

Distribution Date	June 23, 2025
To	Enhanced.Lobby.Support.All; Committee.Lobby.Mgmt.All; PPOC.All; Consortium.RegionalManagers.All
CC	Consortium.SectionDirectors
CIT Name	Lobby Device Platform Consolidation & Modernization

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> OCAT
<input checked="" type="checkbox"/> Other <u>Lobby Management Devices</u> | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Fiscal
<input type="checkbox"/> GA/GR
<input checked="" type="checkbox"/> Help Desk
<input type="checkbox"/> Imaging
<input type="checkbox"/> Security
<input type="checkbox"/> Task Management
<input checked="" type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training |
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Description

Purpose

The purpose of this CIT is to outline the system requirements and deployment details for the new web-based Lobby Management application (SCR CA-213363), which will be introduced to CalSAWS as part of the 25.07 baseline release on **Monday, July 21st, 2025**. The modernization effort replaces multiple applications with a single, streamlined web-based solution designed to simplify deployment, support broader device compatibility, and reduce hardware and network dependencies.

Background

The new lobby management application consolidates four existing applications into a single, streamlined web-based solution: Lobby Kiosk, Lobby Tablet, Self Service (Los Angeles), and Lobby Check-in (Los Angeles). The application supports devices running Windows and Android and enables functionality such as client check-ins and document uploads through standard browsers using modern APIs.

Impacts to Counties

All CalSAWS lobby devices will be updated during the cutover weekend as part of the 25.07 release.

To assist counties with transition planning and coordination, a summary table of key events and dates is provided below.

Note: Los Angeles County will continue using their current configuration, and the Self Service (Los Angeles) and Lobby Check-in (Los Angeles) applications will remain active.

Key Event	Date	Details
Last Day of Legacy Applications	Friday, July 18 th , 2025	Lobby Kiosk and Lobby Tablet sunset after business hours.
Cutover Weekend	July 19–21 st , 2025	CalSAWS will push updates to all lobby devices.
Go-Live of New Web-Based Application	Monday, July 21 st , 2025	Modernized platform becomes available.

Additional Information

To ensure full functionality, including document scanning, barcode reading, and card swiping the following CalSAWS-supported peripherals must be used:

Devices

- Windows 10 or higher
- Android 14 or higher

Peripherals

Lobby Kiosk	
	Receipt Printer
Zebra Z-Perform Receipt Paper (3.125" x 645', 8 rolls per case) (Zebra Part #10007008)	Receipt Printer Paper
MagTek Dynamag Magnetic Stripe Card Reader (Part# 21073145)	Card Reader
	2D Barcode Reader
Fujitsu fi-8170 Scanner (and scanner cover from Meridian)	Scanner
Employee Portal	
Zebra ZQ511 (ZQ51-BUE0000-00)	Receipt Printer
Zebra Receipt Paper (3" x 64') (Zebra Part #: 10023347)	Receipt Printer Paper

Note: Apple does not allow web applications to directly communicate with hardware peripherals on iOS, therefore, integration with peripherals on an Apple device is not supported.

Software

- Asprise Web Scan App – Required for any document scanning. The software may be downloaded using this link: [REDACTED]
- JSprintManager – Required for printing receipts. The software may be downloaded using this link: [REDACTED]
- Zebra Browser Print and Printer Utility – Both pieces of software are required if you have a Zebra printer, in addition to the current driver. They can be found in these links: [REDACTED]
- Any additional drivers for the peripherals that are attached to the kiosk. These can be retrieved from the vendors' websites.

Browsers

- Google Chrome – Latest Version
- Microsoft Edge – Latest Version
- Other browsers including Safari and Firefox are not supported.

Internet & Network

- County internet connection with at least 10 Mbps upload/download speed.
- No network changes are expected.

Device Registration Credentials

A unique Device Registration credential will be required and provided for each Lobby Kiosk device. These credentials are not needed for access to the Employee Only Portal.

- Lobby Kiosks:
 - Device Registration and Configuration Required.
- Lobby Tablets:
 - Device Registration/configuration will not be completed for Lobby Tablets ahead of 25.07 release as this is not required for Employee Only Portal.
 - Proceed past device registration/configuration alerts and click County of three times for Employee Only Portal.
 - Users will log on using existing CalSAWS credentials.

See Device Registration Flow attached. This information can also be found on the CalSAWS Web Portal: [REDACTED]

County Actions

Counties currently utilizing the CalSAWS Lobby Kiosk or Lobby Tablet devices should plan for the transition to the modernized solution on **Monday, July 21st, 2025**. CalSAWS will provide updated communications, user guides, and job aids ahead of the 25.07 baseline deployment. Information can be found on the CalSAWS Web Portal:

	<p>Additionally, counties should review the system requirements listed above and monitor communication channels for ongoing updates and documentation related to this effort.</p> <p>If counties want to use Self-Service Kiosk mode on Lobby Tablets, device registration is required. Credentials will be distributed for these devices to the counties to complete steps following the 25.07 release.</p> <p>Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.</p>
Primary Project Contact	<p>Sowmya Coppisetty CoppisettySV@CalSAWS.org</p>
Backup Project Contact	<p>Lobby Support Lobby.Support@calsaws.org</p>
Attachments	<p>CIT 0078-25 Self Service Kiosk Guide.PDF CIT 0078-25 Employee Portal Guide.PDF CIT 0078-25 Device Configuration Flow.PDF CIT 0078-25 Device Registration Flow.PDF</p>
Web Portal Link	<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. 4. Click on the appropriate CIT # folder.