![CWDS - Child Welfare Digital Services]

CWS-CARES

CARES 2.0 Interim Processes

As of: 11/13/2018

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.
Partially Resolved	Known bug or feature is partially working as designed. Use updated interim process.
Green highlight indicates the line was added for this release.	

#	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.	Resolved	COG-89	CARES 2.0
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.	Resolved	COG-387 COG-459	CARES 2.0
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.	Resolved	COG-401	CARES 2.0
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.	Resolved	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	Resolved	COG-113	CARES 2.0
9	IDM - Manage Users	Bug	Start Date and End Date values do not display on the User Profile page	N/A	Resolved	COG-252	CARES 2.0 - Start Date displays correctly from CWS/CMS. End Date field has been removed.

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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	Feature is pending prioritization
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.	Resolved	COG-255	CARES 2.0
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	Feature is pending prioritization
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.	Resolved	SNAP-68	Closed. Unable to reproduce.
16	Snapshot	Feature	Probation clients are not marked	Confirm probation status in CWS/CMS	Resolved	HOT-2067 SNAP-658 SNAP-657	CARES 2.0 - Probation youth are marked in Search Results and Person Card.
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	Resolved	SNAP-586	This was an intermittent problem that is no longer happening.
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.	Resolved	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.	Resolved	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-332	
35	CANS	Feature	Redaction of sensitive CANS items	User must manually redact using a pen	Active	CANS-603	Currently being researched
36	CANS	Feature	Child/Youth Profile is populated with Client and County information from CWS/CMS	Manually enter client and county information on the Child/Youth Profile page.	Active	CANS-569	Scheduled for CARES 2.2
37	CANS	Feature	Supervisors use an at-a-glance dashboard to monitor and assist CANS workers	Supervisor and worker must exchange information in an agreed upon format.	Active	CANS-568	Scheduled for CARES 2.2
38	CANS	Feature	A Summary rating displays for each domain	User must review all domains and items to summarize manually.	Active	CANS-604	Scheduled for CARES 2.2
39	IDM - Secure Login	Bug	Unexpected logouts when actively working in CARES	User must log back in.	Resolved	COG-445	This was an intermittent problem that is no longer happening.

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40	IDM - Secure Login	Bug	Email address on CARES Login page is case-sensitive and does not allow user to login or reset password	None identified.	Resolved	COG-349	User emails are no longer case sensitive. Fixed for CARES 2.0 release.
41	IDM - Secure Login	Change Request	Display the number of attempts a user has when entering the CARES Verification Code before being redirected to the CARES Login page.	User is allowed 3 attempts to enter the verification code correctly on the Account Verification page. After 3 attempts, user is directed back to the CARES Login page. There is no indication of the number of attempts or when user will be redirected back to the CARES Login page.	Active	COG-665	Scheduled for CARES 2.1
42	IDM - Manage Users	Feature	Add a Logout Icon on the Manage Users page and User Profile page.	To logout of CARES, users must navigate to the CARES Services & Resources page by selecting the Dashboard breadcrumb.	Resolved	COG-449 COG-67	Logout Icon available on the Manage Users and User Profile pages. Fixed for CARES 2.0 release.
43	IDM - Manage Users	Feature	Display Office on the Manage Users List page.	None identified.	Resolved	COG-112	Office Name column now displays on the Manage Users page. Fixed for CARES 2.0 release.
44	IDM - Manage Users	Bug	When clicking the Edit button on the User Profile page, the CMS Login field information disappears.	None identified.	Resolved	COG-301	When clicking the Edit button on the User Profile page, the CMS Login field information is visible. Fixed for CARES 2.0.
45	IDM - Manage Users	Change Request	Only display active Offices in the Filter by Office Name field.	Users should not select Offices that are inactive when filtering by Office Name.	Active	COG-708	Scheduled for CARES 2.1
46	IDM - Manage Users	Feature	When navigating from the User Profile list to the Manage Users page, the original search results are not preserved.	User will have to perform another search or navigate to the original page user was on to access other users.	Resolved	COG-94	When navigating from the User Profile list to the Manage Users page, the original search results are preserved. Fixed for CARES 2.0.
47	IDM - Other	Bug	The term Cognito displays across multiple system pages. The new name is Identity Management.	N/A	Resolved	Multiple Stories	References of the term Cognito changed to the new term Identity Management across multiple system pages, as applicable. Fixed for CARES 2.0.
48	IDM - Secure Login	Bug	User is prompted to log in again after entering MFA access code	Enter Email and Password and click Sign In again to be taken to the Services and Resources dashboard.	Active	COG-473	This is an intermittent issue
49	IDM - Secure Login	Bug	An incorrect email address error message displays when there's an extra-white space at the end of the user's email address.	Be careful when using copy/paste for the email address. Delete any extra white spaces prior to clicking the Sign In button.	Active	COG-584	
50	IDM - Secure Login	Bug	An incorrect error message displays when a user leaves the Password Reset Code field blank when attempting to reset the password.	Enter the password reset code sent to the user's email address in the Code field prior to clicking the Change Password button.	Active	COG-619	
51	IDM - Manage Users	Bug	Both success and error alerts display when an admin saves changes to a user.	Verify the change saved successfully by navigating back to the User Profile page to view the changes made.	Active	COG-660	Scheduled for CARES 2.1

