

Executive Summary

CARES 2.1 released on 12/08/2018 includes the following:

- Add State and Office Administrator Roles
- Administrators can filter user status (i.e. active or inactive) on the User List page
- New CARES User Registration email will specify temporary password is good for seven (7) days
- Allow user three (3) attempts to enter MFA code
- Indicate when user meets each password requirement when setting a new password

Release Description

CARES 2.1 released on 12/8/2018 includes enhancements to the Identity Management feature for administrators and end users. In addition, there are interim processes for system features not working as designed and known bugs.

Identity Management

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

#	Manage Users – Enhancement Description
1	Administrators will now have the option of selecting the following administrator roles: State Administrator, County Administrator or Office Administrator. Note: The creation of State Administrators is managed by CWDS and will follow the current existing paper process for approval and assignment.
2	Existing CWS-CARES Administrators are automatically set as County Administrators.
3	State Administrators can access users across counties and: <ul style="list-style-type: none"> • Can create County of Office Administrators • Cannot create other State Administrators
4	County Administrators can access users within their assigned county and: <ul style="list-style-type: none"> • Can create Office Administrators • Cannot create other County Administrators • Cannot create State Administrators
5	Office Administrators can access users within a designated office in their assigned county and cannot create other Office, County or State Administrators.
6	Office Administrators have view only access for users from other offices within the same county.
7	Administrators can view assigned roles for users on the User List page.

8	The User List view defaults based on the user’s administrator role assigned. For example, an Office Administrator’s default view is a list of users for the office to which they are assigned.
9	Ability to resend a CWS-CARES registration invitation via email to a new user that has not successfully registered for CWS-CARES.
10	Administrators can view the Date/Time the Resend Invite was sent to the user.

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

#	Secure Login - Enhancement Description
1	Users now have three (3) attempts to enter the Multifactor Authentication (MFA) code on the Account Verification page before the code becomes invalid.
2	There is a 3-minute timeout to enter the MFA code.
3	Introduce the no-reply@cwds.ca.gov email. This is an outgoing email only. This mailbox is not monitored; this is indicated in the email users receive.

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 CARES 2.1 Interim Process](#)