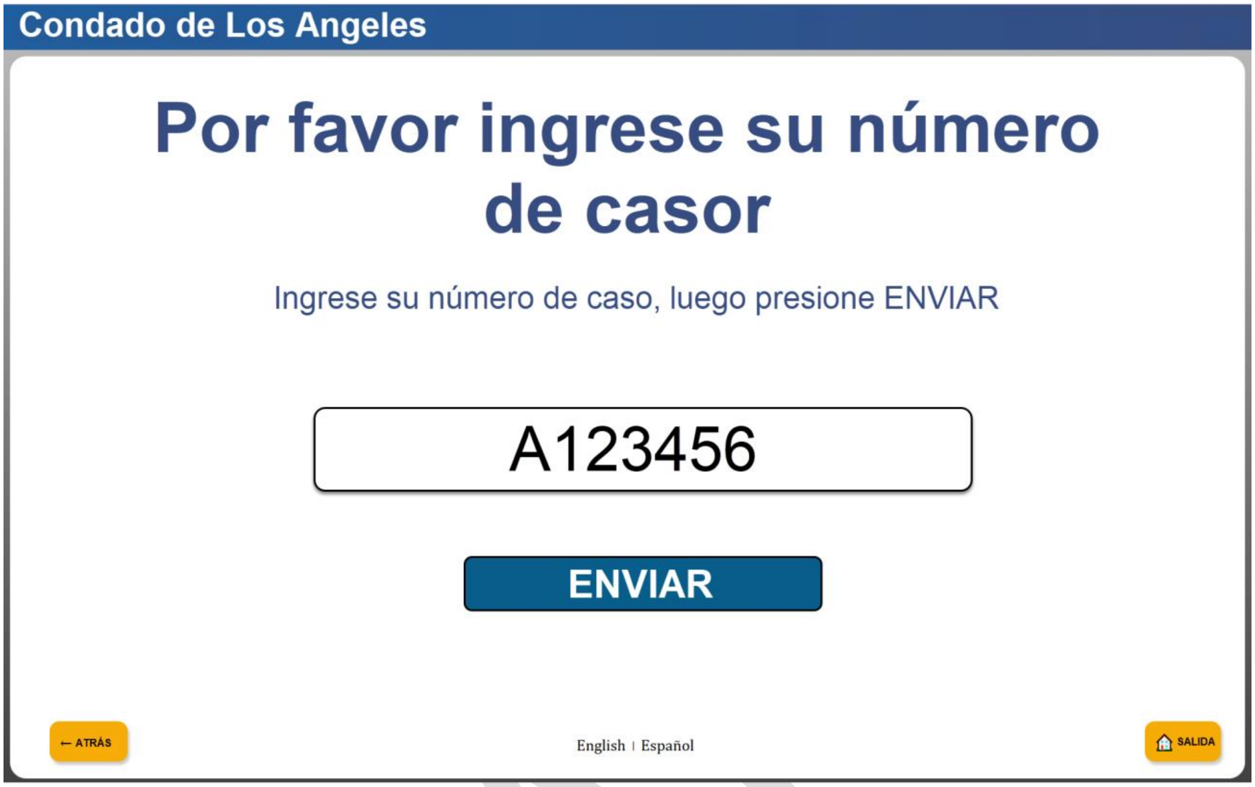


Figure 2.18.3.b – Please Enter Your Case Number Mockup (Spanish mode)

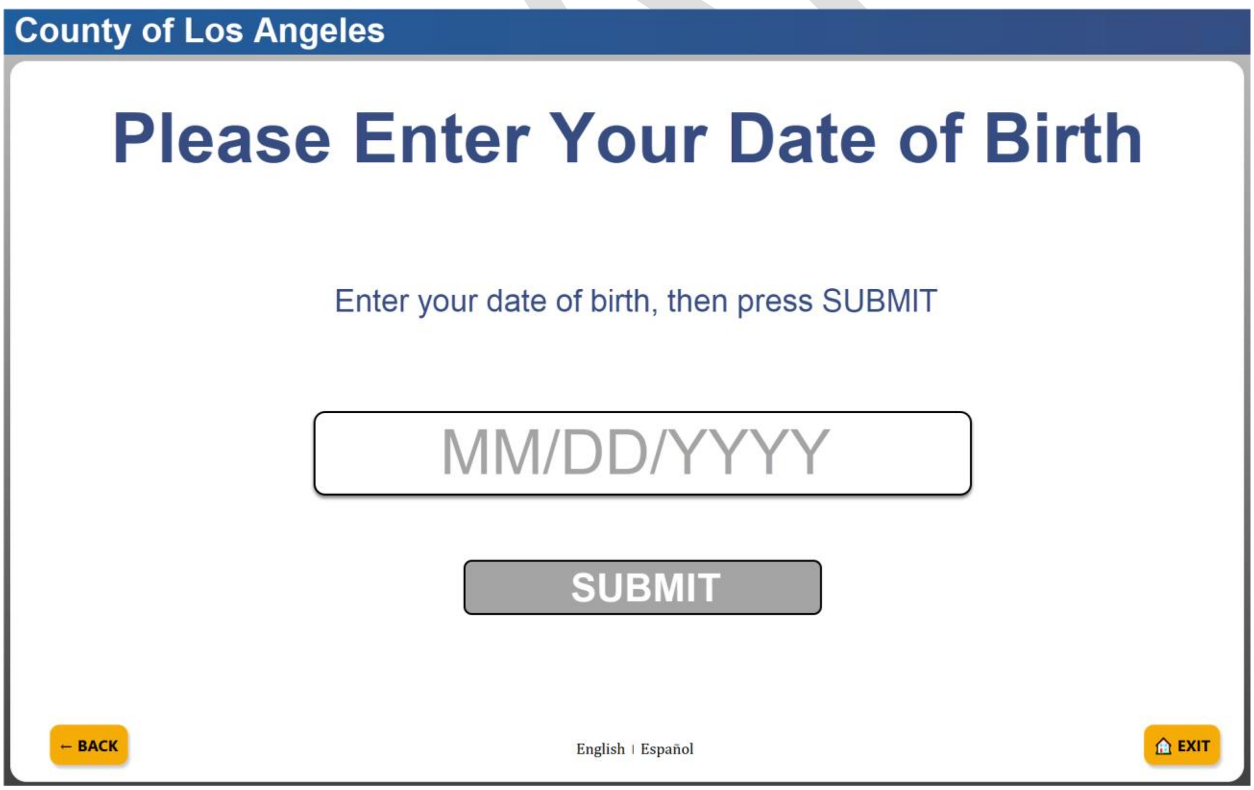


Figure 2.18.4.a – Please Enter Your Date of Birth Mockup (English mode)

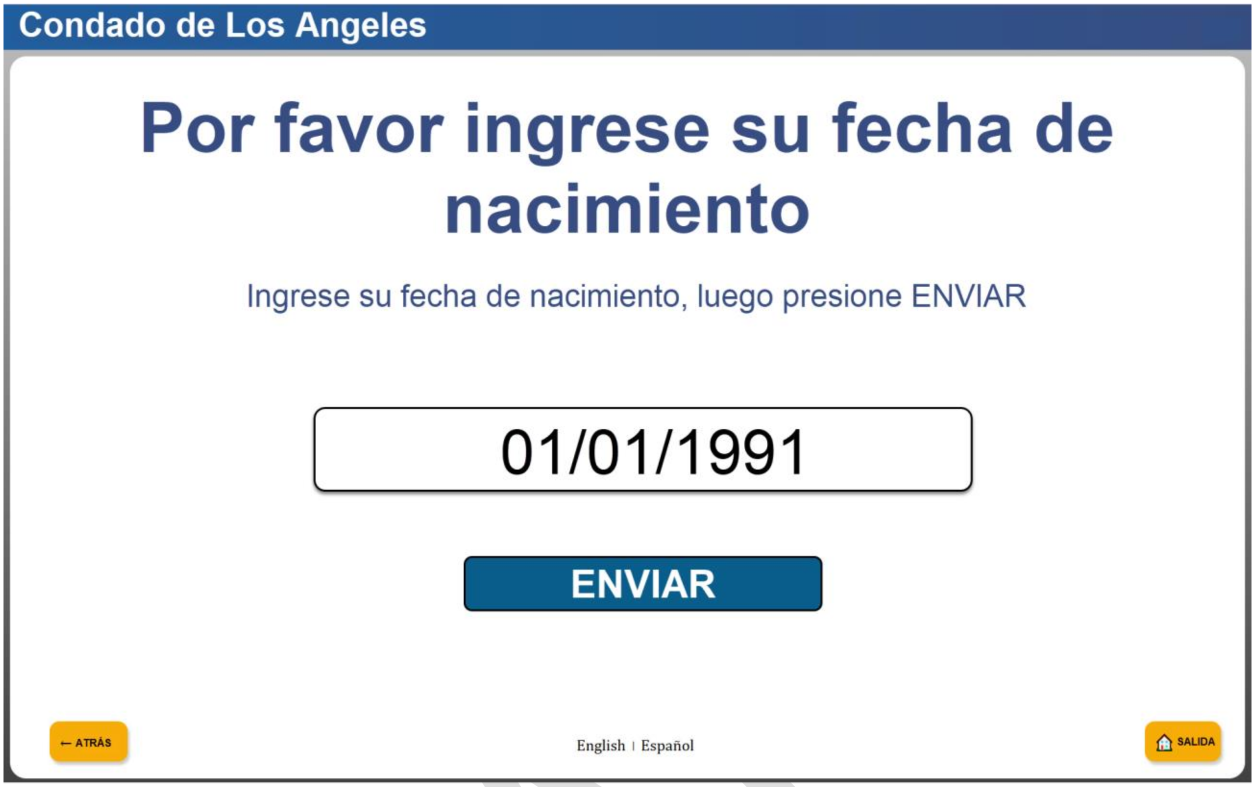


Figure 2.18.4.b – Please Enter Your Date of Birth Mockup (Spanish mode)

Figure 2.18.4.c – Case Number and DOB not matching Mockup (English mode)

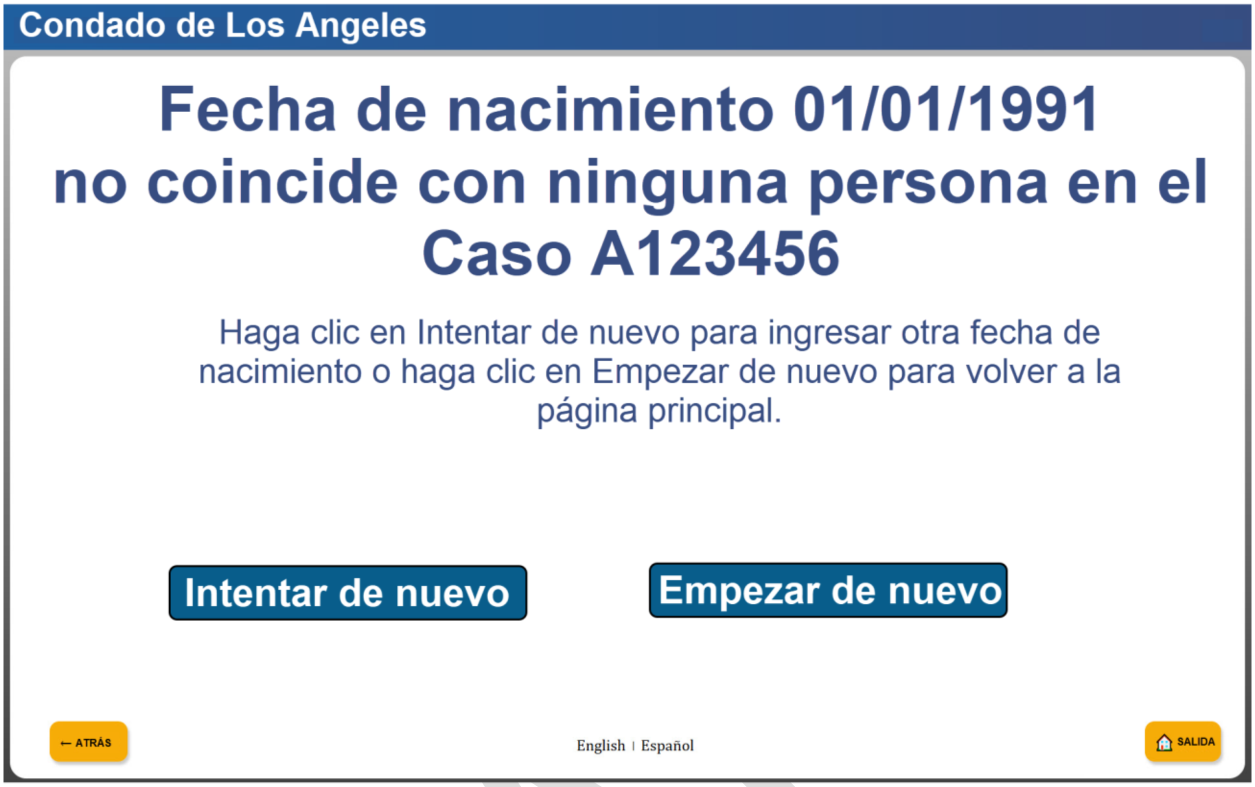


Figure 2.18.4.d – Case Number and DOB not matching Mockup (Spanish mode)

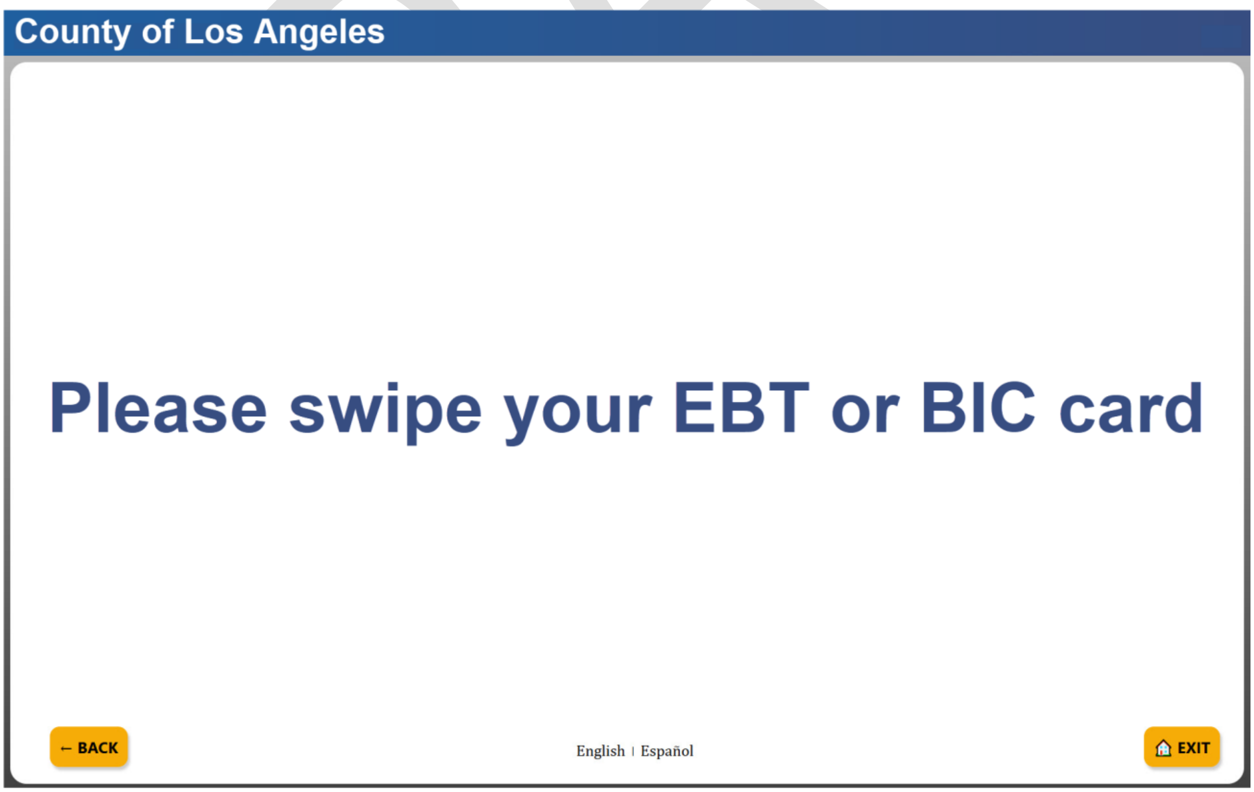


Figure 2.18.5.a – Please Swipe EBT/BIC Card Mockup (English mode)

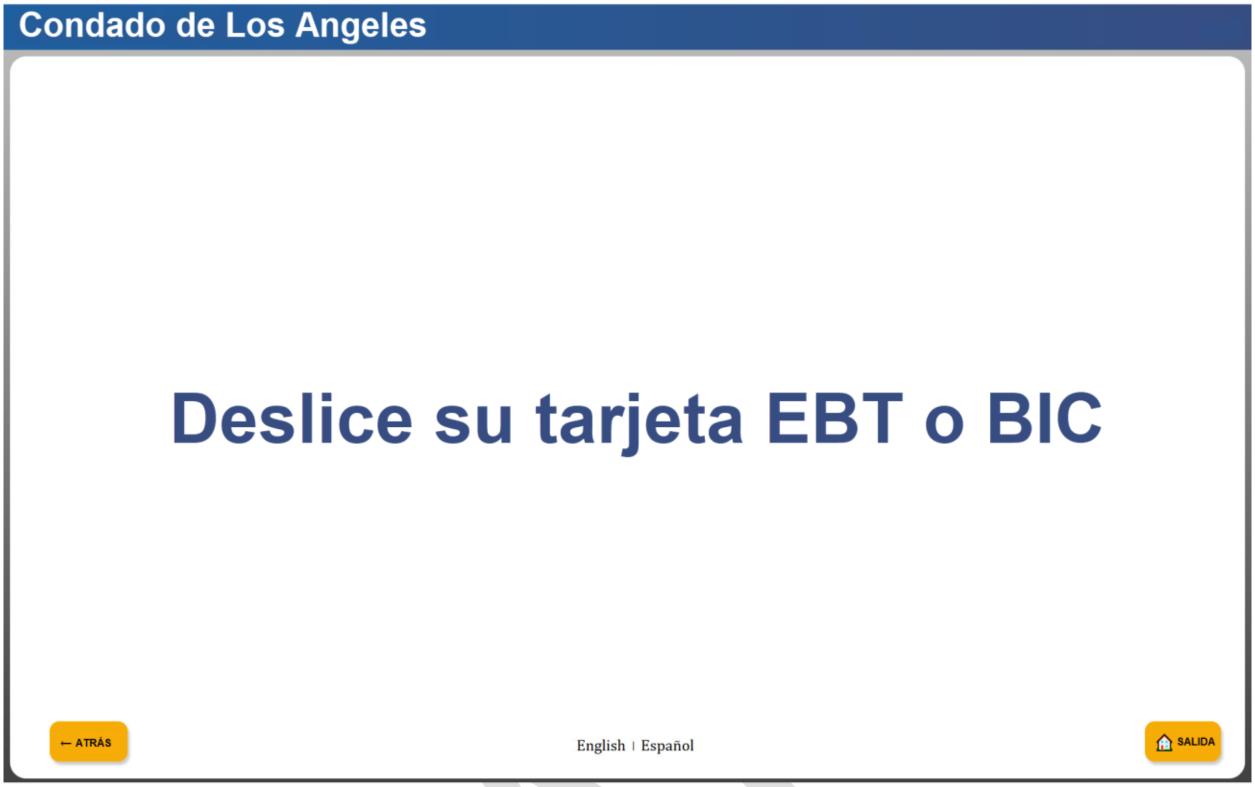


Figure 2.18.5.a – Please Swipe EBT/BIC Card Mockup (Spanish mode)

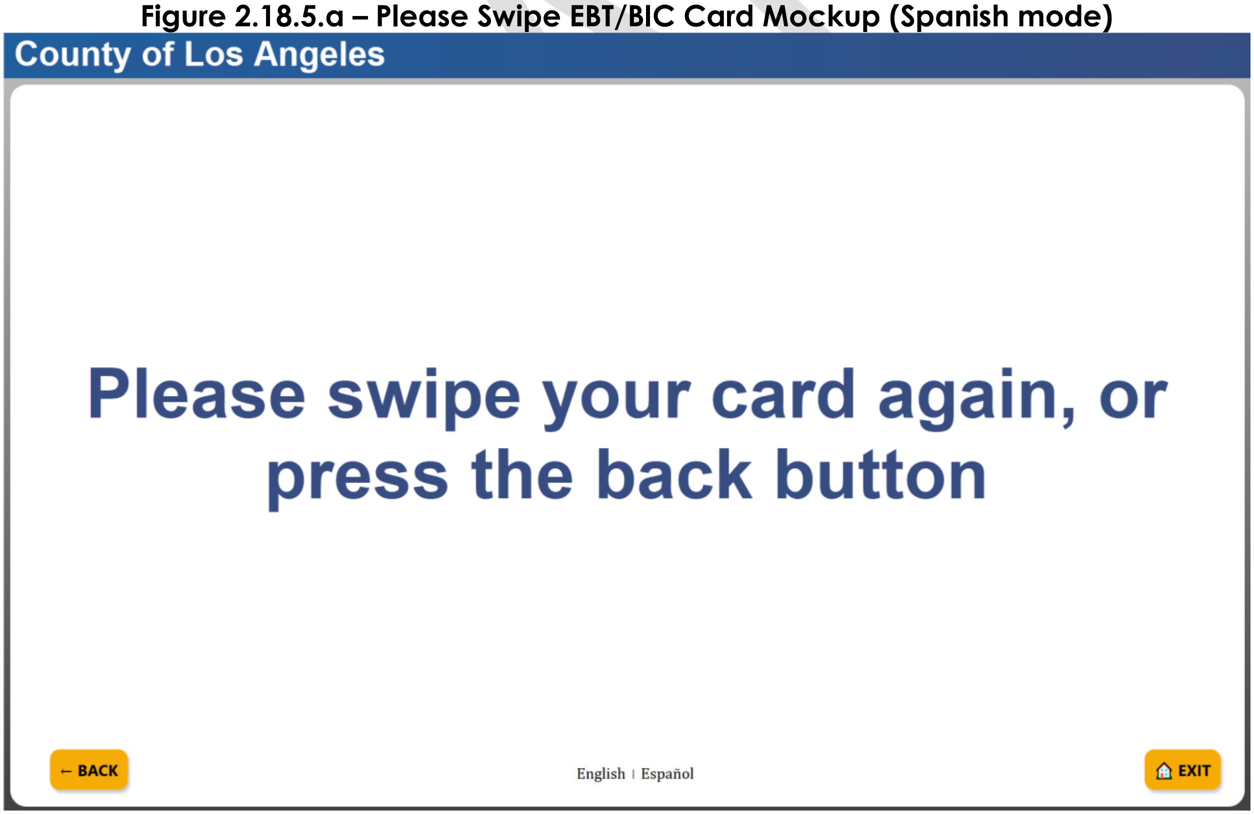


Figure 2.18.5.c – Please Swipe EBT/BIC Card try again Mockup (English mode)

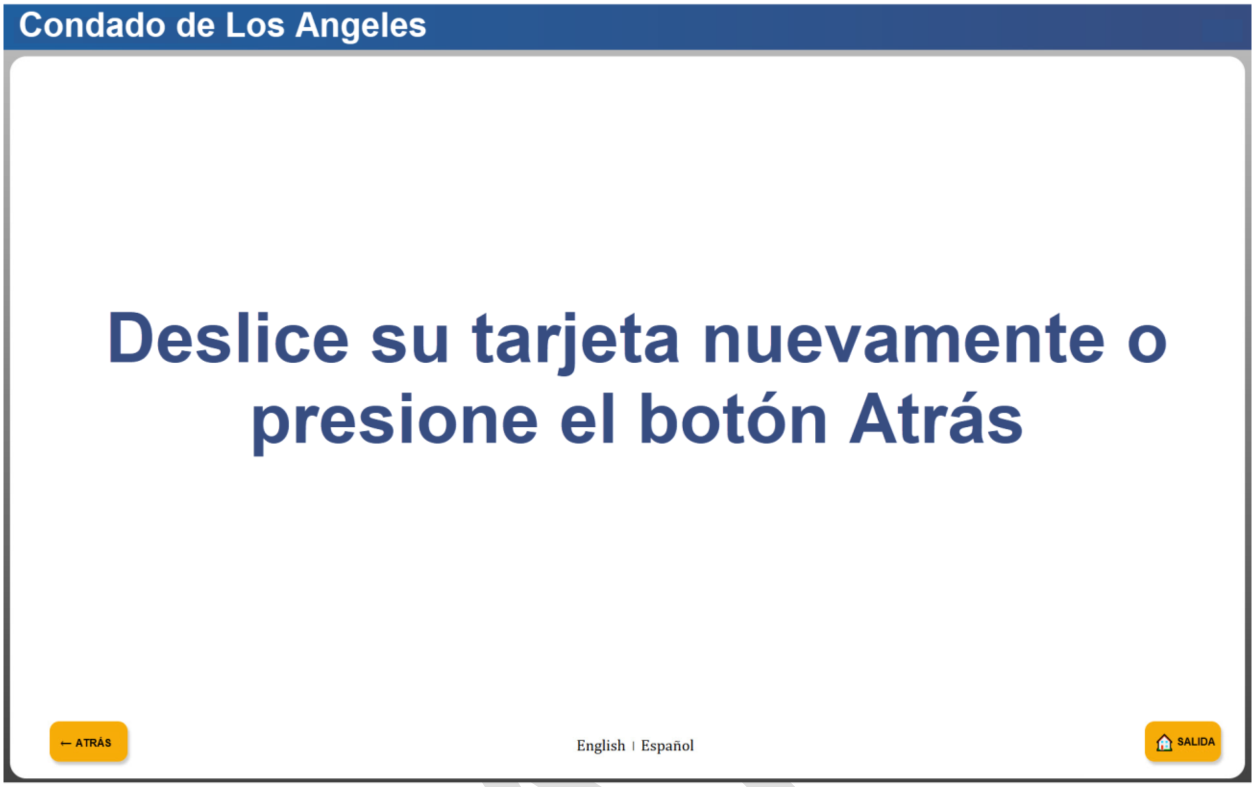


Figure 2.18.5.d – Please Swipe EBT/BIC Card try again Mockup (Spanish mode)

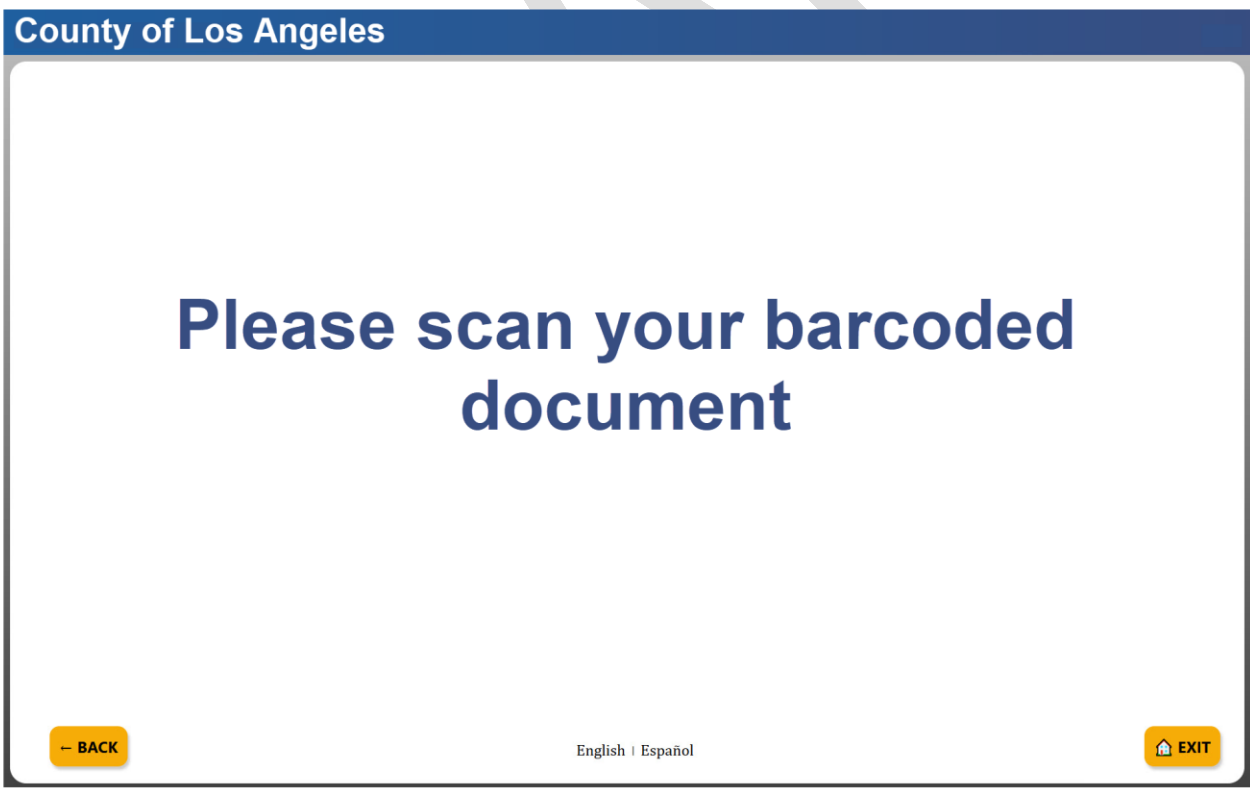


Figure 2.18.6.a – Please scan barcoded document (Kiosk) Mockup (English mode)

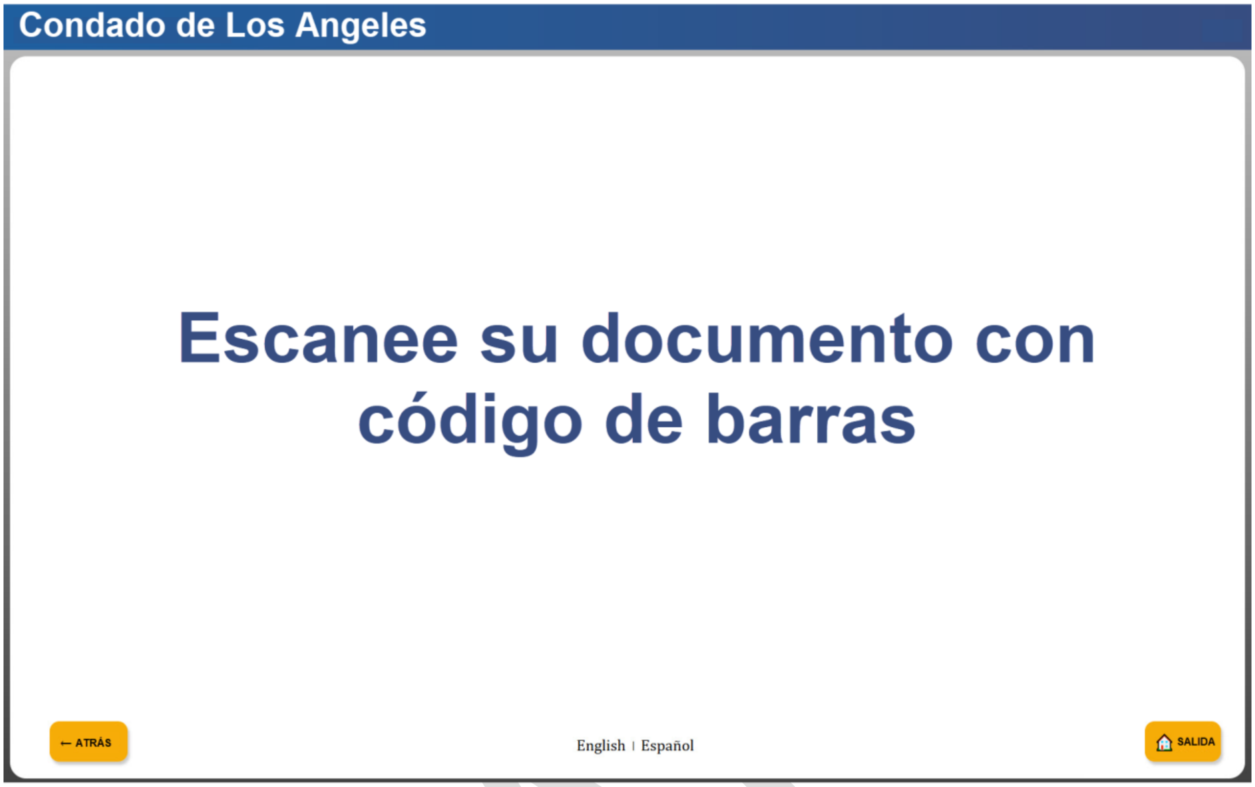


Figure 2.18.6.b – Please scan barcoded document (Kiosk) Mockup (Spanish mode)

