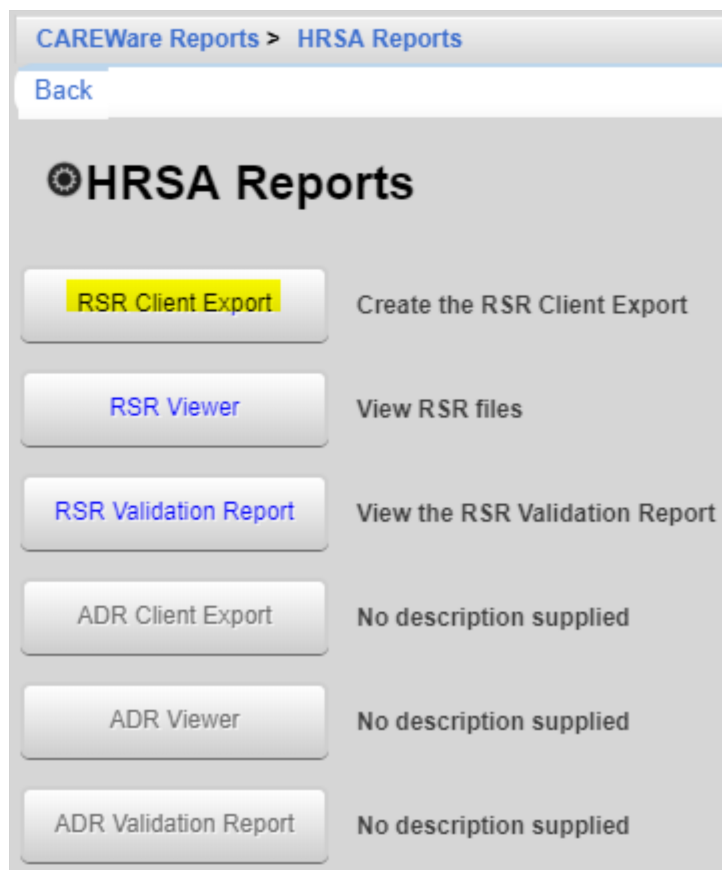


CAREWare produces the Ryan White Service Report (RSR), a client-level data export required by HRSA for recipients of Ryan White HIV/AIDS Program funding. Users can upload the Client Report (an XML file) to HRSA, and they can also view those files within CAREWare.

The minimum build required to produce the 2018 RSR export for CAREWare 6 is build 21, and we recommend upgrading to the latest build available [here](#).



You will need to grant permissions to the provider domain and then the user account before you will be able to access the RSR. Please follow these steps below:

1. Login to the *Central Administration* domain.
2. Click *Administrative Options*.
3. Click *Provider/User Manager*.
4. Expand *Real Time Providers*.
5. Right click on the provider.
6. Click *Manage*.
7. Click *Individual Permissions*.
8. Type *RSR* in the search field.
9. Click the box under Select for the Run RSR permission.
10. Click *Grant*.
11. Click *Cancel*.

Now that the permission is granted for the provider domain, that permission can be granted to users.

1. Click *Users*.
2. Click a user to highlight that user.

3. Click *Manage*.
4. Click *Individual Permissions*.
5. Type *RSR* in the search field.
6. Click the box under Select for the Run RSR permission.
7. Click *Grant*.
8. Click *Cancel*.

Once permissions are granted, the RSR client report can be created by following the instructions [here](#).

Once you have a saved report, you can view information about that report using the RSR Client Report Viewer.

The official HRSA RSR instruction manual can be found [here](#). For instructions on using the RSR Data Validation Report click [here](#). You can learn more about completing RSR reports at the All CAREWare documentation page under manual in zip format or by clicking [RSR guides](#). To review training provided by TARGET for the RSR click [here](#). Here are rules for inclusion of client data in the 2018 RSR report. To learn more about Eligibility Status, click [here](#).