

Distribution Date	September 21, 2026
To	PPOC.All; Committee.Training
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	CalSAWS Quick Guide – ICT Processing

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

- | | |
|---|---|
| ☒ General
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☒ CW
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☐ Other Program(s) _____
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☐ Other _____ | ☐ Reports
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☐ Management
☐ Batch and Interfaces
☐ Fiscal
☐ GA/GR
☐ Help Desk
☐ Imaging
☐ Security
☐ Task Management
☐ Technical
☒ Training |
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Description

Purpose

The purpose of this CIT is to inform Counties of updates to the **ICT Processing Quick Guide**. This Quick Guide is now available in the Learning Management System (LMS).

Background

The CalSAWS Quick Guides were created to provide users additional training resources to assist them in performing functions in CalSAWS. They include step-by-step instructions as well as screenshots to enhance the learning experience.

Additional Information

The ICT Processing Quick Guide has been updated with information on current functionality and is converted to the most recent template. Changes include:

- Added information on renewals and SAR 7 processing for ICTs
- Updated information on System functionality for batch processes
- Removal of the reference to the CF 215

County Actions

	Please distribute this CIT and the CalSAWS Quick Guide to any County staff who perform these functions. The Quick Guide can also be found in the LMS. Access to the LMS is available to all users and is encouraged. A request for access can be submitted as a Single or Bulk LMS Access Request through CalSAWS ServiceNow. Users needing access to the LMS must follow their County's process. If you have questions on this CIT, please reach out to the Primary and Backup Project Contacts and cc your Regional Managers.
Primary Project Contact	Elizabeth Palm Training/Implementation Coordinator (916) 800-8363 PalmE@CalSAWS.org
Backup Project Contact	Juan Avila Lead Business Analyst 916-800-8344 AvilaJJ@CalSAWS.org
Attachments	CIT 0172-26 CalSAWS Quick Guide - ICT Processing .pdf
Communication Portal Link	 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.