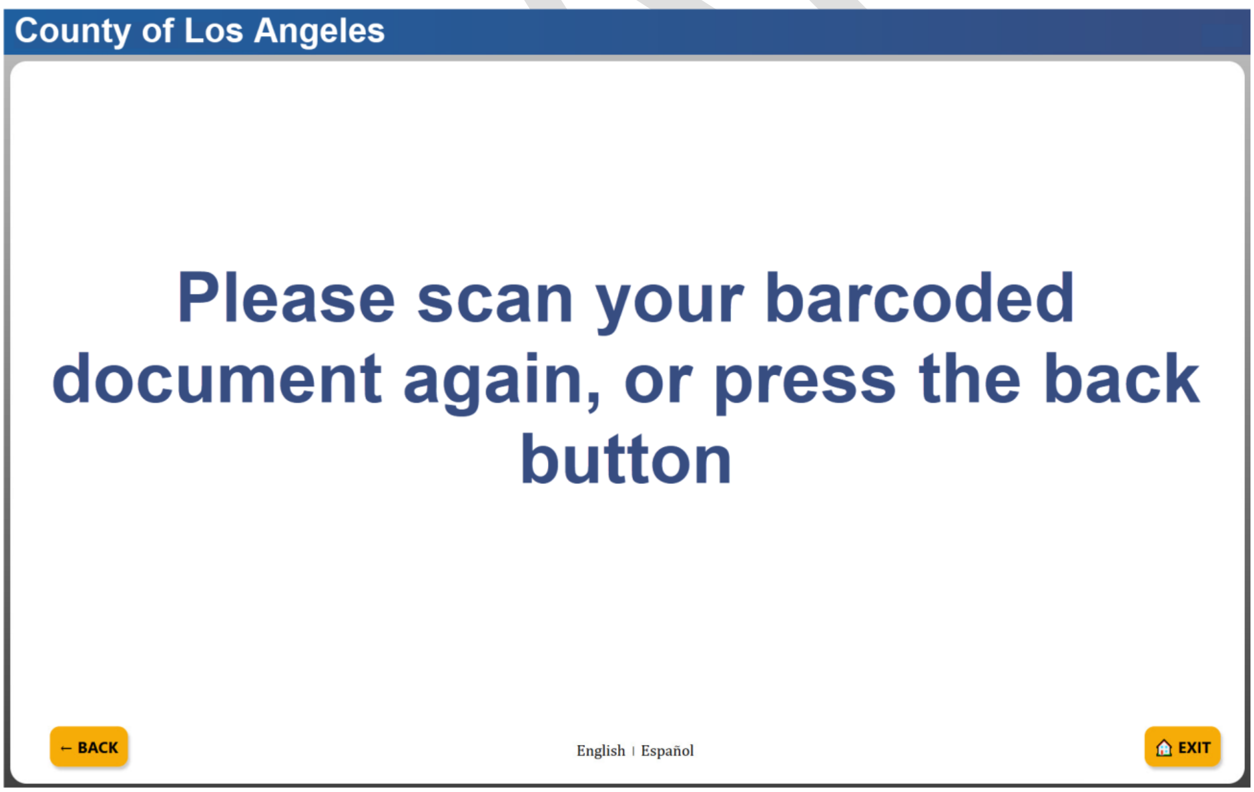


Figure 2.18.6.c – Please scan barcoded document try again (Kiosk) Mockup (English mode)

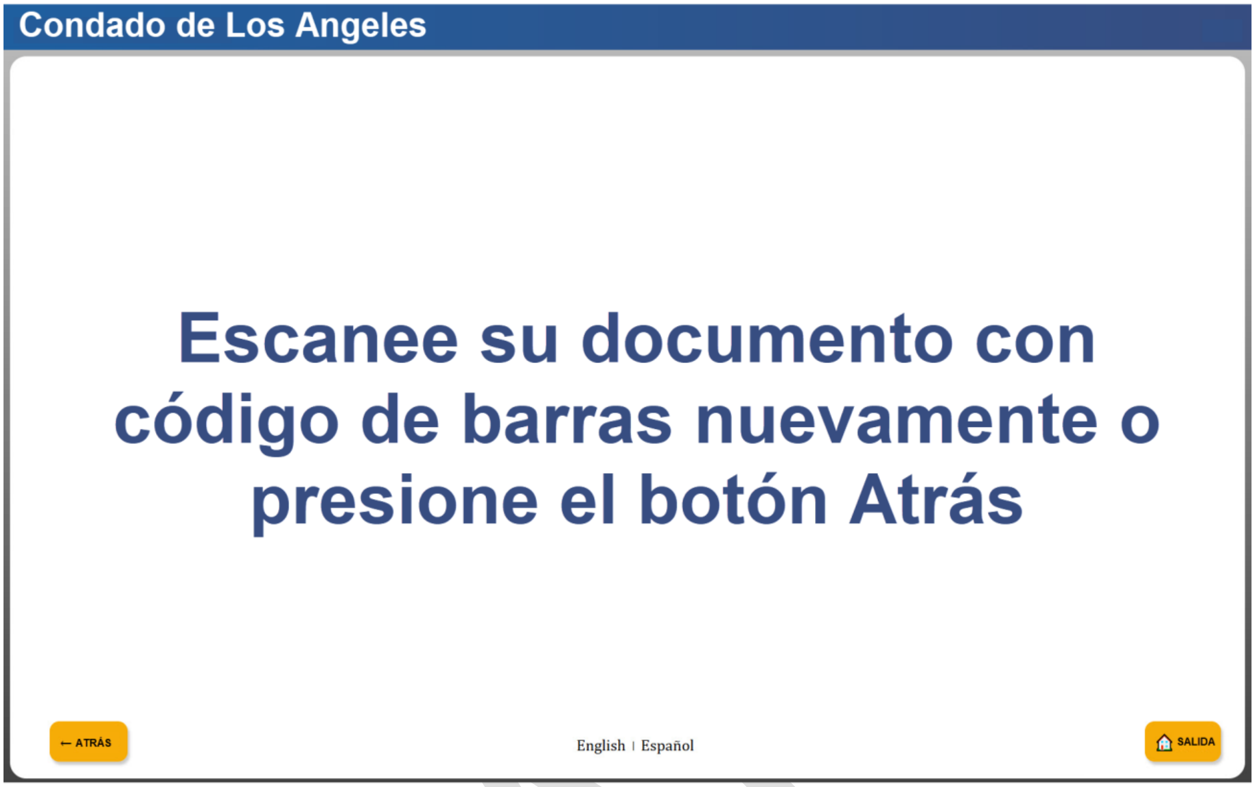


Figure 2.18.6.d – Please scan barcoded document try again (Kiosk) Mockup (Spanish mode)

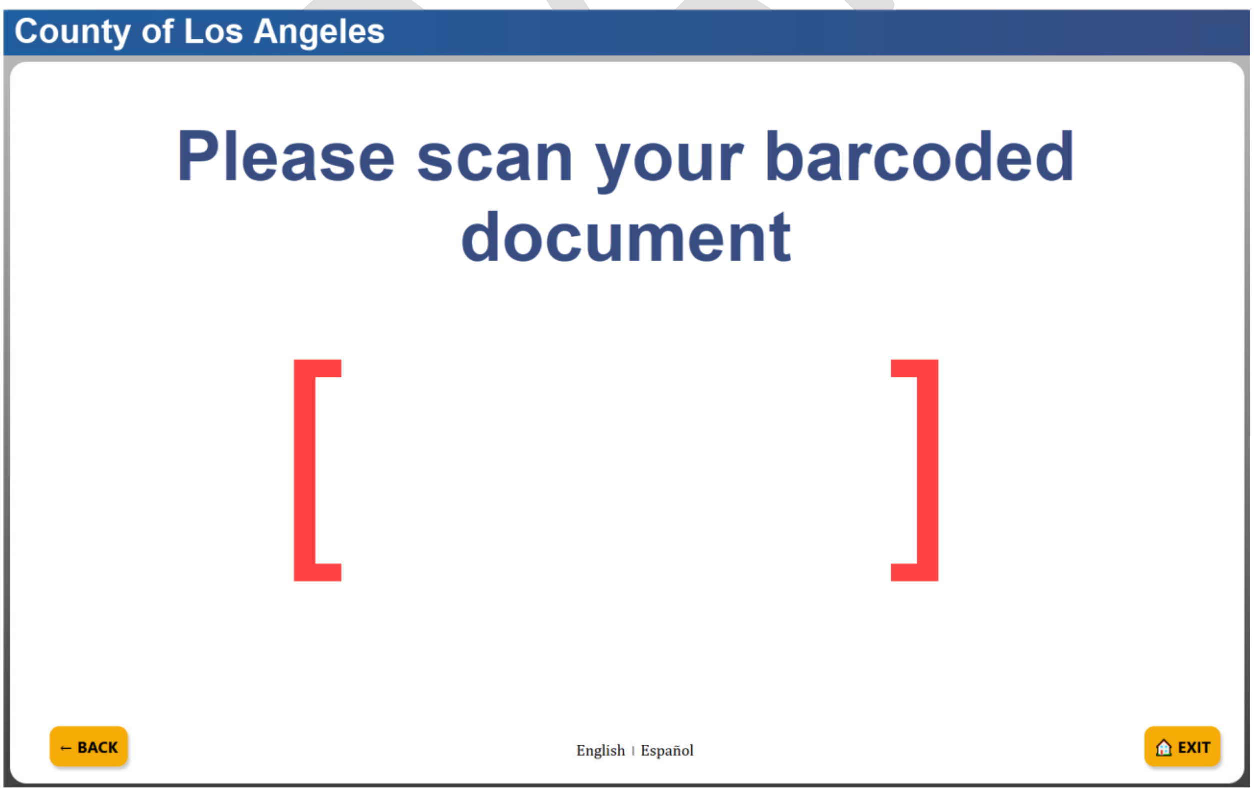


Figure 2.18.6.e – Please scan barcoded document (device with built-in camera) Mockup (English mode)

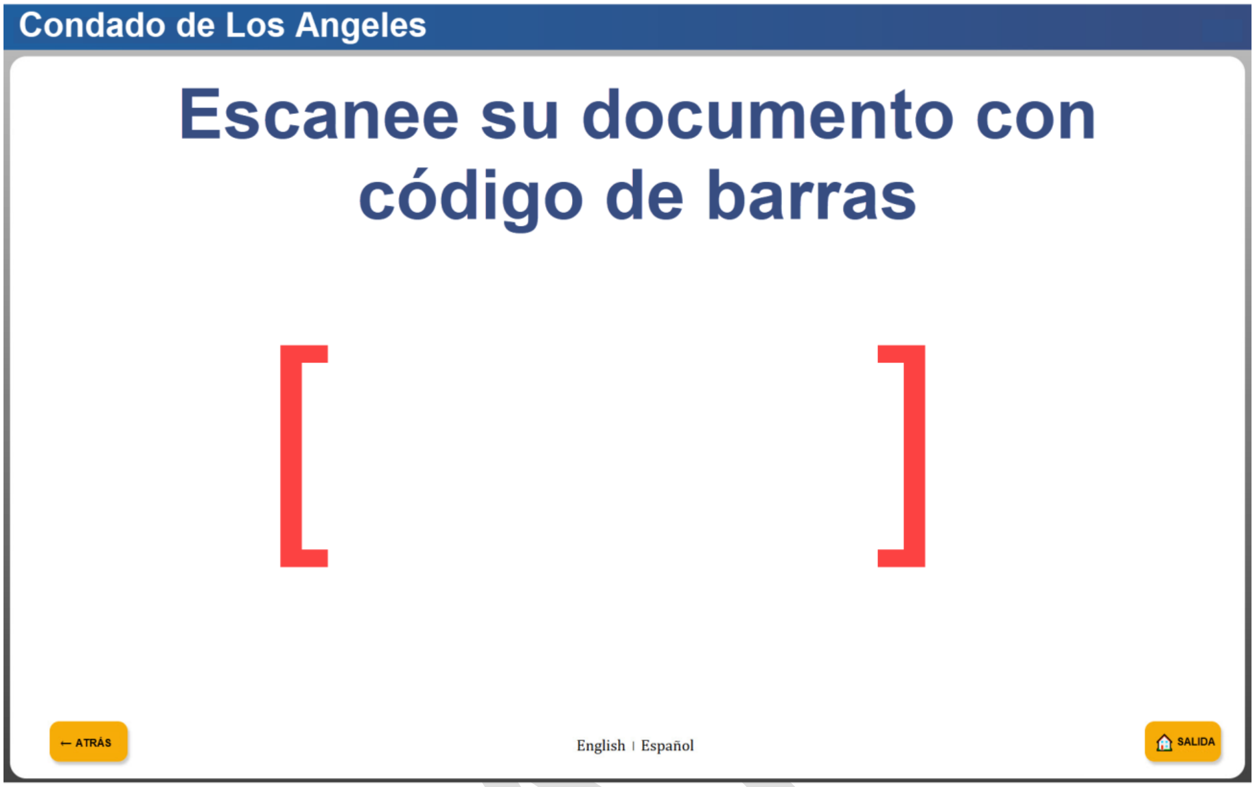


Figure 2.18.6.e – Please scan barcoded document (device with built-in camera) Mockup (Spanish mode)

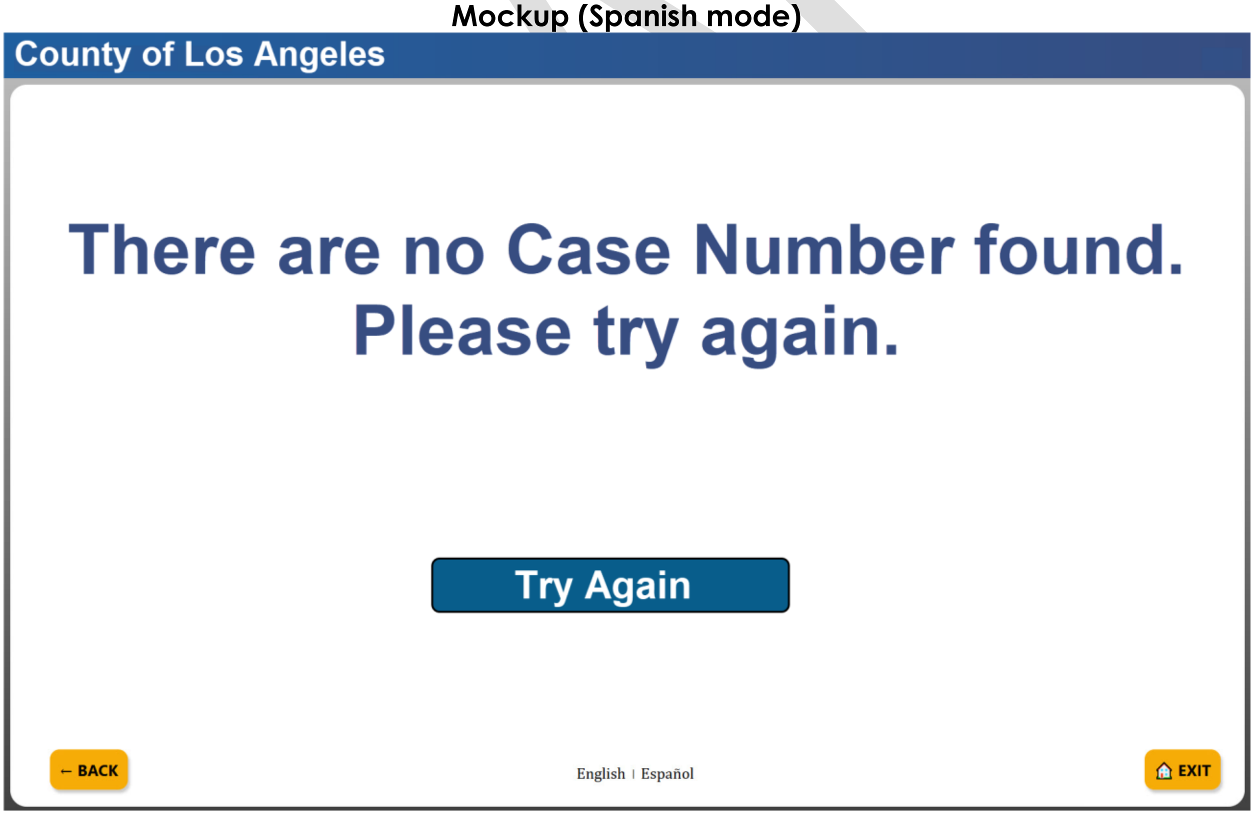


Figure 2.18.7.a – No Case Number found (ETB/BIC or scan doc) (English Mode)

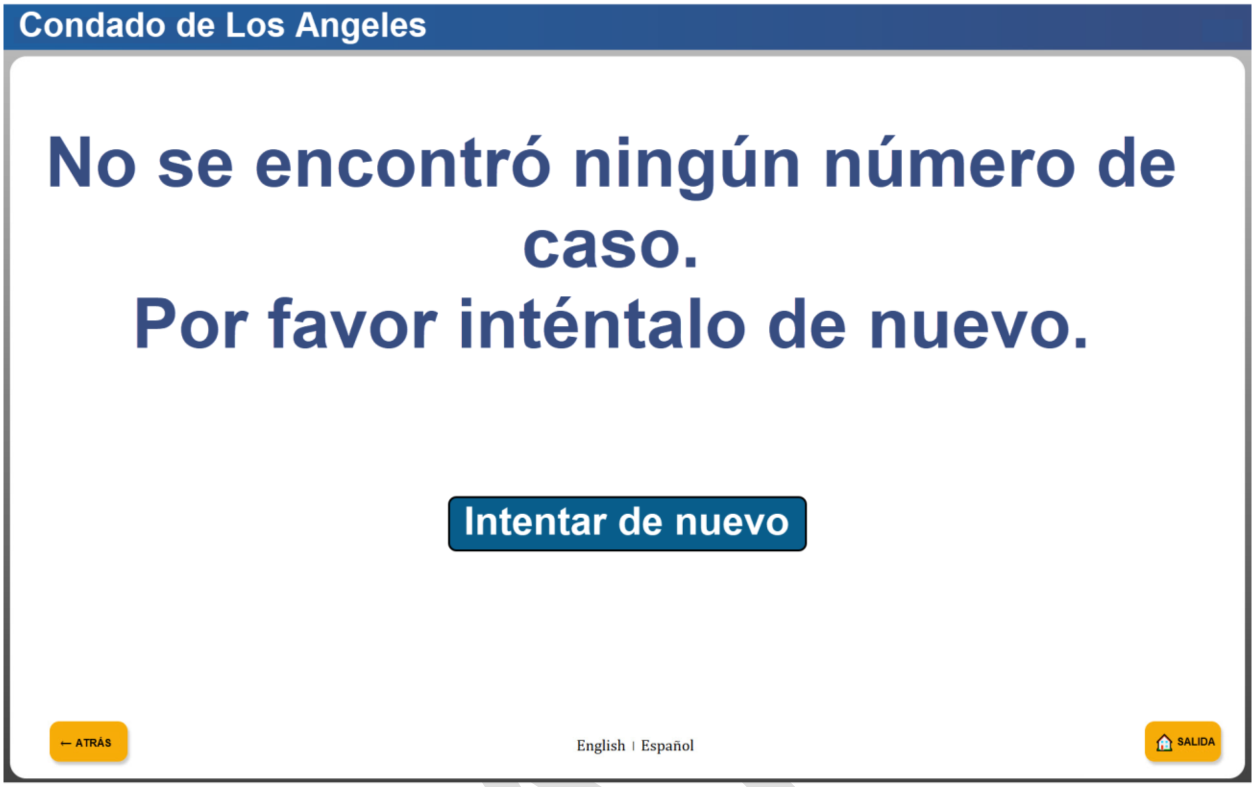


Figure 2.18.7.b – No Case Number found (ETB/BIC or scan doc) (Spanish Mode)

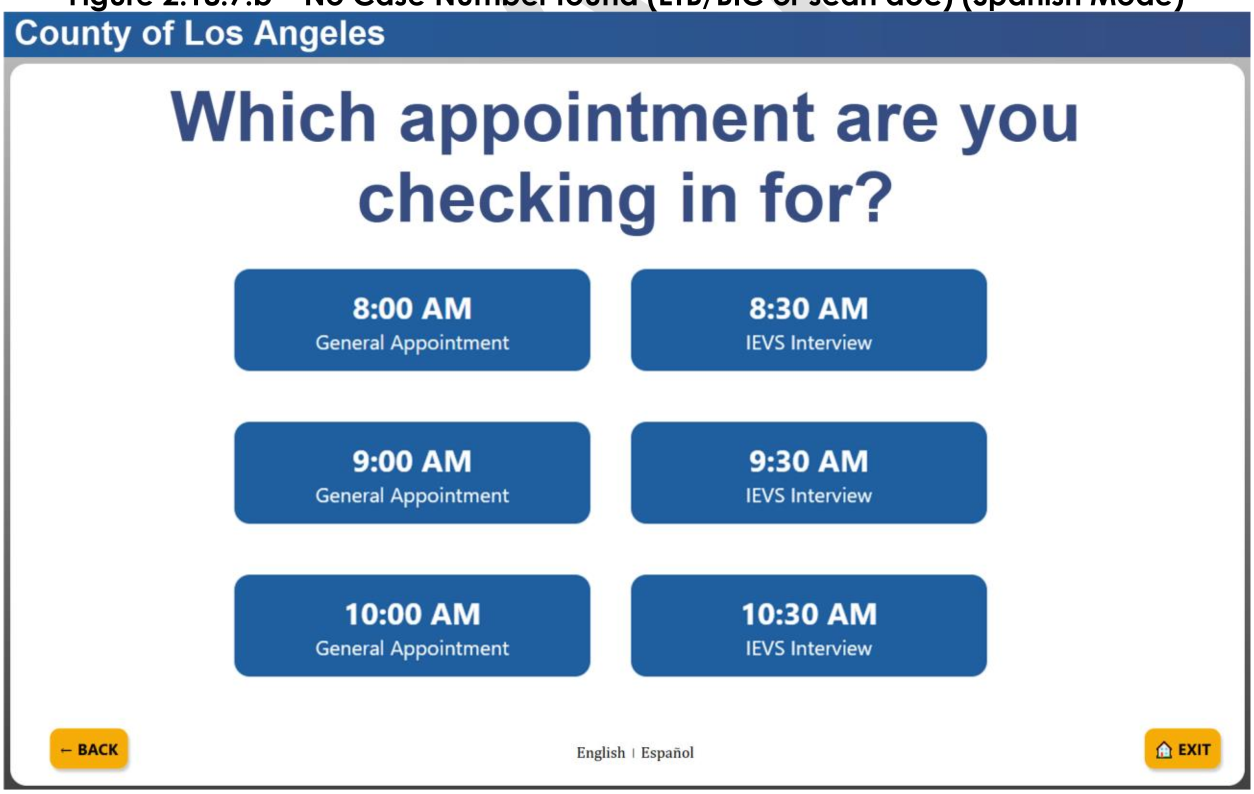


Figure 2.18.8.a – Appointment Check-In (English Mode)

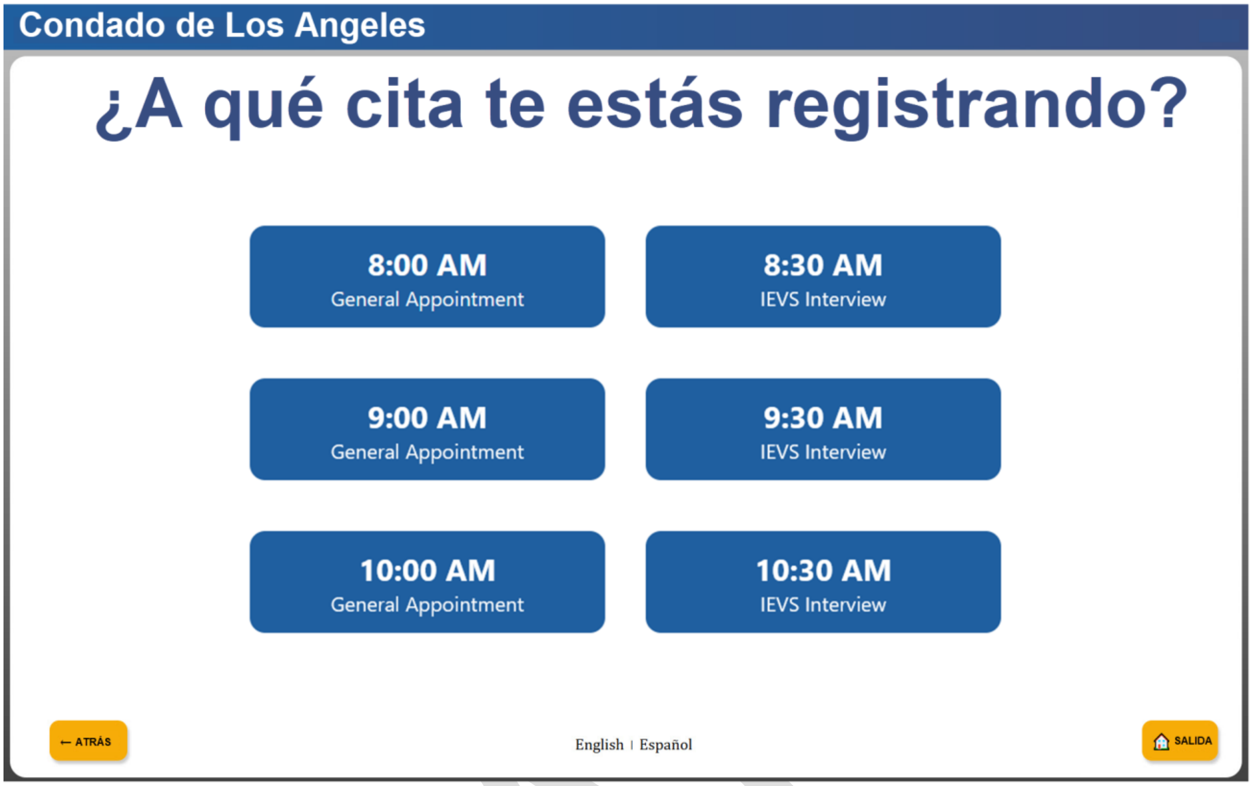


Figure 2.18.8.b – Appointment Check-In (Spanish Mode)

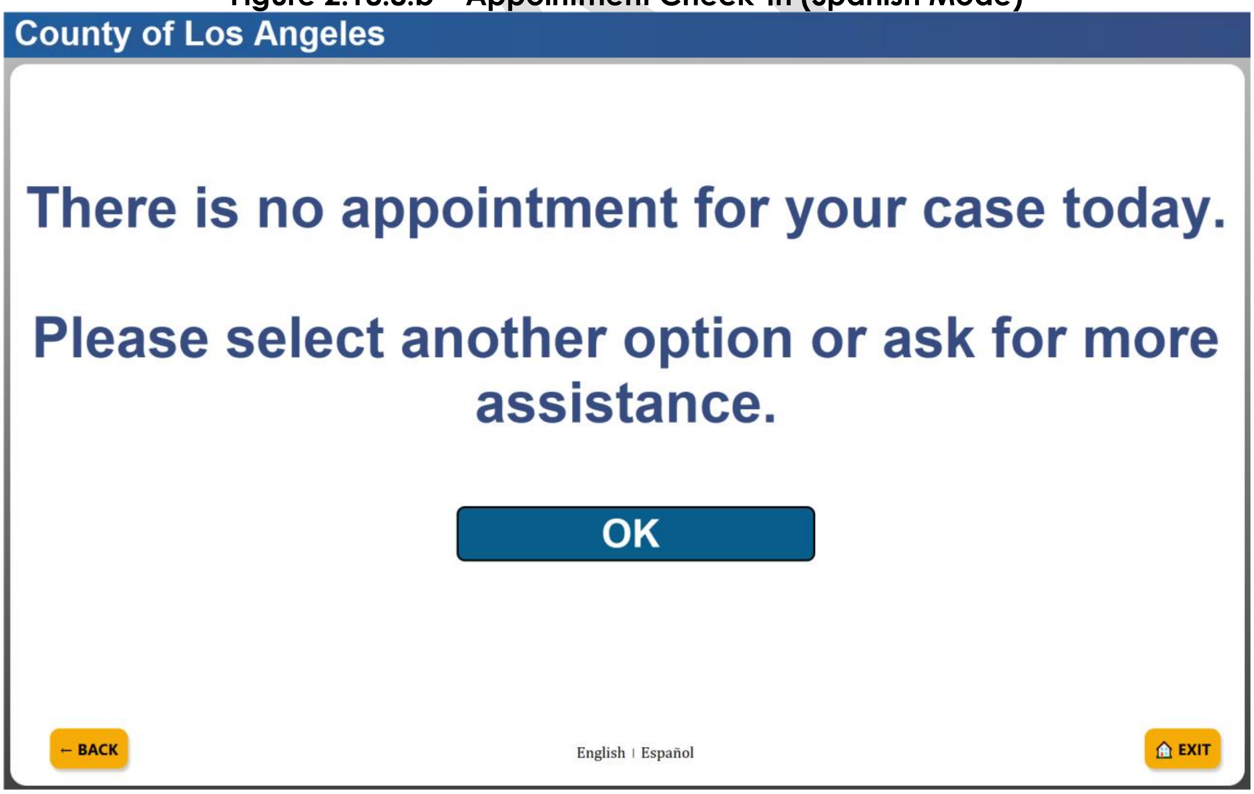


Figure 2.18.8.c – No appointment found (English Mode)

