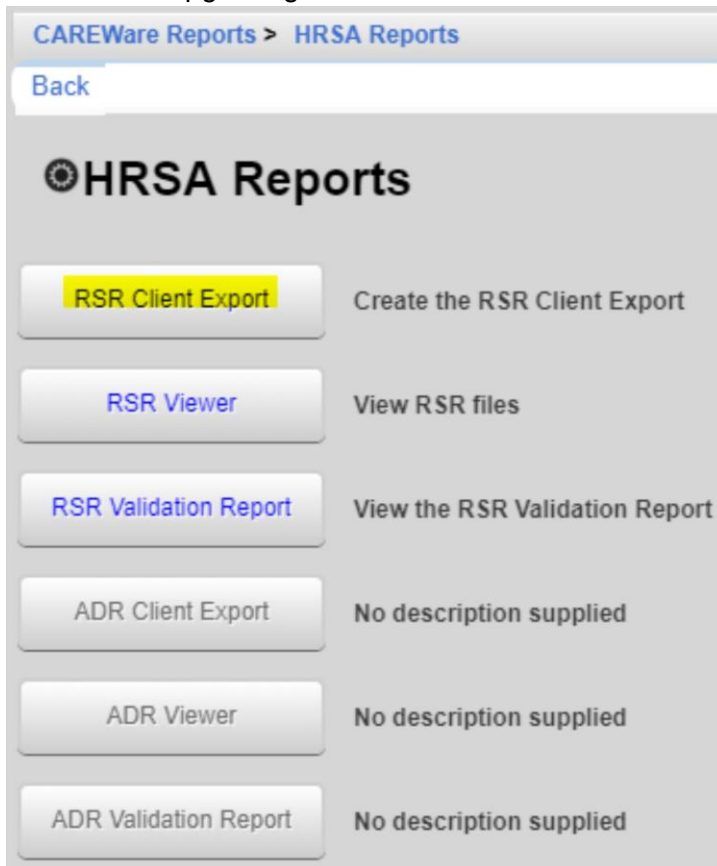


CAREWare produces the Ryan White Service Report (RSR), a client-level data export required by HRSA for recipients of Ryan White HIV/AIDS Program funding. Users can upload the Client Report (an XML file) to HRSA, and they can also view those files within CAREWare.

The minimum build required to produce the 2020 RSR export for CAREWare 6 is build 97, 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. Click *Manage Providers*.
5. Right click on the provider.
6. Click *Manage*.
7. Click *Manage Permissions*.
8. Type *RSR* in the search field.
9. Check the select box for *Run RSR*.
10. Click *Grant Selected Permission*.

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

1. Click *Manage User Groups*.
2. Click the *User Group Name*.

3. Click *Manage*.
4. Click *Change Permissions*.
5. Type *RSR* in the search field.
6. Check the select box for *Run RSR*.
7. Click *Grant Selected Permission*.

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 Viewer by following the instructions [here](#).

The RSR Data Validation Report can be run to check for validation errors by following the instructions [here](#).

Clients need to be eligible to be included in the RSR. For more information about eligibility click [here](#).

You can learn more about completing RSR reports at the [All CAREWare documentation](#) page under Manual in Zip Format. To review training provided by DISQ for the RSR click [here](#).