

Users are managed in CAREWare in the Provider User Manager. Users have access to CAREWare based on the permissions set for their user account. Permissions are granted individually or by granting access to permission groups. Users have access to providers in CAREWare by assigning providers and granting permissions for that user for that provider.

To add a new user to CAREWare:

1. Click *Administrative Options*.
2. Click *Provider User Manager*.
3. Click *Manage Users*.
4. Click *New User*.
5. Enter the user's information.
6. Click *Save*.

Users will enter the Username/Login ID at the login screen for CAREWare. The option to *Force Password Reset on first login* will prompt users to enter their own passwords after they attempt to log in using the temporary password entered on the *New User* screen.

Administrative Options > Provider User Manager > Manage Users > New User

Save Back

New User

Username / Login ID:

First Name:

Last Name:

Phone:

Email:

Password:

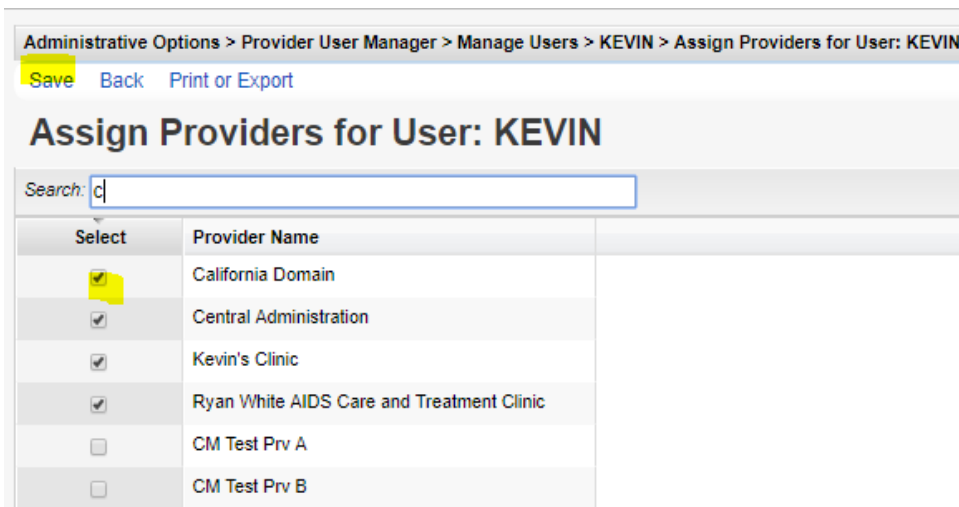
Repeat Password:

Title:

Force Password Reset on first login:

Once a user has been added, providers need to be assigned to the user.

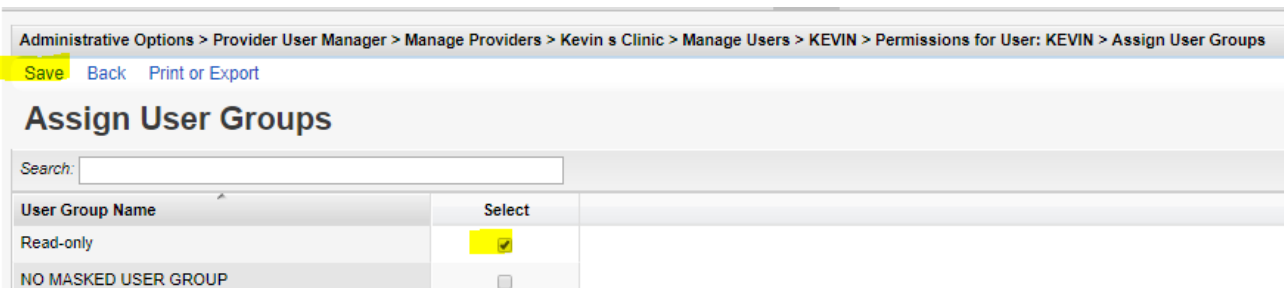
1. Click *Assign Providers*.
2. Check each provider to be assigned.
3. Click *Save*.



Permissions are granted for the user in each provider assigned. The easiest way to grant permissions to a user is to grant access to a user group.

If the user is a Central Administration user, grant permissions in *Manage Permissions*.

1. Click *Manage Permissions*.
2. Click *Assign User Groups*.
3. Click the checkbox for the *User Group Name*.
4. Click *Save*.



If the user needs permissions for another provider:

1. Click *Administrative Options*.
2. Click *Provider User Manager*.
3. Click *Manage Providers*.
4. Click the provider to highlight it.
5. Click *Manage*.
6. Click *Manage Users*.
7. Click the *Username* to highlight it.
8. Click *Manage*.
9. Click *Manage Permissions*.
10. Click *Assign User Groups*.
11. Click the checkbox to select the *User Group Name*.
12. Click *Save*.

Once the user has been added, the user account can be managed by clicking *Manage Users* , selecting the user, and clicking *Manage User*.

The screenshot shows a web interface for managing a user. At the top, there is a breadcrumb trail: **Administrative Options > Provider User Manager > Manage Users > KELP**. Below this is a **Back** button. The main content area features the **KERP** logo and a list of management actions for the user **kate kelp (KELP)**. Each action is presented as a button with a corresponding status or description.