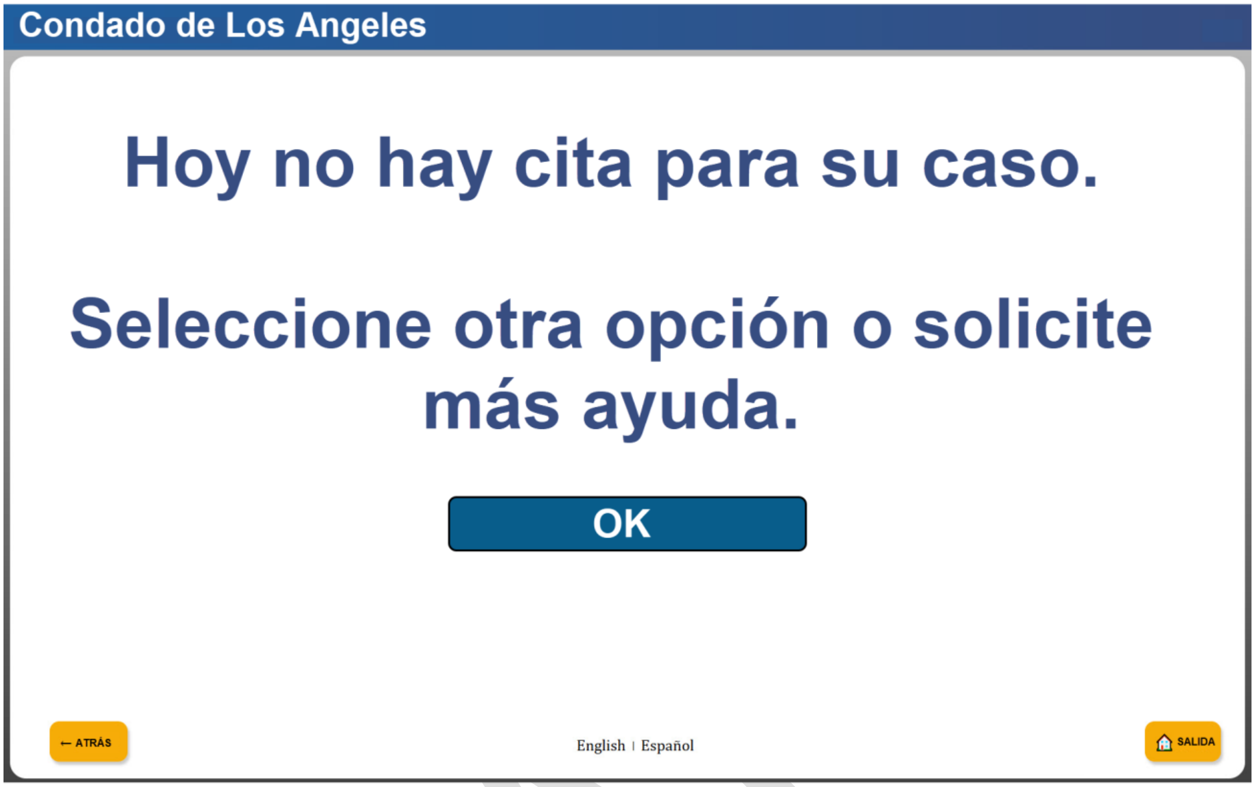


Figure 2.18.8.d – No appointment found (Spanish Mode)

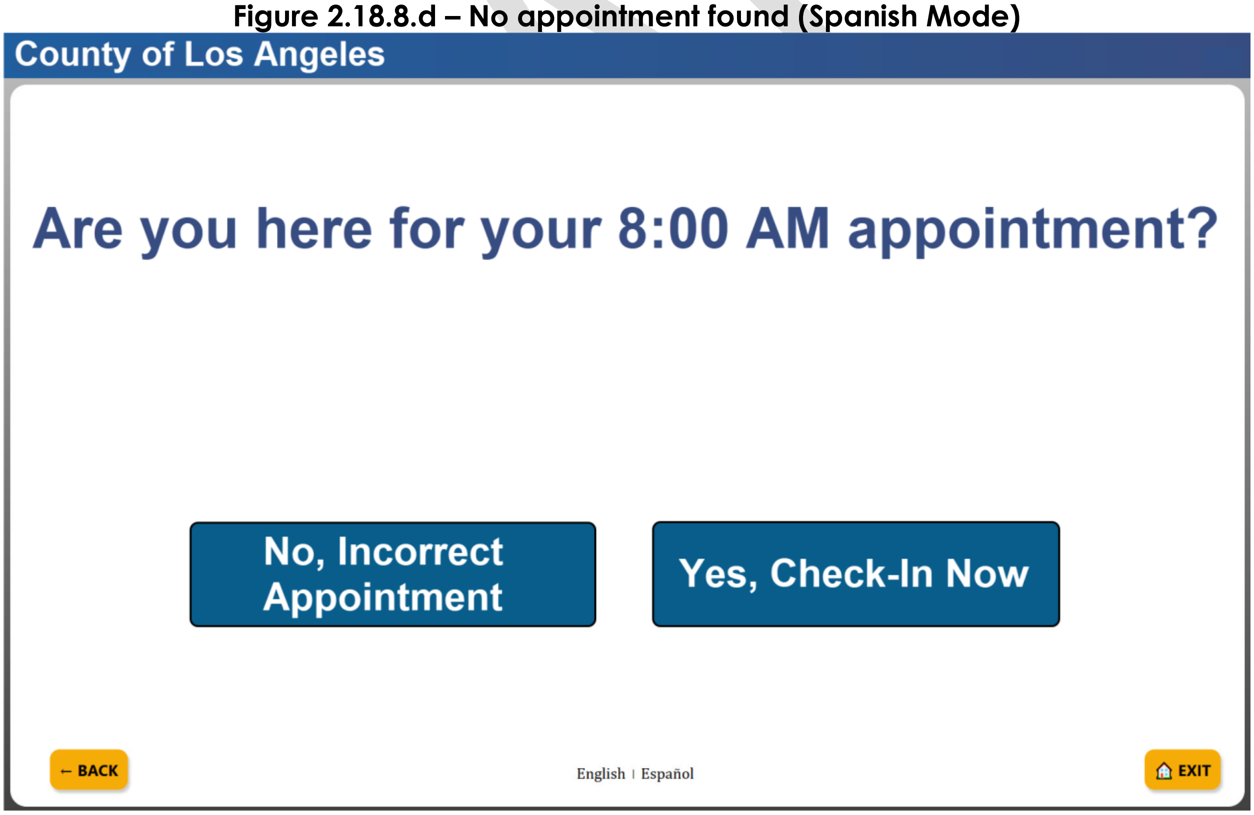


Figure 2.18.8.e – Appointment confirmation (English Mode)

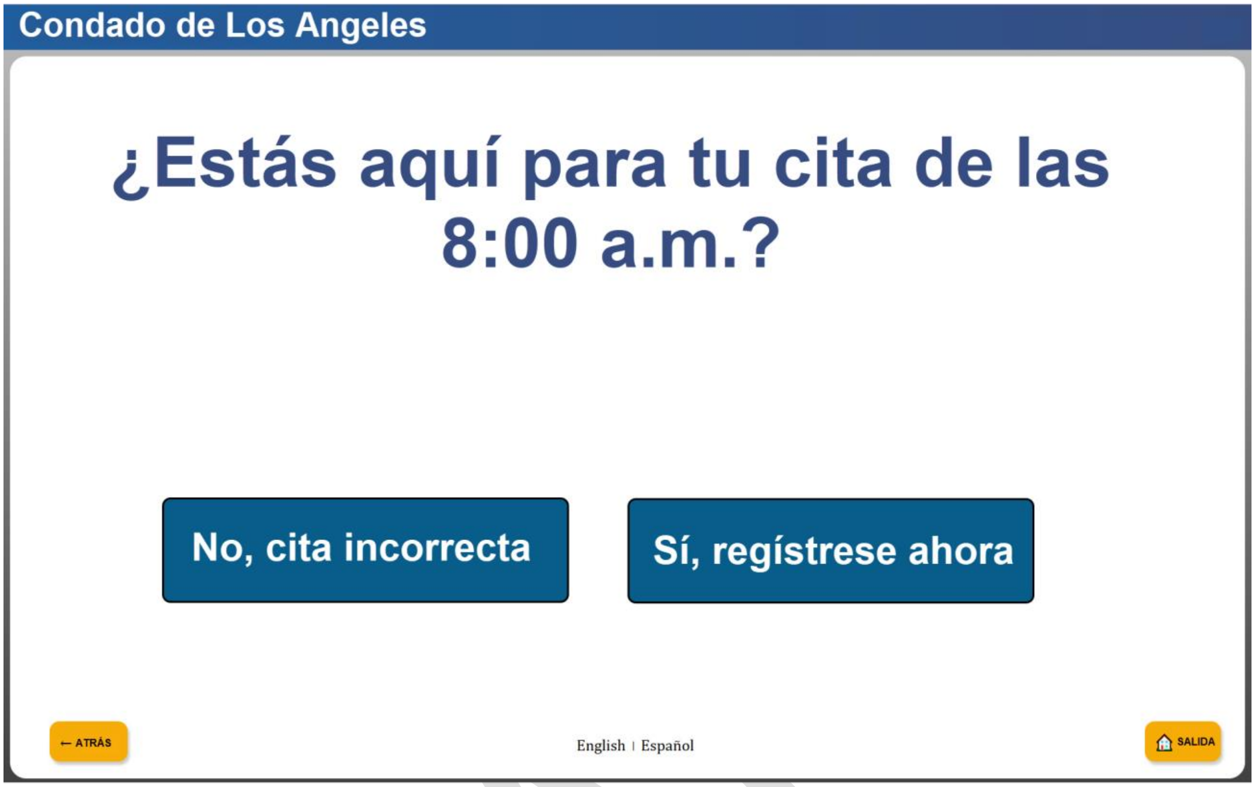


Figure 2.18.8.f – Appointment confirmation (Spanish Mode)

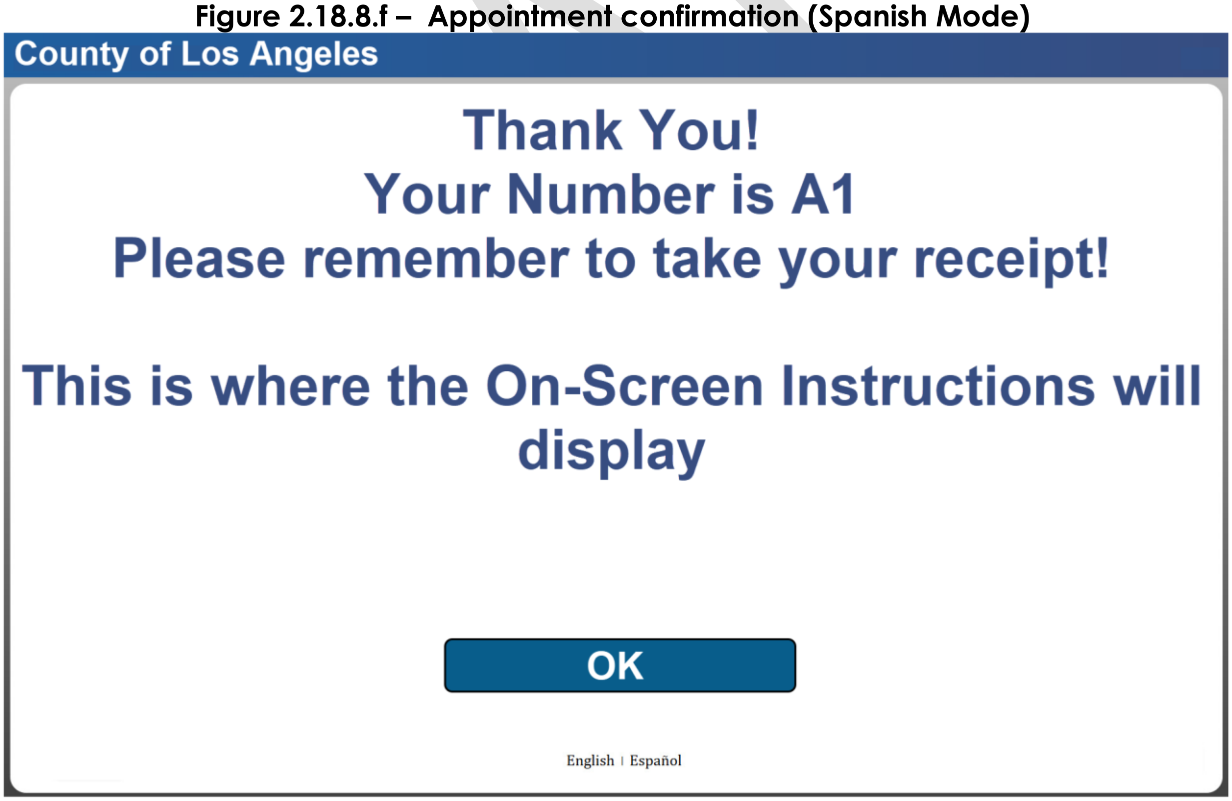


Figure 2.18.9.a – Closing page (with Number & receipt) (English Mode)

Figure 2.18.9.b – Closing page (with Number & receipt) (Spanish Mode)

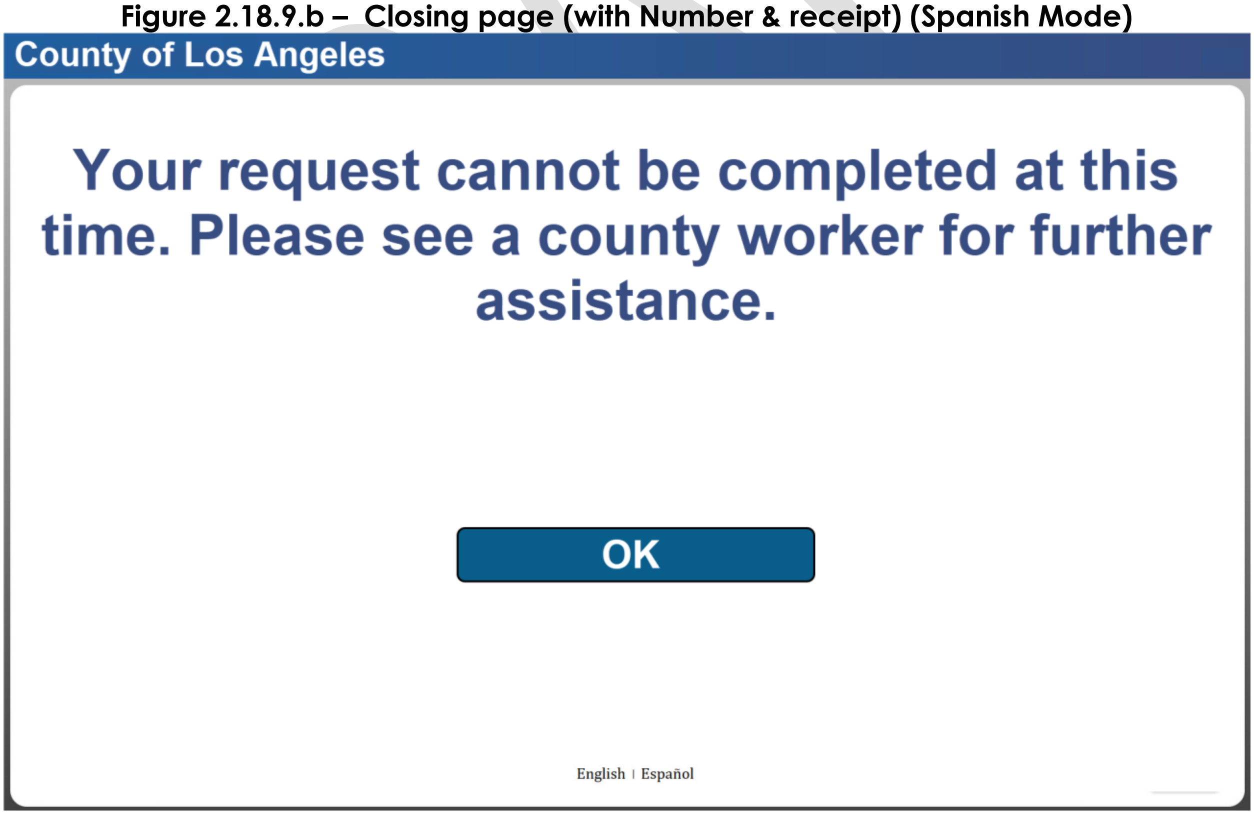


Figure 2.18.10.a – Error page (English Mode)

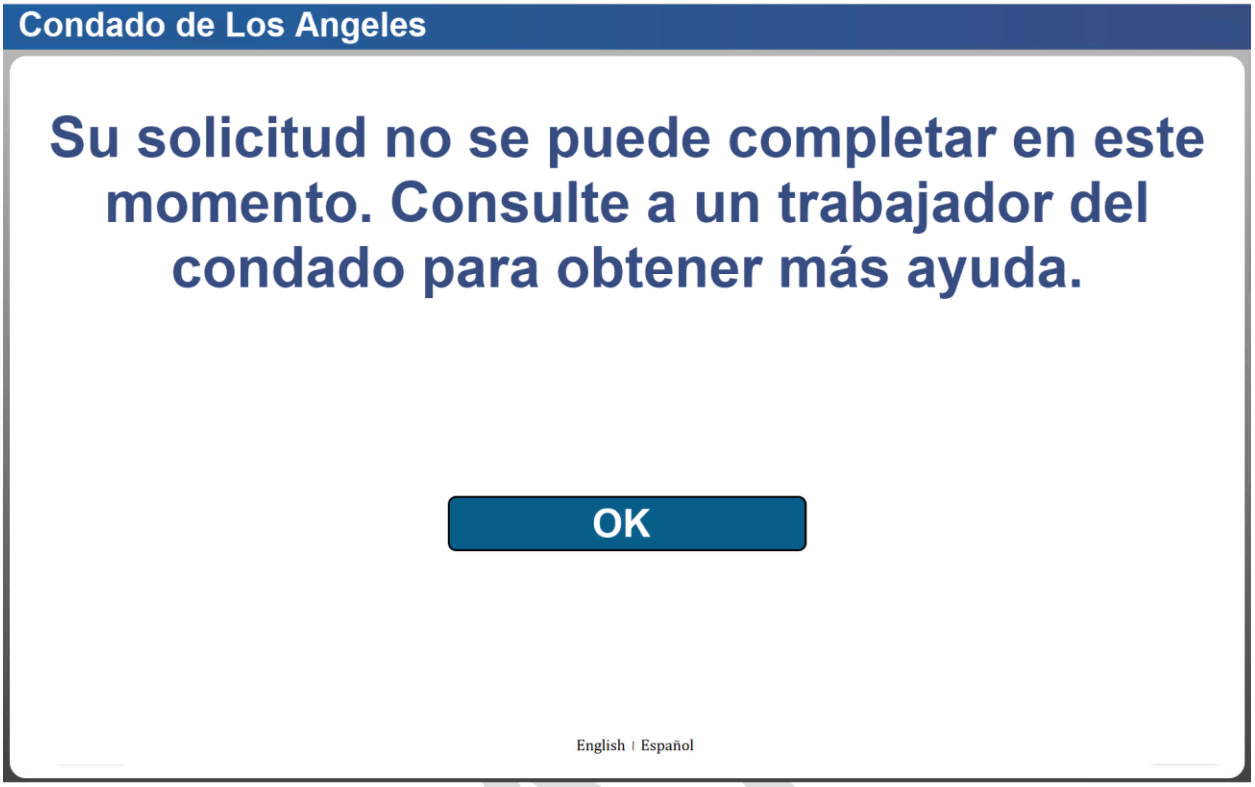


Figure 2.18.10.b – Error page (Spanish Mode)

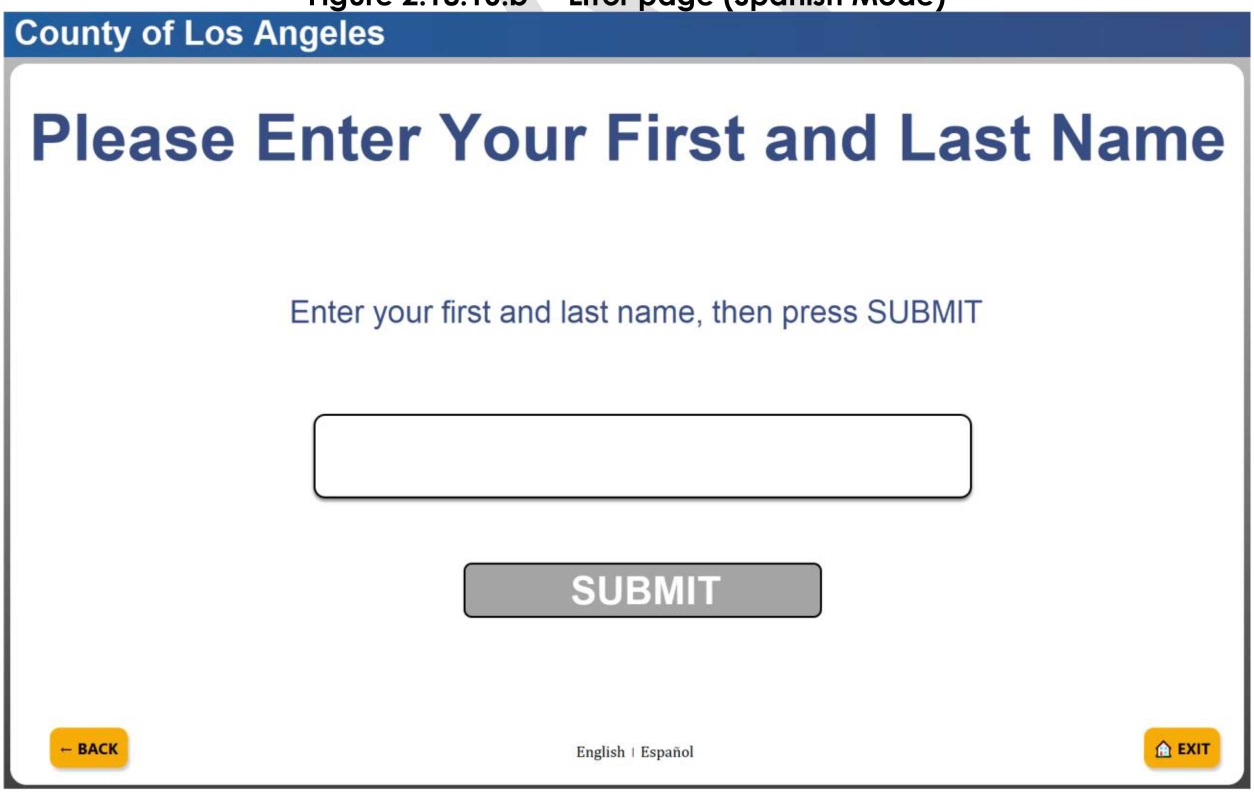


Figure 2.18.11.a – Enter first and last name page (English Mode)

Figure 2.18.11.b – Enter first and last name page (Spanish Mode)

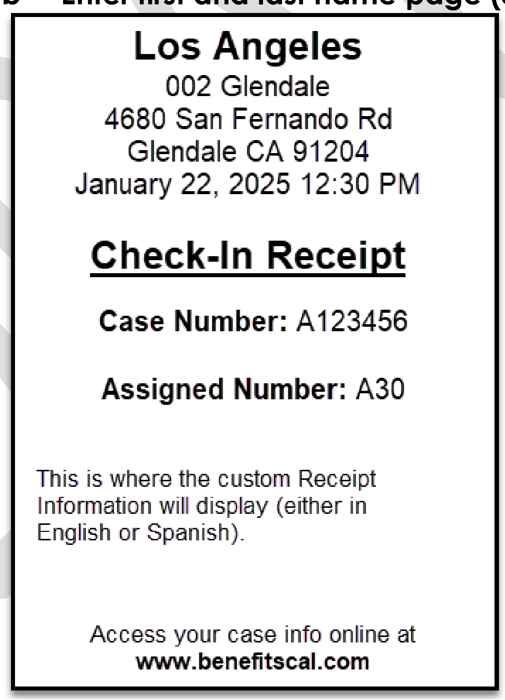


Figure 2.18.12.a – Check-In receipt with Case Number

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Assigned Number: 50

This is where the custom Receipt Information will display (either in English or Spanish).

Access your case info online at
www.benefitscal.com

Figure 2.18.12.b – Check-In receipt without Case Number

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Case Number: A123456

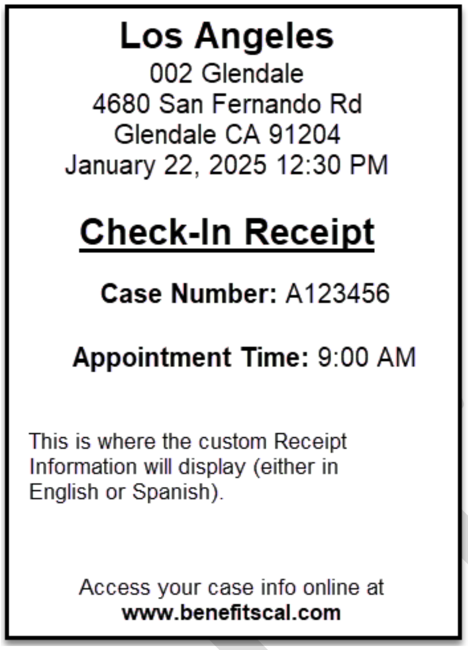
Assigned Number: B5

Appointment Time: 8:00 AM

This is where the custom Receipt Information will display (either in English or Spanish).

Access your case info online at
www.benefitscal.com

Figure 2.18.13.a – Appointment Check-In receipt with Assigned Number


Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Check-In Receipt

Case Number: A123456

Appointment Time: 9:00 AM

This is where the custom Receipt Information will display (either in English or Spanish).

Access your case info online at
www.benefitscal.com

Figure 2.18.13.b – Appointment Check-In receipt without Assigned Number

2.18.3 Description of Changes

1. Create new pages for the 'Self-Service Kiosk Check-In' flow that will display after the user clicks on the 'Check-In' button from the "How can I help you?" page.
   a. Case information will be retained when user already pull their information through the 'Please Identify Yourself' related pages.
   b. Display the following on the header of the page and it will display for all the pages under the 'Self-Service Kiosk Check-In' flow.
      i. When in "Spanish" mode it will display as "Condado de XXX"
      ii. XXX will be the name of the County that the device is associated to. (please refer to Section 2.3 for details on how the device is associated to a specific county).
         1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
   c. Display the following on the footer of the page for all the pages under the 'Self-Service Kiosk Check-In' flow, unless it is called out specifically to not display.
      i. Display "English" I "Español" on the middle
         1. Clicking on "English" will display the page in "English" mode.
            a. The screen will not change when user clicks on "English" and the page is already in "English" mode.
         2. Clicking on "Español" will display the page in "Spanish" mode.
            a. The screen will not change when user clicks on the "Español" and the page is already in "Spanish" mode.

ii. Display "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button on the left side.
   1. Clicking on the button will take the user to the previous page that they were on and also in the same "English" or "Spanish" mode.

iii. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.
   1. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to Section 2.20 for more information regarding this).

d. Create a new page title 'Self-Service Kiosk: Check-In' ('Quisco de autoservicio: Check-In' when in Spanish mode) that is accessible by clicking on the 'Check-In' button from the 'How can we help you?' page.
   i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
   ii. Display the text 'Please select a button to start your check-in process' below the 'Self-Service Kiosk: Check-In'.
      1. In Spanish mode 'Seleccione un botón para iniciar su proceso de check-in'
   iii. Display the action button(s) assigned to the flow that the device is associated to in the middle of the page. Information in regard to the flow will be based on the information being returned from the /config/kiosk – info endpoint.
      1. Action button(s) and additional action button(s)
         a. Location of the action button(s)/additional action button(s) will be based on the location that is assigned through the Flow Management Detail page in CalSAWS (available options are Top Left, Top Right, Bottom Left and Bottom Right).
         b. The Title of the action button(s)/additional action button(s) will be based on the information entered on the 'Title' field found on the Action Detail page in CalSAWS.
            i. When the page is in English mode, display the 'Title' information.
            ii. When the page is in Spanish mode, display the 'Spanish Title' information.
         c. Clicking on the action button(s)/additional action button(s) will re-direct the user to one of the following pages based on the action assigned for that specific action button/additional action button (this is based on the information entered on the Action Detail page).
            i. For an action button/additional action button assigned with an 'Appointment' action type, user will be re-directed to the 'Please identify yourself' page.

1. User will be re-directed to the 'Which appointment are you check in for?' page if the user already pull their case information through the 'Please Identify Yourself' related pages prior to accessing the 'Self-Service Kiosk: Check-In' page.
    a. Application will call the lobbycheckin/selfService/caseProgramParticipants? endpoint

ii. For an action button assigned with an 'Additional Actions' action type, user will be re-directed to another 'Self-Service Kiosk: Check-In' page that will display the additional button actions associated to that specific action button.
    1. Additional action button will function the same way as an action button.

iii. For an action button/additional action button assigned with a 'Custom' action type, user will be re-directed to the 'Please identify yourself' page if the action button has the 'Case Validation' option checked.
    1. User will be re-directed to the 'closing' page if the user already pull their case information through the 'Please Identify Yourself' related pages prior to accessing the 'Self-Service Kiosk: Check-In' page.
        a. Application will call the /receptionLog/entry endpoint.
            i. Reception log will be created, a number will be assigned, and a receipt will be printed.

iv. For an action button/additional action button assigned with a 'Custom' action type, user will be re-directed to the 'Please enter your first and last name' page when the action button does not have the 'Case Validation' option checked.

iv. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'Self-Service Kiosk: Check-In' page will re-direct the user back to the 'How can we help you?' page in the same mode that the user was in on the ''Self-Service Kiosk: Check-In' page.

1. When user is on the 'Self-Service Kiosk: Check-In' that display the additional action button(s) (this is by clicking an action button assign with an 'Additional Actions' action type) then user will be re-directed back to the 'Self-Service Kiosk: Check-In' page with the action button(s).

e. Create a new page title 'Please identify yourself' ('Por favor identifíquese' in Spanish mode) that is accessible by clicking on an action button or an additional action button that requires case validation, clicking on the following buttons on 'My Case Info' page: 'My Case Status' ('Estado de mi case' when in Spanish mode), 'My EBT Balance' ('Mi saldo EBT' when in Spanish mode), 'My Benefits Info' ('Información de mis beneficios' when in Spanish mode), or clicking on the 'Scan Document' ('Escanear documento' when in Spanish mode) from the 'How can we help you?' page.
    i. Display the text 'Please select from one of the below options to identify yourself.' ('Seleccione una de las siguientes opciones para identificarse.' When in Spanish mode) below the page title.
    ii. Display the following 3 buttons:
        1. 1st button will be title 'Enter Case Number' ('Ingrese el número de caso' when in Spanish mode).
            a. Clicking on the 'Enter Case Number' button will re-direct the user to the 'Please Enter Your Case Number' page in the same language mode (English/Spanish).
        2. 2nd button will be title 'Use EBT/BIC Card' ('Utilice tarjeta EBT/BIC' when in Spanish mode).
            a. Clicking on the 'Use EBT/BIC Card' button will re-direct the user to the 'Please Swipe Your EBT/BIC Card' page in the same language mode.
        3. 3rd button will be title 'Scan Barcode' ('Escanear código de barras' when in Spanish mode).
            a. Clicking on the 'Scan Barcode' button will re-direct the user to the 'Scan your barcoded document' page in the same language mode.
    iii. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'Please identify yourself' page will re-direct the user back to the 'Self-Service Kiosk: Check-In' page, that have the action button display (not the additional action button), in the same mode that the user was in on the 'Please identify yourself' page.

f. Create a new page title 'Please Enter Your Case Number' ('Por favor ingrese su número de casor' when in Spanish mode) that will be accessible by clicking on the 'Enter Case Number' button from the 'Please identify yourself' page.
    i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

ii. Display the text 'Enter your case number, then press SUBMIT' (Ingrese su número de caso, luego presione ENVIAR' when in Spanish mode) below the page title.

iii. Display a text box

1. Clicking on the text box will display the on-screen keyboard.

iv. Display a 'SUBMIT' button ('ENVIAR' when in Spanish mode).

1. Clicking on the 'SUBMIT' button will re-direct the user to the 'Please Enter your Date of Birth page' in the same language mode.
2. The 'SUBMIT' button will be disable (in grey) when the page initially loads and will be enable when there's a value entered on the text box.

