CAREWare Quick Starts will walk you through the basics of setting up, managing and using the main CAREWare functions. They're not a replacement for the CAREWare User Manual, which is where you'll need to go to learn about more advanced functions. It is for non-technical users who just need to get information in and out of CAREWare with no worries.

About This Guide #1:
Downloading and Installing CAREWare

It does NOT cover setting up CAREWare on a server or network, setting up multiple providers, or other more advanced topics. For that you'll need the full user manual.

Guides in this series :

1. *Downloading and Installing CAREWare*
2. *Setting up contracts and services*
3. *Customizing tabs and fields*
4. *Customizing clinical data*
5. *Working with CAREWare's prebuilt reports (including the Ryan White Program Data Report)*
6. *Creating basic custom reports*
7. *Creating more advanced reports*
8. *User and System administration*

First Things First
What do I need to get started?
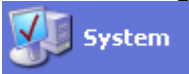
Hardware (Your Computer)

You're going to need a computer powerful enough to run CAREWare:

It needs to be running Windows 2000 or Windows XP. You'll need to contact the help desk if you upgrade to Windows Vista and use the free, MSDE, SQL Server database that comes with CAREWare.
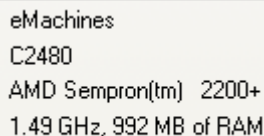
Minimum requirements: Your computer should have at least 256 MB of RAM, 20gb Hard-drive and a 3.00 GHz processor (Pentium 4)**.**

How can I tell?

Let's run a quick check.

1. Click the **start** button in the lower left hand corner of your screen.

2. Select the **Control Panel**.

3. If you are in Category view, select **Performance and Maintenance**, then **System**

If you are in Classic view, select **System** from the list of options.

You'll see a display of your system setup:

eMachines
C2480
AMD Sempron(tm) 2200+
1.49 GHz, 992 MB of RAM

OR right-click "My Computer" and select "Properties" on the bottom.

The ".NET Framework"

You'll need a piece of software called the "Microsoft .NET Framework version 1.1" installed on your computer. You can download it from here:

 http://www.microsoft.com/downloads/details.aspx?FamilyId=262D25E3-F589-4842-8157-034D1E7CF3A3&displaylang=en

1.   Click the **Download** button

2.   Save the file to your Desktop

3.   Double click the file to run and follow the instructions.
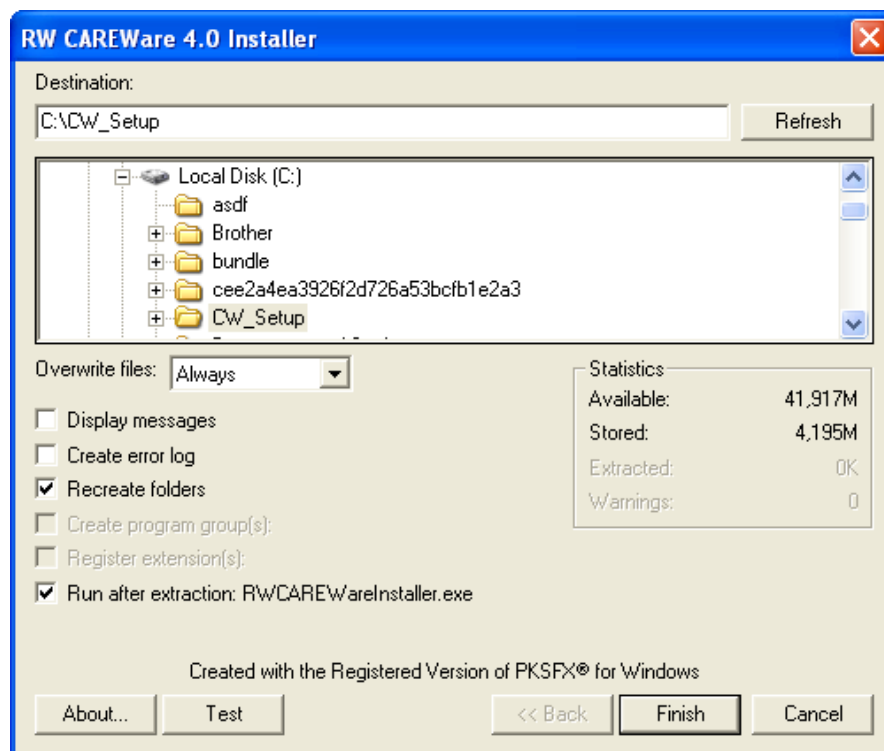
CAREWare 4.1

Next, you'll need to download CAREWare from the HRSA web site: http://hab.hrsa.gov/careware/ .

If you're upgrading from CAREWare 3.6, you'll need to start w/ build 2.85. This is the last version that has the data conversion utility that will convert your old database to the new format.

If you're new to CAREWare, you'll be downloading the full setup file for the most recent build.
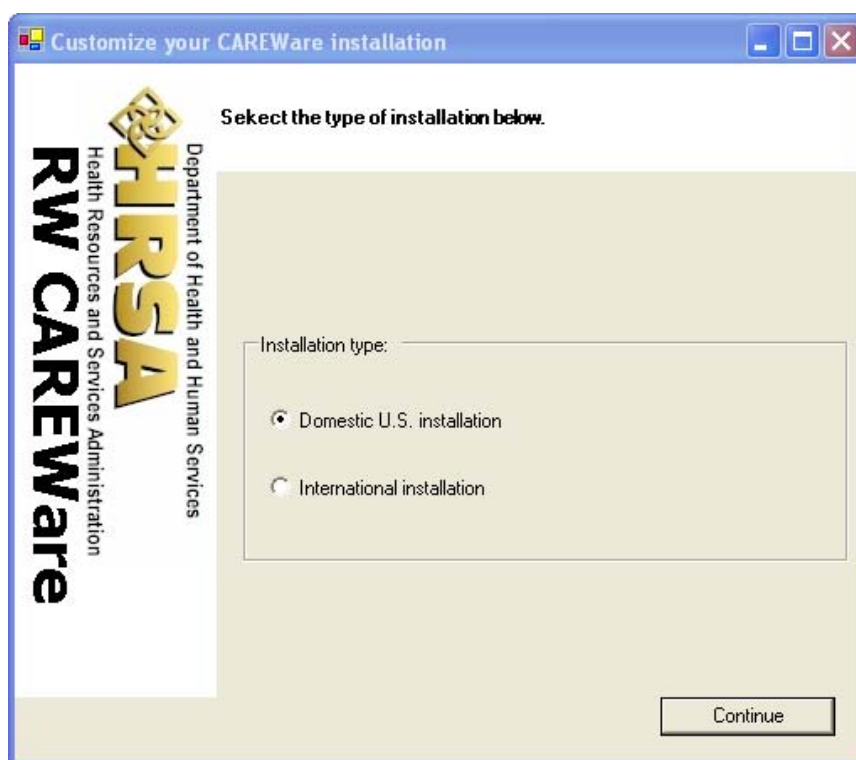
Installing CAREWare

