



CWS-CARES

CARES 1.0 Interim Processes

As of: 09/19/2018

The following table represents the interim processes to be used as short-term, alternative steps for users given known system bugs or CARES features not working as designed. They may be informational only (when no workaround is available).

Status Key	
Active	Known bug or feature is not working as designed. Use interim process until resolved.
Resolved	Known bug or feature is working as designed. Interim process is no longer needed.
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#	CWS-CARES Area	Feature or Bug	Feature or Bug Description	Interim Process	Status	Bug/Story ID	Comment
1	IDM - Secure Login	Feature	Set administrators own account as Read Only	Users should not edit their own accounts to protect against accidental lockout.	Active	COG-89	
2	IDM - Secure Login	Bug	Reset Password does not accept email with special characters	Ensure that email addresses being used in the system only have (.) period or (-) hyphen characters.	Active	COG-387	
3	IDM - Secure Login	Feature	Request new registration email when previous email code expires	User must contact the Service Desk to have a new account registration email sent out after initial registration code expires.	Active	COG-367	The idea is to make this a self-service option so that the calls to admins or Service Desk are not needed.
4	IDM - Secure Login	Bug	MFA Code expires after user enters wrong code	Users must attempt to login again in order to have a new MFA code sent. The previous code will no longer be valid.	Active	COG-401	
5	IDM - Secure Login	Bug	Unable to login due to user pool error	If encountered, user may simply need to clear the browser cache in order to continue.	Active	COG-440	
6	IDM - Secure Login	Feature	Lock user out of application when X number of attempts failed	No lockout period is set in current application for failed attempts.	Active	COG-44	To be considered for future release
7	IDM - Secure Login	Bug	There is no indication a CARES session has timed out due to inactivity	You are automatically timed out after 4 hours of inactivity. If you receive an error message when you attempt an action as a result of timeout, reload the URL and you'll be taken back to a login page.	Active	COG-49	The 4 hour timeout occurs for each application (i.e. Snapshot, Facility Search, Manage Admin) individually.
8	IDM - Manage Users	Feature	Filter user list view by Office Name	Users can only search by user Last Name	Active	COG-113	Users will be able to perform a more exact search in order to find the correct user.
9	IDM - Manage Users	Bug	Start Date and End Date values do not display on the User Profile page	N/A	Active	COG-252	Start and End Dates are not yet captured from CWS nor are they based on CWS-CARES at this point.
10	IDM - Manage Users	Feature	Ability to Search by specific columns within the User List view	Users can only search by user Last Name	Active	COG-42	



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11	IDM - Manage Users	Bug	After saving updates on the User Profile page, the User Admin is unable to dismiss the success message by clicking 'X'	Click the "User List" breadcrumb to navigate back to the Manage Users page.	Active	COG-255	
12	IDM - Manage Users	Feature	Notification to user when a User Admin changes their status	There is no indication to the end user when their IDM profile has changed. User will need to logout and back in to confirm the changes were made.	Active	COG-314	
13	IDM - Other	Feature	Dashboard enhanced to include environment status	Users will receive outage notifications from Customer Relations or they can contact the Service Desk if there is a suspected outage.	Active	COG-84	Give the user visibility into the status of the production environment or sources that the environment utilizes (Example: LIS/FAS).
14	Snapshot	Bug	Search results reflect a client with two Asian races, which should not be allowed	Confirm race/ethnicity in CWS/CMS as needed.	Active	HOT-1798	Marked as an open hotline bug
15	Snapshot	Bug	History of Involvement is still shown if you quickly select "Start Over" after adding a client to the Snapshot query	If you're left with no search person, but history displays from the last person you searched, select the "Start Over" button again on the page header bar to clear the history and relationship cards. An alternative is to refresh the browser page and on reloading the page, the relationship and history cards will be cleared.	Active	SNAP-68	
16	Snapshot	Feature	Probation clients are not marked	Confirm probation status in CWS/CMS	Active	HOT-2067	Hotline team has completed back-end work, front-end work pending
17	Snapshot	Feature	Probation cases are not marked	Confirm probation status in CWS/CMS	Active	SNAP-87	
18	Snapshot	Bug	Select a person in Snapshot and name disappears instead of being attached	Refocus on the search bar and re-select client name from search results	Active	SNAP-586	This is an intermittent problem
19	Snapshot	Bug	Copy button doesn't work in Microsoft Edge browser	Use Chrome, IE, Firefox or Safari browsers	Active	SNAP-375	
20	Snapshot	Bug	If you bypass the copy button in IE and manually copy history, it will be pasted including the Reporter's name which is excluded when you use the copy button	Always use the 'Copy' button on the bottom of the history card and do not manually select data within the browser window.	Active	SNAP-381	Could have PII impacts
21	Snapshot	Bug	Manually refreshing the page by hitting F5 or the refresh button will cause you to lose all data on the Snapshot	Data does not persist on a manual page refresh. Select "Start Over" to clear the page and do not manually refresh using F5 or the browser refresh button.	Active	SNAP-463	In general, avoid using browser buttons to navigate in the application
22	Snapshot	Bug	Selecting "Show More Results" a second time in the search results can make all the search results disappear	Refocus in the search bar and search results will appear again	Active	HOT-2210	Marked as an open hotline bug



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23	Snapshot	Feature	Search results are now 10 per page	Refine your search using additional name, birthdate or SSN information. Alternatively, use the "Show More Results" button at the bottom of search results to display additional results.	Active	N/A	This was a tuning change to improve search performance
24	Snapshot	Bug	On Birthdate searches, search results not yielding best match when Zero is not entered	Enter leading zeroes for month or day in birthdate searches. For example, enter '05' instead of '5'.	Active	HOT-2046 HOT-2423	
25	Facility Search	Feature	Search by Assigned Worker Name is not available	N/A	Active	SEAR-156	
26	Facility Search	Bug	The first search upon logging in as a State user (who does not have a default county) does not yield search results	Select any county from the County dropdown box, then select BLANK at the top of the county list and click Search.	Active	SEAR-266	
27	Facility Search	Feature	Ability to see Placement Beds Available	Users can take the number in the Capacity field and the number of children listed in the "Children currently placed in facility" section to determine the number of available beds.	Active	SEAR-333	
28	Facility Search	Feature	Identification and Action on Duplicate Facilities	Users will have to manually track and correct any duplicate facilities found by the tool. This work will need to be done in the CWS/CMS application until it is supported in CARES.	Active	SEAR-350 SEAR-349 SEAR-329	
29	Facility Search	Feature	Add closed complaints to Facility Profile for LIS Facilities	N/A	Active	SEAR-24	
30	Facility Search	Feature	Add archived complaints to Facility Profile for LIS Facilities	N/A	Active	SEAR-23	
31	Facility Search	Bug	FAS generated RFA complaints are not showing up in CARES	Confirm complaint in FAS.	Active	SEAR-370	
32	Facility Search	Feature	Wildcards are not available in Search	User will have to perform more exact searches. Use of " " or * cannot be used at this time.	Active	SEAR-178	
33	Facility Search	Bug	Using hyphen "-" in search criteria does not return expected facilities	Enter search details and remove hyphens from Facility Name and Address fields.	Active	SEAR-378	
34	Facility Search	Feature	Search Results display Phonetic matches for Facility Name	Enter full or partial names in the Facility Name field.	Active	SEAR-397	