

Distribution Date	April 18, 2025
To	PPOC.All, Notify.HelpDesk.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS Knowledge Articles

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

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
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Description


Purpose

The purpose of this CIT is to introduce Counties to a resource available to CalSAWS users: CalSAWS Knowledge Articles. Knowledge Articles are available in the Learning Management System (LMS) as well as ServiceNow.

Background

CalSAWS Knowledge Articles were created to provide users with initial troubleshooting steps, alternate procedures and common *how to* steps for specific issues that have been submitted to the CalSAWS Help Desk, to assist with resolving an issue before escalation to the Help Desk is necessary. They include step-by-step instructions and additional resources when appropriate. Knowledge Articles are created based on ticket trends resolved with resolution code *How To – Steps Provided To Proceed*. If you have knowledge article suggestions, please send an email to Tech.ServiceManagement@CalSAWS.org with "Knowledge Article Suggestion" as the subject line.

Additional Information

	<p>The first Knowledge Articles available are:</p> <ul style="list-style-type: none"> • Knowledge Article – How to Link an IHSS Referral to a CalSAWS Case When a UEID/Error Message Displays • Knowledge Article – How to Perform Alternate Procedure for SSI SSP Reversal Month • Knowledge Article – How to Discharge Eligible CalFresh Recovery Accounts • Knowledge Article – How to Action CalFresh Elderly/Disabled Compromise Recovery Accounts Not Being Picked Up • Knowledge Article – How to Action Recovery Accounts Discharged Due to Inactive Responsible Party <p>County Action</p> <p>Please distribute this CIT and the CalSAWS Knowledge Articles to any appropriate County staff. Knowledge Articles in the LMS can be found by using the Search field or navigating to the new category "HDK0 - CalSAWS Knowledge Articles". LMS access is available and encouraged for all users. Users needing access to the LMS should follow their County process to submit a Single or Bulk User LMS Access Request in ServiceNow. Knowledge Articles can also be accessed in ServiceNow in the CalSAWS Functionality knowledge base. County staff that have access to ServiceNow can access the knowledge base via the Service Portal or Service Desk (articles are listed in the CalSAWS Functionality section).</p> <p>If you have questions on this CIT, please reach out to the Primary Contact listed below and cc your Regional Manager(s).</p>
Primary Project Contact	<p>Ashley Arnold ArnoldA@CalSAWS.org</p>
Backup Project Contact	<p>Jamala Rule RuleJ@CalSAWS.org</p>
Attachments	<p>CIT 0046-25 Knowledge Article – How to Discharge Eligible CalFresh Recovery Accounts.pdf</p> <p>CIT 0046-25 Knowledge Article – How to Link an IHSS Referral to a CalSAWS Case When a UEID Error Message Displays.pdf</p> <p>CIT 0046-25 Knowledge Article – How to Perform Alternate Procedure for SSI SSP Reversal Month.pdf</p> <p>CIT 0046-25 Knowledge Article – How to Action CalFresh Elderly Disabled Compromise Recovery Accounts Not Being Picked Up.pdf</p> <p>CIT 0046-25 Knowledge Article – How to Action Recovery Accounts Discharged Due to Inactive Responsible Party.pdf</p>
Web Portal Link	<p></p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2025" folder.

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4. Click on the appropriate CIT # folder.