**Q&A Summary for CAREWare 6: End Users**

**October 30, 2019**

| **Question Asked** | **Answer Given** |
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| Is the Ryan White HIV/AIDS Program Annual Data Report (RDR) still available within CAREWare (CW) 6? If not, is there a way to run a report similar to the RDR? | Per the direction of the HIV/AIDS Bureau (HAB), the RDR will be built into CW 6 sometime in November 2019. |
| Are Ryan White HIV/AIDS Program (RWHAP) Part C recipients required to switch to CW 6 and if so, is there a deadline for this? | CW users are required to upgrade to CW 6 in order to submit the 2019 Ryan White Services Report (RSR) and AIDS Drug Assistance Report (ADR). CW users should upgrade as soon as possible to meet all reporting deadlines. (insert RSR and ADR deadlines, or add hyperlink to reporting calendar here). CW 5 will no longer be supported.  Set up an appointment with the CW Help Desk if you need support or have specific questions. (Insert contact info here).  For more specific information for CW end-users or system administrators, check out the updated user guides here. (insert hyperlink) |
| Will Performance Measures we created in CW 5 automatically be imported to CW 6? What about custom tabs and custom reports? | Yes, Performance Measures created in CW 5 will automatically be imported into CW 6. |
| How do you locate the quarterly report within Performance Measures? | It is not recommended to enter hard dates when using Performance Measures. Instead, change the “AsOfDate” – it automatically goes back 1 year/365 days.  For example, if you were just interested in 2019 Qtr 4 (Oct – Dec), you would need to enter a future “AsOfDate” of 10-1-2019. |
| Are we able to see all Performance Measures in one report? | You can select outcome results for all Performance Measures. For more information, please contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| How do we run Performance Measures for different demographic subgroups? For example, if we wanted to get the number in the numerator and the number in the denominator for a Performance Measure separately for males/females or for racial/ethnic subgroups? | This can be accomplished by using filters within Performance Measures. Both [Quick Start Guide #7: Creating Basic Custom Reports](https://targethiv.org/sites/default/files/supporting-files/10_08_19_QSG7_creating_reports_508.pdf) and [Quick Start Guide #8: Advanced Custom Reports](https://targethiv.org/sites/default/files/supporting-files/QSG8_082619_508_0.pdf) include instructions on adding report filters.  For additional information, please contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| How do you upload client entitlement documents? | For more information on uploading client entitlement documents, please refer to [Quick Start Guide #4: Customizing Tabs and Fields](https://targethiv.org/sites/default/files/supporting-files/QSG4_082020_508_0.pdf) or contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| I am unable to add custom service fields to the financial report filter. In our case, we often filter for services provided by specific vendors (a custom service field). Is there a way to do this in CW 6? | For more information on adding custom service fields, please refer to [Quick Start Guide #4: Customizing Tabs and Fields](https://targethiv.org/sites/default/files/supporting-files/QSG4_082020_508_0.pdf) or contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| In CW 5, we couldn't change spacing between columns on reports. Are we able to this in CW 6? | As in CW 5, spacing can only be changed on custom reports; however, column widths can be set in CW 6. For more information, please refer to [Quick Start Guide # 7: Creating Basic Custom Reports](https://targethiv.org/sites/default/files/supporting-files/10_08_19_QSG7_creating_reports_508.pdf). |
| You can have more than one client open at a time now, but you still can't have a report open and look up clients. You must save the report to be able to look at the report data and client data. Is this correct? | Yes, you can have multiple client records and a report open in CW 6 concurrently. In general, since CW 6 is browser based, you can view multiple browser TABS at the same time. You can open a report and also view multiple client records at the same time.  For more information, please contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| What does leaving the parenthesis open do to the custom report? | For more information on custom reports, please refer to [Quick Start Guide #8: Advanced Custom Reports](https://targethiv.org/sites/default/files/supporting-files/QSG8_082619_508_0.pdf) or contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| Can you change the timeline on the HRSA reports? | The timeline on the HRSA reports is restricted to the reporting year.  For more information, please contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| Can there be a custom report Quick Start Guide with all the functionalities defined? | Quick Start Guide #7: Creating Basic Custom Reports and Quick Start Guide #8: Advanced Custom Reports found at <https://targethiv.org/library/careware-6-quick-start-guides-2019> provide a thorough overview of custom reports. If you have additional questions, please contact the CW Help Desk at 877-294-3571 or cwhelp@jprog.com. |
| What kind of reporting variables can we run based on staff providing services? | For more information on available reporting variables, please refer to [Quick Start Guide #4: Customizing Tabs and Fields](https://targethiv.org/sites/default/files/supporting-files/QSG4_082020_508_0.pdf) or contact the CW Help Desk at 877-294-3571 or [cwhelp@jprog.com](mailto:cwhelp@jprog.com).  This topic was also covered during the September webinar, CW 6: Central Administrators found at <https://targethiv.org/library/careware-6-central-administrators>. |
| If I change a filter on a report will this change for other users in the agency? | Yes, it functions the same as in CW 5. |
| What are the output display options for advanced custom reports? | Advanced custom reports can be displayed in a new browser window or exported as a CSV/Excel file, or a PDF. |
| What is the process for exporting provider data? In CW 5, when you exported provider data there was a Client filter option, however, in CW 6 it looks like that check box is not available. Is this correct? | For more information on exporting provider data, please contact the CW Help Desk at 877-294-3571 or [cwhelp@jprog.com](mailto:cwhelp@jprog.com). |