

## CARES-Live Training Environment Org Assigned User Accounts

### Purpose

This document is intended for Org Training Coordinators that have been granted access to the CARES-Live Training Environment. The following instructions will assist the Org's Training Coordinator with completing the new user registration process which is required to begin using the org assigned user accounts.

### Overview

The Org receives user accounts after the CWDS Project processes the Org's request for access to the CARES-Live Training Environment. It is the Training Coordinator's responsibility to complete the user registration process within 7 days of the accounts being created. The Org's Training Coordinator is responsible for maintaining and managing org assigned user accounts.

### New User Registration

When the CWDS Project creates user accounts a registration email is automatically sent to the county assigned email address. The Org's Training Coordinator must access the registration email to retrieve a link and a One Time Password (temporary password) required for the registration purposes. The new user registration process must be completed before logging into the CARES-Live Training Environment. For detailed instructions about how to complete this process, please refer to the [CARES Secure Login Job Aid](#) on the Implementation Portal.

If the registration process is not completed within 7 days, the Org's Training Coordinator must contact the CWS-CARES Service Desk to have the registration email resent. Contact the Service Desk by email ([servicedesk@cwds.ca.gov](mailto:servicedesk@cwds.ca.gov)) or by phone (1-855-292-3444). The Service Desk is available 8 a.m. to 5 p.m. Monday through Friday.

A Multi Factor Authentication (MFA) code is needed to authenticate users upon login. Typically, within 24 hours of the user accounts being created the **MFA code** is automatically set to the fixed value: **TRAINING**. Prior to the MFA code becoming static, the Org must access the county assigned email to retrieve a randomly generated MFA code.

### After User Registration

The Org's Training Coordinator is required to maintain and manage all org assigned CARES-Live Training Environment user accounts. This includes sharing the password and county email with others in the Org needing to access the environment. Individual user accounts will not be provided.

Access to the county email is only required:

- Prior to the MFA code becoming static
- To complete the new user registration process
- To change the user password
- To unlock a user