1.   Double-click the CAREWare Setup file. You'll see this screen:

2. You will be prompted to unzip files to C:\CW_Setup. Change the directory if you wish, then click **Finish**.

3. Make sure the box is checked next to "Run after extraction: RWCAREWare Installer.exe"

4.   When prompted to run the CAREWare installer, click **Yes**.
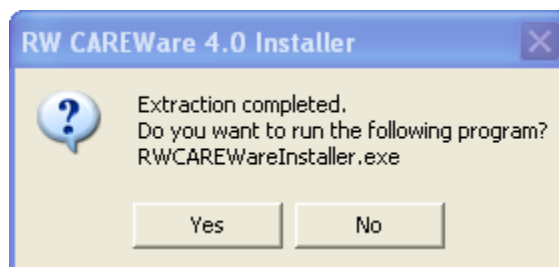
5. You'll be prompted to choose Domestic or International installation. If you're a HRSA Grantee in the United States, choose Domestic.

6. Choose **Express** or **Custom** install.
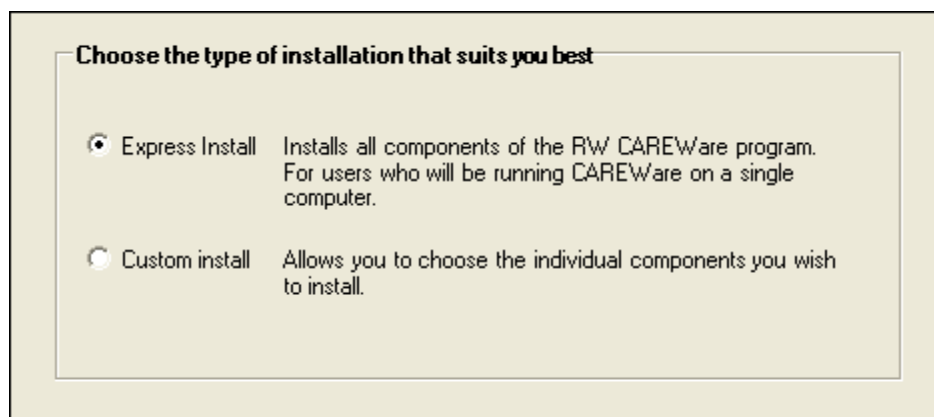
Select "Express Install" if you're running CAREWare on a single computer. This will put everything you need on your machine (you won't see the Data Conversion Application step if you're not upgrading from CAREWare 3.6 and installing the 2.85 build).

Select "Custom Install" if you're going to be using a local area network. You won't need to install the "client tier," or CAREWare front end, on the file server, but you will need to install it on each computer that will be accessing CAREWare.

For more complicated installations (wide area network, firewalls, etc.), please refer to the CAREWare User Manual.

7.   You will be prompted to install CAREWare's separate components, or "tiers."
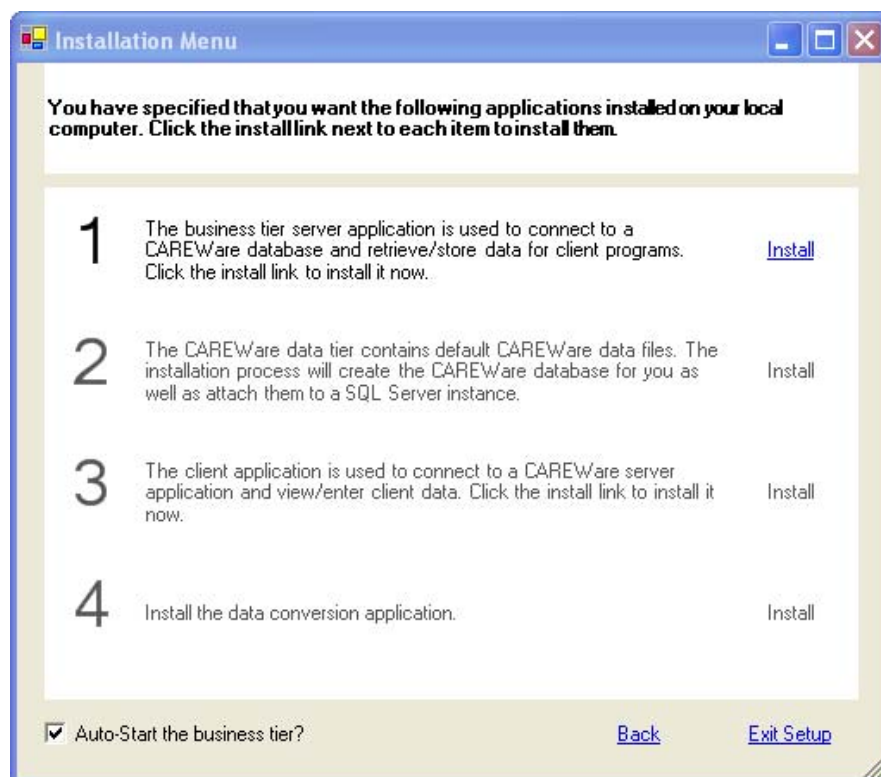
In a Nutshell:

What's a "Tier"?

CAREWare is broken up into components called "tiers," which you can think of as stackable parts of the program. As an end user, you won't see these pieces in action, but it's important to have a working knowledge of these parts, especially when it comes time to upgrade. Breaking a program into tiers allows for upgrading parts of the program rather than the entire application.