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52	IDM - Manage Users	Bug	After saving changes to a user's profile on the User Profile page, the updates are not immediately displaying on the Manage Users page.	Refresh the page or log-out and log back in to CARES.	Active	COG-744	Scheduled for CARES 2.1
53	IDM - Manage Users	Bug	A blank page displays when an administrator creates a new user then clicks the Edit button.	After creating the new user, navigate to the Manage Users page. Select the new user to navigate to the User Profile page and click the Edit button.	Active	COG-745	Scheduled for CARES 2.1
54	Snapshot	Bug	Left Navigation Scroll Bard does not hide behind the Snapshot Cards	None identified.	Resolved	SNAP-666	The Left Navigation menu remains in place when a user is scrolling in Snapshot. Fixed for CARES 2.0. Found prior to CARES 1.0.
55	Snapshot	Bug	When an error displays on the top of the screen, the Breadcrumbs were not visible preventing a user from navigating to another system page.	Users have to log out and log back into the system.	Resolved	SNAP-682	Error messages display on the top of the page right below the Breadcrumbs. Fixed for CARES 2.0. Found prior to CARES 1.0.
56	Snapshot	Bug	Search results for last known residence were not including addresses without a start date.	None identified.	Resolved	SNAP-689	Search results now display addresses without start dates. Fixed for CARES 2.0. Found prior to CARES 1.0.
57	IDM - Secure Login	Bug	Users timed out in less than 4 hours. Sometimes within minutes of logging in	Users needs to log back into CARES after being timed out.	Active	COG-828	Analysis is currently in progress by the CARES development team.
58	Snapshot	Bug	The "Show More Results" button duplicates original results instead of displaying additional results	User can enter additional information in Search for clients field to help filter search results.	Active	SNAP-760	Analysis is currently in progress by the CARES development team.
59	Snapshot	Feature	Certain Address Types in CWS/CMS do not display in Snapshot	Snapshot only includes the following Address Types: placement home and residence. Analysis is currently in progress by the CARES development team to address the issue of not displaying all active addresses, such as Common, Homeless, Penal Institution, Work, Residence 2, Daycare, Other, and Permanent Mailing Address.	Active	SNAP-766	
60	Snapshot	Bug	Merged clients in CWS/CMS still showing as 2 clients in Snapshot	Validate information in CWS/CMS for merged clients.	Active	SNAP-754	Analysis is currently in progress by the CARES development team.
61	Facility Search	Feature	Facility Search and Profile capacity does not match CWS/CMS facility	Facility Search and Profile displays capacity from the Adjusted Capacity field and not the License Capacity Field from CWS/CMS. As a workaround, validate capacity information in CWS/CMS.	Active	SEAR-474	