

User Action Report

Purpose	Review detailed CAREWare user actions, including the affected user or client, action description, record details, provider, and network information.
Who should do this	CAREWare administrators, security or compliance staff, data managers, or designated support staff with access to Administrative Reports.
Use this report when	You need an action-level audit trail for logins, report runs, client record views or edits, exports, deletions, or another specific user activity.
Main warning	The report can contain client names, usernames, IP addresses, and before-and-after data values. Limit access and protect every exported copy.
Video walkthrough	User Action Report Video

Quick path

Reports > Administrative Reports > User Action Report > set filters > Run Report

Before you begin

- Confirm whether the review must cover Central Administration, several providers, or one provider. Central Administration can include provider information; a provider-level run is limited to that provider.
- Identify the date range, action type, acting user, or affected person connected to the event being reviewed.
- Start with a short date span. Use Set To Last 2 Weeks for a quick recent-activity review.
- Plan how any CSV, printed, or copied results will be stored, shared, and retained before exporting them.

Important

The User Action Report is the detailed audit trail. Blank affected-user or affected-client fields can be normal when an action, such as logging in or running a report, did not affect a person record.

Open User Action Report

Step 1. Sign in to Central Administration or the provider being reviewed.

Step 2. Click Reports.

Step 3. Click Administrative Reports.

Step 4. Click User Action Report.

The screenshot shows the 'CAREWare Reports > Administrative Reports' page. At the top, there is a 'Back' button. Below it, the section is titled 'Administrative Reports'. A list of reports is displayed, each with a title, a brief description, and an 'Open >' link. The 'User Action Report' is highlighted with a yellow box. The reports listed are:

- Contract Change History**
History of all contract changes
Open >
- User Activity Report**
Run a user activity report
Open >
- User Action Report**
Run a user action report
Open >
- User Group Report**
Shows users that logged in within the date span and the list of user groups that they had at the time of any login in the period
Open >
- Search Change Details**
Search Change Details
Open >

Tip

Run the report from Central Administration when the investigation may involve several providers. Run it inside a provider when the review should be limited to that provider.

Set the report filters

Step 5. Enter the From and Through dates, or click Set To Last 2 Weeks.

Step 6. Select a Provider, or leave it blank in Central Administration to include all available providers.

Step 7. Select an Action Type when only one type of activity is needed.

Step 8. Select an Acting User to review one CAREWare account.

Step 9. Select an Affected Person to limit the report to actions that affected a specific user or client.

The screenshot shows the 'Select options for User Action Report' dialog box. At the top, there is a breadcrumb trail: 'CAREWare Reports > Administrative Reports > Select options for User Action Report'. Below this, there are buttons: 'Run Report', 'Set To Last 2 Weeks', 'CSV', 'Help', and 'Cancel'. The main area of the dialog is titled 'Select options for User Action Report'. It contains several input fields: 'From:' with a date '07/16/2025' and a calendar icon; 'Through:' with a date '07/16/2026' and a calendar icon; 'Provider *:' with a text input field; 'Action Type *:' with a text input field; 'Acting User *:' with a text input field; and 'Affected Person *:' with a text input field. A yellow box highlights the 'From', 'Through', 'Provider', and 'Action Type' fields.

Select options for User Action Report

This image provides a detailed view of the 'Select options for User Action Report' dialog box. The 'From:' field is set to '07/16/2025' and the 'Through:' field is set to '07/16/2026'. The 'Provider *:' field is set to 'Default'. The 'Action Type *:' dropdown menu is open, showing a list of action types: 'Administrative Edits', 'Client Deleted', 'Client Merged' (which is highlighted), 'Common Storage Change', 'Data Export', 'Delete Data by Date', 'Edit client record', 'Email Token Requested', 'Email Token Submitted', and 'Lockout/Reset'. The 'Acting User *:' and 'Affected Person *:' fields are also visible but empty. A yellow box highlights the 'Action Type' dropdown menu and the 'Client Merged' option.

Run and review the report

Step 10. Click Run Report.

Step 11. Review the date span, entry count, and the first result columns.

Step 12. Use the page controls or entries-per-page list to move through the results.

Step 13. If the report has no rows, click Back and broaden the date range or remove one optional filter.

CAREWare Reports > Administrative Reports > Select options for User Action Report > User Action Report From 2026-07-10 through 2026-07-24

Back

Print or Export

Column visibility

Copy

User Action Report From 2026-07-10 through 2026-07-24

Search:

«

«

1

2

3

4

5

...

46

»

»

(100)

entries per page

Showing 1 to 100 of 4,583 entries

PK	Timestamp	Username	AffectedUser	AffectedClientFirstName	AffectedClientMiddleName	AffectedClientLa
65887	07/24/2026 03:13 PM	CWTEMP				
65886	07/24/2026 03:10 PM	CWTEMP	CWTEMP			
65885	07/24/2026 03:06 PM	CWTEMP				
65884	07/24/2026 03:04 PM	CWTEMP	CWTEMP			
65883	07/24/2026 02:53 PM	CWTEMP				
65882	07/24/2026 02:36 PM	CWTEMP		Burl		Taleme
65881	07/24/2026 02:36 PM	CWTEMP				

Warning

Large date ranges can return thousands of audit records. Use a focused range during an investigation, then expand it only when additional history is required.

Review details and narrow the displayed rows

Step 14. Scroll horizontally to review ActionType, UserActionDescription, TableName, EditDetails, Provider, RecordID, IP Address, and Forwarding IP Address.

Step 15. Enter a value in Search to narrow the displayed rows, such as Demographics, a provider name, a username, or an action description.