Action	Status/Description
User Info	kate kelp (KELP)
Assign Providers	Central Administration
Assign Provider Groups	No provider user groups assigned
Manage Permissions	2 / 254 permissions granted
Locked Providers	User locked out of 0 / 1 providers
Change Password	User password last updated on 10/2/2019 12:45 PM
Change Username	Change this user's Username
Change OIDC Matching Values	OpenID Connect is not enabled
Reset Security Challenges	User needs to set up security challenges upon login
Undo Password Lockout	Not Locked Out
Reset Internal 2 Factor Key	Server is not set up for 2 factor auth
Manage Report Field Restrictions	Custom report field restrictions in effect: 0. Custom report restriction groups in effect: 0
User Notices	View acknowledged user notices

User Info – Update the user's contact information, including the email address used for the password reset manager.

Administrative Options > Provider User Manager > Manage Users > KEVIN > **User Info**

[Edit](#) [Back](#)

User Info

Username/Login ID:

First Name:

Last Name:

Phone:

Email:

Title:

Special Dietary Needs:

Assign Providers – Grant access to providers prior to setting permission for that user for those providers.

Administrative Options > Provider User Manager > Manage Users > KEVIN > **Assign Providers for User: KEVIN**

[Save](#) [Back](#) [Print or Export](#)

Assign Providers for User: KEVIN

Search:

Select	Provider Name
<input checked="" type="checkbox"/>	Test3
<input checked="" type="checkbox"/>	State ADAP Program
<input checked="" type="checkbox"/>	Ryan White AIDS Care and Treatment Clinic
<input checked="" type="checkbox"/>	Kevin's Clinic
<input checked="" type="checkbox"/>	Johns AIDS Services

Assign Provider Groups – Grant permissions to the user by assigning group permissions by provider.

Administrative Options > Provider User Manager > Manage Users > KEVIN > **Assign Provider Groups for USER: KEVIN**

[Assign Providers](#) [Add Group \(All Providers\)](#) [Remove Group \(All Providers\)](#) [Back](#) [Print or Export](#)

Assign Provider Groups for USER: KEVIN

Search:

User Group Name	Number Providers
39573957	0
ADAP Template	0
ADAP Template 1	0
All Permissions	0
Beta Testers	8
Ext. Menu Links	0

Manage Permissions – Permissions can be set for this provider by user group or individually.

Administrative Options > Provider User Manager > Manage Users > KEVIN > **Manage Permissions** for User: KEVIN

[Assign User Groups](#) [Grant Individual Permission](#) [Revoke Individual Permission](#) [Back](#) [Print or Export](#)

Manage Permissions for User: KEVIN

Search:

Permission	Final Permission	Granted by Group	Granted Individual	Permission Category
View ADAP Enrollment Recon	Granted	Yes (Central Permis	Yes	ADAP
Find/View Client	Granted	Yes (Central Permis	Yes	Client
Unduplicate URN	Granted	Yes (Central Permis	Yes	Client
View Change Log	Granted	Yes (Central Permis	Yes	Client
View Address/Phone	Granted	Yes (Central Permis	Yes	Demographics

Locked Providers – Revoke access to a provider without denying permissions for that provider.

Administrative Options > Provider User Manager > Manage Users > KEVIN > **Locked Providers** for User: KEVIN

[Save](#) [Select All](#) [Deselect All](#) [Back](#) [Print or Export](#)

Locked Providers for User: KEVIN

Search:

Locked	Provider Name
<input type="checkbox"/>	AIDS R Us
<input type="checkbox"/>	California Domain
<input type="checkbox"/>	Central Administrati

Change Password – Reset the user's password here. The user can enter his or her own password after successfully logging in with the new password by checking *Force Password Reset*.

Administrative Options > Provider User Manager > Manage Users > KEVIN > KEVIN

Change Password [Cancel](#)

Change Password

User:

New Password:

Repeat Password:

Force Password Reset:

Change User Name – Change the user's name here. New users should get their own account rather than allowing a new staff member to use an old staff member's account by changing the user name. Any data entry from the previous staff using this account is recorded in the logs in CAREWare. Having staff share the same account would make auditing changes in CAREWare difficult to track.

Administrative Options > Provider User Manager > Manage Users > KEVIN > KEVIN

[Change Username](#) [Cancel](#)

Change Username

User:

New UserName:

Change OIDC Matching Values – The alias is an ID that users set up for single login applications.

Reset Security Questions – If a user answers security questions incorrectly, most of the buttons in the main menu will be grayed out until the security questions are reset here.

Undo Password Lockout – If a user is locked out due to entering his or her password incorrectly, he or she can be unlocked here.

Reset Internal 2 Factor Key – This may resolve issues with Two Factor Authentication connections.

Manage Report Field Restrictions – Restrictions can be set for results in reports, limiting the data a user can see or export.

Administrative Options > Provider User Manager > Manage Users > KELP > Report Field Restrictions for User: KELP

[Manage Restrictions](#) [Back](#) [Print or Export](#)

Report Field Restrictions for User: KELP

Search:

Report Field Restrictions
Address
City
County
DOB
First Name
Last Name
Middle Name
Name
Phone
State
URN
Zip

User Notices – Lists user notices and the date the user acknowledged the notice.

Administrative Options > Provider User Manager > Manage Users > KELP > Acknowledged User Notices

[Back](#) [Print or Export](#)

Acknowledged User Notices

Search:

Code	Text	Date Acknowledge
e61d	Notice	10/18/2019