

# SCR9039 CWS/CMS User ID End-date FAQ

- **What is “end-dating” my CWS/CMS User ID?** The User ID or Logon ID, is the short (up to 8 characters) ID used when logging into CWS/CMS. When this SCR9039 process end-dates the ID, a date value goes into the “end date” field in Resource Management resulting in that account no longer able to access CWS/CMS.
- **Does end-dating the CWS/CMS User ID impact any caseloads?** This change impacts CWS/CMS system access only, there are no impacts to caseloads, staff roles, office assignments or authority.
- **If my CWS/CMS User ID is end-dated, will I still have access to CARES-live?** Currently the process will not end-date a CWS/CMS User ID if CARES-live HAS been used in the previous 180 days, even if CWS/CMS has NOT been accessed in the previous 180 days by that User ID.
- **If my CWS/CMS User ID is end-dated, will I still have access to other systems?** The CWS/CMS User ID information is not shared (therefore end-dating has no impact to access) to any of the following systems; SafeMeasures / Business Objects / Citrix / SDM.
- **How does this impact CARES migration?** The purpose of this SCR is to get accurate information for creating CARES accounts and is supplementing SCR8964 that was created to ensure CWS/CMS Staff Persons have an email address.
- **How does CWS/CMS email and User ID impact CARES?** All 120,000 CWS/CMS Staff are migrating to CARES and the email associated with that staff person will become the new logon ID in CARES. The CWS/CMS User ID determines whether the new CARES logon ID is “active” or not.
- **How do I prevent a User ID from being end-dated?** For any User ID on the report, logging into CWS/CMS or CARES-live **BEFORE Feb 21** will reset the “days since logged on” back to zero and the User ID will not be end-dated in this cycle.
- **How do I add a User ID to be exempt?** A small exception list is allowed per county that will ensure the User ID is not end-dated, designed for staff that may not have access for some time (e.g. maternity leave). Use the Excel file originally sent and send back ONLY rows of User IDs to keep to SAFE.
- **How do I reactivate a User ID that was end-dated?** If a User ID needs to be reactivated after this process runs, contact the CWS/CMS helpdesk and provide details of the Staff person along with the short User ID and this will be processed internally.
- **If CARES is in October, why are we doing this now?** The User account provisioning needs to begin now to accommodate successful CWS-CARES Mock Cycles and Production Simulation.