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'Enter your case number' page will re-direct the user back to the 'Please identify yourself' page, in the same mode that the user was in on the 'Enter your case number' page.

g. Create a new page title 'Please Enter Your Date of Birth' ('Por favor ingrese su fecha de nacimiento' when in Spanish mode) that will be accessible by clicking on the 'SUBMIT' button from the 'Enter your case number' or from 'Please enter your first and last name' page.

i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

ii. Display the text 'Enter your date of birth, then press SUBMIT' (Ingrese su fecha de Nacimiento, luego presione ENVIAR' when in Spanish mode) below the page title.

iii. Display a text box

1. Display 'MM/DD/YYYY' in grey within the text box that will display when a value is entered.

a. Only numeric characters will be displayed on the field.

i. Only numeric characters will display on the field when selected through the onscreen keyboard (i.e. when user select an alpha character through on the onscreen keyboard it will not display on the field)

b. When user enters a numeric value, the application will automatically format it to be in the format of MM/DD/YYYY as the user enters a value

c. Clicking on the text field will display the onscreen keyboard.

d. The maximum characters allowed will be ten, this includes the forward slash that will be added automatically.

i. Once the maximum characters are reached, no more characters will be entered on the text field even when selected through the onscreen keyboard.

iv. Display a 'SUBMIT' button ('ENVIAR' when in Spanish mode).
    1. The 'SUBMIT' button will be disable (in grey) when the page initially loads and will be enable when there's a value entered on the text box.
    2. Clicking on the 'SUBMIT' button will call the existing /receptionLog/entry endpoint (this will create the reception log record and return check-in number) when the 'Please enter your date of birth' page was accessed from the 'Please enter your first and last name' page (for action/additional action button flow where case validation is not required).
        a. Name entered on the text field will display on the 'Person Name' field in Reception Log Detail page.
        b. Date of Birth entered on the text field will display on the 'Description' field in Reception Log Detail page.
        c. Generate and print a check-in without case number receipt if the action button or additional action button is configured to print a receipt option (through the Action Detail page in CalSAWS).
    3. Clicking on the 'SUBMIT' button will call the existing /case/verifyDOB endpoint and an additional endpoint based on the page that the user will need to be re-directed to.
        a. Re-direct the user to the no case number found page when the /case/verifyDOB endpoint returns a successful message but the case number inputted does not have any person with the date of birth that's inputted.
        b. Re-direct the user to the 'Error' page when the /case/verifyDOB does not return a successful message.
    4. Clicking on the 'SUBMIT' button will re-direct the user to one of the following pages when the /case/verifyDOB endpoint returns a successful message:
        a. Re-direct to the 'Select appointment page' when users click on an action button or additional action button with an 'Appointment' action type to access the 'Please identify yourself' page.
            i. Application will also make a call to the existing /appointment/info endpoint automatically when the /case/verifyDOB endpoint return a successful message along with the necessary information to pull the appointment information.
        b. Re-direct to the 'Closing' page when users click on an action button or additional action button with a 'Custom' action type, that requires case

validation, to access the 'Please identify yourself' page.

  i. Application will also make a call to the existing /receptionLog/entry endpoint automatically when the /case/verifyDOB endpoint return a successful message along with the necessary information need to create a reception log detail record.
     1. This endpoint will create the reception log record.
  ii. A receipt will also be printed at this time.

c. Re-direct to the 'My Case Status' page when users click on the 'My Case Status' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
  i. Application will also make a call to the existing lobbycheckin/selfService/caseProgramParticipants? endpoint when the /case/verifyDOB endpoint return a successful message along with the necessary information needed for the 'My Case Status' page.

d. Re-direct to the 'My EBT Balance' page when users click on the 'My EBT Balance' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
  i. Application will also make a call to the existing lobbycheckin/selfService/ebtAccountBalance and lobbycheckin/selfService/ebtAccountHistory endpoints when the /case/verifyDOB endpoint return a successful message along with the necessary information needed for the 'My EBT Balance' page.

e. Re-direct to the 'My Benefits Info' page when users click on the 'My Benefits Info' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
  i. Application will also make a call to the existing lobbycheckin/selfService/caseInfo endpoint when the /case/verifyDOB endpoint return a successful message along with the necessary information needed for the 'My Benefits Info' page.

f. Re-direct to the 'Scanning Instruction' page when users click on the 'Scan Document' button (from the 'How can we help you?' page) to access the 'Please identify yourself' page).

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'Enter your date of birth page will re-direct the user back to the 'Enter your case number' or the 'Please enter your first and last name' page (this will be dependent on which page the user was on prior to accessing the 'Please enter your date of birth' page), in the same mode that the user was in on the 'Please enter your date of birth' page.

h. Create a new page for when the date of birth does not match any person on a case that will be accessible when the /case/verifyDOB endpoint does not return a successful message or when there's no information found based on the date of birth and case number inputted.
   i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
   ii. The page will be title 'Date of Birth MM/DD/YYYY' does not match any person on Case XXX'.
      1. MM/DD/YYYY will be the date of birth entered on the date of birth page.
      2. XXX will be the case number entered on the case number page.
      3. 'Fecha de Nacimiento MM/DD/YYYY no coincide con ninguna persona en el Caso XXX' when in Spanish mode.
   iii. Display the text 'Please click Try Again to enter another Date of Birth or click Start Over to go back to the Main page.' below the page title.
      1. 'Haga clic en Intentar de nuevo para ingresar otra fecha de nacimiento o haga clic en Empezar de nuevo para volver a la página principal.' when in Spanish mode.
   iv. Display two buttons:
      1. 1st button will be title 'Try Again' ('Intentar de nuevo' in Spanish mode).
         a. Clicking the 'Try Again' button will re-direct the user back to the 'Please Enter Your Date of Birth' page.
            i. Date of birth that was previously entered will not display on the text box when user is re-directed back through this flow.
      2. 2nd button will be title 'Start Over' ('Empezar de nuevo' in Spanish mode).
         a. Clicking the 'Start Over' button will re-direct the user to one of the below pages:
            i. Re-direct the user to the 'Self-Service Kiosk: Check-In page (with action button(s)) when the user accessed the 'Please Identify yourself' page by clicking on an

action button or an additional action button.

ii. Re-direct the user back to the 'My Case Info' page when the user accessed the 'Please Identify yourself' page by clicking on the 'My Case Status', 'My EBT Balance' or the 'My Benefits Info' button found on the 'My Case Info' page.

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from the 'Date of Birth does not match' page will re-direct the user back to the 'Enter your date of birth' page, in the same mode that the user was in on the 'Date of Birth does not match' page.

i. Create a new page for user to swipe their EBT or BIC Card which will be accessible through the 'Use EBT/BIC Card' button from the 'Please Identify Yourself' page.
   i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
   ii. Display the text 'Please swipe your EBT or BIC card'
      1. 'Deslice su tarjeta EBT o BIC' when in Spanish mode.
   iii. Display the text 'Please swipe your card again, or press the back Button' when the application does not capture the 'EBT' or 'BIC' card information.
      1. 'Deslice su tarjeta nuevamente o presione el botón Atrás' when in Spanish mode.
      2. This text will display when the application does not capture the 'EBT' or 'BIC' card information within 20 seconds (this could be due to no card was swiped or if the card was swipe the application did not capture it).
   iv. When application capture the 'EBT' or 'BIC' card information, the application will call the existing /case/cardInfo endpoint.
      1. When the /case/cardInfo endpoint returns a successful message and case number information is returned re-direct the user to one of the following pages:
         a. Re-direct to the 'Select appointment page' when users click on an action button or additional action button with an 'Appointment' action type to access the 'Please identify yourself' page.
            i. Application will also make a call to the existing /appointment/info endpoint automatically when the /case/cardInfo endpoint return a successful message along with the necessary information to pull the appointment information.
         b. Re-direct to the 'Closing' page when users click on an action button or additional action button with a 'Custom' action type, that requires case validation, to access the 'Please identify yourself' page.

        i. Application will also make a call to the existing /receptionLog/entry endpoint automatically when the /case/cardInfo endpoint return a successful message along with the necessary information need to create a reception log detail record.
            1. This endpoint will create the reception log record.
        ii. A receipt will also be printed at this time.
    c. Re-direct to the ‘My Case Status’ page when users click on the ‘My Case Status’ button (from the ‘My Case Info page) to access the ‘Please identify yourself’ page.
        i. Application will also make a call to the existing lobbycheckin/selfService/caseProgramParticipants? endpoint when the /case/cardInfo endpoint return a successful message along with the necessary information needed for the ‘My Case Status’ page.
    d. Re-direct to the ‘My EBT Balance’ page when users click on the ‘My EBT Balance’ button (from the ‘My Case Info page) to access the ‘Please identify yourself’ page.
        i. Application will also make a call to the existing lobbycheckin/selfService/ebtAccountBalance and lobbycheckin/selfService/ebtAccountHistory endpoints when the /case/cardInfo endpoint return a successful message along with the necessary information needed for the ‘My EBT Balance’ page.
    e. Re-direct to the ‘My Benefits Info’ page when users click on the ‘My Benefits Info’ button (from the ‘My Case Info page) to access the ‘Please identify yourself’ page.
        i. Application will also make a call to the existing lobbycheckin/selfService/caseInfo endpoint when the /case/cardInfo endpoint return a successful message along with the necessary information needed for the ‘My Benefits Info’ page.
    f. Re-direct to the ‘Scanning Instruction’ page when users click on the ‘Scan Document’ button (from the ‘How can we help you?’ page) to access the ‘Please identify yourself’ page).

2. When the /case/cardInfo endpoint returns a successful message but no case number was found (based on the BIC or EBT card that was swipe) re-direct the user to the 'No Case Number found' page.
3. When the /case/cardInfo endpoint does not return a successful message re-direct the user to an 'Error' page.

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from this page will re-direct the user back to the 'Please Identify Yourself' page, in the same mode that the user was in.

j. Create a new page for user to scan their barcoded document which will be accessible through the 'Scan Barcode' button from the 'Please Identify Yourself' page.

i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

ii. For the Kiosk device, this will be based on the Device Type information, (as there's no built-in camera for this device and it's configured with the barcode reader) display the text 'Please scan your barcoded document'

1. 'Escanee su documento con código de barras' when in Spanish mode.
2. Display the text 'Please scan your barcoded document again, or press the back button' when the application does not capture the QR code information from the correspondence.
    a. 'Escanee su documento con código de barras nuevamente o presione el botón Atrás' when in Spanish mode.
    b. This text will display when the page does not capture the 'QR code information within 20 seconds (this could be due to the correspondence not being scanned or when the correspondence was scanned but the application was not able to capture the QR code information.

iii. For other devices that have a built-in camera display the text 'Please scan your barcoded document' and will open the built-in camera view. (Mockup provided is a reference as the built in camera view will be different based on the actual device that is used).

1. 'Escanee su documento con código de barras' when in Spanish mode.
2. The page will continue to display as such when the application does not capture the QR code.

iv. When the application captures the QR code information (either through the barcode scanner or the built-in camera) it will make a call to the existing /docs/v2/docInfoByBarcode endpoint (this endpoint will send the barcoded information which will then be used to return the case number information).

1. When the new endpoint returns a successful message with case information the user will be re-directed to the following pages:
    a. Re-direct to the 'Select appointment page' when users click on an action button or additional action button with an 'Appointment' action type to access the 'Please identify yourself' page.
        i. Application will also make a call to the existing /appointment/info endpoint automatically when the new endpoint returns a successful message along with the necessary information to pull the appointment information.
    b. Re-direct to the 'Closing' page when users click on an action button or additional action button with a 'Custom' action type, that requires case validation, to access the 'Please identify yourself' page.
        i. Application will also make a call to the existing /receptionLog/entry endpoint automatically when the new endpoint returns a successful message along with the necessary information need to create a reception log detail record.
            1. This endpoint will create the reception log record.
        ii. A receipt will also be printed at this time.
    c. Re-direct to the 'My Case Status' page when users click on the 'My Case Status' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
        i. Application will also make a call to the existing lobbycheckin/selfService/caseProgramParticipants? endpoint when the new endpoint returns a successful message along with the necessary information needed for the 'My Case Status' page.
    d. Re-direct to the 'My EBT Balance' page when users click on the 'My EBT Balance' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
        i. Application will also make a call to the existing lobbycheckin/selfService/ebtAccountBalance and lobbycheckin/selfService/ebtAccountHistory endpoints when the new endpoint returns a successful message along with the

necessary information needed for the 'My EBT Balance' page.

e. Re-direct to the 'My Benefits Info' page when users click on the 'My Benefits Info' button (from the 'My Case Info page) to access the 'Please identify yourself' page.
    i. Application will also make a call to the existing lobbycheckin/selfService/caseInfo endpoint when the new endpoint returns a successful message along with the necessary information needed for the 'My Benefits Info' page.

f. Re-direct to the 'Scanning Instruction' page when users click on the 'Scan Document' button (from the 'How can we help you?' page) to access the 'Please identify yourself' page).

2. When the new endpoint returns a successful message with no case information re-direct the user to the 'There are no Case Number found' page.
3. When the new endpoint does not return a successful message re-direct the user to an 'Error' page.

v. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from this page will re-direct the user back to the 'Please Identify Yourself' page, in the same mode that the user was in.

k. Create a new page when there are no case number found when user choose the option of identifying themselves through a barcoded document or EBT/BIC card.
    i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
    ii. Display the text 'There are no Case Number found. Please try again.'
        1. 'No se encontró ningún número de caso. Por favor inténtalo de nuevo.' when in Spanish mode.
    iii. Display a 'Try Again' button ('Intentar de nuevo' when in Spanish mode).
        1. Clicking on the 'Try Again' button will re-direct the user back to the 'Please Identify Yourself' page.
    iv. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from this page will re-direct the user back to the 'Please Identify Yourself' page, in the same mode that the user was in.

l. Create a new page appointment page that will display a list of appointment(s) (this is based on the information being returned from the /appointment/info endpoint) that is accessible when the user clicks on an action button or additional action button with an 'Appointment' action type.
    i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

ii. Display the following when the /appointment/info endpoint returns a successful message and there are 1 or more appointments information being returned
    1. Display the text 'Which appointment are you checking in for?'
        a. '¿A qué cita te estás registrando?' when in Spanish mode.
    2. Display the appointment(s) in button format.
        a. Each button will correspond to an appointment.
        b. Button will display the time of the appointment and the appointment type (this is based on the information being returned from the /appointment/info endpoint).
            i. Example: 8:00 AM General Appointment
            ii. Home visit or Telephone appointment types will not be displayed on the page.
        c. Clicking on an appointment button will re-direct the user to the 'Appointment Confirmation' page.

iii. Display the following when the /appointment/info endpoint returns a successful message, but no appointments was found for that case for the day
    1. Display the text 'There is no appointment for your case today. Please select another option or ask for more assistance.'
        a. 'How no hay cita para su caso. Seleccione otra opción o solicite más ayuda.' when in Spanish mode.
    2. Display an 'OK' button ('OK' will display when in Spanish mode).
        a. Clicking on the 'OK' button will re-direct the user to the main Self-Service Kiosk: Check-In page (where it displays the action button(s))

iv. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from this page will re-direct the user back to the main 'Self-Service Kiosk: Check-In' page (where it displays the action button(s)), in the same mode that the user was in.

m. Create a new page 'Appointment Confirmation' page which will be accessible when a user clicks on an appointment button from the appointment page.
    i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
    ii. Display the text 'Are you here for your XXX appointment?'
        1. '¿Estás aquí para tu cita de las XXXX?' when in Spanish mode.
        2. XXX will be the appointment time and this is based on the appointment button that was selected through the appointment page.
        3. Example: Are you here for your 8:00 AM appointment?

iii. Display two buttons:
    1. 1st button will be 'No, Incorrect Appointment' (No, cita incorrecta' when in Spanish mode).
        a. Clicking the button will re-direct the user back to the appointment page.
    2. 2nd button will be 'Yes, Check-In Now' ('Sí, regístrese ahora' when in Spanish mode).
        a. Clicking on the button will re-direct the user to the closing page and call the existing /receptionLog/entry endpoint (this will create the reception log detail, provide the check-in number and update the appointment status to 'Showed').
        b. Generate and print an appointment receipt.

iv. Clicking on the "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button from this page will re-direct the user back to the appointment page (where it displays the action button(s)), in the same mode that the user was in.

n. Create a new closing page that is accessible through the following pages:
    i. User clicks on the 'Yes, Check-In Now' or 'Sí, regístrese ahora' button from the appointment confirmation page.
    ii. User clicks on the 'SUBMIT' or 'ENVIAR' button from the 'Enter your First and Last Name' page.
    iii. User clicks an action button or additional action button with a 'Custom' action type that requires case validation and case information was found and returned through any of the 'Please Identify yourself' options/related pages.

        Note: User will not be re-directed to the closing page when they click on any of the action button or additional action button with a 'Custom' action type that requires case validation. As user will be re-directed to the Please Identify Yourself page first. After case information is found and returned is when the user will be re-directed to the closing page.

    iv. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.
    v. Display the text 'Thank You!' at the top of the page
        1. '¡Gracias!' when in Spanish mode.
    vi. Display 'Your Number is XX' ('Tu número es XX' when in Spanish mode).
        1. This text will only display when the action button or additional action button selected is to have an assign number (Assign Number is checked on the Action Detail page).
        2. XX will display the check-in number that was generated (it may or may not have a prefix assign as this is based on whether a prefix is assign through the Action Detail page or if a prefix is assign to a specific visit purpose type).
    vii. Display the on-screen instructions.

1. On-screen instructions will display if the action button or additional action button selected is configured to have an on-screen instruction (this is through the Action Detail page).
2. When in English mode, it will display the English on-screen instruction.
3. When in Spanish mode, it will display the Spanish on-screen instruction.

viii. Display an 'OK' button ('OK' will still display in Spanish mode).
1. Clicking on the button will re-direct the user back to the main Self-Service Kiosk home/landing page.

ix. The "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button will not display on this page.

x. The "Home" or "Salida" button will not display on this page.

o. Create a new error page that will display when any endpoint returns an error message, when the call to an endpoint timed out or the case information returned (through any of the Please identify yourself options/related pages) is associated to a confidentiality type other than 'Employee/Employee Relative'. This applies when user is trying to access any of the My Case Info pages or trying to Scan or upload document (Public facing specific flow/functionalities, this does not apply for employee facing specific flow/functionalities).

i. If a case is associated to an 'Employee/Employee Relative' and another confidentiality type, error page will also be displayed in this scenario.

ii. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

iii. Display the text 'Your request cannot be completed at this time. Please see a county worker for further assistance.'
1. 'Su solicitud no se puede completar en este momento. Consulte a un trabajador del condado para obtener más ayuda.' when in Spanish mode.

iv. Display an 'OK' button ('OK' will still display in Spanish mode).
1. Clicking on the button will re-direct the user back to the Self-Service Kiosk home/landing page.

v. The "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button will not display on this page.

vi. The "Home" or "Salida" button will not display on this page.

p. Create a new 'Enter First name and Last name' page that is accessible by clicking an action button or additional action button with a 'Custom' action type and does not require case validation.

i. Page will automatically display in the same mode (English or Spanish) as the previous page that the user was in.

ii. Page will be title 'Please Enter Your First Name and Last Name'
1. 'Por favor ingrese su número nombre y apellido' in Spanish mode.

iii. Display the text 'Enter your first and last name, then press SUBMIT' below the title.

            1. ‘Ingrese su nombre y apellido, luego presione ENVIAR’ when in Spanish mode.
        iv. Display a text box
            1. Clicking on the text box will display the on-screen keyboard.
            2. Only alpha characters are allowed. All other characters will not display on the text box when selected on the on-screen keyboard.
            3. A maximum of 50 characters are allowed. Once the maximum amount of characters is reached, any additional characters entered will not be displayed within the text box.
        v. Display a ‘SUBMIT’ button (‘ENVIAR’ when in Spanish mode).
            1. Clicking on the ‘SUBMIT’ button will re-direct the user to the ‘Please enter your date of birth’ page.
        vi. Clicking on the “← BACK” (when in “English” mode) or “← ATRÁS” (when in “Spanish” mode) button from this page will re-direct the user back main ‘Self-Service Kiosk: Check-In’ page (where it displays the action button(s)), in the same mode that the user was in.
2. Create the following receipts that would be generated and printed based on the type of Check-In that the user is doing.
    a. Create an appointment check-in receipt.
        i. This receipt will be generated and printed when the user completes the appointment check-in process (clicking on the ‘Yes, Check-In Now’ or ‘Sí, regístrese ahora’ button on the ‘Appointment Confirmation’ page).
        ii. Receipt will have the following information:
            1. County Information
                a. This will be the County Name that the device belongs to.
                b. This will be bolded.
            2. Office Name along with the office address
                a. This will be the name of the Office that the device is associated to.
                b. This will be the address of the office.
            3. Date and Time
                a. Date would be the date that the transaction was completed.
                    i. Date would be in the format of [Month Name] [Date], [Year]
                b. Time would be the time that the transaction was completed.
                    i. Time would be in the format of HH:MM AM/PM
                c. Example: January 22, 2025 12:30 PM
        iii. The text ‘**<u>Check-In Receipt</u>**’
            1. This will be underlined and bolded.
        iv. Case Number: XXXX

            1. This would be the Case Number that the user is working in context of.
            2. XXXX is the Case Number information
            3. 'Case Number:' will be bolded
            4. Example: **Case Number:** A123456
        v. Assigned Number: XXXX
            1. This would be the Assigned Number for that specific check-in.
            2. XXXX is the Assigned Number that was generated for that specific check-in (this is the number that is returned through the /receptionLog/entry endpoint.
            3. 'Assigned Number' will be bolded
            4. Example: **Assigned Number:** B5
            5. Assigned Number will not be displayed on the receipt, if the action button or additional action button that was selected does not have the 'Assign Number' checked off on the Action Detail page (in CalSAWS).
        vi. Appointment Time: XXXX
            1. This would be the appointment time that was selected and confirmed for the check-in.
            2. XXXX is the appointment time that was selected.
                a. Appointment time will be in the format of HH:MM AM/PM
                    i. Example: 8:00 AM or 12:30 PM
            3. 'Appointment Time:' will be bolded
            4. Example: **Appointment Time:** 8:00 AM
        vii. Display the custom receipt information.
            1. This would be the text entered on the 'Receipt Information' field on the Action Detail page (in CalSAWS) for that specific action or additional action button that was selected.
                a. Display the English version when the 'Appointment Confirmation' page is in English mode at the time the receipt is generated/printed.
                b. Display the Spanish version when the 'Appointment Confirmation' page is in Spanish mode at the time the receipt is generated/printed.
        viii. Display the following text at the bottom of the receipt 'Access your case info online at **www.benefitscal.com**'
            1. 'www.benefitscal.com' is bolded.
    b. Create a check-in receipt
        i. This receipt will be generated and printed when the user completes the check-in process (this is for checking in by clicking an action or additional action button with a Custom Action Type).
        Note: This receipt will not be generated and printed when the user click on an action or additional action button and the Print

Receipt option is not checked on the Action Detail page (in CalSAWS).

ii. Receipt will have the following information:
    1. County Information
        a. This will be the County Name that the device belongs to.
        b. This will be bolded.
    2. Office Name along with the office address
        a. This will be the name of the Office that the device is associated to.
        b. This will be the address of the office.
    3. Date and Time
        a. Date would be the date that the transaction was completed.
            i. Date would be in the format of [Month Name] [Date], [Year]
        b. Time would be the time that the transaction was completed.
            i. Time would be in the format of HH:MM AM/PM
        c. Example: January 22, 2025 12:30 PM

iii. The text '**<u>Check-In Receipt</u>**'
    1. This will be underlined and bolded.

iv. Case Number: XXXX
    1. This would be the Case Number that the user is working in context of.
    2. XXXX is the Case Number information
    3. 'Case Number:' will be bolded
    4. Example: **Case Number:** A123456
    5. Case Number will be display on the receipt when the action or additional action button that is selected is for a Custom Action Type and the Case Validation option is not checked on the Action Detail page (in CalSAWS).

v. Assigned Number: XXXX
    1. This would be the Assigned Number for that specific check-in.
    2. XXXX is the Assigned Number that was generated for that specific check-in (this is the number that is returned through the /receptionLog/entry endpoint.
    3. 'Assigned Number' will be bolded
    4. Example: **Assigned Number:** B5

vi. Display the custom receipt information.
    1. This would be the text entered on the 'Receipt Information' field on the Action Detail page (in CalSAWS) for that specific action or additional action button that was selected.

a. Display the English version when the 'Appointment Confirmation' page is in English mode at the time the receipt is generated/printed.
b. Display the Spanish version when the 'Appointment Confirmation' page is in Spanish mode at the time the receipt is generated/printed.

vii. Display the following text at the bottom of the receipt 'Access your case info online at **www.benefitscal.com**'
1. 'www.benefitscal.com' is bolded.

Note: Users are not able to Check-In, Scan/Upload documents, or view any information (My Case Status, My EBT Balance, My Benefits Info) for a case that have confidentiality. The exception is for cases that only have the 'Employee/Employee Relative' confidentiality type and it's not combined with any other confidentiality type.

2.18.4 Page Location

Access by clicking on the 'Check-In' button from the 'How can we help you? page.

2.18.5 Security Updates

N/A

2.18.6 Page Mapping

N/A

2.18.7 Accessibility

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

2.18.8 Page Usage/Data Volume Impacts

N/A

2.19 Upload Document(s) page

2.19.1 Overview

Create new pages to support the uploading document functionality for the Self-Service Kiosk Check-In flow. Upload document(s) flow will have specific pages and functionality depending on the Device Type (Lobby Kiosk, Lobby Tablet, Self Service Kiosk).

2.19.2 Upload Document(s) – Scan/upload page Mockup

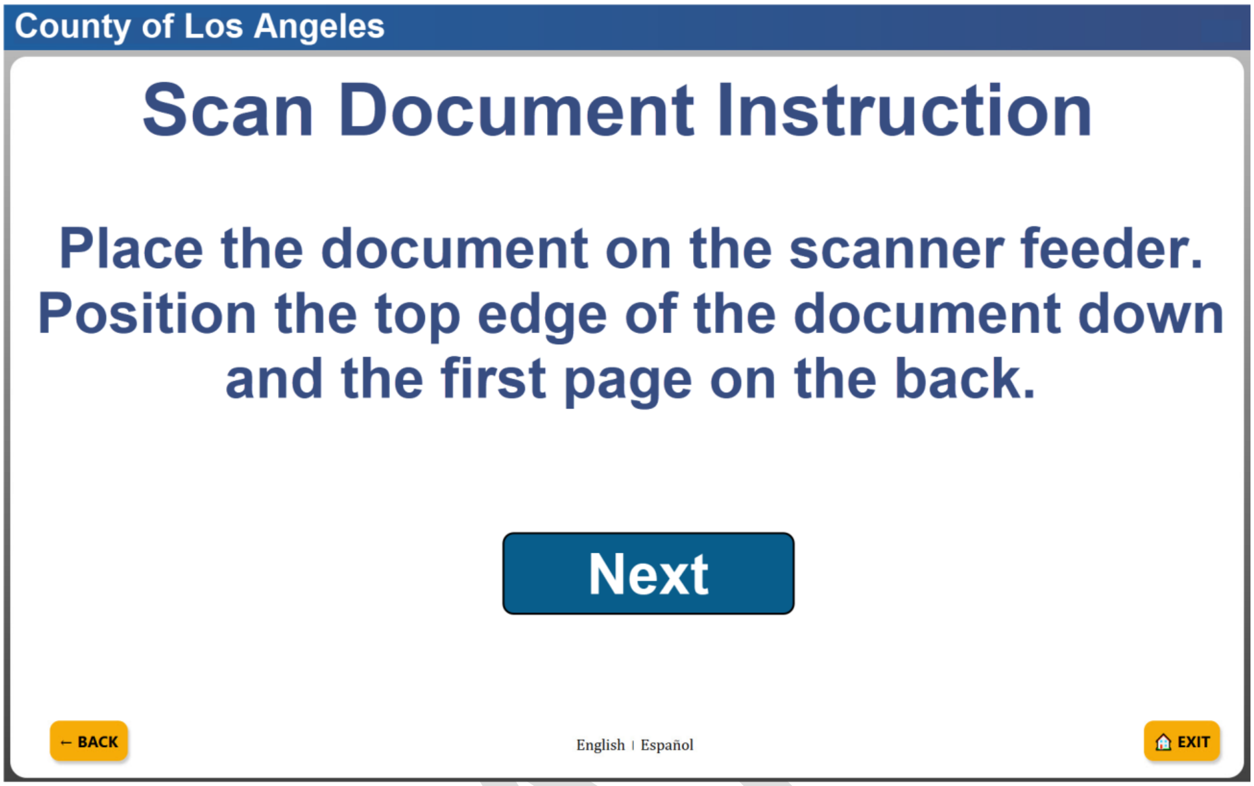


Figure 2.19.1.a – Scan Document (Device Type: Kiosk) instruction Mockup (English mode)

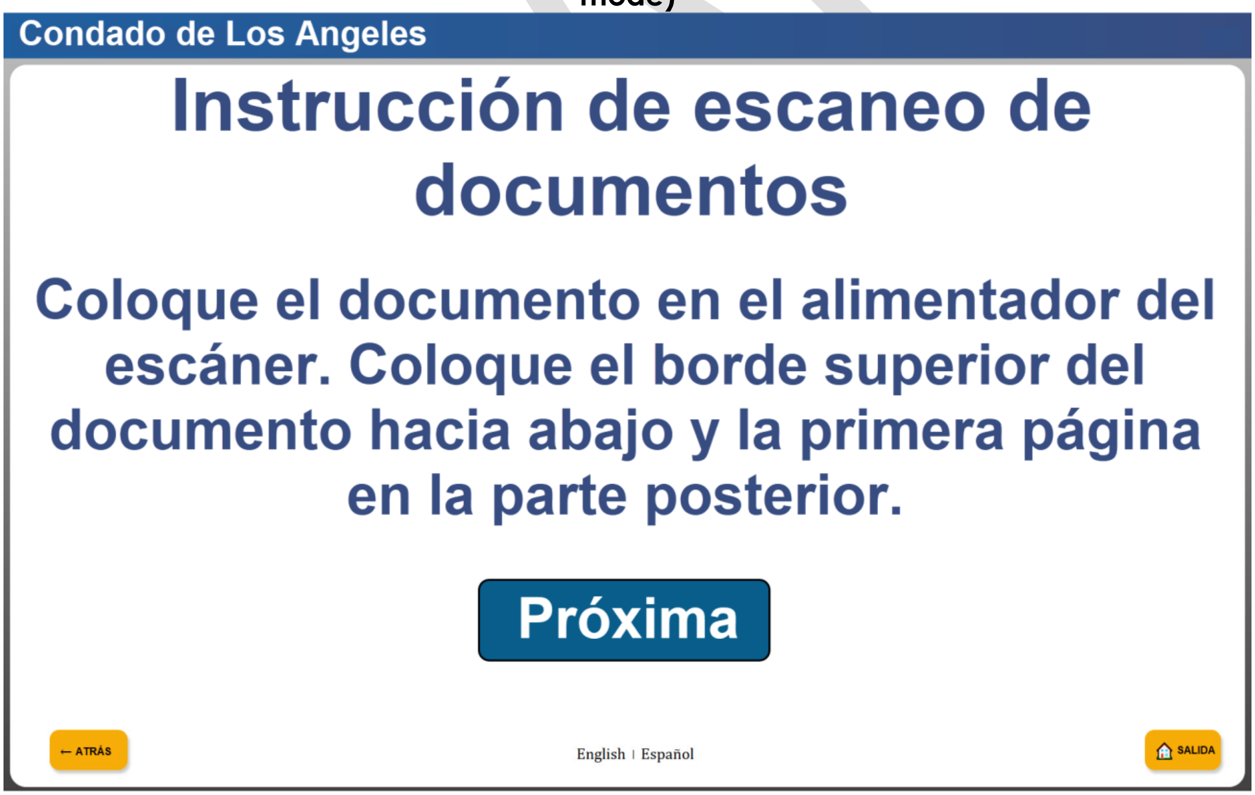


Figure 2.19.1.a – Scan Document (Device Type: Kiosk) instruction Mockup (Spanish mode)

