CalSAWS

Welcome to BenefitsCal Webinar:

Case Linking Multi-Factor Authentication (MFA) - Webinar



Meeting Guidelines

- Type your CBO org and email in the chat window.
- Please wait until the session is completed for Q&A.
- Please keep your questions focused on the session topic, in the interest of time.
- Please mute your microphone if you are not speaking.
- Today's session will be recorded, and materials will be shared after the webinar.

Agenda

- 1 Training Material (5 mins)
- Case Linking Multi-Factor Authentication (MFA) Background (5 mins)
- 3 Demo in Testing Environment (15 mins)
- 4 Additional Demo Screens (20 mins)
- 5 Open Forum (15 mins)
 - Q&A

Training Material

The following artifacts are available for the CBOs and County staff on or after April 25, 2024.

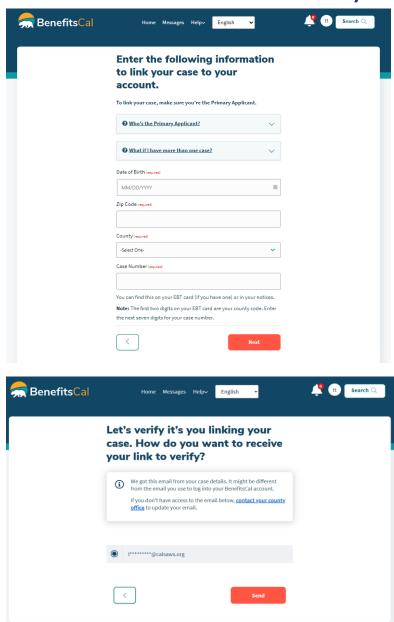
Training Artifacts		Location
Website updates to support client communication.		
•	Site FAQ updates	BenefitsCal.Com> HelpCenter> Frequenty Asked Questions
•	YouTube Update	BenefitsCal.Com> HelpCenter> How-to Videos BenefitsCal YouTube Channel
•	Announcement	BenefitsCal.Com> HomePage>Announcements
Build Communication tools for CBOs, County, and the public.		
• FAQs)	Downloadable flyer (printable version mimicking site	CalSAWS.Org> BenefitsCal
•	FACT sheet	CalSAWS WebPortal
•	Job Aid	CalSAWS WebPortal
•	Quick Reference Guide	CalSAWS.Org> BenefitsCal
Social Media Update		
•	Twitter handle update	CalSAWS.Org> BenefitsCal
Awareness sessions		
•	County awareness session	CalSAWS WebPortal
•	CBO awareness session	Session recording> BenefitsCal YouTube channel Session Materials> e-mail distribution

Note: Actual hyperlinks on the site are not provided as the links will be generated only after the content has been uploaded to the respective locations.

Case Linking MFA (Multi-Factor Authentication)

Functionality and Purpose

- If a bad actor manages to obtain a user's information, the new MFA process will still prevent them from gaining access to that person's case details due to additional security layer
 - This is why we use details from the case (not from the BenefitsCAL account) for verification
- Users can choose to receive a verification link to the email address on their case details
 - Note: This may not be the same email they use for BenefitsCAL login



Demo in Testing Environment

Scenarios List

1. "Happy Path"

- User enters the correct case information
- Email Address is found in their case details (CalSAWS)
- User chooses to get the verification link to this email
- They click the link in the email
- Their case(s) are successfully linked
- 2. No Email Address found in case details (CalSAWS)

Additional Demo Screens

Scenarios List

- 1. Unsuccessful Email Verification scenarios
 - Expired verification link (after 24 hrs)
 - Technical failure after clicking verification link
 - Prompts on Dashboard for different situations
- 2. No Person Match in CalSAWS
- 3. Link a Case FAQs

Open Forum

Q&A