



CWS-CARES CARES 2.2 Interim Processes

As of: 02/09/2018

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, Bug, Change Request	Description	Interim Process	Status	Bug/Story ID	Fixed Release	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.	Resolved	COG-367	CARES 2.1	
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	CARES 2.0	
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	Feature	Display a modal pop-up window 5-minutes prior to session timeout	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-696		The 4 hour timeout occurs for each application (i.e. Snapshot, Facility Search, Manage Admin) individually. ID updated from COG-49 to COG-696
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.
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

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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.	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:
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	N/A	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	N/A	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
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	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'.	Resolved	HOT-2046 HOT-2423	CARES 2.1	
25	Facility Search	Feature	Search by Assigned Worker Name is not available	N/A	Active	SEAR-156		

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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	CARES 2.0	
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 criteria without hypens in the 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 sensitive CANS items (i.e. using a pen or PDF software that contains redaction tool).	Resolved	CANS-603	CARES 2.2	
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.	Resolved	CANS-569	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.	Resolved	CANS-568	CARES 2.2	
38	CANS	Feature	A Summary rating displays for each domain	User must review all domains and items to summarize manually.	Resolved	CANS-604	CARES 2.2	
39	IDM - Secure Login	Bug	Unexpected logouts when actively working in CARES	User must log back in.	Resolved	COG-445	N/A	This was an intermittent problem that is no longer happening.
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	CARES 2.0	User emails are no longer case sensitive.
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.	Resolved	COG-665	CARES 2.1	

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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	CARES 2.0	Logout Icon available on the Manage Users and User Profile pages. Fixed for release.
43	IDM - Manage Users	Feature	Display Office on the Manage Users List page.	None identified.	Resolved	COG-112	CARES 2.0	Office Name column now displays on the Manage Users page.
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	CARES 2.0	When clicking the Edit button on the User Profile page, the CMS Login field information is visible.
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.	Resolved	COG-708	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	CARES 2.0.	When navigating from the User Profile list to the Manage Users page, the original search results are preserved.
47	IDM - Other	Bug	The term Cognito displays across multiple system pages. The new name is Identity Management.	N/A	Resolved	Multiple Stories	CARES 2.0	References of the term Cognito changed to the new term Identity Management across multiple system pages, as applicable.
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.	Resolved	COG-660	CARES 2.1	
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.	Resolved	COG-744	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.	Resolved	COG-745	CARES 2.1	
54	Snapshot	Bug	Left Navigation Scroll Bard does not hide behind the Snapshot Cards	None identified.	Resolved	SNAP-666	CARES 2.0	The Left Navigation menu remains in place when a user is scrolling in Snapshot.
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	CARES 2.0.	Error messages display on the top of the page right below the Breadcrumbs.

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56	Snapshot	Bug	Search results for last known residence were not including addresses without a start date.	None identified.	Resolved	SNAP-689	CARES 2.0	Search results now display addresses without start dates.
57	Snapshot	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	SNAP-723		ID updated from COG-828 to SNAP-723
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.	Resolved	SNAP-760	CARES 2.2	
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.	Resolved	SNAP-766	CARES 2.2	Active addresses now display on the Person card.
60	Snapshot	Bug	Merged clients in CWS/CMS still showing as 2 clients in Snapshot	Validate information in CWS/CMS for merged clients.	Resolved	SNAP-754	CARES 2.2	Clients who were merged in CWS/CMS will now appear as one client in CARES.
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.	Resolved	SEAR-474	CARES 2.2	
62	IDM - Manage Users	Change Request	The registration Resend Invite button is only available to Administrators in Edit Mode on the User Profile page. This change will make the button available in View Mode.	Click Edit on the User Profile page to see the Resend Invite button. Navigate back to the list view or select CANCEL on the page to get out of Edit Mode.	Resolved	COG-912	CARES 2.1	
63	IDM - Manage Users	Feature	Administrators need to have the ability to filter out Inactive users to view only Active users on the User List page.	There is no workaround to filter out Inactive users. The list currently shows Active and Inactive users.	Resolved	COG-492	CARES 2.1	Status column can now be filtered by Active or Inactive users.
64	IDM - Manage Users	Feature	County Administrators responsible for CDSS users currently do not see users identified from CWS as State of California users.	County Administrators will need support from State Administrators or CWDS if they are now responsible for State of California users. A different Adminstrators can be assigned to State of California as a person that can support the County Administrator responsible for CDSS users.	Active	COG-845 COG-913		Feature is pending prioritization
65	IDM - Manage Users	Change Request	Administrators are currently not able to update email addresses for users. This change will give them the ability to update a user's email address and send a new registration email.	Administrators will need support from the CWDS Service Desk to perform this action.	Active	COG-657		
66	IDM - Manage Users	Change Request	An Office Administrator is currently assigned to manage only one office. This change would allow an Office Administrator to be assigned to multiple offices.	Each office will need its own Office Administrator. It is not recommended that the same user create multiple accounts in CARES for each office.	Active	COG-914		Feature is pending prioritization