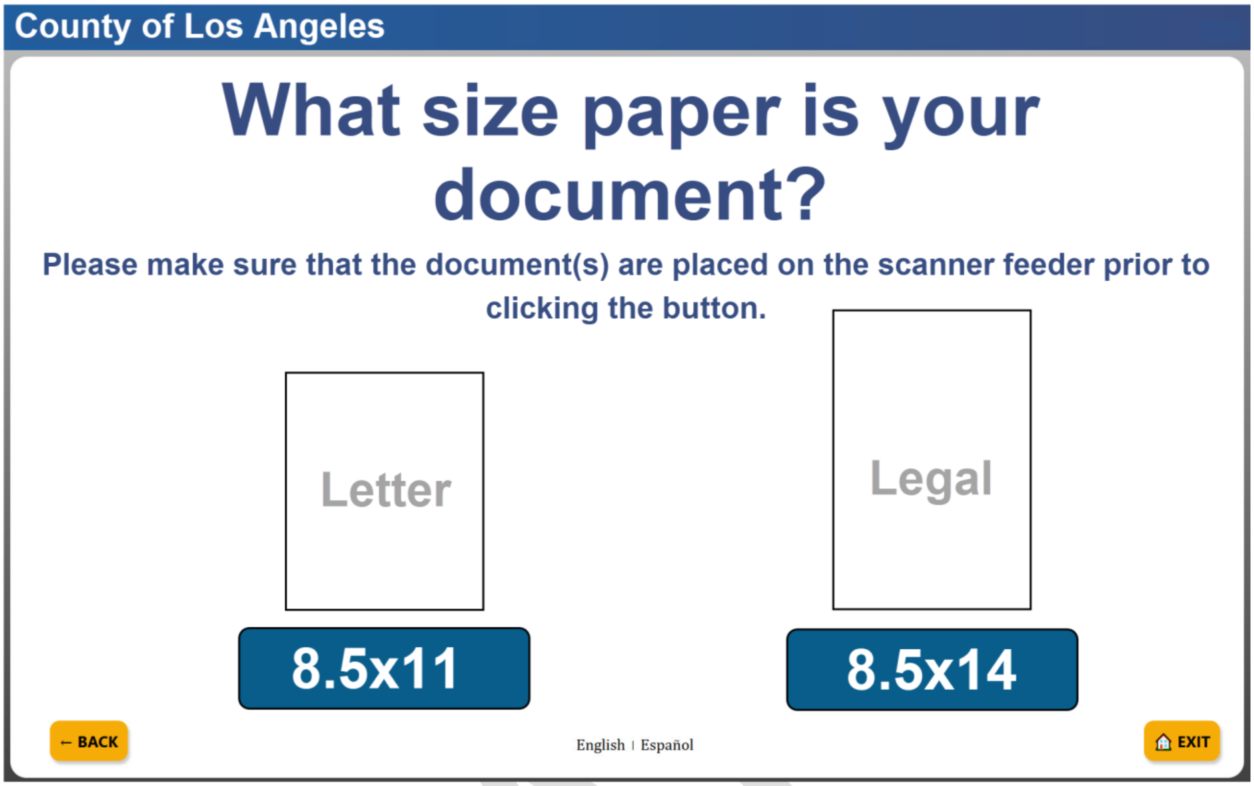


Figure 2.19.2.a – Paper Size Document (Device Type: Kiosk) Mockup (English mode)

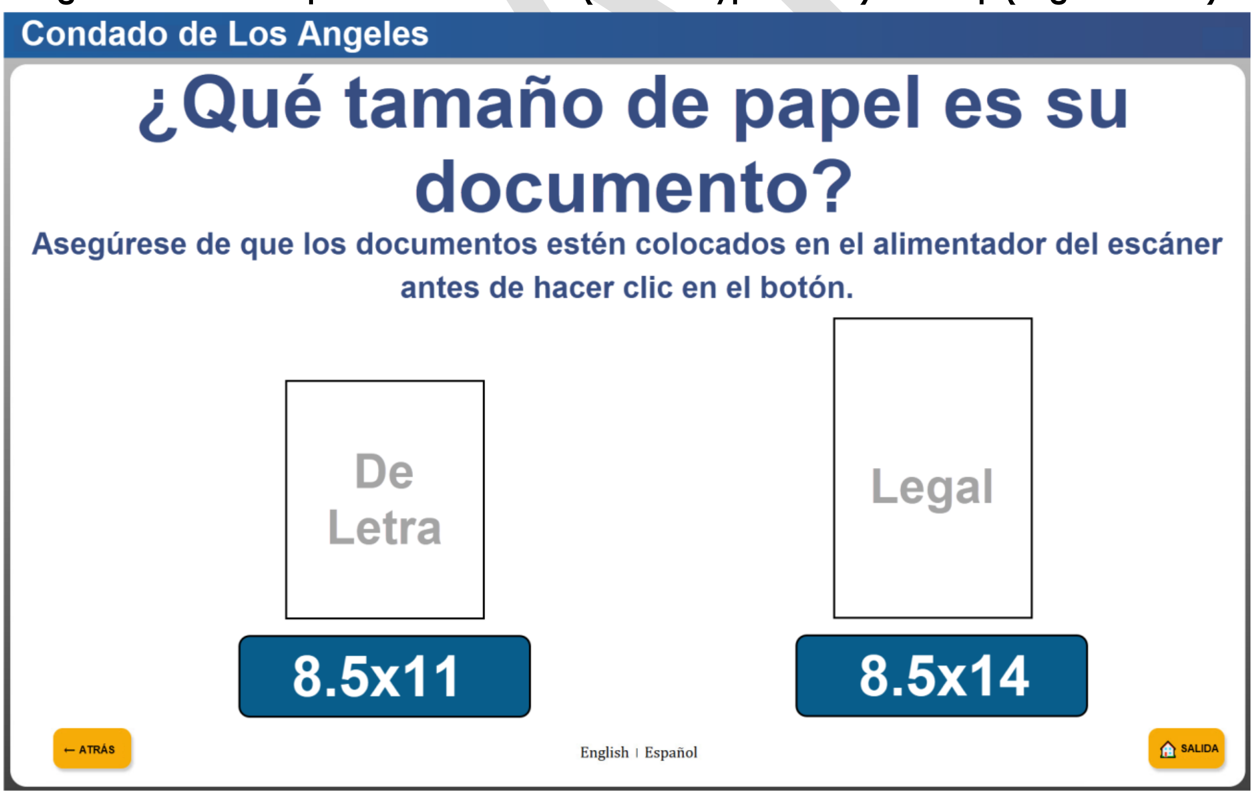


Figure 2.19.2.b – Paper Size Document (Device Type: Kiosk) Mockup (Spanish mode)

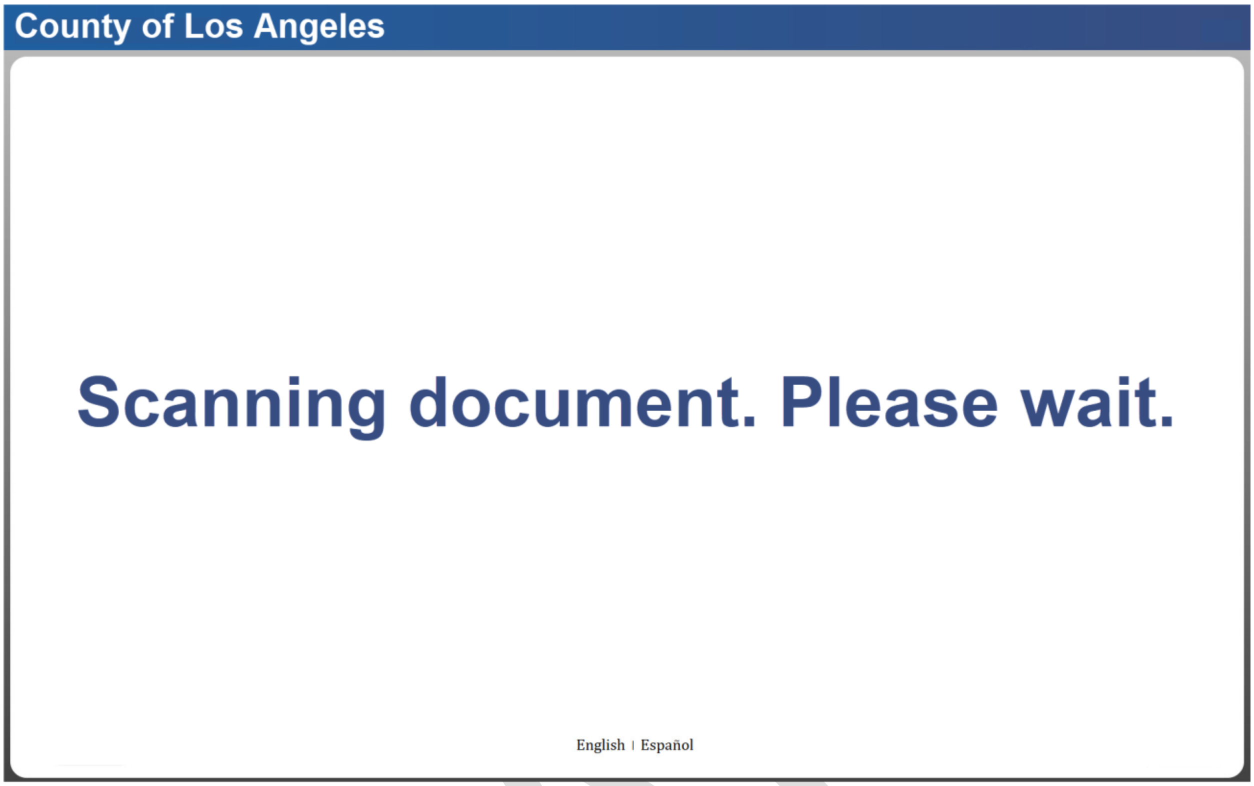


Figure 2.19.3.a – Scanning (Device Type: Kiosk) Mockup (English mode)

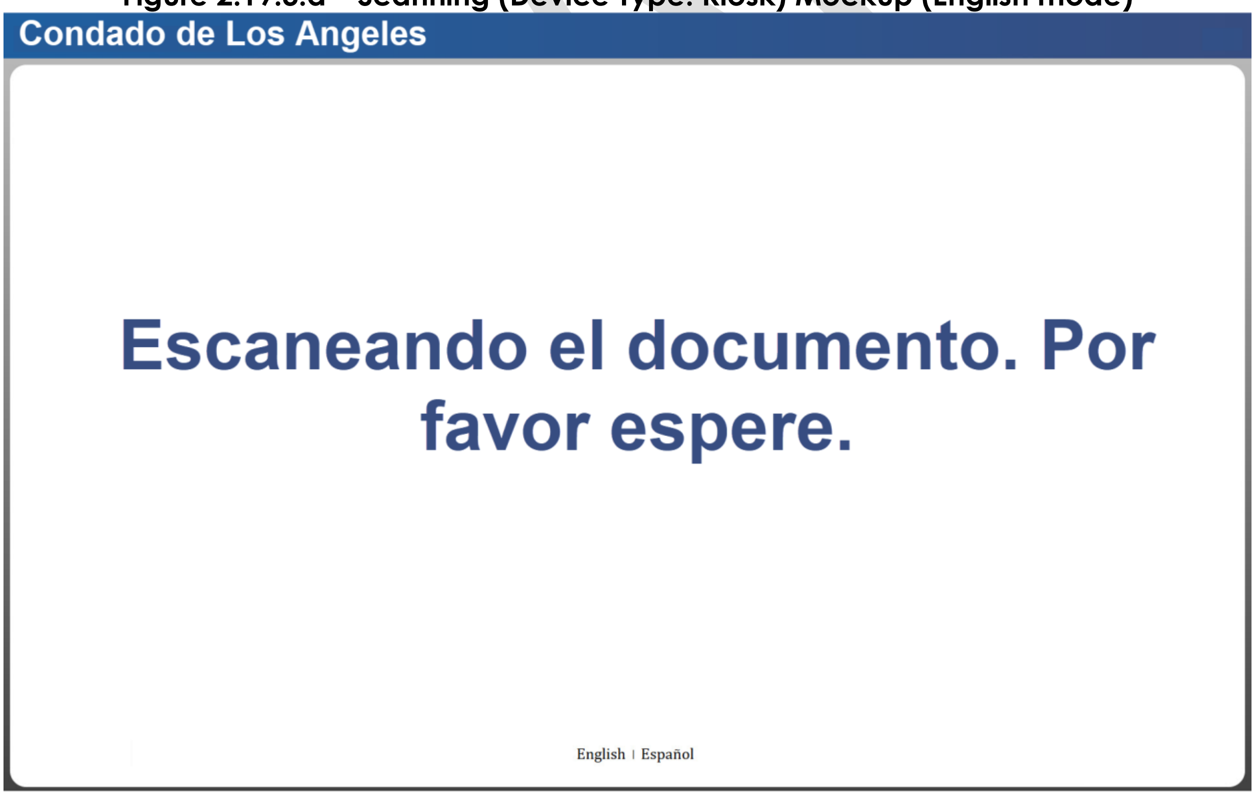


Figure 2.19.3.b– Scanning (Device Type: Kiosk) Mockup (Spanish mode)

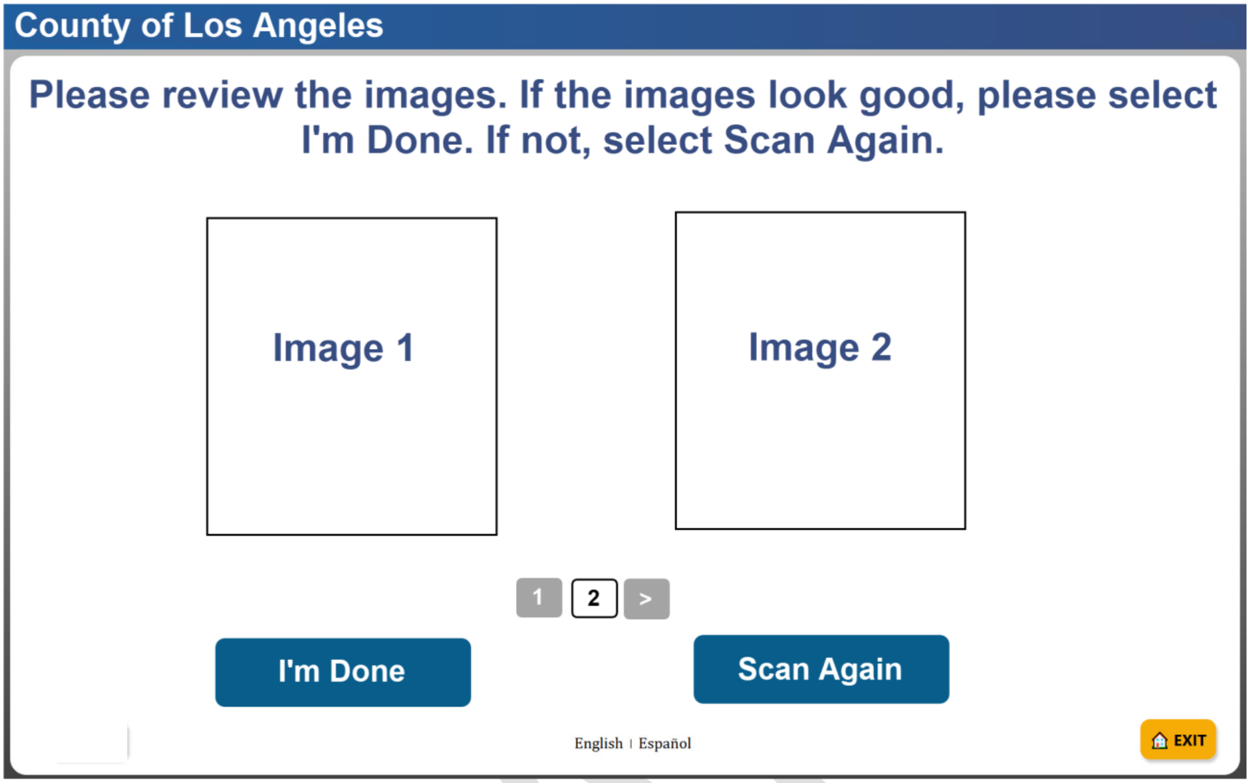


Figure 2.19.4.a– Preview page (Device Type: Kiosk) Mockup (English mode)

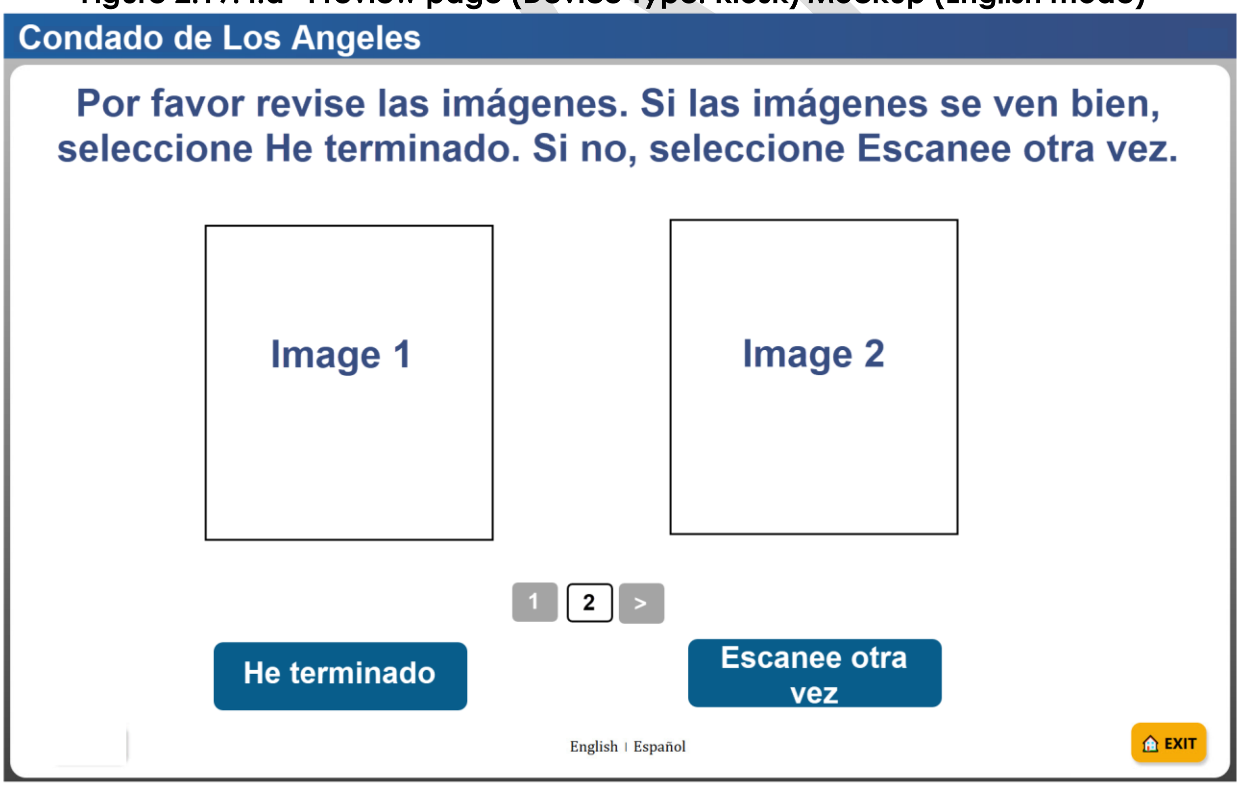


Figure 2.19.4.b– Preview page (Device Type: Kiosk) Mockup (Spanish mode)

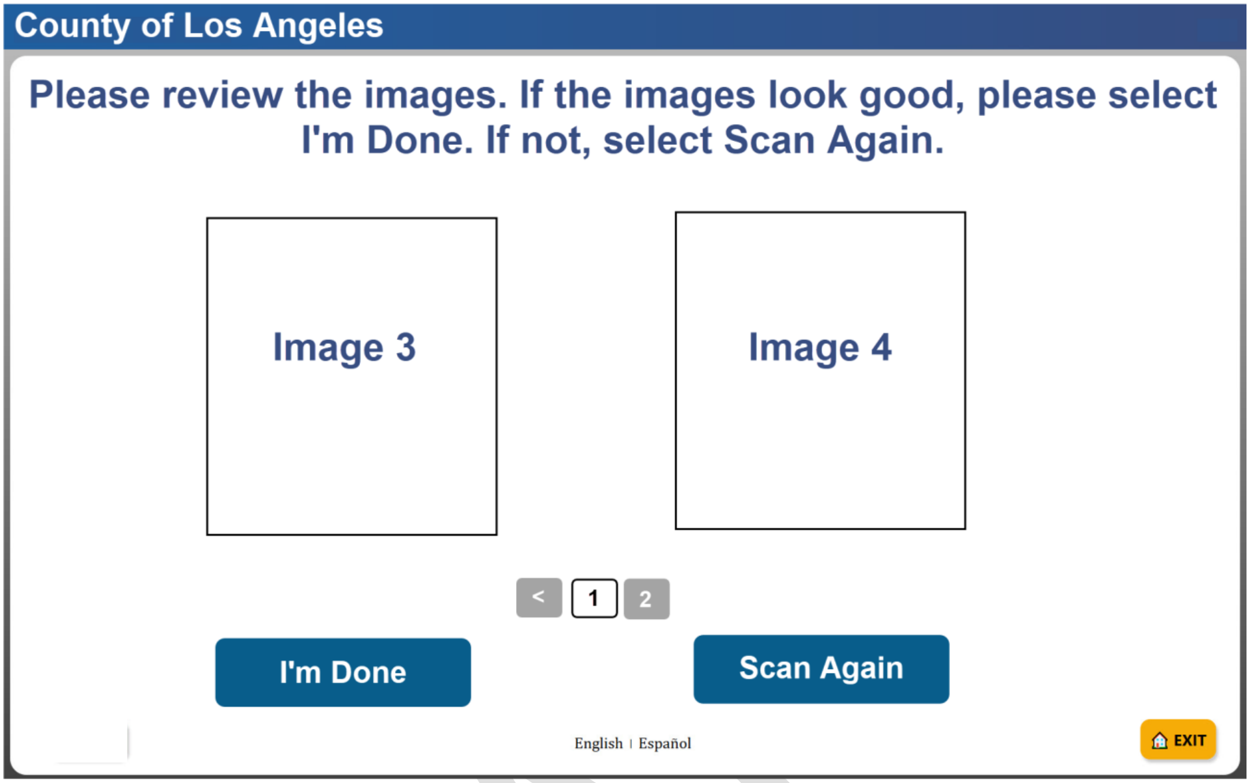


Figure 2.19.4.c– Preview page – multiple pages (Device Type: Kiosk) Mockup (English mode)

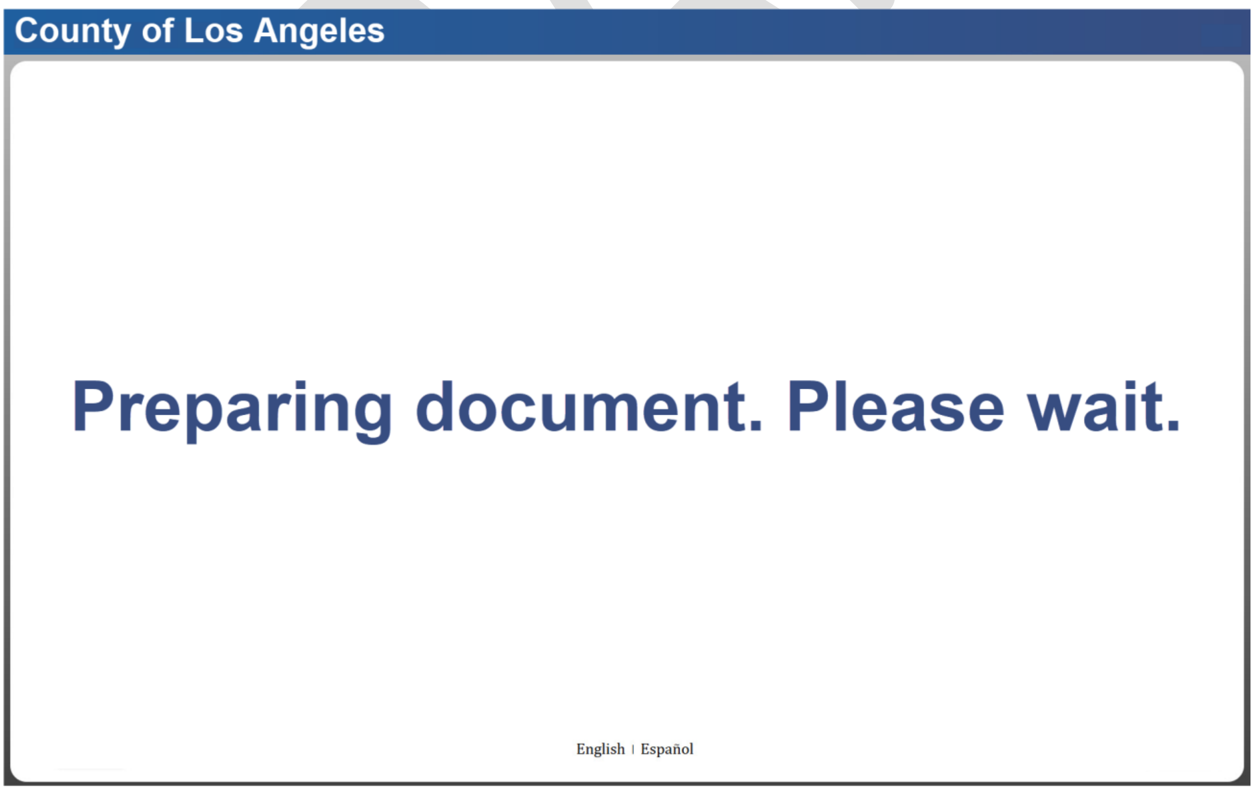


Figure 2.19.5.a– Preparing Document (Device Type: Kiosk) Mockup (English mode)

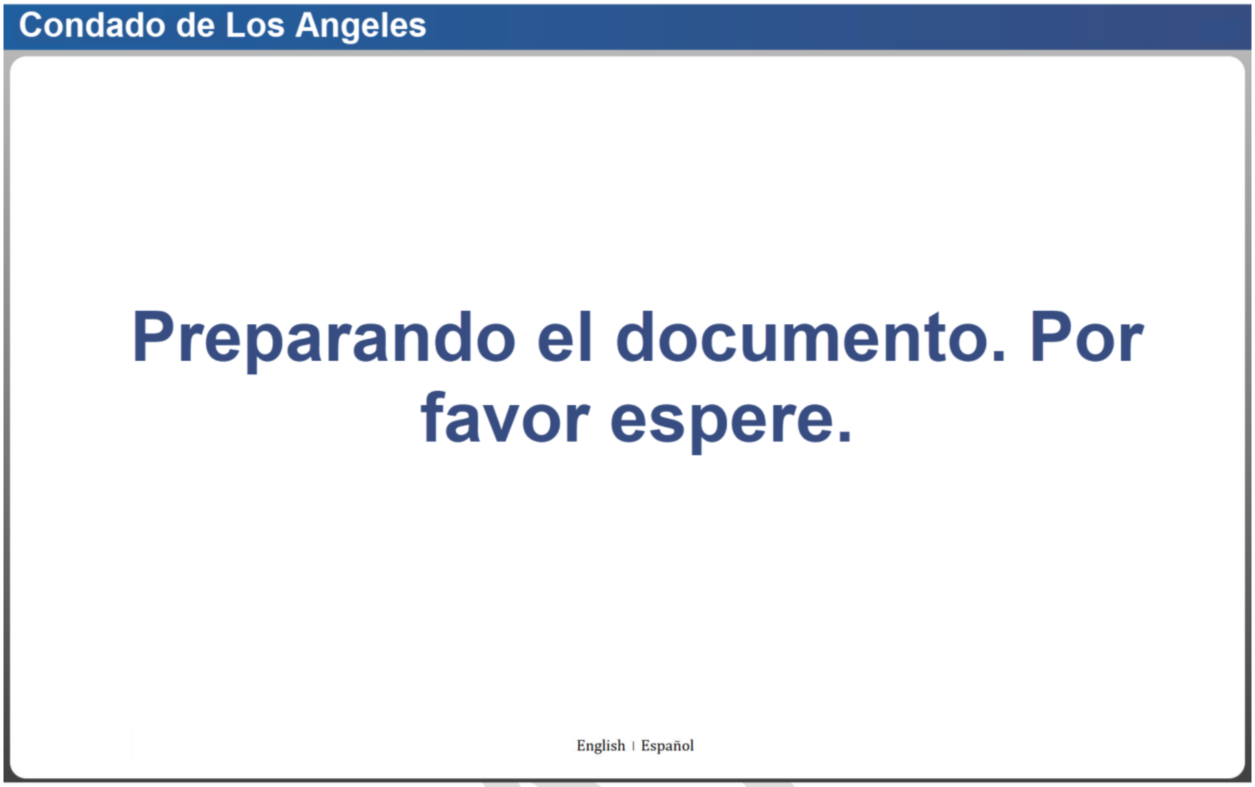


Figure 2.19.5.b– Preparing Document (Device Type: Kiosk) Mockup (Spanish mode)

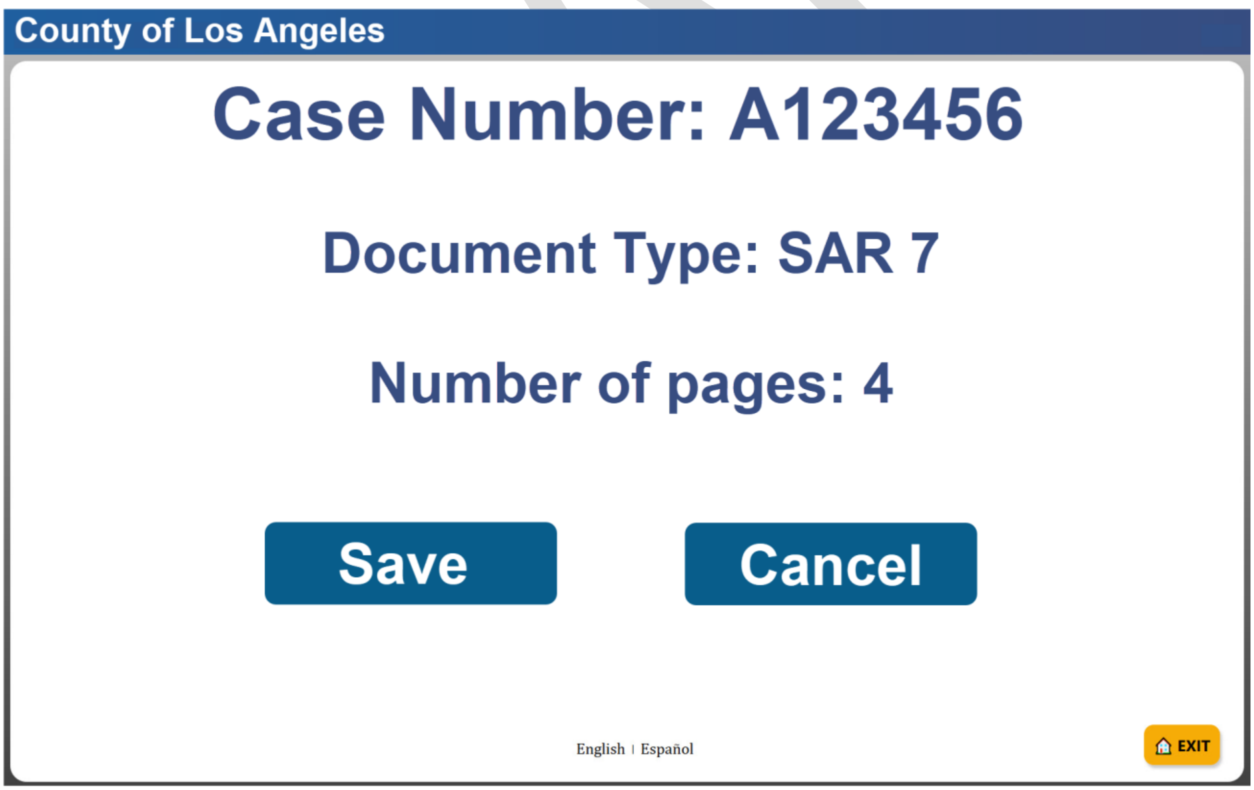


Figure 2.19.6.a– Confirmation page (Device Type: Kiosk) Mockup (English mode)

