CalSAWS | Information Transmittal (CIT)   0022-26

Distribution Date	February 6, 2026
To	Enhanced.Lobby.Support.All; Committee.Lobby.Mgmt.All; PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	**Request New Lobby Device Registration Accounts**

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

- ☐ General
- ☐ Policy
    - ☐ CW
    - ☐ CF
    - ☐ MC
    - ☐ CMSP
    - ☐ FC/KG/AAP
    - ☐ Child Care
    - ☐ WTW
    - ☐ Other Program(s)_____
- ☐ BenefitsCal
- ☐ Customer Correspondence
- ☐ OCAT
- ☒ Other <u>Lobby Management</u>

- ☐ Reports
    - ☐ Fiscal
    - ☐ Caseload Movement
    - ☐ Management
- ☐ Batch and Interfaces
- ☐ Fiscal
- ☐ GA/GR
- ☒ Help Desk
- ☐ Imaging
- ☐ Security
- ☐ Task Management
- ☐ Technical
- ☐ Training

Description	
	Purpose The purpose of this CIT is to provide Counties with the new process to request and receive device registration accounts for independently procured lobby devices. **Background** With the release of SCR CA-213363 Modernized Lobby Application in October 2025, Counties have an option of independently procuring, configuring and deploying lobby devices that meet the minimum specification. These specifications are outlined in **CIT 0078-25.** For counties that prefer to self-configure their devices, the following detailed quick guides are available in the CalSAWS Web Portal to assist with configuring a lobby tablet or lobby kiosk. █████████████████████████████ ████████████████████ • CalSAWS Quick Guide - Lobby Tablet Setup.pdf

- CalSAWS Quick Guide - Kiosk PC Setup.pdf

A future CIT will be released with information on purchasing lobby equipment and services through the County Procurement Process.

The new lobby application can be used in two distinct modes: Employee Portal Mode and Self-Service Kiosk Mode. To use the public-facing Self-Service Kiosk Mode, each lobby device must be provisioned with a unique device registration account. This requirement ensures secure authentication and maintains compliance with organizational security standards, preventing unauthorized access and safeguarding sensitive data during Lobby device operations.

Counties who independently purchase and set up lobby devices must use the following process to request device registration account(s) for each lobby device. Accounts only need to be requested for new devices. Counties do not need to request accounts for devices that are currently using the Modernized Lobby Application.
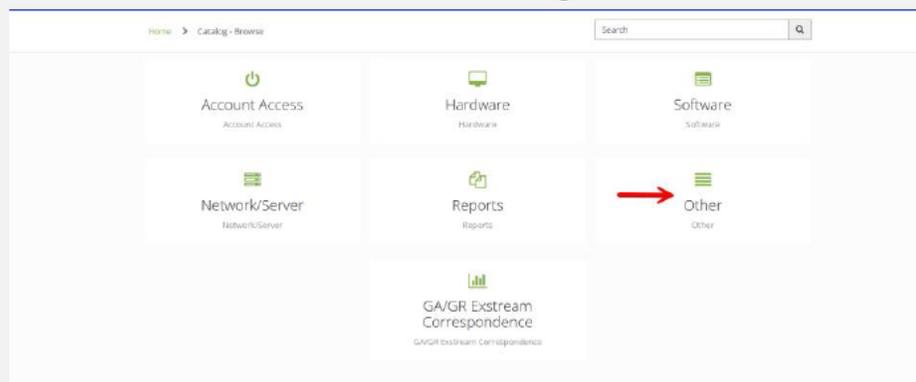
Device Registration Request Process

