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|-------------------|----------------------------------------------------------------------------------------------------------|
| Distribution Date | March 26, 2026                                                                                           |
| To                | PPOC.All; TPOC.All;                                                                                      |
| CC                | Consortium.RegionalManagers.All; Consortium.SectionDirectors; CalSAWS.All; Communications.Infrastructure |
| CIT Name          | <b>New Communication Portal Go-Live &amp; Training Materials</b>                                         |

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

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

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description | <p><b>Purpose</b></p> <p>The purpose of this communication is to notify users of the go-live date for the new Communication Portal (replacement of the current Web Portal), provide the new URL, and inform counties where to access training materials in preparation for go-live.</p> <p><b>Background</b></p> <p>The Communication Portal has been designed to improve how counties access critical information, resources, and updates. This design was informed by feedback from county users, Regional Managers, and functional CalSAWS Project workgroups to ensure the new portal aligns with user needs and supports day-to-day operations.</p> <p>The new Communication Portal provides:</p> <ul style="list-style-type: none"> <li>■ A more intuitive layout</li> <li>■ Improved navigation</li> <li>■ Centralized access to communications, training materials, functional areas, and project updates</li> </ul> |
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- An official platform for ongoing updates, communications, and document management

Additional information will continue to be provided through Informational Alerts.

**What's Changing and When**

- The new Communication Portal will replace the current Web Portal on **March 30, 2026, at 7:00 AM.**
- Current Web Portal users will automatically be granted access to the new Communication Portal.
- The Communication Portal will serve as the primary location for finalized communications and reference materials.
- The current Web Portal will be archived and placed in Read Only mode for historical reference. In Read Only mode, users will still be able to view and download documents. All new requests for Communication Portal Access will also receive Web Portal read-only access.

**New Communication Portal URL**

[Redacted] (link will not be active until March 30, 2026)

**Training Materials**

Training materials, including User Guides and How-To Videos, are now available to support onboarding to the new Communication Portal. These materials can be accessed on the Web Portal under [Redacted] and will also be available on the Communication Portal under [Redacted] once live. Counties can also reference the CLE session recording via the Web Portal under [Redacted]

**County Actions**

- Review training materials located on the Web Portal prior to go-live.
- Share training materials with appropriate county staff.
- Provide the new Communication Portal URL to all current Web Portal users.
- If any access issues on the Communication Portal occur, please escalate to your Regional Manager for assistance.

**Reference: Web Portal Transition to Read Only**

Counties are reminded to review CIT 0040-026: Web Portal Transition to Read Only, which outlines the required pretransition activities and details regarding the March 27, 2026, cutoff.

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|-------------------------|-----------------------------------------------------------------------------------------------|
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| Backup Project Contact  | Nonie Reyes-Small<br><a href="mailto:Reyes-SmallN@CalSAWS.org">Reyes-SmallN@CalSAWS.org</a>   |
| Attachments             | N/A                                                                                           |
| Web Portal Link         | [Redacted]<br><br>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.