- The ***Business Tier*** is the "guts" of the program, and where your settings are stored. When you run an upgrade of CAREWare, you're running an upgrade of the "Business Tier."
- The ***Data Tier*** is the database where your client information is stored. The data tier is built in Microsoft SQL Server. CAREWare comes with the free MSDE or Microsoft SQL Server Desktop Engine version; larger installations will likely already have the full version of SQL Server.
- The **Client Tier** is the "front end" of the program, the part you use every day to access your data. Upgrades to the Business Tier involve an automatic upgrade to the Client Tier as well.

Big hospitals and other large organizations often break these parts up, running a server that just handles data, for instance. Your basic local area network puts the Business and Data Tiers on the file server, and the Client Tier on each user's machine. A stand-alone computer will have all the tiers on it.
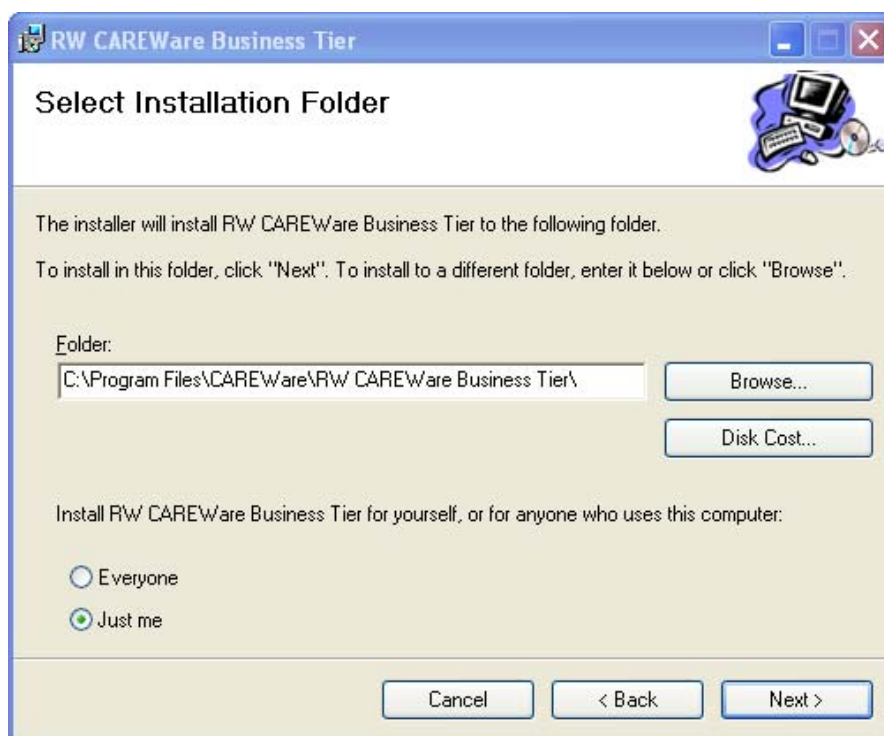
INSTALLING THE BUSINESS TIER

1.   Make sure "Auto-start the Business Tier?" is checked, and click **Install**.
2.   When the Setup Wizard appears, click **Next**.
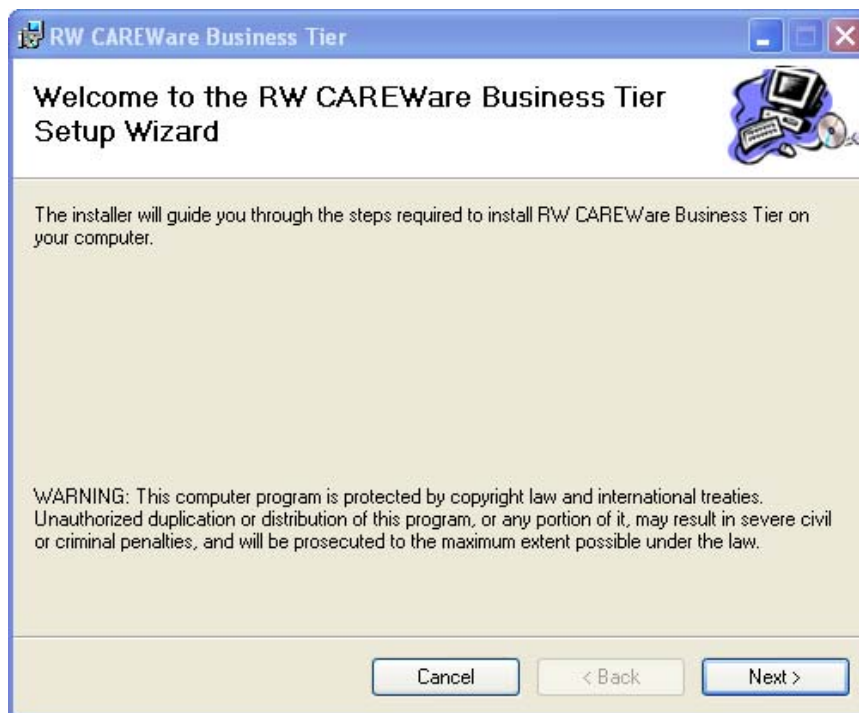
3.   You will be prompted where to install the business tier. If you are on a local area network, we recommend installing the business tier on a file server. This will ensure that custom reports, user permissions, etc. will be backed up daily with all other file server data.

- The default installation address is: C:\Program Files\ CAREWare\RW CARE Ware Business Tier\.
- **Disk Cost** will tell you whether or not you have room on the target location for the installation.

