# Go-Live Plan
CA-213363 Lobby Modernization

September 25, 2025

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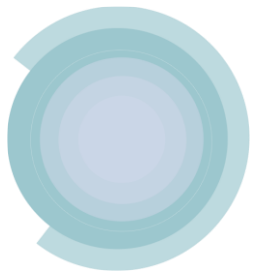
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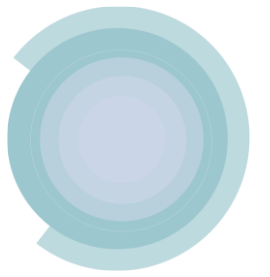
Agenda

1. Project Preparations
2. County Preparations – Required, By October 3rd
3. County Preparations- Recommended, By October 6th
4. Assumptions
5. Resources

Project Preparations

- ## Completed Tasks

  - ✓ Create ForgeRock accounts for all existing kiosks and tablets. These will be used for device registration.

  - ✓ Load additional software (Asprise, JSPrintManager, device specific drivers) onto kiosks and tablets.

  - ✓ Distribute ForgeRock login credentials for all existing devices to designated County contacts.

- ## Tasks To Be Completed the Weekend of 10/3

  - ❏ Remotely register all kiosks.

  - ❏ Push new URLs to all devices, based on device configuration. These URLs allow kiosks to be fully functional on 10/6.

  - ❏ Push additional configurations needed for software.

County Preparations - Required

To be completed by 10/3
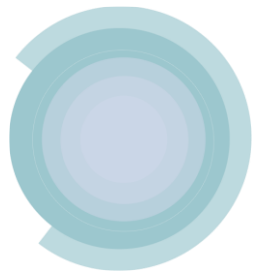
Counties must complete the following tasks before close of business, Friday, 10/3.

❑ Ensure all devices are turned on and connected to Wi-Fi before the close of business, Friday, 10/3 to receive necessary updates.

❑ Share new lobby/kiosk URL with appropriate staff: ██████████
   ❑ Starting 10/6, counties can use this URL to complete Device Registration and Device Configuration on their own, if needed.

✓ Share ForgeRock device registration credentials with appropriate staff. These credentials were shared with designated staff within the County. They are responsible for distributing the credentials if needed.

County Preparations - Recommended

To be completed by/on 10/6
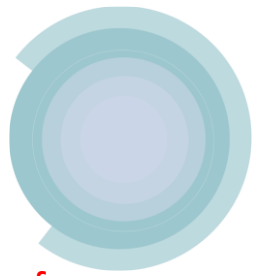
We recommend Counties complete the following actions after 3 PM on Sunday, 10/5 or before business opens on Monday, 10/6.

- **Kiosks**
  - ☐ Confirm Kiosk Devices were successfully registered
  - ☐ Confirm Kiosk Devices were successfully configured
  - ☐ Kiosk Devices have a flow assigned
  - ☐ Print a test receipt from Kiosk
  - ☐ Scan a test document from Kiosk

- **Tablets** - If the counties plan to use the tablet in <u>self service kiosk mode</u>, we recommend completing the following tasks
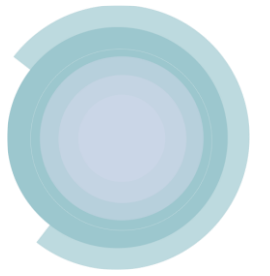 - ☐ Register the device
  - ☐ Configure the device
  - ☐ Confirm or update flow assignment
  - ☐ Print a Test Receipt from tablet
  - ☐ Scan a test document from tablet

Hypercare Bridge- October 5th
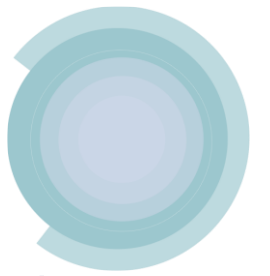
- **October 5th – 3 to 5pm**
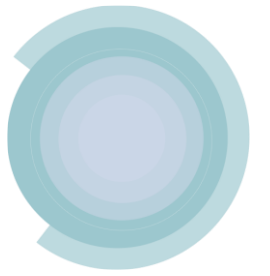
Hypercare Bridge- October 6th

- **October 6th – 7am to 4pm**

Assumptions

- Flows counties have already set up will not change or be removed. Counties do not have to change or update their flows for CA-213363.

- Devices already on Device Assignment will not be removed. Counties do not have to add devices to Device Assignment due to CA-213363.

Resources

❑ The following are some resources available in the Web Portal > Resources > Resources by Functional Area > Lobby Management >TLM 39 Lobby Modernization.

  ➢ *UPDATED* SCR CA-213363 TLM 39 Lobby Device Modernization - Self Service Kiosk Guide

  ➢ *UPDATED* SCR CA-213363 TLM 39 Lobby Device Modernization-Employee Portal Guide

  ➢ Device Registration Process Flow

  ➢ Device Configuration Process Flow

  ➢ Various Demos

  ➢ End to End Demonstration

  ➢ Kiosk PC Set Up Guide

  ➢ Lobby Tablet Set Up Guide

  ➢ Device Registration Process Quick Guide

  ➢ Device Configuration Process Quick Guide

  ➢ *NEW* Employee Portal Lobby Check-In Demo

  ➢ *NEW* Self-Service Kiosk Demo

Any Questions?