

Q: Does CWDS need a unique email address for each user account set up in the CARES-Live Training Environment?

A: Yes. The CARES-Live system requires that each user have an email account associated with it. The email account cannot be an email that is already associated to an existing CARES-Live production user. Hence, a unique email address must be provided for each of the user accounts.

Q: Does the email address for the user account have to be a county issued email?

A: Yes. The email must be a county email. It cannot be an email account from Google, AOL, Yahoo, etc.

Q: Why does CWDS need a county issued email?

A: For security reasons CWDS requires each CARES-Live user account have a county email address association.

Q: What will the email address to be used for?

A: Orgs will be required to access the county email address associated with a user account for the following reasons:

- To complete the new user registration process (when the user account is created a randomly generated One Time Password is automatically sent to the county issued email address)
- Prior to the Multi Factor Authentication (MFA) code becoming static (to retrieve the randomly generated MFA code)
- To change the user password
- To unlock a user account

Q: What are the technical requirements to gain access to the Training environment?

A: The CARES-Live Training Environment can be accessed by way of the CMS Network. All Orgs currently have access to the CMS Network and the CARES-Live platform. Orgs can use the same method they use today to access the CARES-Live (VPN, Tokenless, SBC) Training Environment. Orgs may access the CARES-Live Training Environment the following 3 ways:

1. VPN: Orgs may use their current CWS and/or county VPN to access the environment
2. Tokenless: All Probation Orgs will access the environment via the Tokenless solution already in place for Probation to access the CWS Network and the CARES-Live platform.
3. SBC: The Server Based Computing solution may be utilized; however, it must be an SBC Training token. A Production token cannot be used.

When CWDS receives a Training Environment Access Request, CWDS will work with the specific Org to ensure they have access and are able to login.

Q: Why can't I use my SBC Production token?

A: The CARES-Live Training Environment is only available on SBC Training tokens due to the federal requirement to separate production from training.

Q: Can I use the SBC Training token I already have to login to the CARES-Live Training Environment?

A: An Org can use one of their existing SBC Training tokens to access the environment; however, an Org assigned user account must be used to actually login.

Q: How do I login with my current SBC Training token?

A: Orgs can access to the CARES-Live Training Environment using an SBC Training token and the Citrix application the same way they do for CWS training region. The Citrix application is the gateway to access the environment using an SBC Training token. Here are the steps to follow when using this method to access the environment:

1. Access the Citrix application located here: <https://cwstoken.access.ca.gov>
2. Enter Citrix user information on the SBCS Login page
3. Single click the application icon named CARES-Live Training



Q: Why does the static MFA code TRAINING not work?

A: The MFA code is set to the static value TRAINING typically within 24 hours of the user account being created. If you attempt to login before the MFA becomes static you must retrieve the randomly generated MFA code from the county email inbox associated with the user account.

Q: Are there any scheduled system outages to be concerned about?

A: Important system outage information will be sent in a bulletin email, the same way CARES-Live currently informs Orgs of system outages.

Q: When is the data refreshed?

A: The data is automatically refreshed at 3:40am daily; 7-days a week. This process takes less than 2 minutes to complete.

Q: What happens if I use the CARES-Live Training Environment during the data refresh time?

A: If users continue to update data past the refresh time, their updates will remain visible until they leave and return to that screen, after which the data will be refreshed.

Q: Can more than 1 person use the same user account at the same time?

A: Yes, the CARES-Live Training Environment was designed to be utilized in this fashion. This reduces costs and the number of user accounts to manage.

Recommendations for Training Coordinators:

- The county email address and/or user password should reference the user type to ease management and tracking of user accounts. To manage user accounts, it is suggested the Training Coordinator create a table that includes information needed to login to the environment. Here is an example:

User Type	Email address	Password	MFA Code
Supervisor	TrainSup@County.ca.gov	*****	TRAINING
Case Worker 1	TrainCW1@County.ca.gov	*****	TRAINING
Case Worker 2	TrainCW2@County.ca.gov	*****	TRAINING
Non-Case Worker	TrainNonCase@County.ca.gov	*****	TRAINING
Training Admin	TrainAdmin@County.ca.gov	*****	TRAINING

- The Training Coordinator should track who they've given the password and email address to for login purposes. Therefore, if/when the password is changed they know who to inform. This will help avoid failed login attempts and prevent user account lockouts.
- Do not schedule training to occur at the time of the data refresh or during a scheduled system outage.
- If trainees are required to access the environment during a training session, the Training Coordinator should have trainees test accessing the environment URL (<https://cogtraining.cwds.ca.gov/>) prior to the training session.
- Child Welfare Training Coordinators can train up to 22 people at the same time, on the same CANS feature or function using different clients. During these training sessions Child Welfare Training Coordinators should assign separate CANS clients to each

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Frequently Asked Questions

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trainee. This will eliminate confusion that may occur in the event where users are saving or modifying data at the same time on the same client.