The "Everyone" and "Just me" options refer to how Windows handles network users. If you install CAREWare for "Everyone," this will allow other network users who sit at your machine, but log onto your computer as themselves, to see the application and use it. If you select "Just me," only you will see the application when you are logged into your machine as yourself. "Just me" is an extra layer of security; however, if you select "Everyone," you won't have to reconfigure CAREWare each time a computer is transferred to a new user.
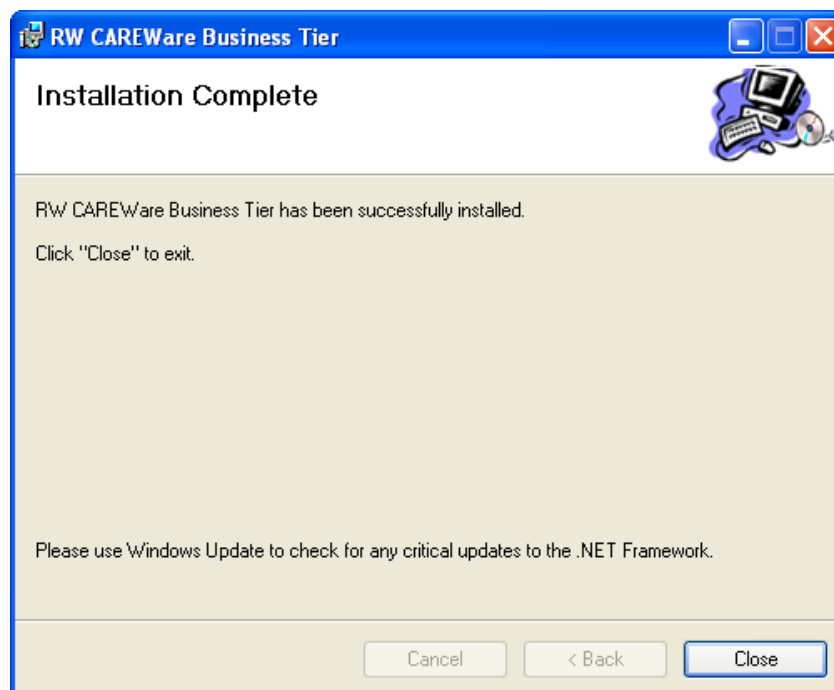
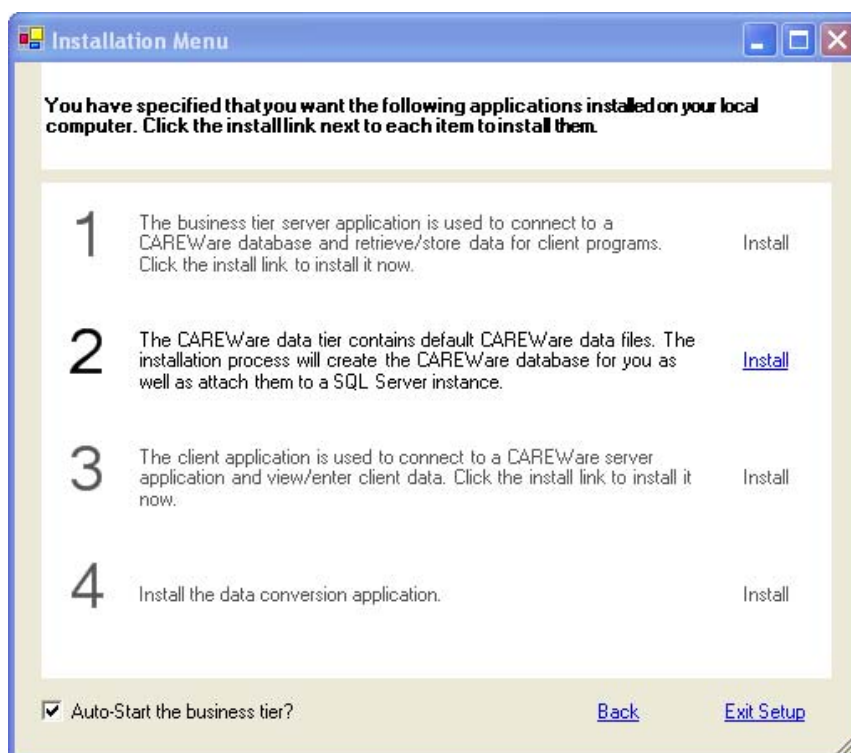4.   Click **Next**, and confirm the installation.
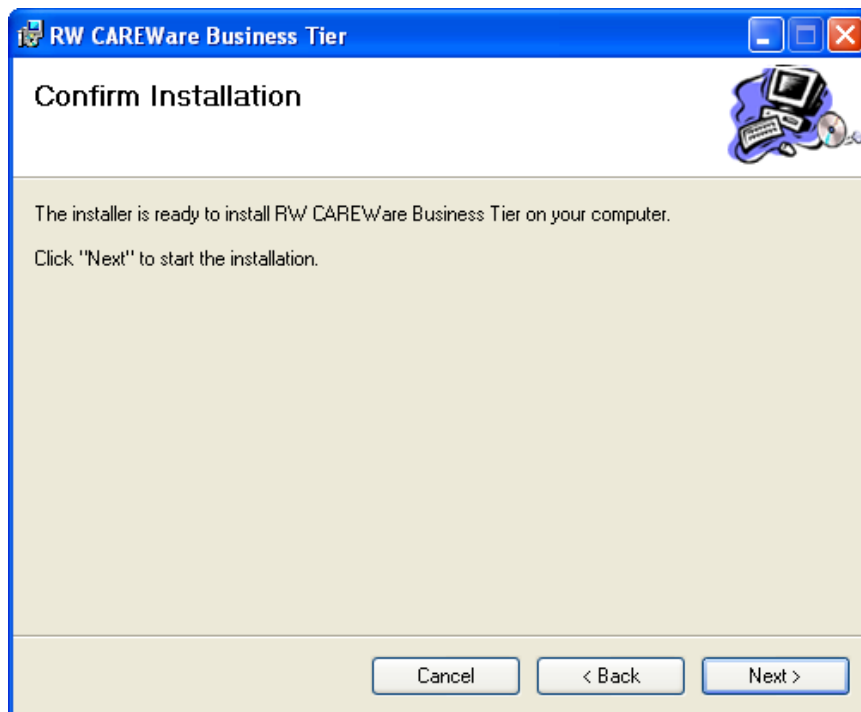
5.   On the Terms page, select "I Agree" and click **Next**.
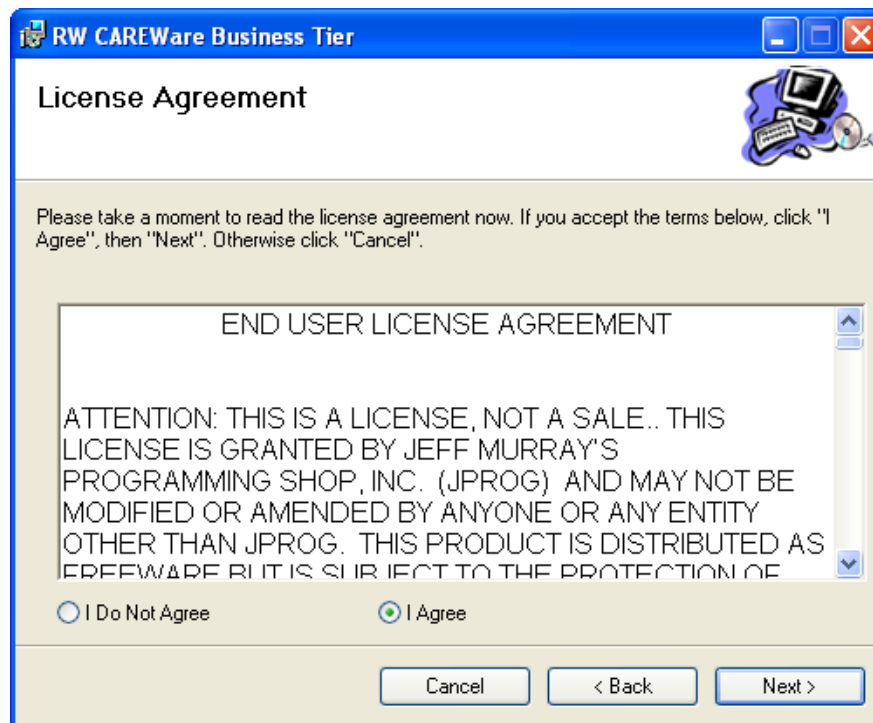
The business tier will install.

