

In CAREWare users are retired rather than deleted. CAREWare tracks user activity storing users action in the database. It is vital to retain that information over a long period to time to track any actions users have taken like deleting or editing records. By retiring the user account, the user remains in the database linked to the activity for that account.

To retire a user follow these instructions:

1. Click *Administrative Options*.
2. Click *Provider User Manager*.
3. Click *Manage Active Users*.
4. Click the user.
5. Click *Manage*.
6. Click *Assign Providers*.
7. Uncheck all providers that were selected.
8. Click *Save*.

Once a user has been unassigned for all provider, their permissions are revoked and the account is retired.

Administrative Options > Provider User Manager > Manage Retired Users > TEST1

[Back](#)

TEST1

User Info	Test One (TEST1)
Assign Providers	User retired
Assign Provider Groups	No provider user groups assigned
Change Password	User password last updated on 5/17/2021 4:49 PM
Change Username	Change this user's Username
Change OIDC Matching Values	OpenID Connect is not enabled
Reset Security Challenges	Security challenges feature should be activated and 'Security Question Admin' permission should be granted to enable
Undo Password Lockout	Not Locked Out
Reset Internal 2 Factor Key	Server is not set up for 2 factor auth
User Notices	View acknowledged user notices

In some cases, providers prefer to set a limit for activity to retire users that have been inactive for an extended period of time. CAREWare can automatically retire a user after a specified amount of time has passed.

To setup automatic retirement of user accounts, follow these instructions:

1. Click *Administrative Options*.
2. Click *Server Management*.
3. Click *Common Storage Values*.
4. Click *UserInactivityThreshold*.
5. Click *View*.
6. Click *Edit*.
7. Change *Value(IntegerValue)* to a value larger than zero (Setting the value to 0 turns the feature off).
8. Click *Save*.

The screenshot shows a web interface with a breadcrumb trail: **Administrative Options > Server Management > Common Storage Values > View**. Below the breadcrumb are links for **Edit** and **Back**. The main heading is **View**. The form contains the following fields:

- Variable Name:** UserInactivityThreshold
- Value(IntegerValue):** 90
- Can Update:** EDITABLE IN LIST
- Description:** Number of inactive days before a user is automatically retired

In this case, the *Value(IntegerValue)* was set to 90 This means that if it has been more than 90 days since a user logged into CAREWare their account is retired.

Users can be exempted from automatic retirement by following these instructions:

1. Click *Administrative Options*.
2. Click *Provider User Manager*.
3. Click *Manage Retired Users*.
4. Click *Manage Retirement Exemptions*.

The screenshot shows a web interface with a breadcrumb trail: **Administrative Options > Provider User Manager > Manage Retired Users > User Retirement Exemption Setup**. Below the breadcrumb are links for **View**, **Add**, **Delete**, **Back**, and **Print or Export**. The main heading is **User Retirement Exemption Setup**. Below the heading is a **Search:** input field. At the bottom, there is a table with the following structure:

Label	Prefix
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5. Click *Add*.

Administrative Options > Provider User Manager > Manage Retired Users > User Retirement Exemption Setup

Save Back

Enter a username or username prefix to exempt from auto retirement

Exemption:

Prefix:

6. Enter a *Username* or *Username Prefix*.
7. Click *Save*.

Administrative Options > Provider User Manager > Manage Retired Users > User Retirement Exemption Setup

View Add Delete Back Print or Export

User Retirement Exemption Setup

Search:

Label	Prefix
cwtemp	

Note: If a *Username Prefix* was entered, check Prefix prior to saving. *Prefix* can be used to exempt a group of users with the same prefix in their username.