

Executive Summary

CARES 2.3 released on 4/27/2019 includes the following:

- Facility Search & Profile
 - Displays the total number of search results returned based on the search criteria entered.
 - FFH Applications are now displaying with the proper status from CWS/CMS
 - Labels have been updated to be consistent with Resource Family Application (RFA) terminology
- Identity Management (IDM)
 - Secure Login Updates
 - New User Registration Email Updates
 - Enable buttons once a user completes the CWS-CARES Login required fields
 - New MFA Code automatically sent to user after 3 failed attempts to enter MFA Code or MFA Code expires
 - New CAPS Lock warning message displays when applicable
 - New MFA Code Countdown clock displays
 - Manage Users Portal Updates
 - Ability to edit a user's email address
 - New Phone Number field added to User Profile page
 - Unlock a user's CWS-CARES account when user locked out due to failed login
 - User's CWS/CMS privileges display on User Profile page
 - New free form text field, Notes, added on the User Profile page
 - Read-only change logs are created for a variety of user account updates performed by Administrators
 - Variety of messages display based on actions the administrator is taking
 - Global Administrator privileges have been added to allow Global Administrator's to perform work CWS-CARES user roles and/or permissions

Release Description

CARES 2.3 released on 04/27/2019 includes enhancements to Facility Search & Profile and Identity Management. In addition, there are interim processes for system features not working as designed and known bugs.

The following **Enhancements** are for **Facility Search & Profile**:

#	Facility Search & Profile – Enhancement Description
1	The Facility Search page now displays the total number of search results returned based on the search criteria entered. Note: The system is limited to returning a maximum of 5000 results.
2	FFH Applications are now displaying with the proper status from CWS/CMS as follows: Application Withdrawn or Application Denied.
3	Labels on the Facility Search & Profile page have been updated to be consistent with RFA appropriate terminology as follows: <ul style="list-style-type: none"> • Facility Type is now Facility Home / Type • References to Approval / Licensing Worker now state Licensing / Approval Worker • License Number is now License Number / Family ID • License Status is now Status License Effective Date is now License / Approval Effective Date

The following **Enhancements** are for **Identity Management – Secure Login**:

#	Identity Management – Secure Login Enhancement Description
1	The following information has been added to the New User Registration Email: <ul style="list-style-type: none"> • A note for users to contact their local county Help Desk for assistance • A note notifying users the temporary password expires in seven (7) days.
2	The Sign In and Change Password buttons become enabled once the required fields have values. For example, on the CWS-CARES Login page, the Email and Password fields have to be completed for the Sign In button to become enabled.
3	After 3 attempts to enter the MFA Code or if the code expires, the user will be prompted to click the Return to Login button, which automatically sends a new MFA Code to the user's email address.
4	A warning message stating <i>CAPS Lock is on</i> displays when the CAPS Lock is enabled on the following CWS-CARES pages: Log In, Password Reset, and Account Verification Required.
5	A countdown clock (set at 3 minutes) displays on the Account Verification Required page as a visual reminder for the user to know how long the MFA Code is valid. The user has 3 minutes to enter the MFA code.

The following **Enhancements** are for **Identity Management – Manage Users**:

#	Identity Management – Manage Users Enhancement Description
1	<p>Administrators can edit users' email addresses on the User Profile page. Once updated, the user's new email address immediately becomes available as the user's to login for CWS-CARES.</p> <p>Note: No email is sent to the user.</p>
2	<p>The following message now displays once the user's email has been updated and saved:</p> <p style="text-align: center;"><i>Your changes have been made successfully. Please notify the user of this change.</i></p>
3	<p>Administrators can unlock a user's account after the user has 3 failed attempts to log into CWS-CARES. On the User Profile page, the following information displays:</p> <ul style="list-style-type: none"> • A message stating User Account is Locked for 'Failed Logins' • The Unlock User button used by the administrator to unlock the user's account <p>Note: As a reminder, users can use the Password Reset feature to change their password before locking themselves out of CWS-CARES. A user attempting to reset the CWS-CARES password more than 7 consecutive times will lock that user's account; the CWS-CARES Service Desk has to be contacted to unlock the user's account.</p>
4	<p>A read-only view of the user's CWS/CMS privileges now display on the User Profile page. This information provides allows an administrator to:</p> <ul style="list-style-type: none"> • View the CWS/CMS privileges defined for a user • Troubleshoot a user's account
5	<p>A new field, Phone Number, has been added on the User Profile page. Administrators can add or edit the user's phone number.</p> <p>Note:</p> <ul style="list-style-type: none"> • When creating a new user in CWS-CARES and a phone number exists in CWS/CMS for that user, it will be pulled from CWS/CMS and display in the Phone Number field on the User Profile page in CWS-CARES. • A phone number edited or added in CWS-CARES is saved and not sent back to CWS/CMS. The same holds true for a phone number edited in CWS/CMS; it will not be sent to CWS-CARES.
6	<p>A free-form text field, Notes, is now available on the User Profile page. This field allows administrators to add notes on a user's account. This field has a 250-character limit. A change log will be created when notes are added or edited.</p>

7	<p>Change Logs for County/Office Administrator actions on user profiles are recorded in CWS-CARES. They are available to view on the User List and User Profile pages. These change logs will capture the following activities:</p> <ul style="list-style-type: none"> • Updates to a user’s CWS-CARES Role, Permissions, or Account Status • Updates to a user’s email address • Adding or editing of Notes • Creating or editing a user’s profile information • Resending CWS-CARES Registration
8	<p>Change log columns are now sortable to allow the administrator view information on users to support staff and management.</p>
9	<p>The CWS-CARES Registration Code Resent date/time information has been removed from the User Profile Detail page. This information will now display in the Change Logs.</p>
10	<p>A warning message displays when creating or editing a user’s profile and no permissions are added to that profile.</p>
11	<p>A message displays when a County Administrator attempts to view users in another county when that administrator does not have the permissions.</p>
12	<p>The following permissions have been added for Global Administrators:</p> <ul style="list-style-type: none"> • Add a new user and assign roles including another Global Administrator Note: At this time, Global Administrators cannot add CALS-Administrators role. • Add a State Administrator role to users, as applicable • View and edit another user’s role including another Global Administrator • View their own Global Administrator profile but edit is disabled • The following administrators cannot see Global administrators in their User Lists: State, County, Office, and CALS

Interim Processes

Interim processes are short-term, alternative steps for users given known system bugs or CWS-CARES features not working as designed. They may be informational only (when no workaround is available).

<[Link to Interim Processes spreadsheet](#)>