6.   Click **Close**. You will be prompted for the next phase of installation.

INSTALLING THE DATA TIER

CAREWare data is stored in a database using a format called "SQLServer©" (SQL stands for Structured Query Language.) You don't need to worry about this unless you are working in an organization that maintains other SQL Server databases on the same server as CAREWare. If you have an IT manager or consultant, we recommend that you consult them before selecting an existing SQL Server instance.

1.   If you don't have a SQL Server database you're linking to, select "Install a new instance of MSDE 2000" option at the bottom of the screen. (Even if you'll be using the Data Conversion tool to convert your database to SQL Server.) MSDE stands for "Microsoft SQL Server Desktop Engine." This is the free version of this product.
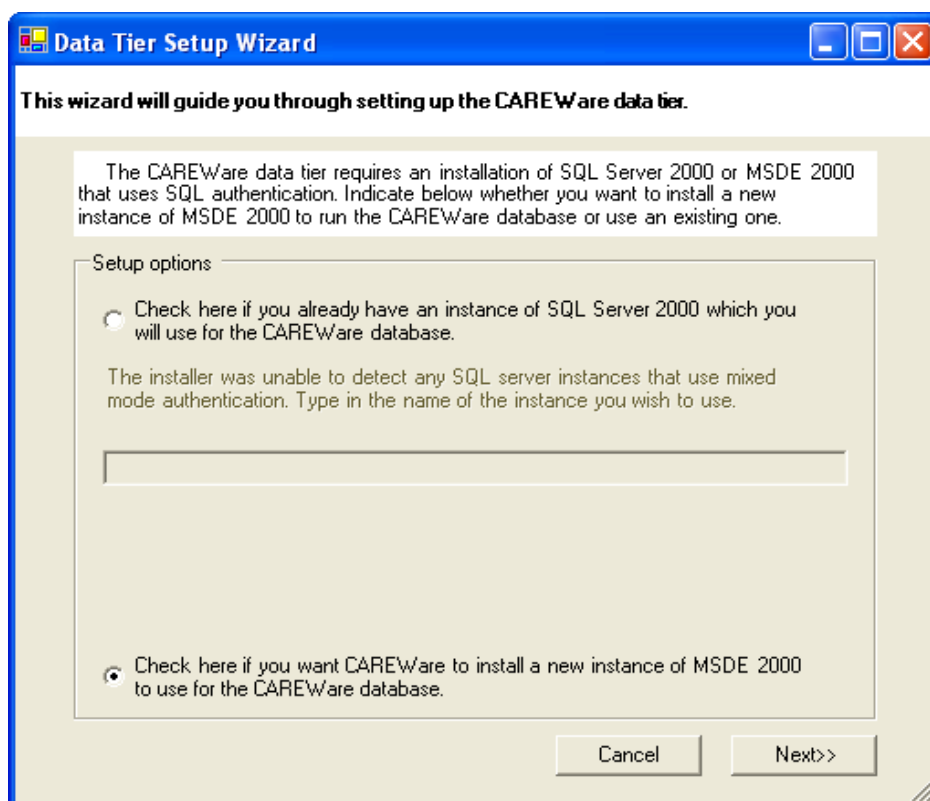
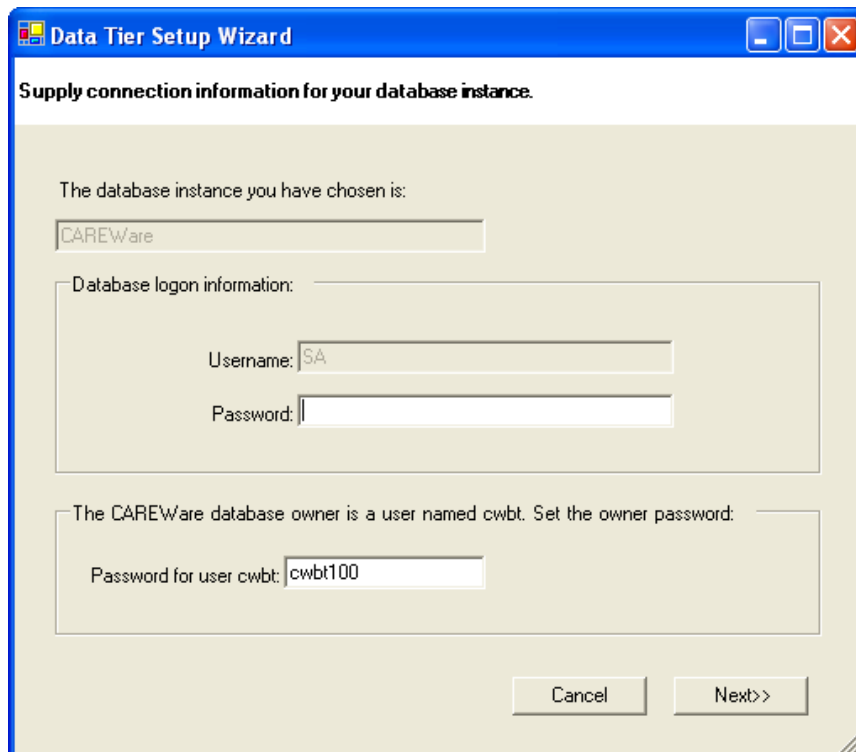2.   Click **Next**. You'll be asked for some more database information.
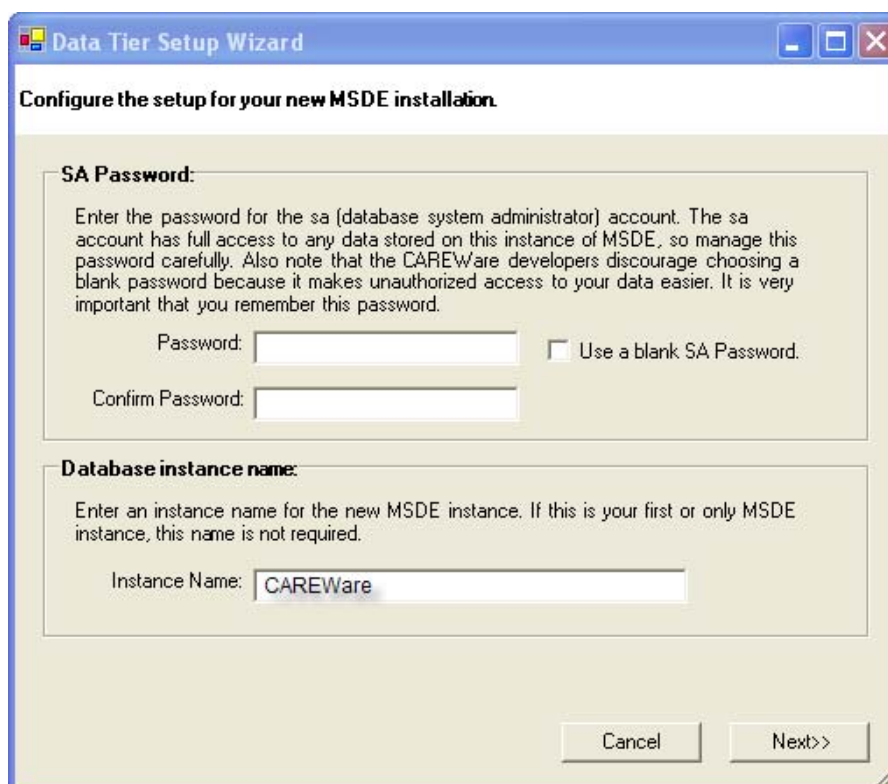
You will be prompted for an SA password. For network systems running SQL Server, these passwords are critical as they protect against unauthorized database access. Database Administrators of network installations should manage and maintain these passwords. **This is not the same as your CAREWare login password.**

