

Distribution Date	September 9, 2026
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CC	Enhanced.Lobby.Support.All; Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Lobby Kiosks - Maintenance & Power Reminder

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

- | | |
|--|---|
| ☐ General | ☐ Reports |
| ☐ Policy | ☐ Fiscal |
| ☐ CW | ☐ Caseload Movement |
| ☐ CF | ☐ Management |
| ☐ MC | ☐ Batch and Interfaces |
| ☐ CMSP | ☐ Fiscal |
| ☐ FC/KG/AAP | ☐ GA/GR |
| ☐ Child Care | ☐ Help Desk |
| ☐ WtW | ☐ Imaging |
| ☐ Other Program(s) _____ | ☐ Security |
| ☐ BenefitsCal | ☐ Task Management |
| ☐ Customer Correspondence | ☐ Technical |
| ☐ OCAT | ☐ Training |
| ☒ Other – Lobby Management | |

Description	Purpose The purpose of this CIT is to remind counties that Kiosk PCs must remain powered on and connected to ensure ongoing preventative maintenance. Devices that stay offline
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for extended periods cannot receive critical updates. This CIT outlines the standard expectations for maintaining kiosk devices and explains the required re-enrollment process for workstations that have been inactive for an extended duration.

Background

Kiosk PCs are centrally managed through Microsoft Intune. To receive system updates, kiosk-specific configurations, and security patches, each workstation must periodically check in with Intune. These check-ins only occur when the device is powered on and connected to the network.

Additional Information

Intune-enrolled devices routinely check in to confirm connectivity with the Intune service and to receive policy updates. Devices that remain offline for more than 60 days are automatically removed from active Intune management. To restore functionality, these devices must be re-enrolled.

County Actions

Ensure all lobby kiosks remain powered on and connected to the Internet to receive updates, maintenance and security patches.

1. Counties anticipating planned downtime for their Kiosk must submit an "[REDACTED]" request in ServiceNow, providing the expected dates of inactivity.
2. If a device has been powered off for a period exceeding 60 days, counties must submit an "[REDACTED]" request in ServiceNow.

Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project Contact

Ciarra Fisher
FisherC@CalSAWS.org

Backup Project Contact

Lobby Support
Lobby.Support@CalSAWS.org

Attachments

N/A

Communication Portal Link

[REDACTED]

OR

You may also retrieve the CIT document and attachments by following these steps:

1. Hover over the Communications & Resources tab 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.