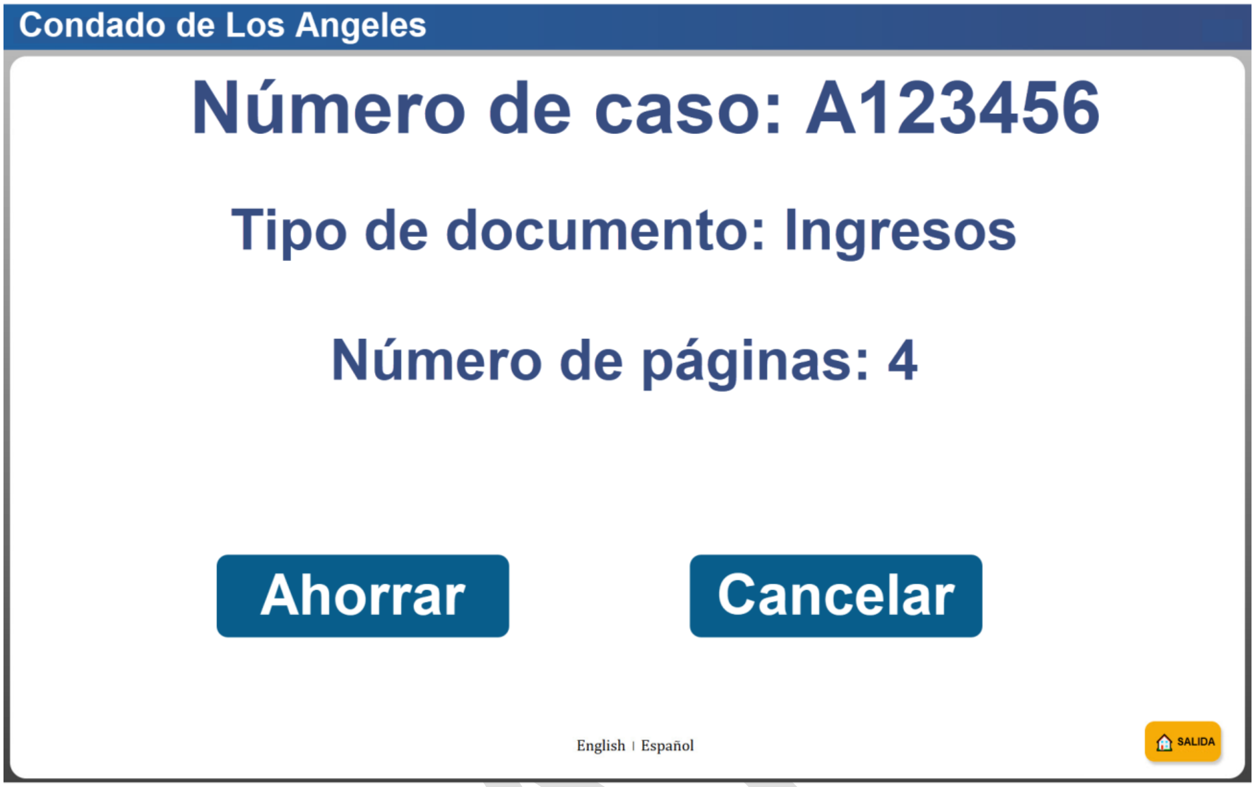


Figure 2.19.6.b– Confirmation page (Device Type: Kiosk) Mockup (Spanish mode)

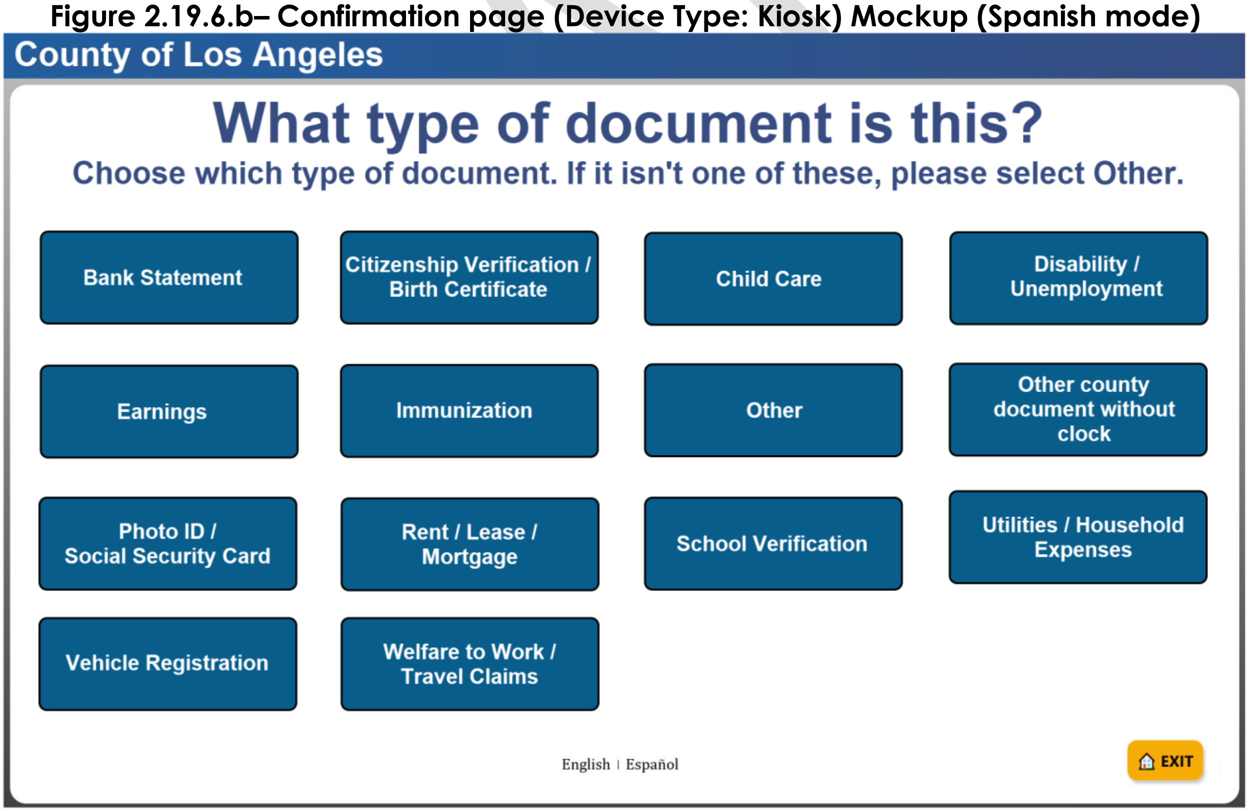


Figure 2.19.7.a– Document Type page (Device Type: Kiosk) Mockup (English mode)

Figure 2.19.7.b– Document Type page (Device Type: Kiosk) Mockup (Spanish mode)

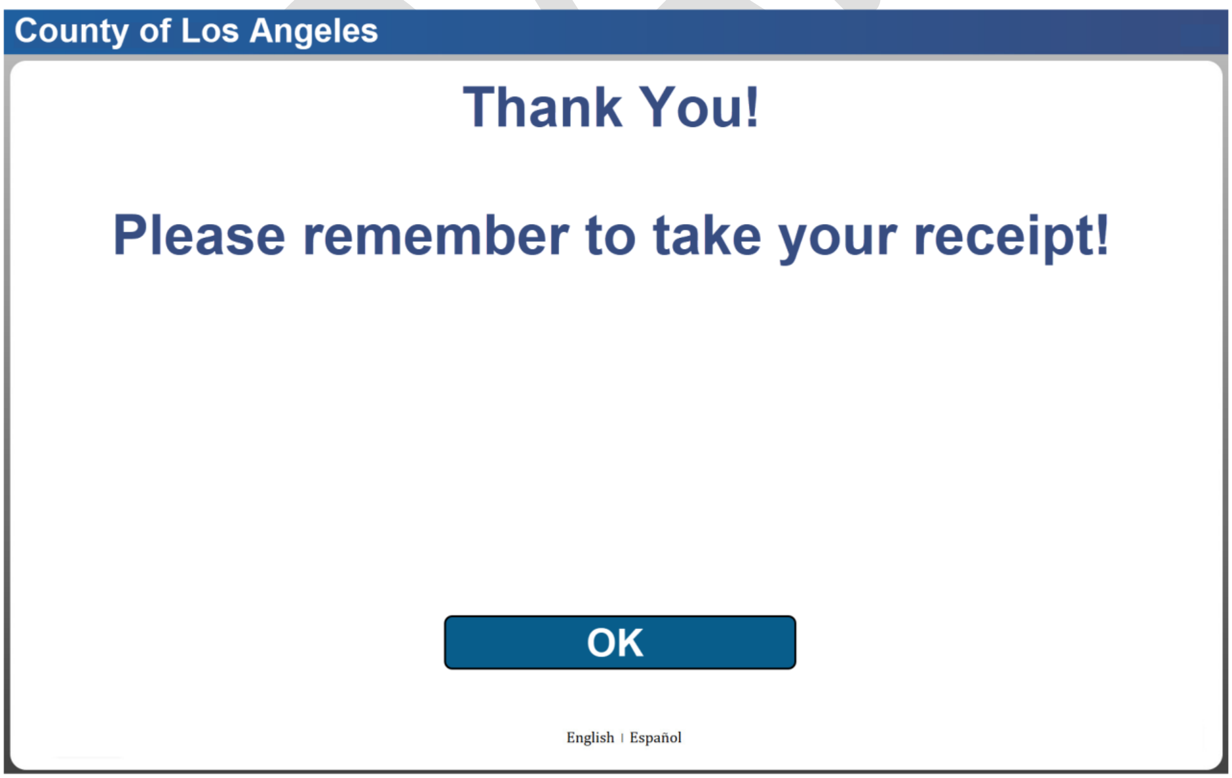


Figure 2.19.8.a– Thank you! page (all devices) Mockup (English mode)

Figure 2.19.8.a– Thank you! page (all devices) Mockup (Spanish mode)

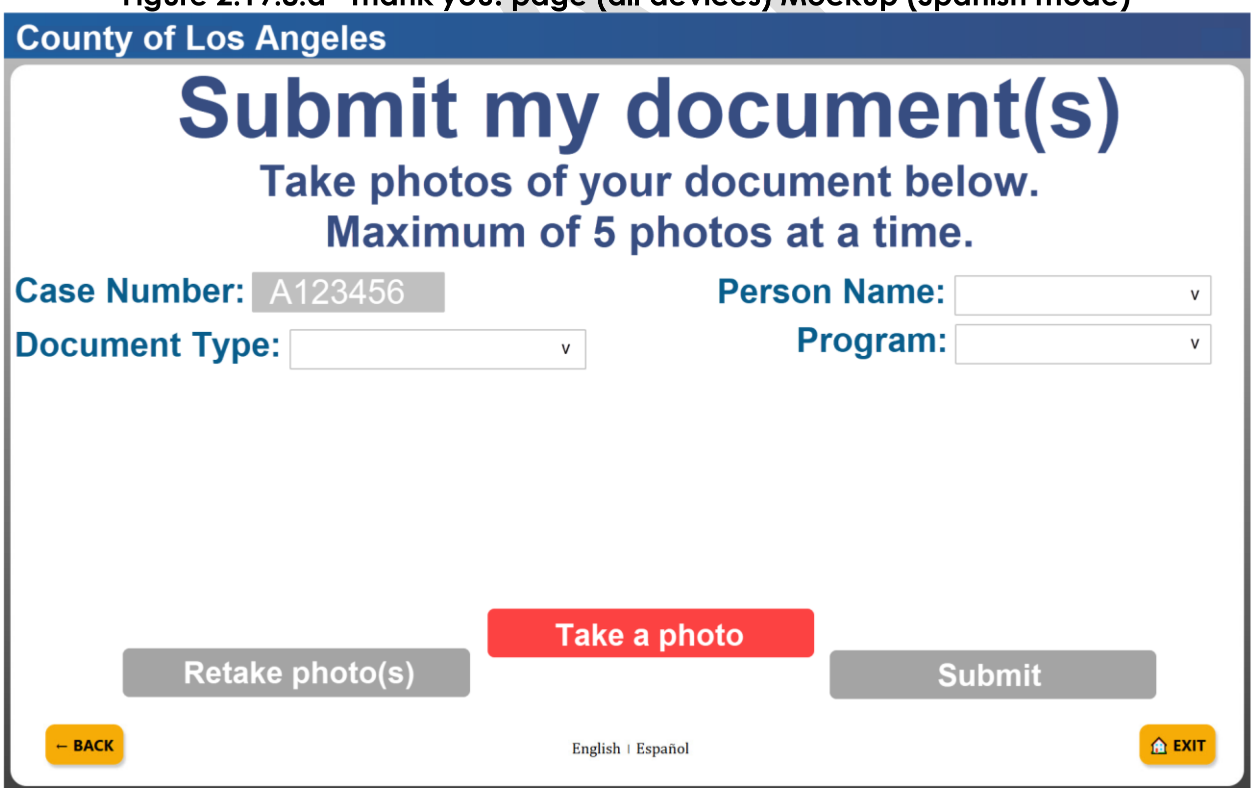


Figure 2.19.9.a– Submit my document(s)page (Lobby Tablet/Self Service Kiosk) Mockup (English mode)

Figure 2.19.9.b– Submit my document(s)page (Lobby Tablet/Self Service Kiosk) Mockup (Spanish mode)

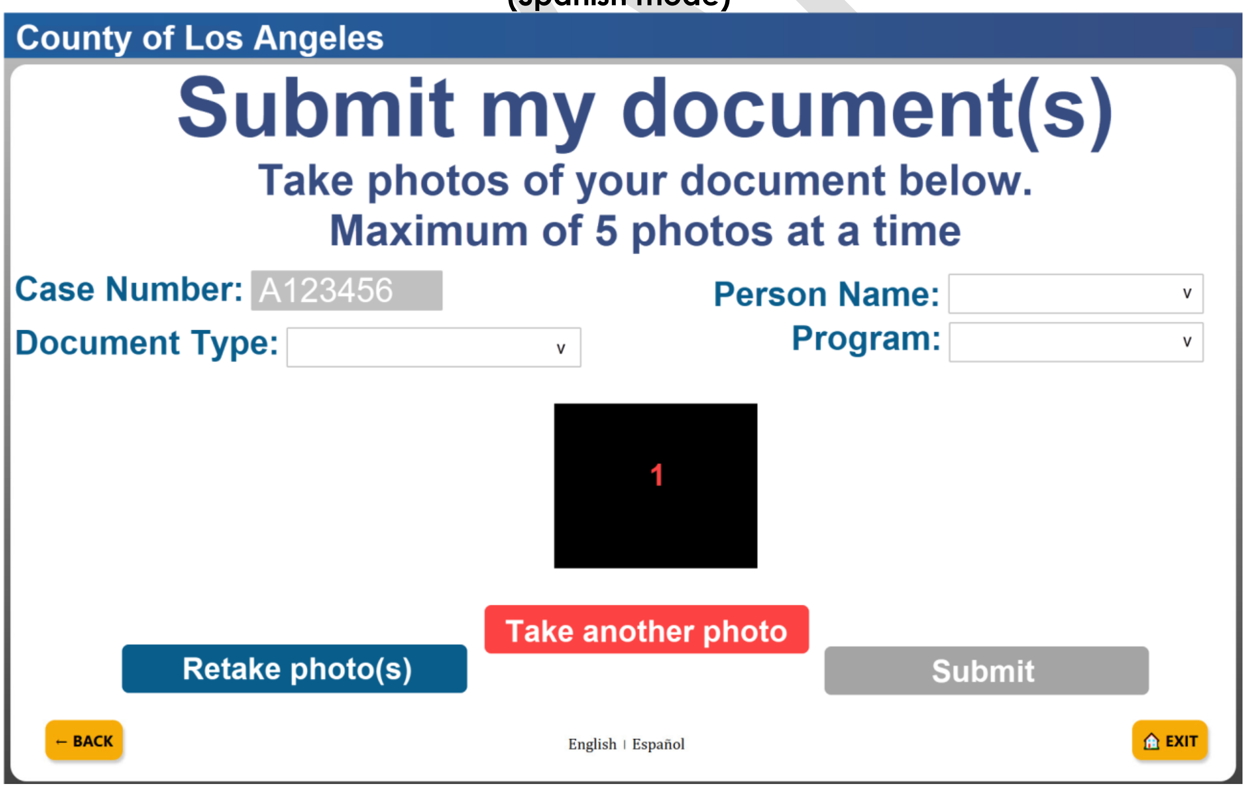


Figure 2.19.9.c– Submit my document(s)page (Lobby Tablet/Self Service Kiosk) Mockup (English mode)

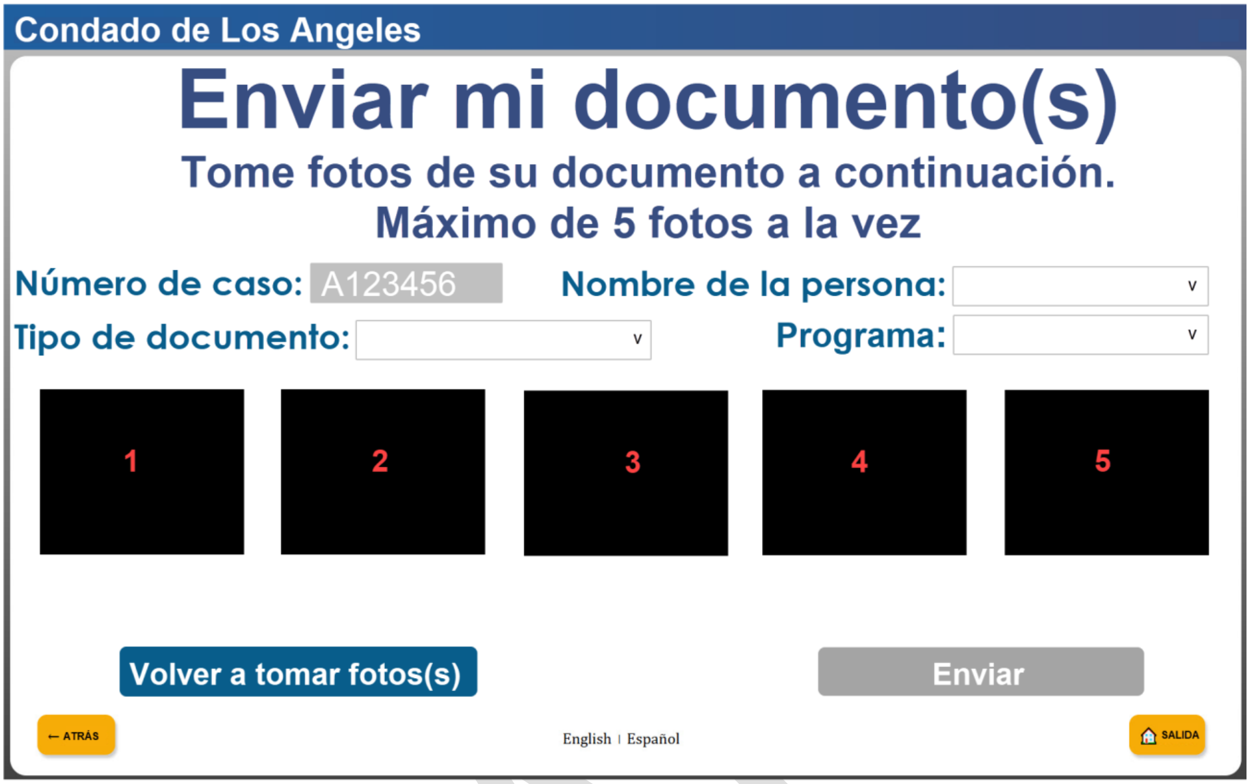


Figure 2.19.9.d – Submit my document(s)page (Lobby Tablet/Self Service Kiosk) Mockup (Spanish mode)

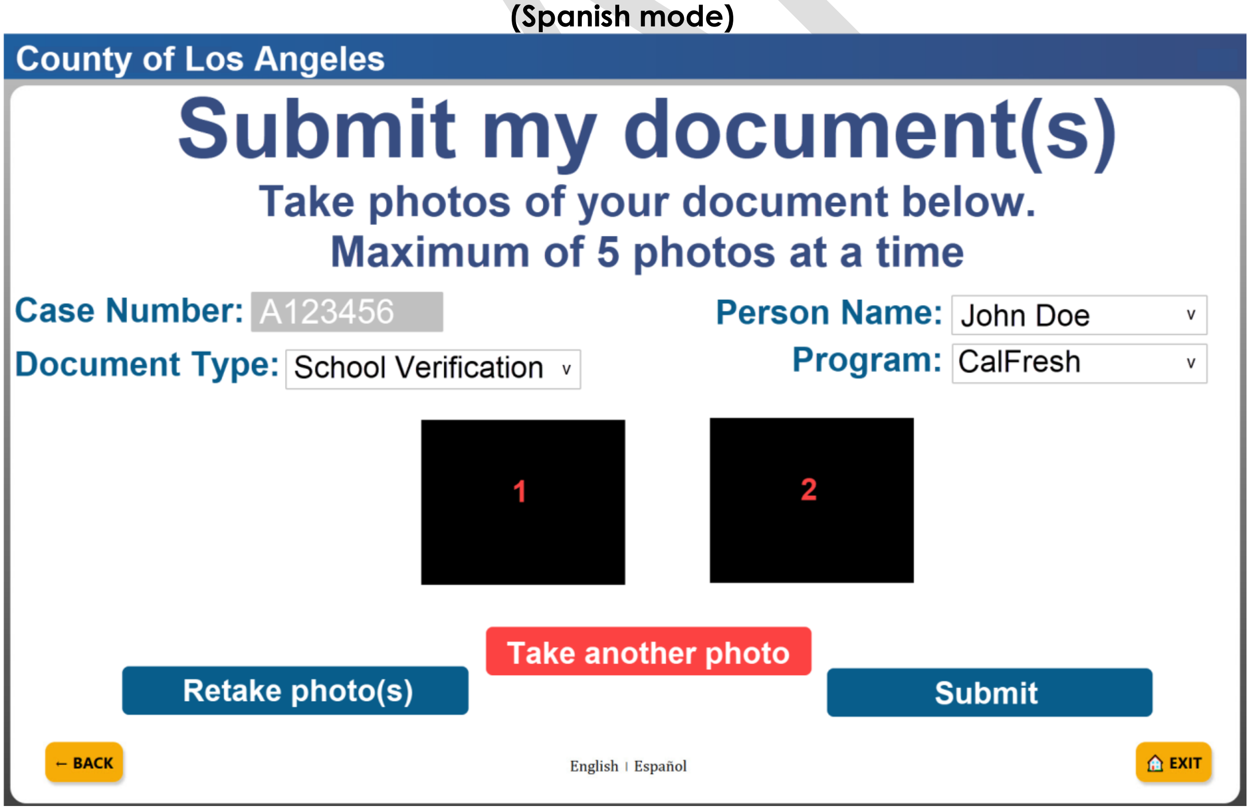


Figure 2.19.9.e – Submit my document(s)page (Lobby Tablet/Self Service Kiosk) Mockup (English mode)

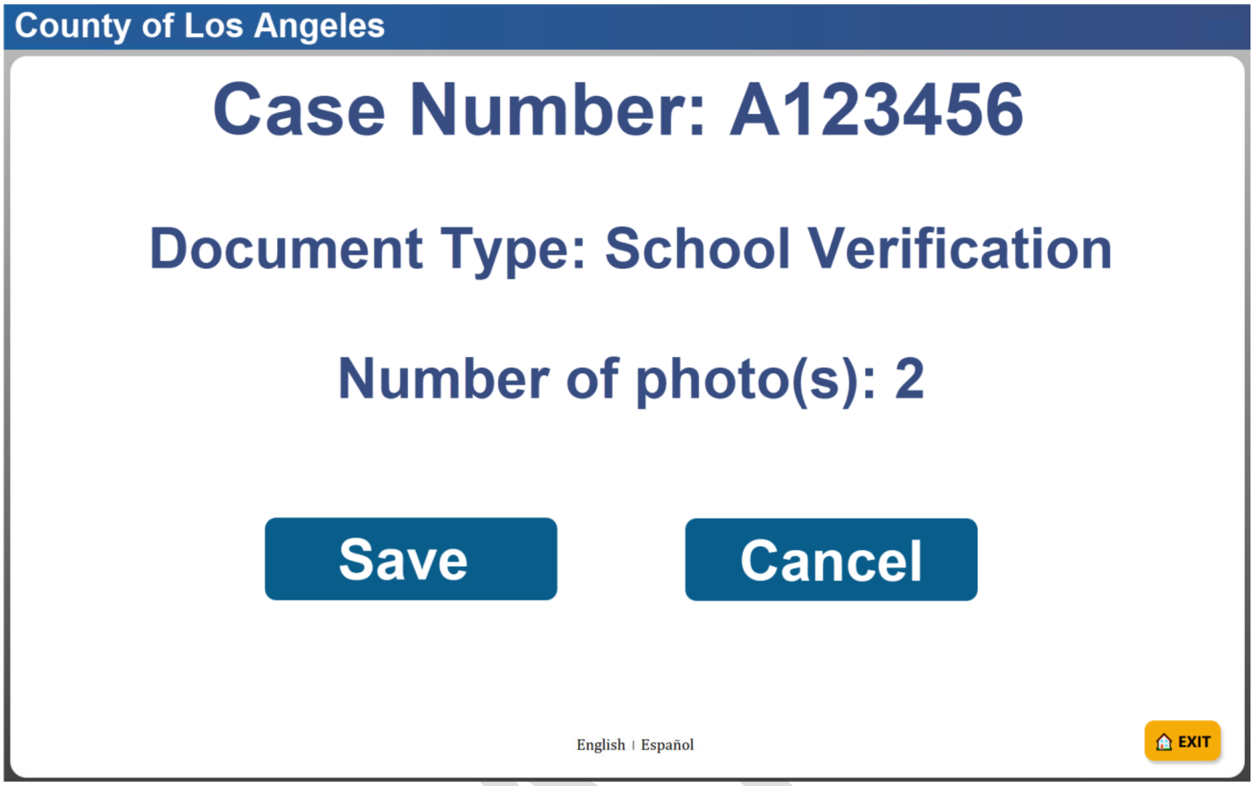


Figure 2.19.10.a– Upload document confirmation page (Lobby Tablet/Self Service Kiosk) Mockup (English mode)

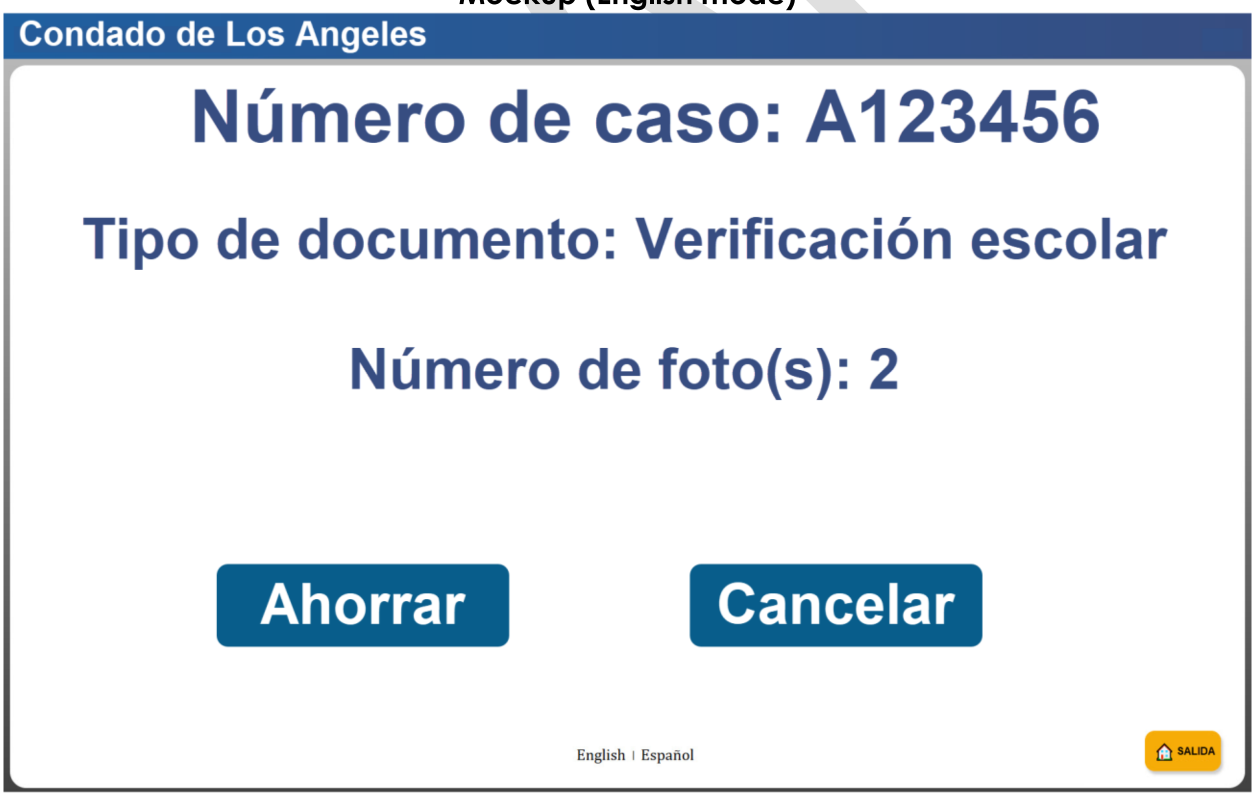


Figure 2.19.10.b Upload document confirmation page (Lobby Tablet/Self Service Kiosk) Mockup (Spanish mode)

Los Angeles
002 Glendale
4680 San Fernando Rd
Glendale CA 91204
January 22, 2025 12:30 PM

Document Upload Receipt

Case Number: A123456

Document Type: SAR 7

Thank you for uploading your document(s)!
Have a good day!