If you are a standalone or small network user, the SA password is less important for you, but it's good practice to select one rather than using a blank SA password. ***However, if you choose not to use a blank password, write the password down and store it in a safe place; if lost, you will not be able to access your data! The help desk has encountered a number of instances where the individual who originally installed CAREWare changed the SA password, has since left the agency, and did not write down, document and pass this info along to other staff members! That password (and the individual) are nowhere to be found. Moral of the story: Document and retain everything with regard to Database Management!***

By default, the database instance name is CAREWare. It's recommended you leave this as is.

3.   Click **Next** to continue.

4.   If you've specified an SA password, enter it here; if not, leave it blank.

The CAREWare database owner is the default user of CAREWare, named "**cwbt**." The default password is "**cwbt100**." This is the password that connects your specific CAREWare Business Tier to the Database. Again, because this password is public, we recommend that you change it – and store it in a safe place. But again, DO NOT Lose this password. Smaller agencies may simply wish to retain the default "cwbt".
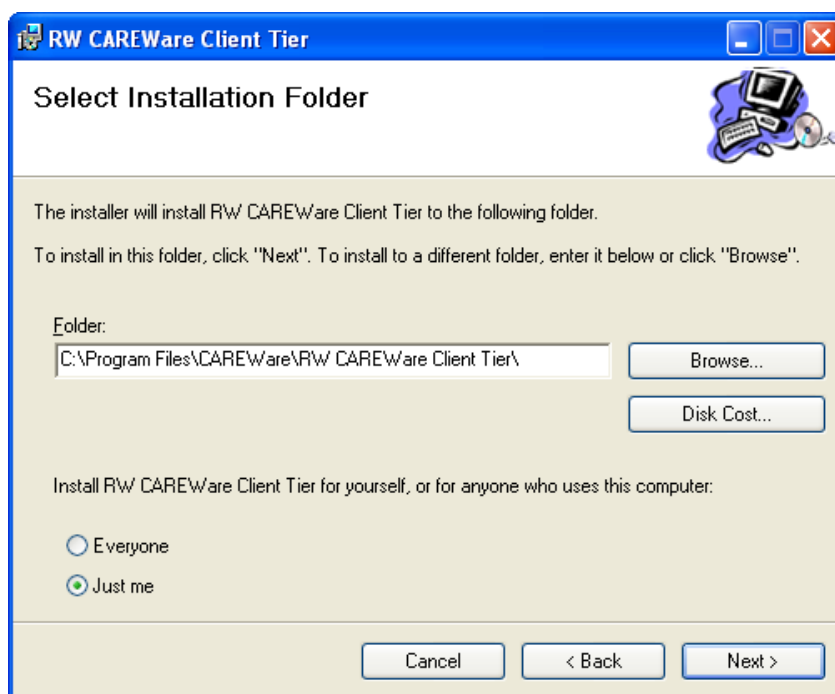
5.   Click **Next**.
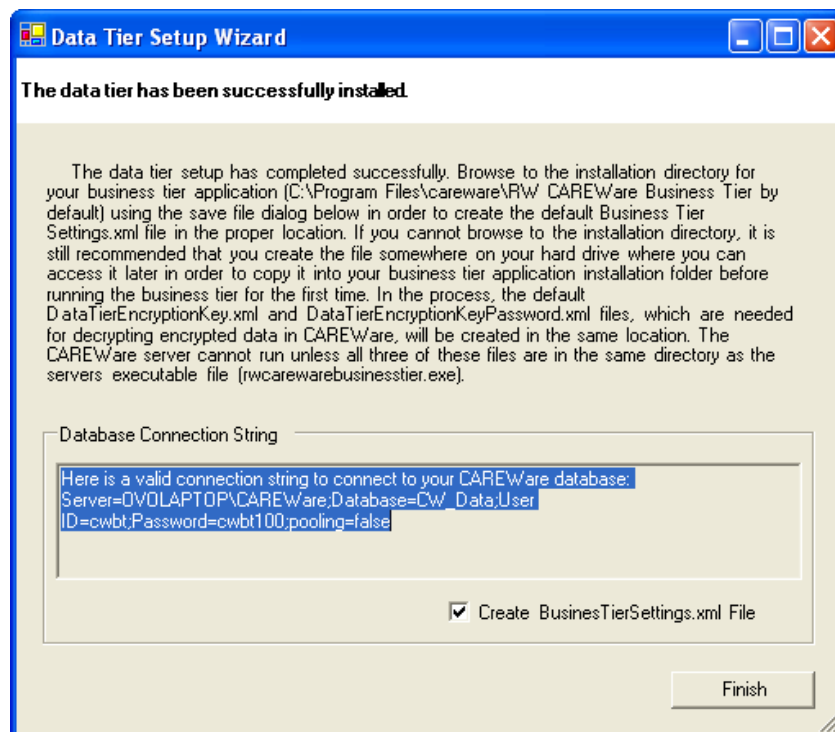
6.   Click **Finish**. The Setup Wizard will appear again.