To request a new device registration account(s), follow your county process to create a ServiceNow request (RITM). The following steps detail the type of RITM and information to include.
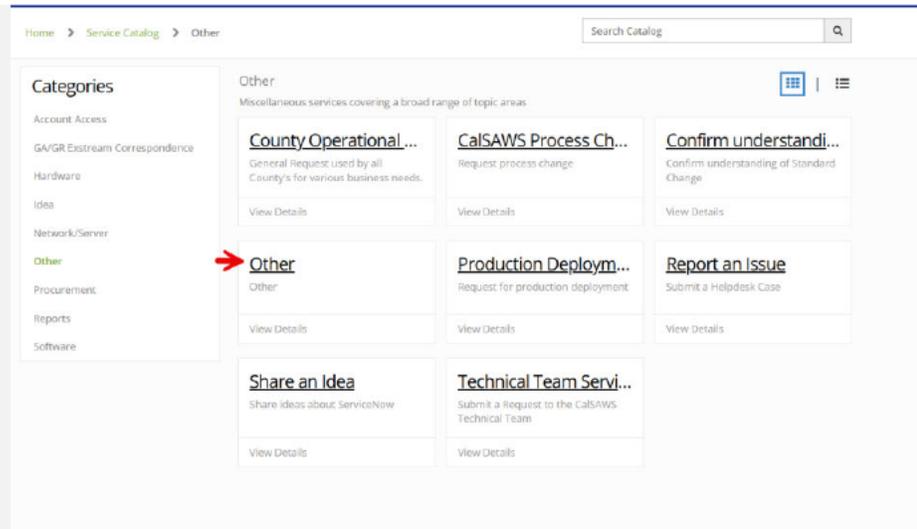
1. Select '**Request a Service**' on the ServiceNow homepage.
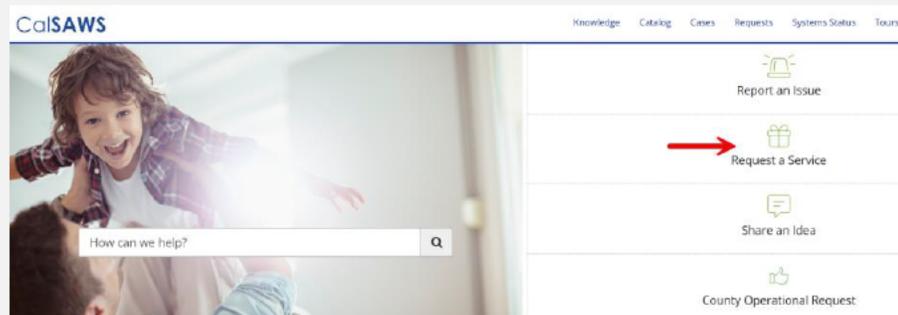
2. Click on '**Other**' from the service catalog.

3. Under the '**Other**' category, select '**Other**' service option.

4. Ensure that all mandatory fields are accurately completed. This includes:

- **Requested For**: Enter the name of the county user requesting the new device registration account(s).

- **Summary**: Use the phrase "<County> Request for New Device Registration account" as the summary.

- **Description**: Provide detailed information, including:
   - **Device ID**: The unique identifier for the device(s). This identifier is created in the **Device Assignment Detail** page.
   - **Office Information**: Specify the location or office where the device(s) will be used. This should be one office per Device ID.

5. Once all the required information is entered, click on **'Submit'**.

Notes: Counties can request multiple accounts in one RITM by including each Device ID and office information.

Missing or incomplete information may result in delays in processing your request. Ensure all mandatory fields are provided before submission.

Once all required information is submitted with the RITM, the process of approval and creation of the device registration account will take approximately **3–4 weeks**.

After the device registration account(s) are created, the new account details will be posted to the password-protected spreadsheet located in the county's designated Web Portal location:

Counties who already have a lobby device received the password for their spreadsheet prior to modernization.

If a spreadsheet has not already been created, the Project will coordinate with the County User entered in the RITM's Requested For field to set up access.

Once device registration accounts have been created, counties must not attempt to reset the password themselves. If a new password is needed for a specific device registration account, a new RITM must be submitted indicating with account needs to be reset.

Note: Access to this spreadsheet is restricted to authorized county users only. Counties must determine how to internally handle the device registration accounts after access to the spreadsheet is established.

County Actions

Counties must utilize the new processes outlined in this CIT to request new device registration accounts and share this process with appropriate staff.

If you have questions on this CIT, please reach out to the Primary Contact and CC your Regional Manager(s).

Primary Project Contact	Sowmya Coppisetty CoppisettySV@CalSAWS.org

Backup Project Contact	Rhiannon Chin ChinR@CalSAWS.org
Attachments	None
Web Portal Link	██████████ OR You may also retrieve the CIT document and attachments by following these steps: 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 "2026" folder. 4. Click on the appropriate CIT # folder.