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67	IDM - Other	Change Request	Email notifications currently not do notify user that the temporary password expires in seven (7) days.	Users should be directed to access the new user registration email within 7 days to avoid the temporary password expiring. Otherwise, the CARES Service Desk needs to be contacted to issue a new registration email with a new temporary password.	Resolved	COG-923	CARES 2.2	
68	Facility Search	Bug	Users see facilities that have been merged or deleted in CWS/CMS.	Confirm facility in CWS/CMS as needed.	Resolved	SEAR-484	CARES 2.1.1	
69	IDM - Manage Users	Change Request	Display the CWS Worker's phone number	Phone number is currently listing the Office's primary phone number. View user's number in CWS/CMS as needed.	Active	COG-1011		ID updated from COG-845, COG-996 to COG-1011
70	IDM - Manage Users	Bug	CARES County and Office Administrators could add and view users with RACF IDs from other counties.	None identified.	Resolved	COG-831	CARES 2.0	CARES County and Office Administrators can only add, edit, and view users with RACF IDs assigned to their county.
71	IDM - Manage Users	Bug	User List has a lag/issue with displaying the accurate date and time a user has last logged in	Take the following steps to have the last accessed information display: 1. Navigate to the User Profile page, select the Edit button. The last login time updates. 2. Select the Cancel button. 3. Navigate back to the User List page. The Last Login column displays the updated login information for the user.	Active	COG-948		
72	Facility Search	Bug	CARES, LIS and CWS/CMS facility availability information not matching in Facility Search for FFA certified homes	Users will need to review FFA Certified Home information CMS/CWS.	Active	SEAR-504		This may not impact every county.
73	Facility Search	Bug	Facility Search Error received when viewing pages over 100 in IE and Chrome – inability to navigate to a page over 100	User will need to refine the facility search criteria.	Active	SEAR-506		
74	Facility Search	Bug	CARES users can see facilities deleted from CWS/CMS in CWS-CARES Facility Search.	None identified.	Resolved	SEAR-496	CARES 2.1.1	
75	Facility Search	Bug	User reporting inability to print Landscape view of 50-100 Facility Search Results in IE browser.	Use Chrome browser to print landscape view.	Active	SEAR-511		
76	IDM - Other	Bug	Tiles on the Services and Resources dashboard do not have a border	N/A	Resolved	COG-964	CARES 2.2	
77	IDM - Other	Bug	In Safari browser, the "CAPS Lock is on" warning stays after CAPS Lock is turned off.	Use Chrome or IE. This issue only applies when using Safari.	Active	COG-995		
78	Snapshot	Feature	Search results should reflect as close to real time information as possible from CWS/CMS	Validate information in CWS/CMS for updates. Updates made to CWS/CMS aren't visible in Snapshot Search Results for 1-3 minutes.	Active	SNAP-772		
79	Snapshot	Feature	Search Results display in a standardized hierarchy	Revise search criteria if the client does not display in search results.	Active	SNAP-786		

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80	Snapshot	Feature	Search for person by Name and approximate Year of Birth	Remove Year of Birth from search criteria if you do not receive your expected search results. Currently, searching for a person by Name and Year of Birth will provide no results if the year is not correct.	Active	SNAP-792		
81	Snapshot	Feature	Search for person by Name and Suffix	Remove Suffix from search criteria if you do not receive your expected search results. Currently, searching for a person by Name and Suffix will provide no results if the suffix does not display in CWS/CMS.	Active	SNAP-818		
82	Facility Search	Bug	An error message or incomplete results display when special characters are entered in the Facility Name field.	Characters such as / \ " () [] { } can be used without error within the Facility Name field.	Resolved	SEAR-521	CARES 2.2	
83	Facility Search	Bug	An error message displays when there are more than 10,000 results returned and pagination is used.	Refine search to return less search results.	Resolved	SEAR-528	CARES2.2	Facility Search limits search results to 10,000.
84	Facility Search	Feature	Search for Facility Names with special characters	Remove the special character from the Facility Name field and insert a space. The following characters can be used without error: / \ " () [] { }	Active	SEAR-402		
85	Facility Search	Bug	When navigating to the Facility Profile page, the focus does not always default to the top of the page	Scroll to the top of the page	Active	SEAR-451		
86	CANS	Bug	One or two empty rows display on the last page of the Supervisor Dashboard	The empty rows can be ignored.	Active	CANS-787		
87	CANS	Feature	Display a reminder message to Save your work when user clicks the back button or breadcrumbs.	User must Save before clicking the back button or breadcrumbs. Any unsaved data is lost.	Active	CANS-870		
88	CANS	Bug	When adding 3 or more Caregiver Domains, the Caregiver Name defaults to the subsequently created Caregiver Name.	Override the default Caregiver Name with the correct name and save your changes.	Active	CANS-909		
89	CANS	Feature	Allow users to enter the Assessment Date in various date formats. Currently, if the Assessment Date is typed it must be follow the MM/DD/YYYY format.	Use the calendar date picker to select the date or enter date in MM/DD/YYYY format.	Active	CANS-954		
90	Snapshot	Bug	Launch command stalled causing data to not sync.	None identified.	Resolved	SNAP-770	CARES2.2	A health check has been implemented on the jobs that run to identify changes to the client information. Now, if a job fails or stalls, it will be automatically restarted in 10 minutes

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91	Snapshot	Bug	Show realtime return of Snaphot results and remove address details from the Search Results	None identified.	Resolved	SNAP-774 SNAP-775	CARES2.2	Client data changes inCWS/CMSwill be visible in near real time on the Person Card. NOTE: This is ONLY applicable to the Person Card, not to the search results that display.
92	Snapshot	Feature	Display phone numbers in a designated order on the Person Card.	None identified.	Active	SNAP-902		
93	Snapshot	Feature	Person care need to display multiple addresses with multiple phone numbers.	None identified.	Active	SNAP-871 SNAP-876		