



CWS/CMS PROBATION Frequently Asked Questions (FAQs)

CWS/CMS APPLICATION ADMINISTRATION

How do I setup an office in CWS/CMS?

Many probation counties have worked closely with their CWS counterparts to set up their offices in CWS/CMS. This is a good place to check first. Additionally, the CWS/CMS Office has created two helpful documents that will guide you through setting up an office:

- Office Setup in CWS/CMS (PowerPoint presentation) at:
http://www.hwcws.cahwnet.gov/projects/probation/docs/34060_Probation_Access_Office_Setup.pdf
- CWS/CMS Office Setup Best Practices (Word document) at:
http://www.hwcws.cahwnet.gov/Training2/training/guides/CWS_application/resource_mgmt/091505_OfficeSetUpBestPractices.doc

If further information on office setup is needed, please contact your county's Customer Relations Unit, System Support Consultant (SSC) by locating them at:

(http://www.hwcws.cahwnet.gov/countyinfo/county_contacts/SSC_list.asp)

What are the authorities and privileges a user needs to do case management or administrative activities in CWS/CMS?

The CWS/CMS application has different levels of authority privileges that work to maintain security of CWS/CMS information. A user's access to information is contingent upon the level of authority and privileges assigned to the user's logon ID and password. A county system administrator assigns authorities and privileges to staff persons, allowing them access to specific CWS/CMS Application Icons that have specific functionality according to the user's job responsibilities.

The CWS/CMS Office has created a PowerPoint presentation on Office Setup that explains authorities and privileges. The PowerPoint is available at:

http://www.hwcws.cahwnet.gov/projects/probation/docs/34060_Probation_Access_Office_Setup.pdf

Can cases be sealed in the CWS/CMS application?

Each probation department must determine how they will be using the functionality in the CWS/CMS that gives a case either "sealed" or "sensitive" status.

When a case has been "sealed" in the CWS/CMS, it will not display when a client search is completed. Only a county employee with sealed privilege will receive the sealed case as a search result. Typically each county will assign very few individual employees the sealed privilege.



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CWS/CMS APPLICATION ADMINISTRATION continued...

There is a lesser “sensitive” status that will return results to all workers. Actual access to the case will still be limited to a worker for whom the sensitive privilege has been granted by the county system administrator. Sensitive privilege is typically more widely distributed than sealed privilege.