Figure 2.19.11 Upload document receipt

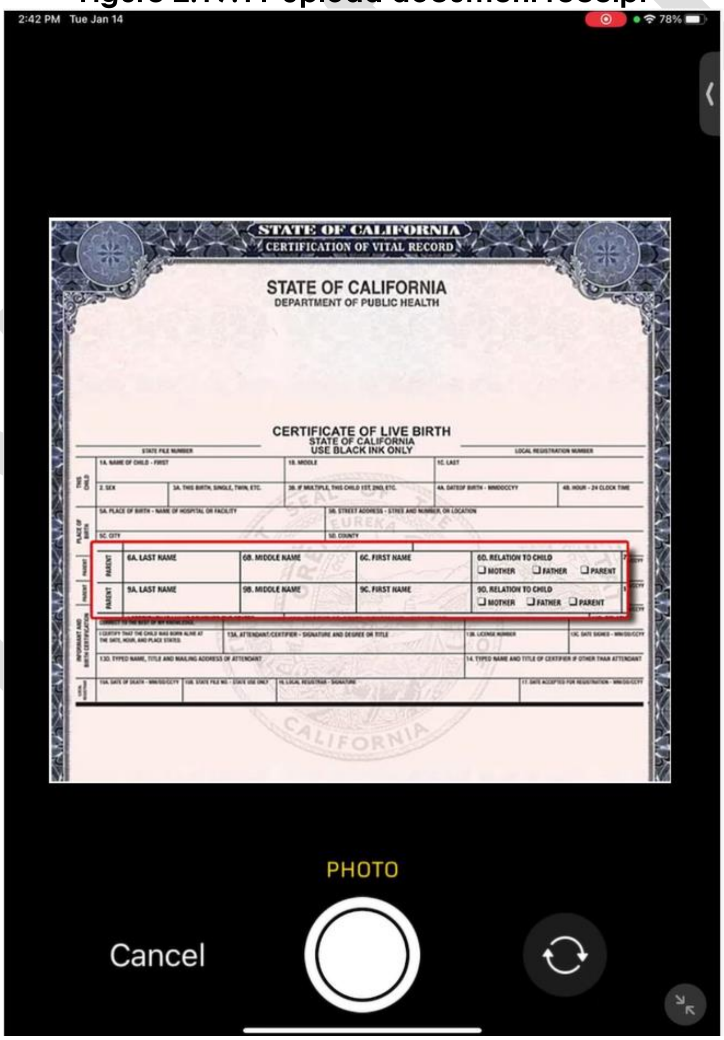


Figure 2.19.12 Camera view (reference only as camera view might look different based on the device that is used).

Figure 2.19.13.a Error pop-up message for document scanner/built-in camera not found (English mode)

Figure 2.19.13.b Error pop-up message for document scanner/built-in camera not found (Spanish mode)

2.19.3 Description of Changes

1. Create new pages for the upload document(s) functionality when the device being used is the Kiosk (Device Type is Lobby Kiosk).
    a. Display the following on the header of the page and it will display for all the pages under the upload document(s) flow.
        i. When in "Spanish" mode it will display as "Condado de XXX"
        ii. XXX will be the name of the County that the device is associated to. (please refer to Section 2.3 for details on how the device is associated to a specific county).
            1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
    b. Display the following on the footer of the page for all the pages under the upload document(s) flow, unless it is called out specifically to not display.
        i. Display "English" I "Español" on the middle
            1. Clicking on "English" will display the page in "English" mode.

a. The screen will not change when user clicks on "English" and the page is already in "English" mode.

2. Clicking on "Español" will display the page in "Spanish" mode.

   a. The screen will not change when user clicks on the "Español" and the page is already in "Spanish" mode.

ii. Display '← BACK' (when in "English" mode) or '← ATRÁS' (when in "Spanish" mode) button on the left side.

   1. Clicking on the button will take the user to the previous page that they were on and also in the same "English" or "Spanish" mode.

iii. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.

   1. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to Section 2.20 for more information regarding this).

c. Create a new page that is accessible by clicking on the 'Scan Document' or the 'Escanear documento' button from the 'How can we help you?' page and then pulling the appropriate case information back through the 'Please Identify Yourself' related pages (Section 2.18 for more details on the 'Please Identify Yourself' pages).

   i. Title the page 'Scan Document Instruction' ('Instrucción de escaneo de documentos' when in Spanish mode) and have the following information:

      1. The text 'Place the document on the scanner feeder. Position the top edge of the document down and the first page on the back.' below the title.

         a. In Spanish mode 'Coloque el documento en el alimentador del escáner. Coloque el borde superior del documento hacia abajo y la primera página en la parte posterior.'

      2. A button title 'Next' ('Próxima' when in Spanish mode).

         a. Clicking on the 'Next' or 'Próxima' button will re-direct the user to the 'What size paper is your document?' page.

   ii. Clicking the '← BACK' or '← ATRÁS' button from this page will re-direct the user back to the 'How can we help you?' page.

d. Create a new page that is accessible by clicking the 'Next' or 'Próxima' button from the 'Scan document Instruction' page.

   i. Title the page 'What size paper is your document?' ('¿Qué tamaño de papel es su documento?' when in Spanish mode).

      1. The text 'Please make sure that the document(s) are placed on the scanner feeder prior to clicking the button.' below the page title.

         a. In Spanish mode 'Asegúrese de que los documentos estén colocados en el alimentador del escáner antes de hacer clic en el botón.'

2. Display two boxes in the middle of the page
    a. 1st box on the left will have the text ‘Letter’ (‘De Letra’ in Spanish mode) written inside the box.
    b. 2nd box on the right will have the text ‘Legal’ (‘Legal’ in Spanish mode) written inside the box.
3. Display two buttons
    a. 1st button will be located below the 1st box on the left.
        i. Title the button ‘8.5x11’ for both English and Spanish mode.
            1. Clicking this button will re-direct the user to the ‘Scanning document’ page.
            2. Application will send the information to the scanning software of the document size that is going to be scanned (in this case 8.5x11).
    b. 2nd button will be located below the 2nd box on the right.
        i. Title the button ‘8.5x14’ for both English and Spanish mode.
            1. Clicking this button will re-direct the user to the ‘Scanning document’ page.
            2. Application will send the information to the scanning software of the document size that is going to be scanned (in this case 8.5x14).

e. Create a new page that is accessible after clicking the ‘8.5x11’ or the ‘8.5x14’ button from the ‘What size paper is your document?’ page.
    i. Page will display the text ‘Scanning document. Please wait.’ in the middle of the page.
    ii. In Spanish mode: ‘Escaneando el documento. Por favor espere.’
    iii. The ‘← BACK’ (‘← ATRÁS’ when in Spanish mode) and ‘House icon EXIT’ (‘House icon SALIDA’ when in Spanish mode) button will not display on the footer of the page.
    iv. User will automatically be re-directed to the review page once scanning is completed.

Note: This is the page that will display on the application during the time user is scanning the document(s) through the scanner.

f. Create a new page that is accessible after all the document(s) are scanned when the user is on the ‘Scanning document’ page.
    i. Display the text ‘Please review the images. If the images look good, please select I’m Done. If not, select Scan Again.’ at the top of the page.
        1. In Spanish mode ‘Por favor revise las imágenes. Si las imágenes se ven bien, seleccione He terminado. Si no, seleccione Escanee otra vez.’

    ii. Display the scanned images in the middle of the page
        1. Maximum of two images will display on the page at a time. When there’s more than 2 images that is available to be reviewed then the scanned images section will be paginated.
            a. Display the number of pages at the bottom of the section.
                i. Page number will be in a grey text box when the set of images being displayed is on that specific page.
            b. Display ‘<’ and ‘>’ option in addition to the page number.
                i. Clicking on ‘<’ option will display the previous set of images.
                    1. ‘<’ will not display when it’s on the 1st page.
                ii. Clicking on the ‘>’ option will display the next set of images.
                    1. ‘>’ will not display when it’s on the last page.
    iii. Display two buttons at the bottom of the page
        1. Title the 1st button ‘I’m Done’ (‘He terminado’ in Spanish mode).
            a. Clicking on the ‘I’m Done’ or ‘He terminado’ button will re-direct the user to the ‘Preparing document’ page.
        2. Title the 2nd button ‘Scan Again’ (‘Escanee otra vez’ when in Spanish mode).
            a. Clicking on the ‘Scan Again’ or ‘Escanee otra vez’ button will re-direct the user back to the ‘Scan Document Instruction’ page.
                i. All scanned document(s) will not be retained, and user will need to start the process of scanning the document(s) again.
    iv. The ‘← BACK’ (‘← ATRÁS’ when in Spanish mode) will not display on the footer of the page.
g. Create a new page that will be accessible by clicking on the ‘I’m Done’ or ‘He terminado’ button from the review page.
    i. Display the following text in the middle of the page ‘Preparing document. Please wait.’
        1. In Spanish mode: ‘Preparando el documento. Por favor espere.’
        2. At this time, the application will try to detect if any of the scanned document(s) is a barcoded document.
            a. If it detects a barcode in any of the scanned document(s) (just need to detect 1 barcode) it will then grab the Barcode id information and call the existing /docs/v2/docInfoByBarcode endpoint.

i. The application will send the County Code and Barcode id information.
ii. When the /docs/v2/docInfoByBarcode endpoint return the document information (based barcode id information that was sent) the user will automatically be re-directed to the 'Scan document confirmation' page.

b. If it does not detect a barcode in any of the scanned document(s), the user will automatically be re-directed to the 'What type of document is this?' page.

Note: The application will try and detect a barcoded document so that it can retrieve the Barcode id, however it does not guarantee that it will detect a barcoded document 100% of the time as other factors such as the quality of the image plays apart in this process.

ii. The '← BACK' ('← ATRÁS' when in Spanish mode) and 'House icon EXIT' ('House icon SALIDA' when in Spanish mode) button will not display on the footer of the page.

Note: This is the page that will display on the application during the time the application will try and detect if the scanned document(s) is a barcoded document and if so, pull the barcode id information to determine the Document Type.

h. Create a new 'What type of document is this?' page that is accessible after the 'Preparing document' page and barcoded document was not detected.
    i. Title the page 'What type of document is this?'
        1. In Spanish mode '¿Qué tipo de documento es este?'
    ii. Display the text 'Choose which type of document. If it isn't one of these, please select Other.' below the page title.
        1. In Spanish mode 'Elija qué tipo de documento. Si no es uno de estos, seleccione Otro.'
    iii. Display the following buttons
        1. Clicking on any of the buttons will re-direct the user to the 'Scan document confirmation' page and the button title that is selected/clicked will be the Document Type information that is displayed on the 'Confirmation' page.
        2. 1st row will have 4 buttons (ordered from left to right)
            a. Title the 1st button 'Bank Statement'
                i. In Spanish 'Declaración de banco'
            b. Title the 2nd button 'Citizenship Verification / Birth Certificate'
                i. In Spanish 'Verificación de ciudadanía / Acta de nacimiento'
            c. Title the 3rd button 'Child Care'
                i. In Spanish 'Cuidado de niños'
            d. Title the 4th button 'Disability / Unemployment'

i. In Spanish 'Incapacidad / Desempleo'

3. 2nd row will have 4 buttons (ordered from left to right)
   a. Title the 1st button 'Earnings'
      i. In Spanish 'Ingresos'
   b. Title the 2nd button 'Immunization'
      i. In Spanish 'Inmunización'
   c. Title the 3rd button 'Other'
      i. In Spanish 'Otro'
   d. Title the 4th button 'Other county document without clock'
      i. In Spanish 'Otro documento del Condado sin un reloj'
4. 3rd row will have 4 buttons (ordered from left to right)
   a. Title the 1st button 'Photo ID / Social Security Card'
      i. In Spanish 'Identificación con foto / Tarjeta de Seguro social'
   b. Title the 2nd button 'Rent / Lease / Mortgage'
      i. In Spanish 'Renta / Arriendo / Hipoteca'
   c. Title the 3rd button 'School Verification'
      i. In Spanish 'Verificación escolar'
   d. Title the 4th button 'Utilities / Household Expenses'
      i. In Spanish 'Servicios públicos y municipales / Gastos del hogar'
5. 4th row will have 2 buttons (ordered from left to right)
   a. Title the 1st button 'Vehicle Registration'
      i. In Spanish 'Registro de vehículos'
   b. Title the 2nd button 'Welfare to Work / Travel Claims'
      i. In Spanish 'Transición de la Asistencia Pública al Trabajo / Reclamaciones de viajes'

iv. The '← BACK' ('← ATRÁS' when in Spanish mode) button will not display on the footer of the page.

i. Create a new 'Scan document confirmation' page that is accessible after the 'Preparing document' page and the information for the barcoded document is returned from the endpoint or accessible after the user clicks on one of the available options from the 'What type of document is this?' page.

   i. The page will display the following information:
      1. 'Case Number: XXXX'
         a. In Spanish mode: 'Número de caso: XXXX'
         b. XXXX will be the Case Number
         c. Example: 'Case Number: A123456' ('Número de caso: A123456' in Spanish mode).
      2. 'Document Type: XXXX'
         a. In Spanish mode: 'Tipo de documento: XXXX'
         b. XXXX will be the Document Type.

            i. Document Type for a barcoded document will be the Document Type that's returned from the endpoint.
                1. Example: 'Document Type: SAR 7' ('Tipo de documento: SAR 7' when in Spanish mode).
            ii. Document Type for a non-barcoded document will be the document type that is selected/clicked on the 'What type of document is this?' page.
                1. Example: 'Document Type: Earnings' ('Tipo de documento: Ingresos' when in Spanish mode).
3. 'Number of pages: XXXX'
    a. In Spanish mode: 'Número de páginas: XXXX'
    b. XXXX will be the number of document(s) that was scanned.
    c. Example: 'Number of pages: 4' ('Número de páginas: 4' when in Spanish mode).
4. Display two buttons
    a. Title the 1st button 'Save' ('Ahorrar' when in Spanish mode).
        i. Clicking on the 'Save' or 'Ahorrar' button will send the scanned document(s) to Hyland.
            1. Application will call this endpoint first https://HOSTNAME/imaging-service/outbound/image/store and then call the https://HOSTNAME/imaging-service/outbound/image/route/document_id/Pre-OCR endpoint after receiving a successful message from the https://HOSTNAME/imaging-service/outbound/image/store endpoint.
        ii. Clicking on the 'Save' or 'Ahorrar' button will also call the existing /receptionLog/entry endpoint that will create the reception log entry in CalSAWS.
            1. Reception Log will have the Purpose of Visit of 'Drop Off Document' and the Visit Status will always be 'Complete'.
        iii. Clicking on the 'Save' and 'Ahorrar' button will print the document upload receipt and re-direct the user to the 'Thank you!' page.
    b. Title the 2nd button 'Cancel' ('Cancelar' when in Spanish mode).

i. Clicking on the 'Cancel' or 'Cancelar' button will re-direct the user back to the 'Scan Document Instruction' page.
    1. All scanned document(s) will not be retained, and user will need to start the process of scanning the document(s) again.

ii. The '← BACK' ('← ATRÁS' when in Spanish mode) button will not display on the footer of the page.

j. Create a new 'Thank you!' page that's accessible by clicking on the 'Save' or 'Ahorrar' button from the 'Scan document confirmation' page or the 'Upload document confirmation' page.
    i. Title the page 'Thank you!'
        1. In Spanish mode '¡Gracias!'
    ii. Display the text 'Please remember to take your receipt!' below the page title.
        1. In Spanish mode '¡Recuarda llevar tu recibo!'
    iii. Display a button title 'OK', this will be the same in English and Spanish'.
        1. Clicking on the 'OK' button will re-direct the user back to the main Self-Service Kiosk home/landing page.
            a. All information (Case information, document type, uploaded document(s)/images) will not be retained.
    iv. The '← BACK' ('← ATRÁS' when in Spanish mode) and 'House icon EXIT' ('House icon SALIDA' when in Spanish mode) button will not display on the footer of the page.

2. Create new pages for the upload document(s) functionality when the device being used is the Lobby Tablet or the IOS (Device Type is Lobby Tablet or Self Service Kiosk).
    a. Display the following on the header of the page and it will display for all the pages under the upload document(s) flow.
        i. When in "Spanish" mode it will display as "Condado de XXX"
        ii. XXX will be the name of the County that the device is associated to. (please refer to Section 2.3 for details on how the device is associated to a specific county).
            1. Example: "County of Los Angeles" (in English mode) or "Condado de Los Angeles" (in Spanish mode)
    b. Display the following on the footer of the page for all the pages under the upload document(s) flow, unless it is called out specifically to not display.
        i. Display "English" I "Español" on the middle
            1. Clicking on "English" will display the page in "English" mode.
                a. The screen will not change when user clicks on "English" and the page is already in "English" mode.
            2. Clicking on "Español" will display the page in "Spanish" mode.

a. The screen will not change when user clicks on the "Español" and the page is already in "Spanish" mode.

ii. Display "← BACK" (when in "English" mode) or "← ATRÁS" (when in "Spanish" mode) button on the left side.

1. Clicking on the button will take the user to the previous page that they were on and also in the same "English" or "Spanish" mode.

iii. Display "House icon EXIT" (when in "English" mode) or "House icon SALIDA" (when in "Spanish" mode) button on the right side.

1. Clicking on the button will display an "Exit confirmation pop-up box" (please refer to Section 2.20 for more information regarding this).

c. Create a new page that is accessible by clicking on the 'Scan Document' or the 'Escanear documento' button from the 'How can we help you?' page and then pulling the appropriate case information back through the 'Please Identify Yourself' related pages (Section 2.18 for more details on the 'Please Identify Yourself' pages).

i. Title the page 'Submit my document(s)'

1. In Spanish mode 'Enviar mi documento(s)'

ii. Display the text 'Take photos of your document below. Maximum of 5 photos at a time.' below the page title.

1. In Spanish mode 'Tome fotos de su documento a continuación. Máximo de 5 fotos a la vez.'

iii. Display the following fields:

1. Title the 1st field 'Case Number:' ('Número de caso:' in Spanish mode).

a. Display a text field that will display the Case Number information (this is the Case Number information was returned through the 'Please Identify Yourself' page).

b. Text field will not be editable and will be greyed out.

2. Title the 2nd field 'Person Name:' ('Nombre de la persona:' in Spanish mode).

a. This will be a drop-down field that will list the names of people that are on the case.

i. Name will be listed in alphabetically in ascending order by First Name.

ii. Name will be listed in the format of [First Name] [Last Name]

1. Example: John Doe

iii. Only people with the household status of 'In the Home' will be displayed.

1. People out of the home or is marked as duplicate will not display.

3. Title the 3rd field 'Document Type:' ('Tipo de documento:' in Spanish mode).

   a. This will be a drop-down field that will list the document type in the below order.
      i. ‘Bank Statement’
         1. In Spanish mode ‘Declaración de banco’
      ii. ‘Citizenship Verification / Birth Certificate’
         1. In Spanish mode ‘ Verificación de ciudadanía / Acta de nacimiento’
      iii. ‘Child Care’
         1. In Spanish mode ‘Cuidado de niños’
      iv. ‘Disability / Unemployment’
         1. In Spanish mode ‘Incapacidad / Desempleo’
      v. ‘Earnings’
         1. In Spanish mode ‘Ingresos’
      vi. ‘Immunization’
         1. In Spanish mode ‘Inmunización’
      vii. ‘Other’
         1. In Spanish mode ‘Otro’
      viii. ‘Other county document without clock’
         1. In Spanish mode ‘Otro documento del Condado sin un reloj’
      ix. ‘Photo ID / Social Security Card’
         1. In Spanish mode ‘Identificación con foto / Tarjeta de Seguro social’
      x. ‘Rent / Lease / Mortgate’
         1. In Spanish mode ‘Renta / Arriendo / Hipoteca’
      xi. ‘School Verification’
         1. In Spanish mode ‘Verificación escolar’
      xii. ‘Utilities / Household Expenses’
         1. In Spanish mode ‘Servicios públicos y municipales / Gastos del hogar’
      xiii. ‘Vehicle Registration’
         1. In Spanish mode Registro de vehículos’
      xiv. ‘Welfare to Work / Travel Claims’
         1. In Spanish mode ‘Transición de la Asistencia Pública al Trabajo / Reclamaciones de viajes’

4. Title the 4th field ‘Program:’ (‘Programa’ in Spanish mode).
   a. This will be a drop-down field that will display the list of Active programs that the selected Person is a part of (on the ‘Person Name’ field) for the selected Case.
   b. Drop-down field will be blank when there is no person selected from the ‘Person Name’ field.

c. Drop-down field will display the short decode name of the program in alphabetically in ascending order.
    i. Program name will display the same way in both English and Spanish mode.
    ii. Example: CalFresh

iv. Display the following buttons:
1. Title the 1st button 'Take a photo' ('Tomar una foto' in Spanish mode) when there is no image/picture that's been captured.
    a. When 1 or more photos is taken, the button will then be title 'Take another photo' ('Toma otra foto' in Spanish mode).
    b. Clicking on the 'Take a photo' or 'Take another photo' will open the device camera view (camera view will look different and will have different functionalities as this is dependent on the device that is used), when the application is granted access to the built-in camera, that allows user to take a photo of the document/image that they want to upload.
        i. The camera view may display an option to cancel/go back to the previous page that the user was on.
            1. Option will vary depending on device that is used (i.e. ios device display 'Cancel' while an android device displays an 'X') or it may not display at all.
        ii. The camera view may display an option to capture the document/image.
            1. Option will vary depending on device that is used, or it may not display at all.
        iii. The camera view may display an option to Retake or Use the photo of the document/image that was captured.
            1. Option will vary depending on device that is used, or it may not display at all.
    c. Button will not display when there's 5 images/pictures already captured and being display.
2. Title the 2nd button 'Retake photo(s)' ('Volver a tomar fotos(s)' in Spanish mode).
    a. Button will be disabled (it'll be in grey) when there's no image/picture that has been taken.
    b. Button will be enabled when there is at least 1 image/picture captured and display.

c. Clicking on the button will remove all images/pictures that has been captured at the time the button is clicked. User will need to start the process of capturing the image/picture again.

3. Title the 3rd button 'Submit' ('Enviar' in Spanish mode).
   a. Button will be disabled (it'll be in grey) until the following conditions are met:
      i. There is at least 1 image/picture that's captured.
      ii. A value has been selected from all 3 of the following fields: Person Name, Document Type and Program field.
      iii. Clicking on the 'Submit' or 'Enviar' button will re-direct the user to the 'Upload document confirmation' page.
4. Display the captured image/picture (as a preview) in the middle of the page.
   a. Captured image/picture will be numbered in order as they are taken.
      i. Display the number '1', '2', '3', '4' or '5' depending on the order that the image/picture was captured.
      ii. Number will display in the middle of the image/picture that is being display on the page in red.
   b. Captured image/picture will be ordered from left to right.

v. Clicking the '← BACK' or '← ATRÁS' button from this page will re-direct the user back to the 'How can we help you?' page and all captured image(s)/photo(s) will be removed.

d. Create a new 'Upload document confirmation' page that is accessible by clicking on the 'Submit' or 'Enviar' button from the 'Submit my document(s)' page.
   i. The page will display the following information:
      1. 'Case Number: XXXX'
         a. In Spanish mode: 'Número de caso: XXXX'
         b. XXXX will be the Case Number
         c. Example: 'Case Number: A123456' ('Número de caso: A123456' in Spanish mode).
      2. 'Document Type: XXXX'
         a. In Spanish mode: 'Tipo de documento: XXXX'
         b. XXXX will be the Document Type.
            i. Document Type will be the value that is selected on the 'Document Type' ('Tipo de documento') field on the 'Submit my document(s)' page.
               1. Example: 'Document Type: School Verification' ('Tipo de documento:

Verificación escolar' when in Spanish mode).

3. 'Number of photo(s): XXXX'
    a. In Spanish mode: 'Número de foto(s): XXXX'
    b. XXXX will be the number of image/photo(s) that was captured.
    c. Example: 'Number of photo(s): 2' ('Número de foto(s): 2' when in Spanish mode).
4. Display two buttons
    a. Title the 1st button 'Save' ('Ahorrar' when in Spanish mode).
        i. Clicking on the 'Save' or 'Ahorrar' button will send the images to Hyland.
            1. Application will call this endpoint first https://HOSTNAME/imaging-service/outbound/image/store and then call the https://HOSTNAME/imaging-service/outbound/image/route/document_id/Pre-OCR endpoint after receiving a successful message from the https://HOSTNAME/imaging-service/outbound/image/store endpoint.
        ii. Clicking on the 'Save' or 'Ahorrar' button will send the images to Hyland by calling the existing Image Store endpoint and then automatically calling the Image Route endpoint when the Image Store endpoint return the document id information.
        iii. Clicking on the 'Save' or 'Ahorrar' button will also call the existing /receptionLog/entry endpoint that will create the reception log entry in CalSAWS.
            1. Reception Log will have the Purpose of Visit of 'Drop Off Document' and the Visit Status will always be 'Complete'.
        iv. Clicking on the 'Save' and 'Ahorrar' button will print the document upload receipt and re-direct the user to the 'Thank you!' page.
    b. Title the 2nd button 'Cancel' ('Cancelar' when in Spanish mode).
        i. Clicking on the 'Cancel' or 'Cancelar' button will re-direct the user back to the 'Submit my document(s)' page.
            1. All captured image(s)/photo(s) will not be retained, and user will need

to start the process of capturing the image(s)/photo(s) again.

ii. The '← BACK' ('← ATRÁS' when in Spanish mode) button will not display on the footer of the page.

3. Display an error pop-up message when the device is not configured to a document scanner (for Device Type of 'Lobby Kiosk) or the device does not have a built-in camera or permission was not granted for the application to access the built-in camera (for Device Type of 'Lobby Tablet and Self Service Kiosk).
   a. Error pop-up message will display on the following pages and will have a grey overlay when an error pop-up message is displayed.
      i. 'Scan Document Instruction' page when user clicks on the 'Next' or 'Próxima' button and the device is not configured with a document scanner.
      ii. 'Submit my document(s)' page when user clicks on the 'Take a photo' or ''Tomar una foto' button and the device does not have a built-in camera or the permission was not granted for the application to access the built-in camera.
   b. Error pop-up message will display the following:
      i. Display 'ERROR' (for both English and Spanish mode) in red at the top of the error pop-up message followed by the text 'Hardware to support this functionality is not found. Please reach out to a County Worker for assistance.' ('No se encuentra hardware compatible con esta funcionalidad. Comuníquese con un trabajador del condado para obtener ayuda.' when in Spanish mode).
      ii. Display a 'Close' ('Cerrar' in Spanish mode) button
         1. Clicking on the 'Close' or 'Cerrar' button will remove the grey overlay from the page and close the error pop-up message.
4. Create a receipt that will be generated and print when the user clicks on the 'Save' or 'Ahorrar' button from the 'Scan document confirmation' page or the 'Upload document confirmation' page.
   a. Receipt will have the following information:
      i. County Information
         1. This will be the County Name that the device belongs to.
         2. This will be bolded.
      ii. Office Name along with the office address
         1. This will be the name of the Office that the device is associated to.
         2. This will be the address of the office.
      iii. Date and Time
         1. Date would be the date that the transaction was completed.
            a. Date would be in the format of [Month Name] [Date], [Year]
         2. Time would be the time that the transaction was completed.
            a. Time would be in the format of HH:MM AM/PM

3. Example: January 22, 2025 12:30 PM

iv. The text '**Document Upload Receipt**'

1. This will be underlined and bolded.

v. Case Number: XXXX

1. This would be the Case Number that the user is working in context of.
2. XXXX is the Case Number information
3. 'Case Number:' will be bolded
4. Example: **Case Number:** A123456

vi. The text 'Document Type:' followed by the document name.

1. Document name would be the name of the barcoded document or the Document Name that was selected.
2. Example: '**Document Type:** SAR 7'
3. 'Document Type:' will be bolded.

vii. Display the following text at the bottom of the receipt:
'Thank you for uploading your document(s)!'
'Have a good day!'

Note: Users are not able to Check-In, Scan/Upload documents, or view any information (My Case Status, My EBT Balance, My Benefits Info) for a case that have confidentiality. The exception is for cases that only have the 'Employee/Employee Relative' confidentiality type and it's not combined with any other confidentiality type.

2.19.4 Page Location

Access by clicking on the 'Scan Document' button from the 'How can we help you? page.

2.19.5 Security Updates

N/A

2.19.6 Page Mapping

N/A

2.19.7 Accessibility

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

2.19.8 Page Usage/Data Volume Impacts

N/A

2.20 Pop-up messages

2.20.1 Overview

Create new pop-up messages that will display in both English and Spanish version (depending on the mode of the page and the flow) when the application is in between pages or pulling/sending information through the webservice, when the application is idle during the Self-Service Check-In flow and when user click on the 'Exit' button.