INSTALLING THE CLIENT TIER

1.   The Install link will appear next to the Client Application setup line. Click **Install.**
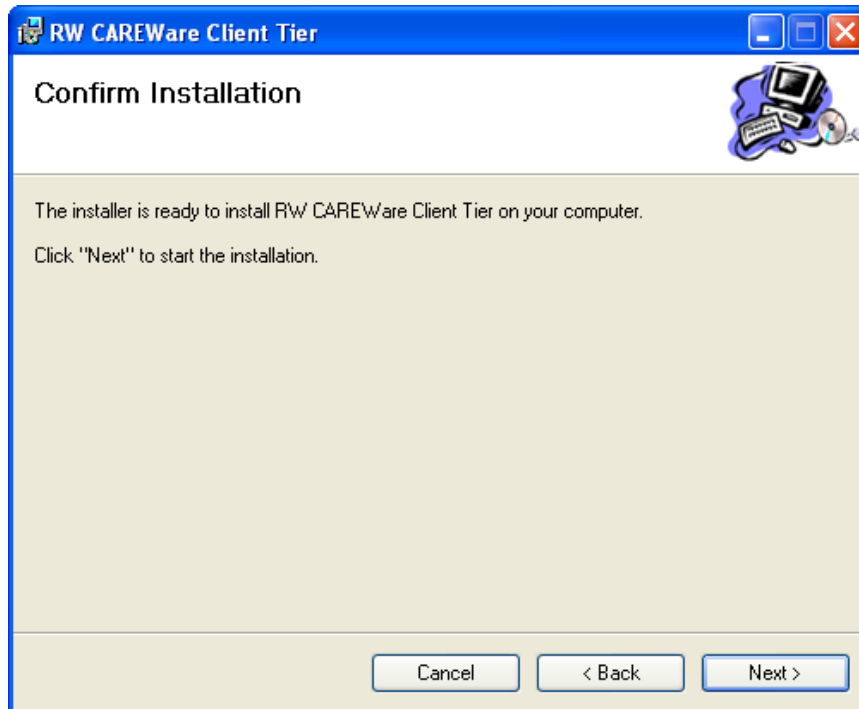
2.   Click **Next**.

You will be prompted where to install the client tier. The default installation address is C:\Program Files\ CAREWare\RW CARE Ware Client Tier\. Use
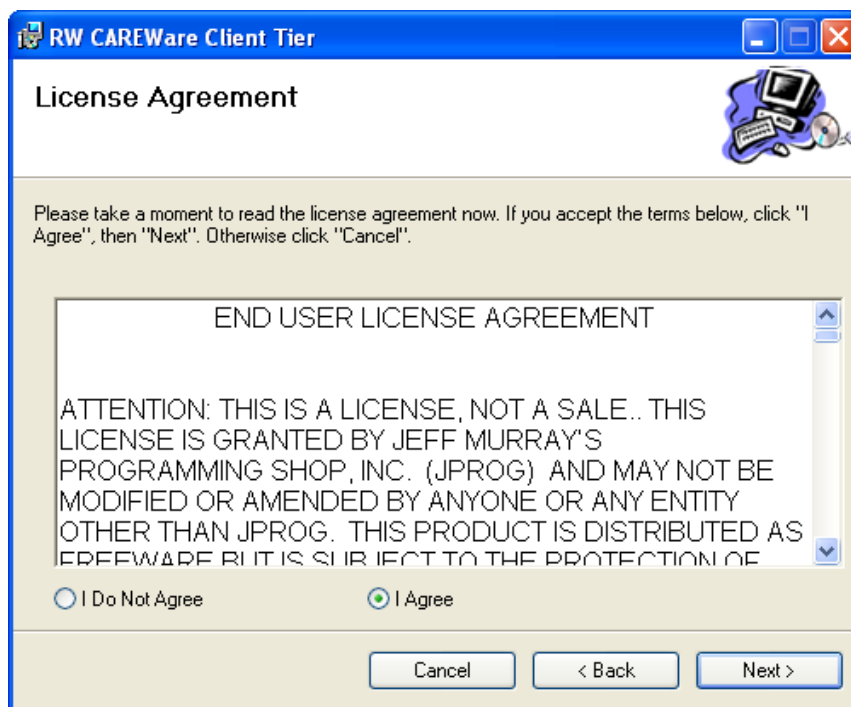
Browse… to find a different location. **Disk Cost** will tell you whether or not you have room on the target location for the installation.

