



Q. Do I still need to be in the office or connected to VPN to access MA CAREWare?

A. Yes, IP address restrictions remain.

Q. What if I don't have access to my two-factor authentication code and need to set it up again?

A. Reach out to the CAREWare MA Helpdesk and ask to have your two-factor authentication reset so that you can see a new QR code next time you log in.

Q. What if I am not able to set up two-factor authentication on a mobile device?

A. Reach out to the CAREWare MA Helpdesk for alternative options.

Q. I am logging in with 2FA, but CAREWare is telling me that the token from my authenticator has timed out. How do I get in?

A. The 6-digit authentication code times out after 30 seconds and will no longer work, but a new 6-digit code will appear on the app. You should enter this new code in CAREWare. If the new code still is not working, cancel your CAREWare login and close the authenticator app completely. Then, log in from the start, being sure to enter the 6-digit code within the 30 second window.

Q. Have the CAREWare password requirements changed?

A. Yes, your CAREWare password will now need to have a minimum of 12 characters, with at least one capital letter, at least one number, and at least one special character. Next time you are prompted to reset your password, you will need to follow these new requirements.

Q. Do I need WinSCP to transfer files from CAREWare to my desktop?

A. WinSCP is no longer needed to transfer and/or save files from CAREWare.

Q. How do I download reports run in CAREWare to my computer?

A. After running a report as either a CSV, PDF, Excel, or other format, download the file directly to a secure folder on your computer. *Note: Data storage and security is the responsibility of agency staff to act in accordance with their own agency*



*policies. JSI and the CAREWare team make no assurances about what happens after users download data from CAREWare servers/system.*

**Q.** What if I don't receive the email from no-reply@ixn.com with my password reset token?

- A.** The email can take a few minutes to come in, and the login screen may appear frozen until the email is sent. If after 5 minutes the email still has not come:
- The email may have gone to your spam folder.
  - Your email address may not be entered in your CAREWare profile correctly and you will need the CAREWare MA Helpdesk to unlock your account and give you a temporary password. Note that your email address must be entered with the exact characters; any extra characters such as a space after your email address will prevent it from working.
  - You can contact the CAREWare MA Helpdesk to unlock your account and give you a temporary password.

**Q.** What if CAREWare doesn't accept my password reset token?

- A.** If you click "Submit" more than once, the password reset token email will be sent more than once. Ensure you are using the most recent token.
- There may have been a more recent token sent to your email
  - The token may have expired
  - You can contact the CAREWare MA Helpdesk to unlock your account and give you a temporary password