Step 16. Select a row when you need to keep the record highlighted during review.

Step 17. Use Column visibility to change which columns are available in the list.

CAREWare Reports > Administrative Reports > Select options for User Action Report > User Action Report From 2026-07-10 through 2026-07-24

Back Print or Export Column visibility Copy

User Action Report From 2026-07-10 through 2026-07-24

Search: « 1 2 3 4 5 ... 46 » 100 entries per page Showing 1 to 100 of 4,583 entries

	UserActionDescription	TableName	EditDetails	Provider	RecordID	IP Address	Forwarding IP Address
ut	User Logged In from ::1 forwarding ip was:			Central Administration		::1	
ut	User Logged Out: User : CWTEMP disconnected. The user was disconnected by the business tier because their session had expired.			Central Administration			
ut	User Logged In from ::1 forwarding ip was:			Central Administration		::1	
ut	User Logged Out: User : CWTEMP disconnected. The user was disconnected by the business tier because their session had expired.			ADAP			
	Ran Report: Client Summary: Default Client Summary			ADAP		::1	
record		Demographics	Record Viewed	ADAP	18736	::1	
	Ran Report: Client Summary: Default Client Summary			ADAP		::1	

CAREWare Reports > Administrative Reports > Select options for User Action Report > User Action Report From 2026-07-10 through 2026-07-24

Back Print or Export Column visibility Copy

User Action Report From 2026-07-10 through 2026-07-24

Search: x « 1 2 3 4 5 ... 42 » 100 entries per page Showing 1 to 100 of 4,169 entries

	UserActionDescription	TableName	EditDetails	Provider	RecordID	IP Address	Forwarding IP Address
record		Demographics	Record Viewed	ADAP	18736	::1	
record		Demographics	City changed to Yeppers from , State changed to Louisiana from , County changed to Terrebonne from , White changed to True from False	ADAP	7944D	127.0.0.1	
record		Demographics	City changed to Yeppers from , State changed to Louisiana from , County changed to Vernon from	ADAP	B53AF	127.0.0.1	
record		Demographics	City changed to Yeppers from , State changed to Louisiana from , County changed to Tensas from , White changed to True from False	ADAP	2B25F	127.0.0.1	
			City changed to Yeppers				

User Action Report filter controls

Control	What it does	Guidance
From / Through	Defines the report date span.	Use the smallest period that covers the event being reviewed.
Set To Last 2 Weeks	Sets a recent two-week date range.	Use for a quick recent-activity review, then adjust the dates if needed.
Provider	Limits results to one provider.	Leave blank in Central Administration to include all available providers.
Action Type	Limits results to one type of action.	Use Run report, Login/Logout, Edit client record, Data Export, or another available action when investigating a specific event.
Acting User	Limits results to one CAREWare account.	Use when reviewing the actions performed by a known user.
Affected Person	Limits results to actions that affected a specific user or client.	Use when the affected person is known, even when the acting user is not.
Run Report	Opens the report with the current filters.	Review the filters before running the report.
CSV	Exports the filtered report to a CSV file.	Use only for approved analysis, documentation, or audit retention.

Result controls

Control	What it does
Search	Filters the displayed rows without rerunning the report.
Column visibility	Shows or hides result columns for the current review.
Copy	Copies selected or displayed grid information where supported.
Print or Export	Opens options for printing or exporting the result grid.
Back	Returns to the filter screen so the report can be rerun.

Result columns: user and affected person

Column	Description
PK	Unique database key for the recorded user action.
Timestamp	Date and time the action occurred.
Username	CAREWare username of the acting user.
AffectedUser	User account affected by the action, when applicable.
AffectedClientFirstName	First name of the client affected by the action, when applicable.
AffectedClientMiddleName	Middle name of the affected client, when available.
AffectedClientLastName	Last name of the affected client, when applicable.
ActionType	General category of activity, such as running a report, editing a client record, or logging in or out.

Result columns: action and record details

Column	Description
UserActionDescription	More detailed explanation of the activity, such as the name of a report that was run.
TableName	Database or CAREWare data area affected by a client-level view or edit.
EditDetails	Details of the change, which may include added or deleted records or before-and-after values.
Provider	Provider where the action occurred; Central Administration may be shown for central actions.
RecordID	Additional identifier for the affected record.
IP Address	Network address recorded for the acting user.
Forwarding IP Address	Forwarding network address when one is recorded.

Warning

EditDetails and exported audit files can reveal sensitive client data and system information. Export only the minimum data needed and follow local security, incident-response, and records-retention procedures.

How to confirm the review is complete

- The report title shows the intended From and Through dates.
- The provider scope and optional filters match the event being investigated.
- Known actions appear with the expected username, timestamp, action type, and provider.
- Search terms narrow the displayed rows without changing the original report filters.
- Any copied or exported data is stored only in an approved location.

Troubleshooting and common questions

Why does the report return no rows?

Click Back, confirm the date span, and remove optional filters one at a time. A record must match every selected filter.

Why are the affected-user or affected-client fields blank?

Many actions, including logins, logouts, report runs, and administrative tasks, do not affect a specific user or client record.

Why are there too many results?

Shorten the date span or add one targeted filter, such as Provider, Action Type, Acting User, or Affected Person. After the report runs, use Search for a section or description such as Demographics.

Why can a user not open this report?

Review the user's Administrative Reports permissions and provider assignment in Provider User Manager. Grant only the access required for the user's role.

Related CAREWare guides and resources

Resource	How it helps
Manage Users	Maintain individual accounts so actions can be attributed to the correct user.
Provider User Manager	Review provider assignments, permissions, and access to Administrative Reports.