The "Everyone" and "Just me" options are described above under the Business Tier installation section.

3.   Click **Next**.

4.   Click **Next** to start the installation.

5.   Agree to the Terms. The client tier will install. Afterward, you'll be returned to the install menu. Click **Exit** to finish.

DATA CONVERSION:

Please see the User Manual for information on the Data Conversion application.

Important Note on Passwords

We recommend the following:

1. If you are a smaller agency with a standalone setup, *leave the SA database password blank.* If you change the SA password, WRITE IT DOWN and place in a safe location!

2. Leave the Business Tier (BT) username and password as they are shipped with CAREWare, namely 'cwbt' and 'cwbt100'.

3. Keep the default username and password (cwtemp and TEMPCW100) until you are fully comfortable using CAREWare and creating user accounts and assigning user rights.

Running CAREWare for the First Time

1. After you've successfully completed installation, go to the Start menu and select All Programs.

2. Find RW CAREWare 4.1 Client and click Run RW CAREWare 4.1.

The initial CAREWare login screen will appear.

3.   Enter your login. When you first start CAREWare, the default login user, "cwtemp" will be filled in under user name. The default password is TEMPCW100. This is case-sensitive, so make sure TEMPCW is in caps.

4.   If you have installed CAREWare on a stand-alone system, you can click Login. If you are using CAREWare on a network, you'll have to select your server. Click the Options button to see server information.


The default server is "localhost," which is your local computer; you may actually need to change this to your computer's name.   To find your computer's name, Go to *My Computer* (usually on your desktop); *left click* and select *Properties* on the bottom.   Click the tab labeled Computer Name.

- Except for agencies running CAREWare behind a firewall, the port number should remain 8124.

If you are addressing CAREWare on a server, click Server List to see or add other servers.
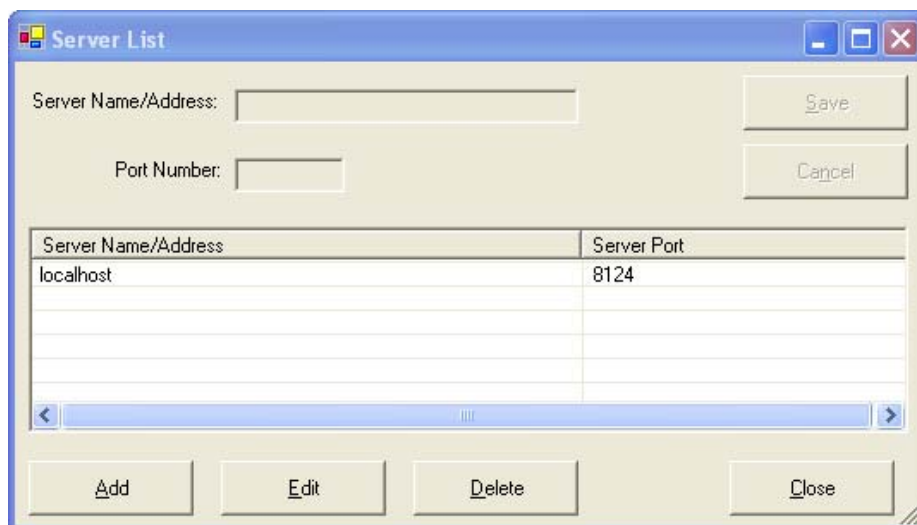
5.   After you enter your password and click **Login**, you'll be prompted to choose a domain. This is how CAREWare refers to the provider or providers to which you have access, and to the "super user" domain, Central Admin.

      "Normal" users you set up later won't see this menu as they'll be directed into their default provider domain.
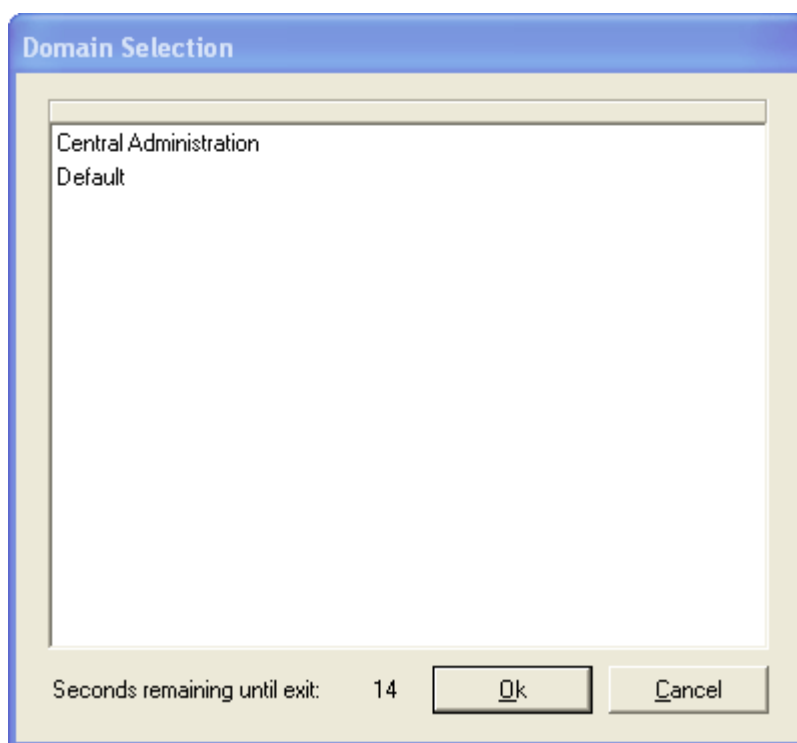
You'll have 20 seconds by default to choose a domain (this can be customized, see the user manual for details).

6. Select "Central Administration" for access to high-level configuration options, or "Default" to go directly to your provider database.

Where do I go from here?

For information on configuration, see the guide, "User and Provider Administration."

For information on setting up services, see the guide "Contract and Service Setup."