CalSAWS | Information Transmittal (CIT)   0035-26

Distribution Date	March 3, 2026
To	PPOC.All;
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	**CalSAWS Multi County User Access (C92)**

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
- ☐ Lobby Management

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

Description	
	Purpose
	This CIT replaces CIT 0260-21 and provides an updated process for counties and state partners to request a CalSAWS C92 account.
	Background
	In CalSAWS, C92 accounts provide read-only access to specific CalSAWS pages for all 58 counties, depending on the classification selected. These accounts are used for non-county staff who need to perform audits. The different C92 account classifications available include:

- ✖ CA State All County Access
- ✖ CalFresh Auditor
- ✖ Child Care Auditor
- ✖ CMSP Auditor
- ✖ IEVS Auditor
- ✖ Medi-Cal Auditor

- ✖ Other External Agency
- ✖ QC Auditor

C92 accounts will not be exposed to county users via the Staff Search pages. Users who access CalSAWS using a C92 account will show up on audit reports.

Access Requests

Requests from Counties:

- Please submit a Service Now Request, "C92 Account Access," with the following information:
  - Classification: Select one
    - ✖ CA State All County Access
    - ✖ CalFresh Auditor
    - ✖ Child Care Auditor
    - ✖ CMSP Auditor
    - ✖ IEVS Auditor
    - ✖ Medi-Cal Auditor
    - ✖ Other External Agency
    - ✖ QC Auditor
  - Business justification
- After submitting the ServiceNow ticket, please email your ticket number to your Regional Manager for their reference.

Requests from State Partners:

- Please email Consortium.Tech.Support@CalSAWS.org using the following subject line: Multi County User (C92) Account Creation/Removal Request and include the following information for each user:
  - Name: Last Name, First Name
  - Email: Example@agency.org
  - Phone Number: (###) ###-####
  - Organization/ Company
  - Business justification
  - Classification: Select one
    - ✖ CA State All County Access
    - ✖ CalFresh Auditor
    - ✖ Child Care Auditor
    - ✖ CMSP Auditor
    - ✖ IEVS Auditor
    - ✖ Medi-Cal Auditor
    - ✖ Other External Agency
    - ✖ QC Auditor

Multi county users (C92) accounts will be created within 5 business days of receiving the request.

Users who are receiving a C92 profile will need to sign a CalSAWS User Agreement or have a CalSAWS User agreement on file that is not older than 1year. When no CalSAWS User Agreement is found on file or if older than 1 year. Consortium Tech Support team will send out CalSAWS User Agreement via DocuSign for signature prior to creating C92 profile.

Password Reset Requests:
Note: Password is valid for 60 days. However, users should be instructed to promptly use the password reset link to reset their password to a secure password of their choice in the CalSAWS Password Reset Portal

For password related issues. Please contact CalSAWS Consortium Tech Support at Consortium.Tech.Support@CalSAWS.org

County Actions
Note: Counties are responsible for providing C92 users with connectivity to CalSAWS.

C92 accounts with the CA State All County Access classification will be created, activated, and maintained by the CalSAWS project. There is no further action for the county.

C92 accounts that are created with a classification of: "CMSP Auditor, CalFresh Auditor, Child Care Auditor, IEVS Auditor, Medi-Cal Auditor, Other External Agency, QC Auditor," will be created by the CalSAWS project with an "inactive status" and must be "activated" by each individual County to enable a user to access the County's CalSAWS data.

Please contact CalSAWS Consortium Tech Support at Consortium.Tech.Support@CalSAWS.org
for any C92 account questions and cc your Regional Manager(s).

Primary Project Contact	Pete Quijada Quijadap@calsaws.org
Backup Project Contact	Prem Venugopalan venugopalanp@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.