2.20.2 Pop-up messages Mockup

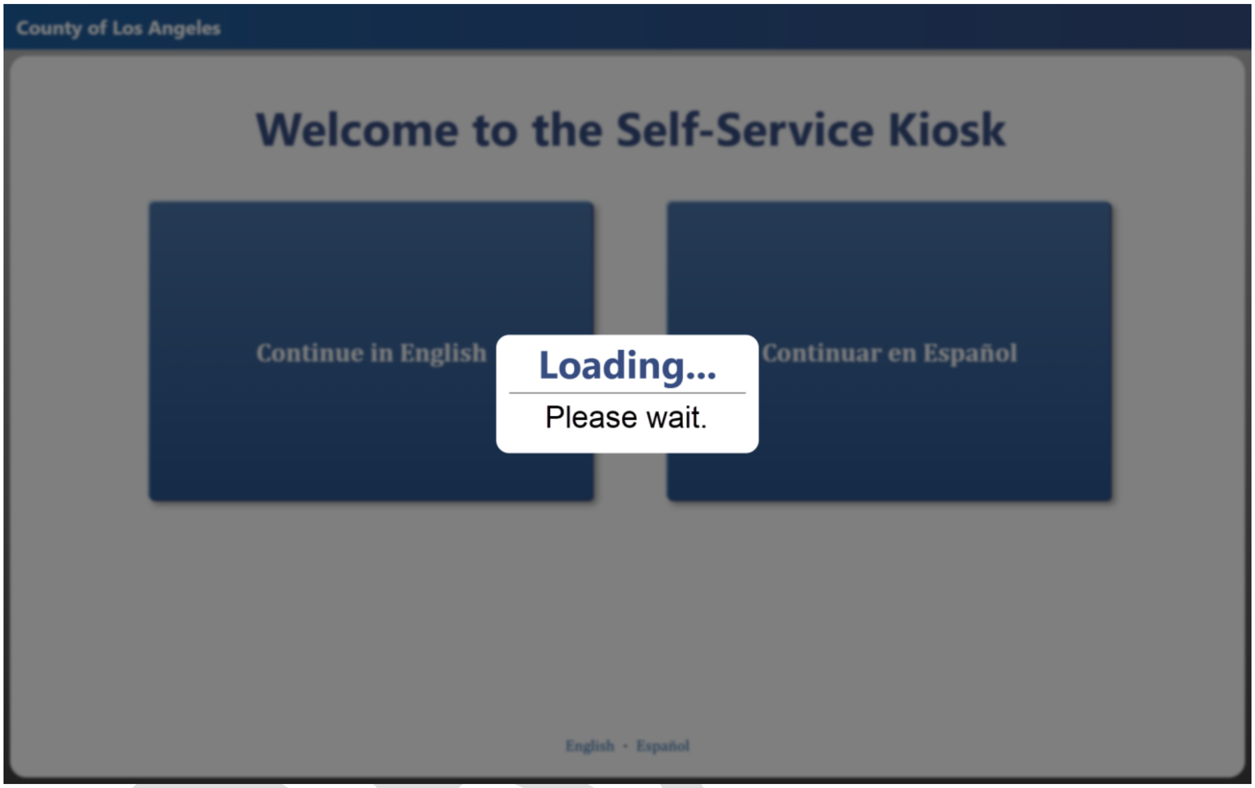


Figure 2.20.1.a – Loading message for the Self-Service Check-In flow (English)

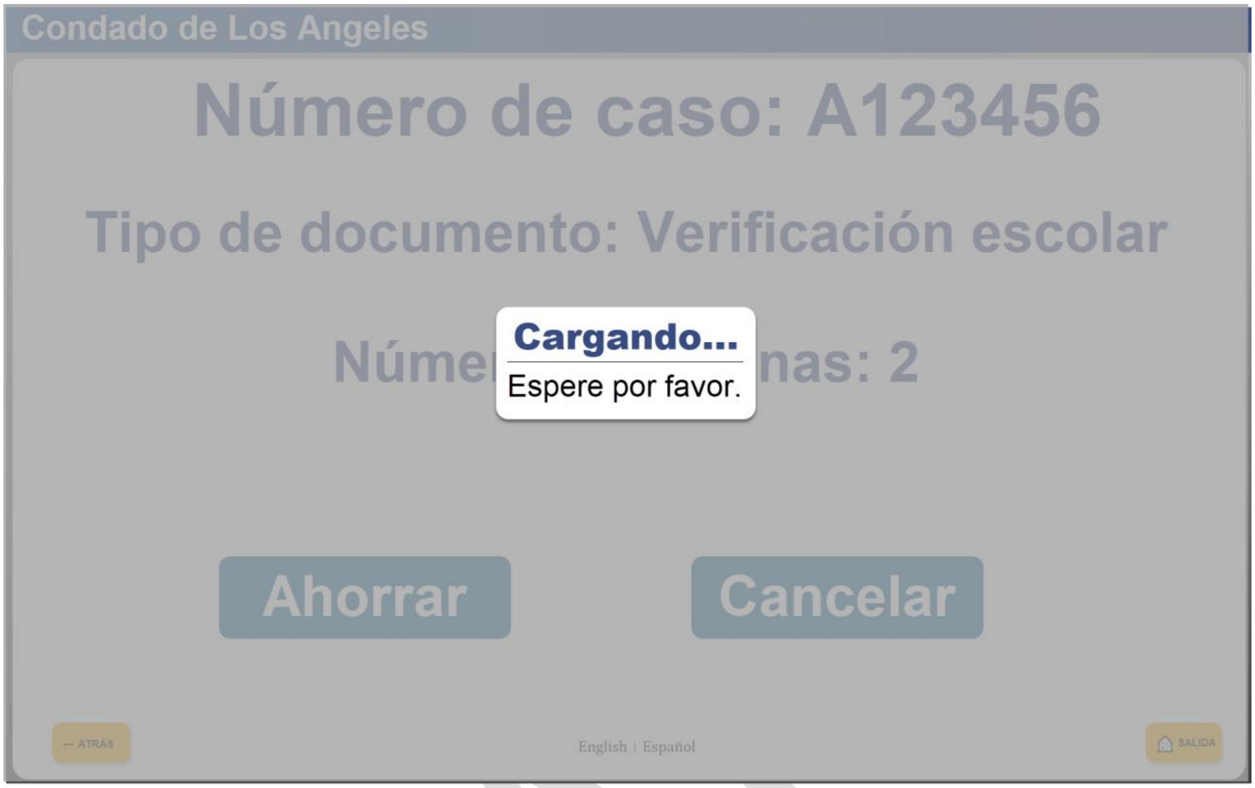


Figure 2.20.1.b – Loading message for the Self-Service Check-In flow (Spanish)

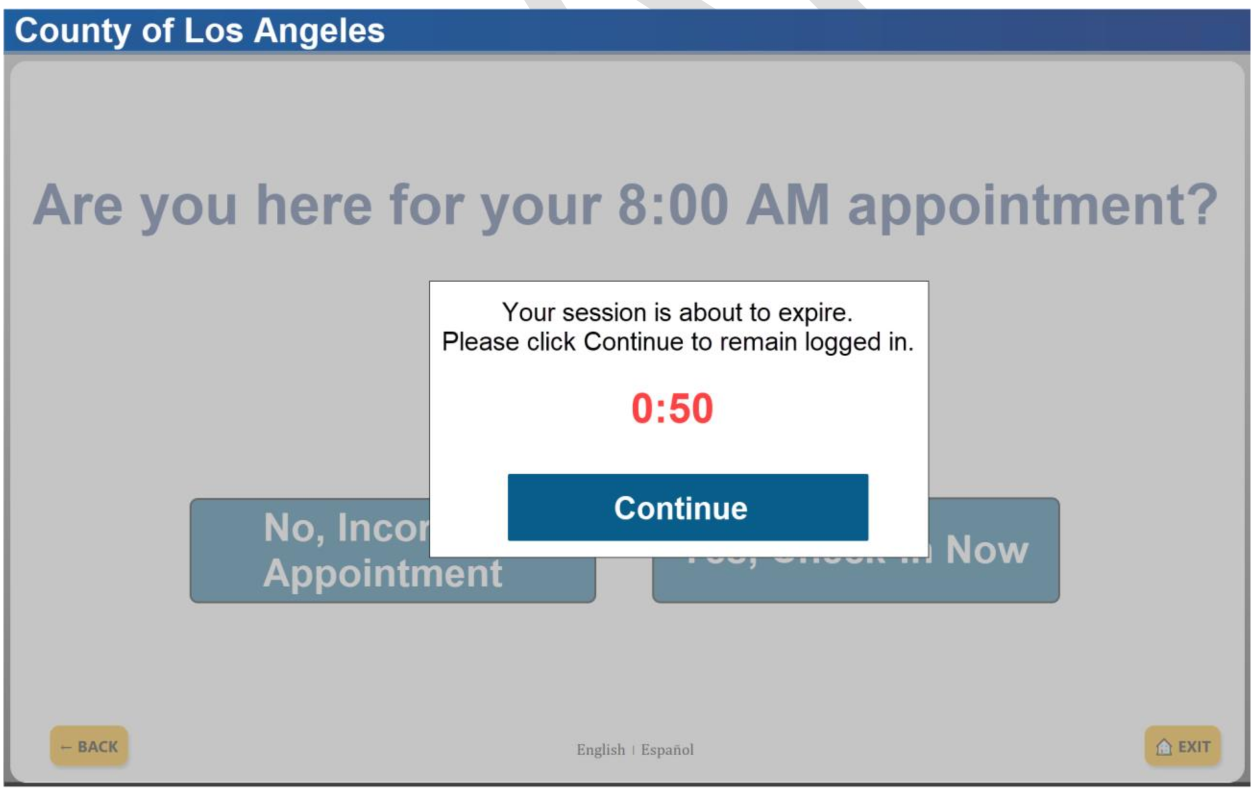


Figure 2.20.2.a – Idle/session time out message Self-Service Check-In flow (English)

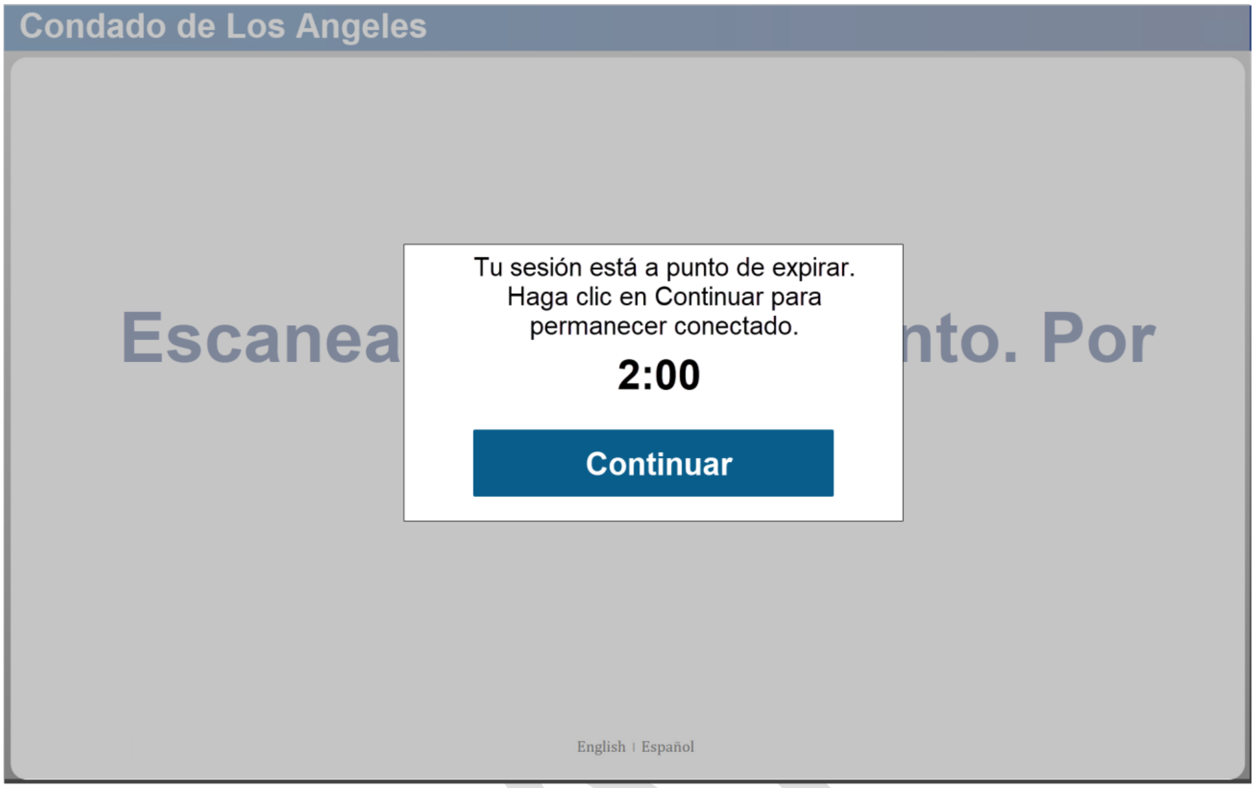


Figure 2.20.2.b – Idle/session time out message Self-Service Check-In flow (Spanish)

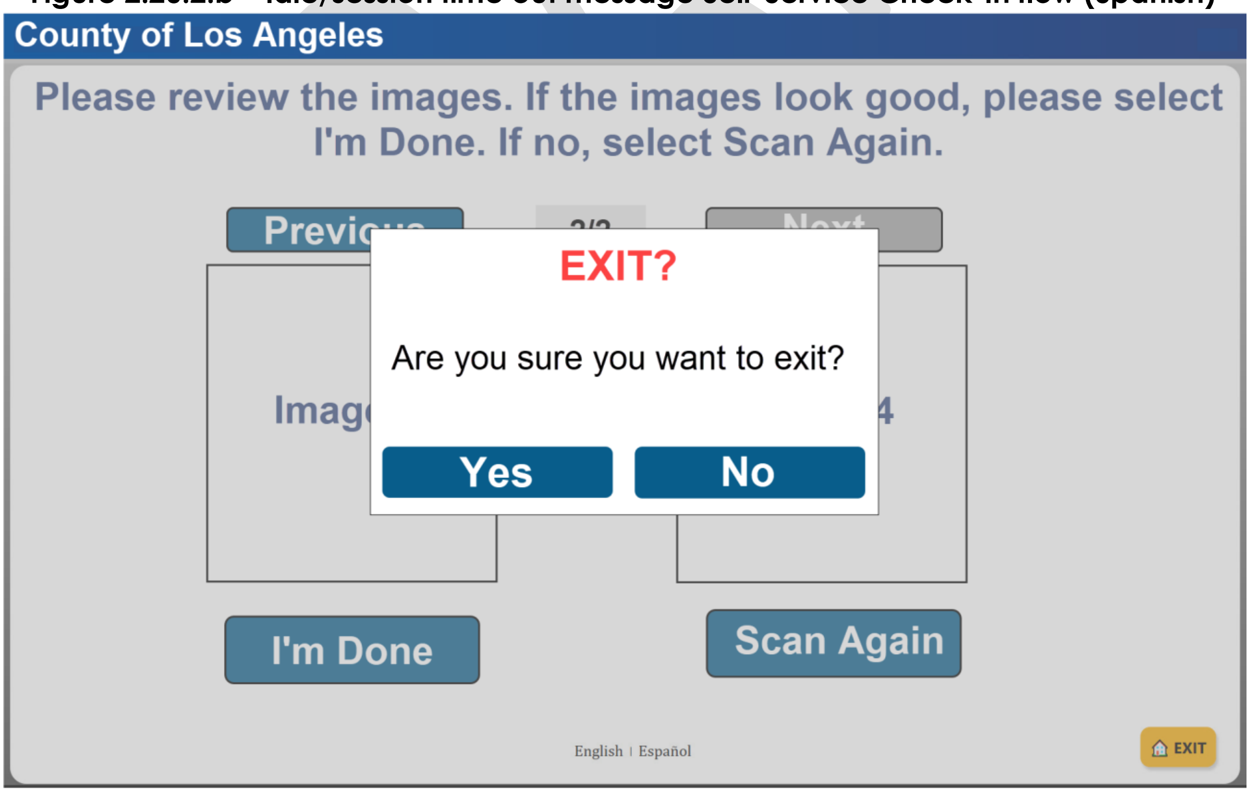


Figure 2.20.3.a – Exit confirmation Self-Service Check-In flow (English)

Figure 2.20.3.b – Exit confirmation Self-Service Check-In flow (Spanish)

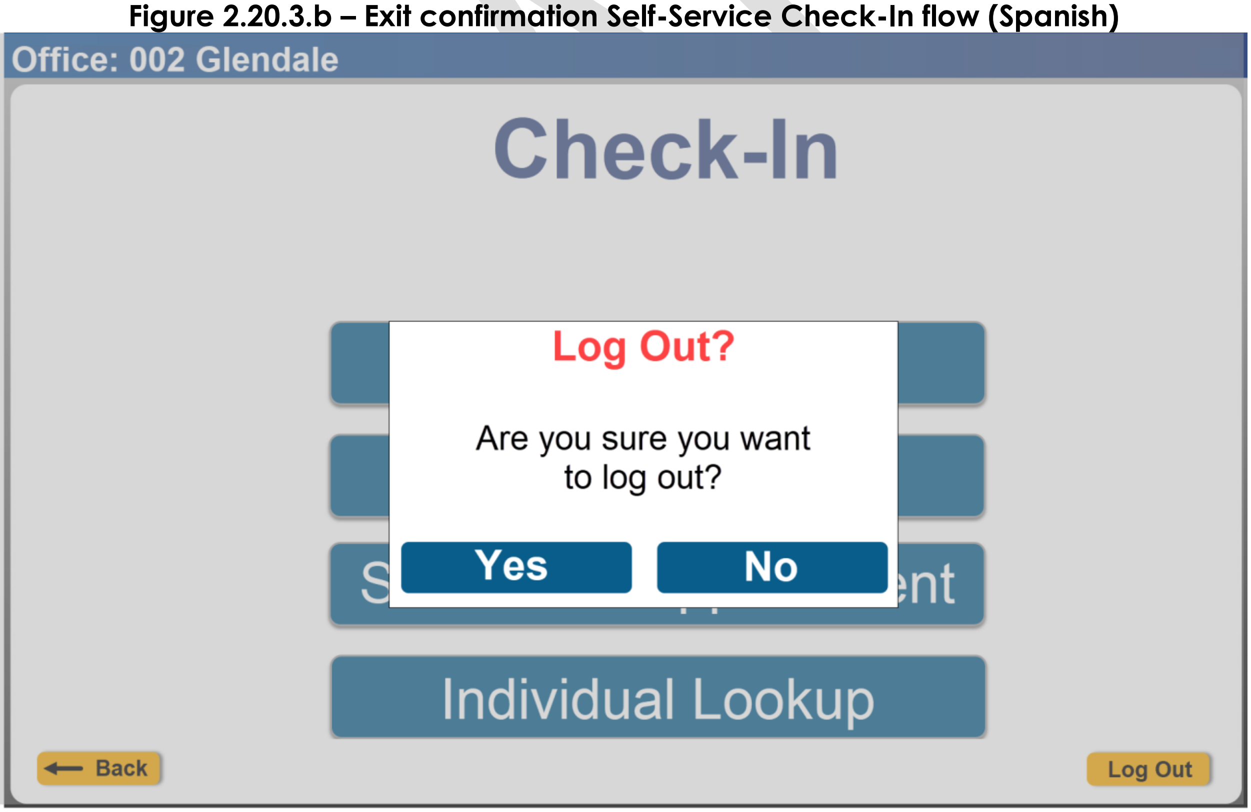


Figure 2.20.4. – Log Out confirmation for Employee facing pages/flow

2.20.3 Description of Changes

1. Create a new pop-up message that will display throughout all the pages of the Self-Service Kiosk: Check-In application (pages under Section 2.8 through Section 2.19) when users are transitioning between pages or when the application is processing a request (i.e. making a call to an endpoint to send information or while retrieving information).
    a. Pop-up message will display the text 'Loading…' on top followed by 'Please wait.' when the page is in English mode.
        i. In Spanish mode display 'Cargando…' on top followed by 'Espere por favor.'
        ii. Pop-up message will close automatically when the application finish processing the request or when user is re-directed to a different page by the application.
    b. The page will have the grey overlay when the pop-up message is opened and will disappear when the pop-up message is closed.

    Note: The pop-up message will not apply when user is re-directed to the Forge Rock log in page as that is outside of the Self-Service Kiosk application (this will apply only for the web-based version of the application).
2. Create a new pop-up message that will display throughout the pages of the Self-Service Kiosk: Check-In application (pages under Section 2.16 through Section 2.19, these are the public facing functionalities/flows) when users click on the 'Exit' or 'Salida' button.
    a. Pop-up message will display the following text when the page is in English mode 'EXIT?' on top followed by 'Are you sure you want to exit?' and two buttons at the bottom.
        i. 1st button will be titled 'Yes' and the 2nd button will be titled 'No'.
        ii. In Spanish mode display '¿Salida?' on top followed by '¿Estás Segura de que quieres salir?'.
            1. The 1st button will display as 'Sí' (instead of Yes) and 'No'
        iii. Clicking on the 'Yes' or 'Sí' button will close the pop-up message box and user will be re-directed back to the main Self-Service Kiosk home/landing page.
            1. Any images/photos that was uploaded, Case Number information and data information will not be retained or saved.
        iv. Clicking on the 'No' button will close pop-up message, and user will remain on the page.
    b. The page will have the grey overlay when the pop-up message is opened and will disappear when the pop-up message is closed.
3. Create a new pop-up message that will display throughout the pages of the Self-Service Kiosk: Check-In application (pages under Section 2.16 through Section 2.19, these are the public facing functionalities/flows) when the page remains idle for a specific amount of time.
    a. Pop-up message will display the following when the page is in English mode: 'Your session is about to expire. Please click Continue to remain logged in.' followed by a timer that is counting down and a button title 'Continue'.

i. In Spanish mode display 'Tu session está a punto de expirar. Haga clic en Continuar para permanecer conectado.' followed by a time that is counting down and a button title 'Continuar'.

ii. Timer that is counting down will be in the format of M:SS

1. It will display in black until the last 1 minute and the timer will then display in red (1:00, 0:59, 0:58…)
2. When the timer countdown all the way to 0:00 ('Continue' or 'Continuar' button was not clicked) the user session will automatically be expired, user will automatically be re-directed back to the Self-Service Kiosk home/landing page and any images/photos that was uploaded, Case Number information and data information will not be retained or saved.

iii. Clicking on the 'Continue' or 'Continuar' button will close the pop-up message and continue the session.

1. The time will be reset as well for calculating the amount of time the page has been idle.

b. The page will have the grey overlay when the pop-up message is opened and will disappear when the pop-up message is closed.

c. The amount of time the page will need to be idle before the pop-up message opens will be 2 minutes and the timer will start the countdown starting at 2 minutes.

i. This applies for all the pages found under Section 2.16 through Section 2.18.

ii. Overall, the page will need to remain idle for a total of 4 minutes before the user session expires (2 minutes of the page being idle and an additional 2 minutes when the pop-up message opens).

d. The amount of time the page will need to be idle before the pop-up message opens will be 5 minutes and the timer will start the countdown starting at 2 minutes.

i. This applies for all the pages found under Section 2.19 (uploading document functionality).

ii. Overall, the page will need to remain idle for a total of 7 minutes before the user session expires (5 minutes of the page being idle and an additional 2 minutes when the pop-up message opens).

Note: The process of uploading documents can be longer compared to viewing information (i.e. My Case Info) or during check-in. Thus, the time for the page to be idle for the uploading document functionality (Section 2.19) is increased to 5 minutes before the pop-up message opens.

4. Create a new pop-up message that will display throughout the pages of the Self-Service Kiosk: Check-In application (pages under Section 2.11 through Section 2.15, these are the employee facing functionalities/flows) when users click on the 'Log Out' button.

a. Pop-up message will display the following text 'Log Out?' on top followed by 'Are you sure you want to log out?' and two buttons at the bottom.
    i. 1st button will be titled 'Yes' and the 2nd button will be titled 'No'.
    ii. Clicking on the 'Yes' button will close the pop-up message box and user will be re-directed back to the main Self-Service Kiosk home/landing page.
        1. Any images/photos that was uploaded, Case Number information and data information will not be retained or saved. User will also be logged out of Forge Rock.
            a. User will need to be re-authenticated again through Forge Rock when they need to log back in.
    iii. Clicking on the 'No' button will close pop-up message, and user will remain on the page.

b. The page will have the grey overlay when the pop-up message is opened and will disappear when the pop-up message is closed.

2.20.4 Page Location

Access through launching the application (on IOS device only) or through the URL: https://lobby.calsaws.net/ and the appropriate pages within the application.

2.20.5 Security Updates

N/A

2.20.6 Page Mapping

N/A

2.20.7 Accessibility

Screen will be built in accordance to the accessibility guideline for color, contrast and font size requirement.

2.20.8 Page Usage/Data Volume Impacts

N/A

2.21 Lobby webservices

2.21.1 Overview

A new webservice will be created to support the functionality to pull Case Information through a barcoded document. This SCR will also update existing webservice to support the new application that integrates all the different functionalities that all 4 lobby applications currently have.

2.21.2 Description of Change

1. Create a new rest webservice that will be called from the application to pull drop-down values for the Language, Program, Visit Purpose, Individual Type and Emergency Request field.
    i. This will be a REST webservice
        1. Request Method: GET
        2. Request Parameters:
            a. Countycode
            b. This will be required
        3. Response Parameters:
            a. resultMessage
                i. Successful or Error message will be returned
            b. languagecodenumidentif
                i. Return a list of the available languages code num identif
                    1. This will be the same list/drop-down value found on the Language field on the Reception Log Detail page.
            c. languagename
                i. Return the corresponding short decode name for the language code num identif.
                    1. This will be the same list/drop-down value found on the Language field on the Reception Log Detail page.
            d. programcode
                i. Return a list of the available programs code num identif
                    1. This will be the same list/drop-down value found on the Program field on the Reception Log Detail page.
            e. programname
                i. Return the corresponding short decode name for the program code num identif.
                    1. This will be the same list/drop-down value found on the Program field on the Reception Log Detail page.
            f. visitpurposecode
                i. Return a list of the available Visit Purpose code num identif
                    1. This will be the same list/drop-down value found on the Visit Purpose field on the Reception Log Detail page.
            g. visitpurposename
                i. Return the corresponding short decode name for the Visit Purpose code num identif.
                    1. This will be the same list/drop-down value found on the Visit Purpose field on the Reception Log Detail page.

h. invidualtypecode
    i. Return a list of the available Individual Type code num identif
        1. This will be the same list/drop-down value found on the Individual Type field on the Reception Log Detail page.
i. individualtypename
    i. Return the corresponding short decode name for the Individual Type code num identif.
        1. This will be the same list/drop-down value found on the Individual Type field on the Reception Log Detail page.
j. emergencyrequestcode
    i. Return a list of the available Emergency Request code num identif
        1. This will be the same list/drop-down value found on the Emergency Request field on the Reception Log Detail page.
k. emergencyrequestname
    i. Return the corresponding short decode name for the Emegency Request code num identif.
        1. This will be the same list/drop-down value found on the Emergency Request field on the Reception Log Detail page.

2. Update the following webservices:
    i. Name: info for the endpoint Url: /config/kiosk for the Request Method: Get
        1. Add the following new Response Parameters:
            a. Add: caseInfo
                i. Send a Y or No
                ii. This will be based on whether the field 'Enable My Case Info' is checked (Y) or not checked (N).
                iii. Required
            b. Add: uploadDoc
                i. Send a Y or No
                ii. This will be based on whether the field 'Enable Upload Document' is checked (Y) or not checked (N).
                iii. Required
            c. Add: deviceStatus
                i. Send Enable or Disable
                ii. This will be based on the Device Status field (new field being added) on the Device Assignment Detail page.
                iii. Required
        2. Remove the following from the Response Parameter:
            a. Remove: lastUpdatedTimestamp
    ii. Name: Rights for the endpoint URL: /user/rights for the Request Method POST

1. Add/update the following Request Parameter:
    a. Add: Username
        i. This will be the username that the logged in user inputted.
        ii. This is required.
    b. Update: staffId parameter will be updated to be optional.
2. Add/update the following Response Parameter:
    i. Add: countyCode
        1. This will be the county code information that the logged in user belongs to.
    ii. Add: staffid
        1. This is a unique identifier for the logged in user
    iii. Add: officeid
        1. This is the office id information that the logged in user is associated to
        2. Multiple officeid can be returned when the user is associated to multiple offices.
    iv. Add: officename
        1. This is the corresponding office name for the office id.
        2. Multiple office name can be returned when the user is associated to multiple offices (as there would be multiple office ids).
    v. Add: officeaddress
        1. This is the corresponding office physical address (PH) for the office id.
        2. Multiple office physical address can be returned when the user is associated to multiple offices (as there would be multiple office ids)

iii. Name: config for the endpoint URL: /config/tablet/kiosks for the Request Method GET
1. Add/Update the following Request Parameters:
    a. Add: officeid
        i. This is the office id that the logged in user is working in context of.
        ii. This will be required
    b. Update: kioskNumIdentif to be optional
2. Add the following Response Parameters:
    a. Add: devicestatus
        i. Send Enable or Disable
        ii. This will be based on the Device Status field (new field being added) on the Device Assignment Detail page.

iv. Endpoint URL: lobbycheckin/ebtSearch?ebtCardNumber=<EBTCardNumber> for the Request Method GET

        1. Add the following Request Parameter:
            a. Add: countycode
                i. Send the county code information that the logged in user is associated to.
                ii. This will be required

v. Endpoint URL: lobbycheckin/appointments?officeNumber=<OfficeNumber>&confirmationNumber=<ConfirmationNumber>&caseNumber=<CaseNumber>&countyCode=<countyCode> for the Request Method GET
    1. Add the following Response Parameter:
        a. Add: custapptid
            i. This will be the customer appointment id

vi. Endpoint URL: lobbycheckin/caseParticipants?caseNumber=<CaseNumber>&countyCode=<countyCode> for the Request Method GET
    1. Update the following Response Parameter:
        a. Update: programcode
            i. Send the short decode name of the Program
        b. Update: programStatus
            i. Send the short decode name of the Program Status

vii. Endpoint URL: lobbycheckin/checkin for the Request Method POST
    1. Add the following Request Parameters:
        a. Add: custapptid
            i. This will be optional
            ii. This will be the customer appointment id
                1. This will be provided when user is checking-in for an appointment.
        b. Add: languagecodenumidentif
            i. This will be optional
            ii. This will be the specific code num identif for the language that is selected on the Language field.
                1. It will be blank when there's no value selected.
        c. Add: programcode
            i. This will be optional
            ii. This will be the specific code num identif for the program that is selected on the Program field.
                1. It will be blank when there's no value selected.

viii. Endpoint URL: /docs/v2/docInfoByBarcode for the Request Method GET
    1. Add the following Request Parameter:
        a. Add: countycode
            i. This will be optional
            ii. Send the county code information of the logged in user or the county code that the Device (based on the Device Number) belongs to.
    2. Add the following Response Parameter:

            a. Add: confidentialCase
                i. Send Null/Blank when the case associated to the document barcode id does not have any confidentiality type.
                ii. Send the confidentiality type information when the case associated to the document barcode id have a confidentiality type associated to it.

ix. Endpoint URL: /docs/updateStatus/{barcode} for the Request Method PUT
    1. Add the following Request Parameters:
        a. Add: staffid
            i. This will be optional
            ii. This will be the staff id of the logged in user

x. Endpoint URL: lobbycheckin/selfService/caseProgramParticipants?caseNumber=<CaseNumber>&countyCode=<CountyCode> for the Request Method GET
    1. Add/Update the following Response Parameters:
        a. Add: effectivedate
            i. This will be the effective date of the program status (program status as of system date)
            ii. Month, Date and Year information
        b. Add: shareofcost
            i. This will be the share of cost information.
                1. Share of cost only apply to Medi-Cal program.
        c. Update: programstatus
            i. Send the short decode name of the program status.
        d. Update: programcode
            i. Send the short decode name of the program code

xi. Endpoint URL: lobbycheckin/selfService/caseInfo for the Request Method POST
    1. Add/Update the following Response Parameters:
        a. Add: benefitmonth
            i. Send the benefit month information for the program
            ii. Month and Year information
            iii. Only the last 3 benefit month information from the system date.
        b. Add: benefitamount
            i. Send the corresponding benefit amount that was provided for the program for the specific benefit month.
        c. Add: issuancedate
            i. Send the issuance date of when the benefit amount was issued for the program
                1. Month, Date, and Year

d. Update: program
  i. Send the short decode name of the program
  ii. Only send for CalFresh, CalWORKs, Nutrition Benefits, and Medi-Cal for the last 3 benefit month from the system date.

xii. Name: receptionlog for the endpoint URL: /receptionLog/entryfor the Request Method POST
1. Add the following Response Parameter:
   a. Add: assignNumber
      i. This is the number that was assigned to the reception log record
      ii. This will return blank when there's no number assigned.
   b. Add: logCreatedDate
      i. This will be the date of when the reception log record was created
      ii. Month, Date and Year
   c. Add: logCreatedTime
      i. This will be the time of when the reception log record was created
      ii. Hour, Minute, AM/PM
2. Add the following Request Parameter:
   a. Add: personname
      i. This is the name that is inputted on the Please enter your first and last name page.
      ii. This will go into the Person Name field in Reception Log Detail page.
      iii. This will be optional.

   Note: This is for non-case validated flow. No case number is attached to the Reception Log when it gets created.

   b. Add: dateofbirth
      i. This is the date of birth that is inputted on the Please enter your date of birth page.
      ii. This will go into the Description field in Reception Log Detail page.
      iii. This will be optional.

   Note: This is for non-case validated flow. No case number is attached to the Reception Log when it gets created.

2.21.3 Partner Integration Testing

N/A

2.21.4 Execution Frequency

N/A

2.21.5 Key Scheduling Dependencies

N/A

2.21.6 Counties Impacted

All

2.21.7 Category

N/A

2.21.8 Data Volume/Performance

N/A

2.21.9 Interface Partner

N/A

2.21.10 Failure Procedure/Operational Instructions

N/A

2.22 Automated Regression Test

2.22.1 Overview

Update the existing automated regression test scripts that access the Flow Management List, Flow Management Detail, and Select Device page to account for the changes outlined in previous sections.

2.22.2 Description of Changes

1. Update the 'Flow Management - Select Device' script to account for the updated validations on the Flow Management Detail page.
   Note: This is the only impact identified during the impact analysis performed on February 19, 2025. An additional analysis will be performed during the build phase.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment