

RSR Viewer

Purpose	Review aggregate RSR client counts, data completeness, and the client records behind each result.
Who should do this	CAREWare users responsible for RSR preparation, validation, or client data quality.
Use this guide when	An RSR Client Report XML file has been created and must be reviewed before HRSA submission.
Main warning	The Viewer is a review tool. Correct source data in the client record, then regenerate and recheck the RSR file.
Video walkthrough	RSR Viewer

Quick path

Reports > HRSA Reports > RSR Viewer > Choose File > View RSR File

Before you begin

- Create and save the current reporting-year [RSR Client Report](#) XML file.
- Confirm the user has the Run RSR [permission](#) and CAREWare is on the recommended RSR build.
- Make sure the file uploaded is the most recent RSR Client Report XML File downloaded.

Important

For the 2025 RSR, report clients who were eligible to receive funded services and received at least one service the provider was funded to provide with RWHAP, RWHAP-related, or EHE initiative funding, regardless of final payor.

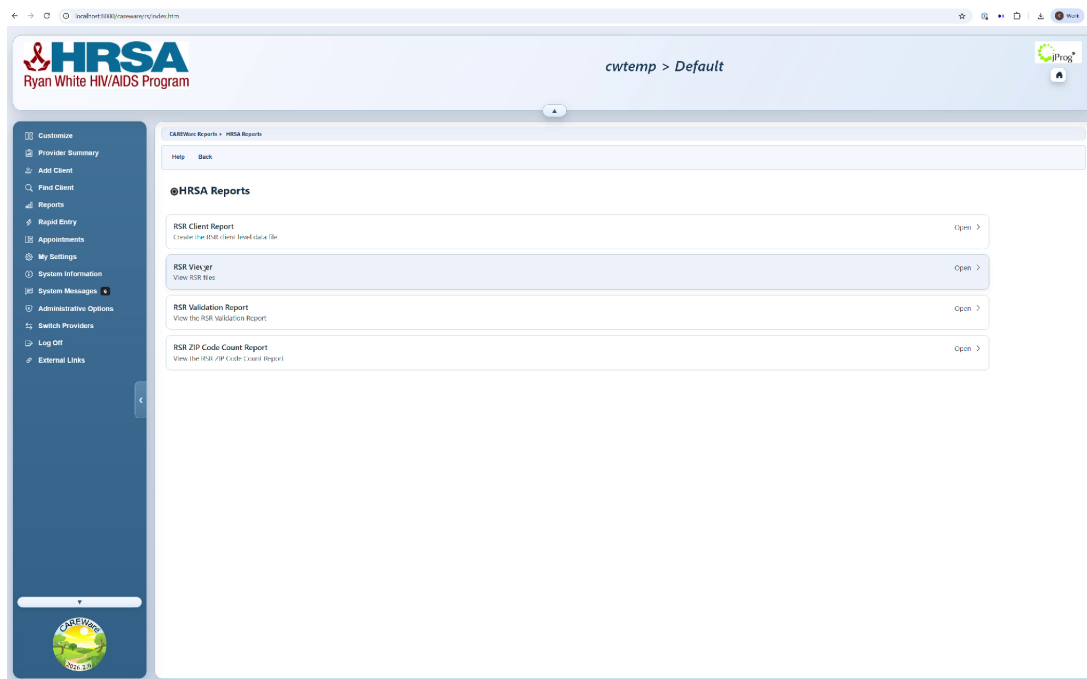
Tip Use the [RSR Validation Report](#) to review CAREWare validation issues, then Use the RSR Viewer to investigate unexpected counts and missing or out-of-range data to ensure completeness before submission.

Open the RSR Viewer and load the XML file

Step 1. Click Reports.

Step 2. Click HRSA Reports.

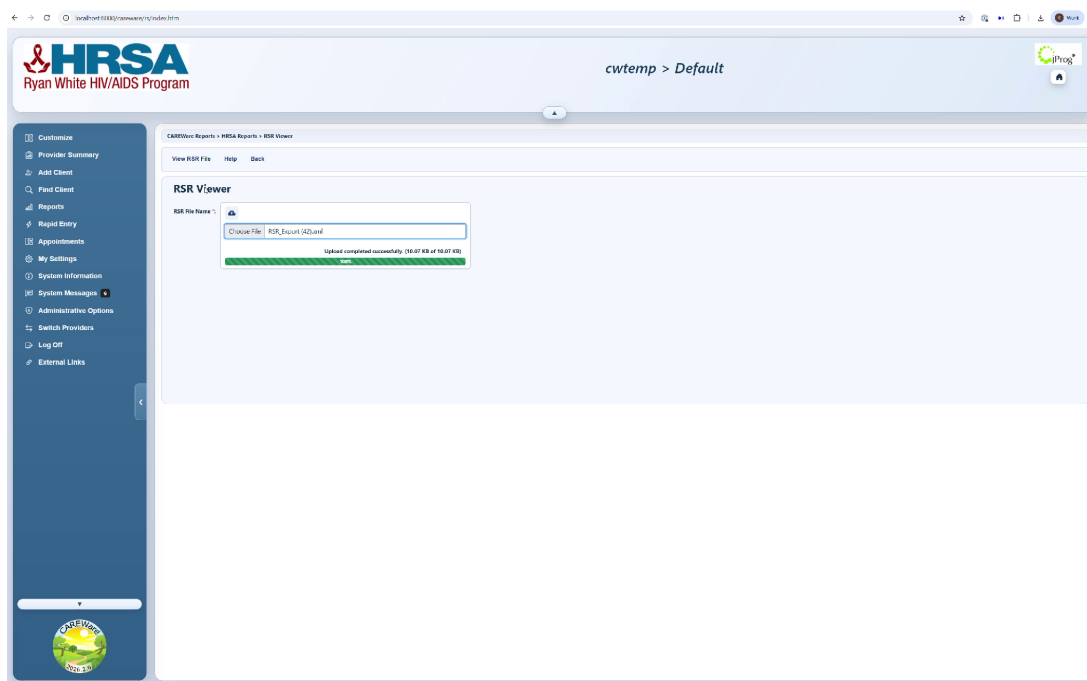
Step 3. Click RSR Viewer.



Step 4. Click Choose File.

Step 5. Select the RSR Client Report XML file, then click Open.

Step 6. After the upload completes, click View RSR File.



Review RSR Viewer results

The Viewer displays aggregate counts and percentages for RSR questions and data-quality categories.

Result	Meaning
Count	Number of clients represented by the selected row.
Percent	Percentage of clients in that question or category represented by the row.
Missing	Clients who require the data but are missing the record or required reporting-period date.
Out of Range	Clients with data for the question whose values do not meet the HRSA reporting rules.

Important

A zero Missing or Out of Range count supports completeness for that item, but it does not replace the [RSR Validation Report](#), which may show errors or data logic issues.

Tip

Review quarterly service, lab, linkage-to-care, and racial subgroup calculations when they apply to your client population in order to ensure completeness and accuracy of the RSR by the end of the reporting period.

Open the client list for a result

Step 7. Select the result row you want to investigate.

Step 8. Click View Client List.


HRSA
 Ryan White HIV/AIDS Program

cwtmpt > Default



Customize
 Provider Summary
 Add Client
 Find Client
 Reports
 Rapid Entry
 Approvements
 My Settings
 System Information
 System Messages
 Administrative Options
 Switch Providers
 Log Off
 External Links

CAHRS System Reports > HRSA Reports > RSR Viewer > Default 2026 RSR Viewer

View Client List Desk Print or Export Columns visibility Copy

Default 2026 RSR Viewer

Search:

1 2 3 ...

 Go to page: 100 entries per page Showing 1 to 100 of 255 entries

Category	Count	Percent
Total Clients (any service)	14	100%
Clients with Case Management / Monitoring	10	71.4%
Clients with Opioid Use Disorder services	10	71.4%
Clients with Opioid Use Disorder services	10	71.4%
Clients with Case Management / Monitoring	10	71.4%
HRSA Clients with OUD	4	28.6%
Female HRSA Clients with OUD	3	21.4%
2. Viral Status (HIV-1 RNA/CMV/BHD)	10	
2.1. Suppressed	10	100.0%
2.2. Undetectable	0	0.0%
2.3. Unknown	0	0.0%
2.4. Missing	0	0.0%
2.5. Out of Range	0	0.0%
4. Birth Year (All Clients)	14	
4.1960 and before	0	0.0%
4.1961-1970	1	7.1%
4.1971-1980	1	7.1%
4.1981-1990	4	28.6%
4.1991-2000	0	0.0%
4.2001-2010	4	28.6%
4.2011-2020	0	0.0%
4.2021-2030	4	28.6%
4.2031-2040	0	0.0%
4.2041-2050	0	0.0%
4.2051-2060	0	0.0%
4.2061-2070	0	0.0%
4.2071-2080	0	0.0%
4.2081-2090	0	0.0%
4.2091-2100	0	0.0%
4.2101-2110	0	0.0%
4.2111-2120	0	0.0%
4.2121-2130	0	0.0%
4.2131-2140	0	0.0%
4.2141-2150	0	0.0%
4.2151-2160	0	0.0%
4.2161-2170	0	0.0%
4.2171-2180	0	0.0%
4.2181-2190	0	0.0%
4.2191-2200	0	0.0%
4.2201-2210	0	0.0%
4.2211-2220	0	0.0%
4.2221-2230	0	0.0%
4.2231-2240	0	0.0%
4.2241-2250	0	0.0%
4.2251-2260	0	0.0%
4.2261-2270	0	0.0%
4.2271-2280	0	0.0%
4.2281-2290	0	0.0%
4.2291-2300	0	0.0%
4.2301-2310	0	0.0%
4.2311-2320	0	0.0%
4.2321-2330	0	0.0%
4.2331-2340	0	0.0%
4.2341-2350	0	0.0%
4.2351-2360	0	0.0%
4.2361-2370	0	0.0%
4.2371-2380	0	0.0%
4.2381-2390	0	0.0%
4.2391-2400	0	0.0%
4.2401-2410	0	0.0%
4.2411-2420	0	0.0%
4.2421-2430	0	0.0%
4.2431-2440	0	0.0%
4.2441-2450	0	0.0%
4.2451-2460	0	0.0%
4.2461-2470	0	0.0%
4.2471-2480	0	0.0%
4.2481-2490	0	0.0%
4.2491-2500	0	0.0%
4.2501-2510	0	0.0%
4.2511-2520	0	0.0%
4.2521-2530	0	0.0%
4.2531-2540	0	0.0%
4.2541-2550	0	0.0%

Step 9. Select a client in the list.

Step 10. Click Go To Client.

HRSA
Ryan White HIV/AIDS Program

cwtmp > Default

Customize
Provider Summary
Add Client
Find Client
Reports
Rapid Entry
Appointments
My Settings
System Information
System Messages
Administrative Options
Switch Providers
Log Off
External Links

CAREWIS Reports > HRSA Reports > RSR Viewer > Default (2015 RSR Viewer) - 26 Missing

Go To Client Back Print or Export Column visibility Copy

50. Missing:

Search: [] Go to page 1 100 entries per page Showing 1 to 2 of 2 entries

Client	Client ID	eICD	status ICD	Venue
Jeffery, Jan		203FCCEB36C63B82 5AC7CDBA35139E 7BC3BCC6311	S18KXST168AKCZT1ATZC S10XN3AC7CBHAWCT1BA U	
Tedillo, Yordajide		670DC2DE14349455 P1C2AM8F72505FE Q32C7A3B8UJ	D8FF704EB0E354C3FFEB 37B124152ANUCNC1BFBJ	

CAREWare opens the client record so the data associated with the selected result can be reviewed and corrected.

Important

An X in Viewed marks that the client record was opened for review. It does not confirm that the underlying data were corrected. If corrections are made, a new RSR Client Report XML file needs to be created before submission.

Confirm corrections

Step 11. Edit and save the applicable client data.

Step 12. Regenerate the RSR Client Report XML file.

Step 13. Load the new XML file in the RSR Viewer and confirm the count or completeness result changed as expected.

2025 RSR data-quality reminders

- Sex at birth is used in the 2025 UCI. Male, Female, and Unknown are valid response options; a missing response is not allowed for the RSR.
- Eligibility and qualifying funded services determine RSR inclusion. Review both when a client is unexpectedly included or excluded.
- If cross-provider sharing is enabled, shared ART medications, eligibility, or labs can affect RSR results for applicable clients.
- After uploading client-level data to the HRSA EHB, review the Upload Completeness Report before submission; HRSA requires it to be viewed before the RSR can be submitted.

Troubleshooting and common questions

Why did the result not change after I edited a client?

After corrections, regenerate the [RSR Client Report](#) and load the new XML file after changing source data.

Why is a client missing from the RSR?

Check the reporting year, [eligibility](#), qualifying funded service records, and applicable [cross-provider settings](#).

What should I do with Missing or Out of Range results?

Open the affected client list, correct the underlying client data when appropriate, regenerate the XML file, and recheck the results. If the data is missing, enter an explanation in the memo section of the EHB.

Why can a user not open RSR reports?

Confirm that the user has the Run RSR [permission](#) for the provider.

Related CAREWare guides and resources

Resource	How it helps
RSR	Overview of CAREWare RSR reporting tools.
RSR Client Report	Create the RSR XML file reviewed in the Viewer.
RSR Validation Report	Review alerts, warnings, errors, and affected clients before submission.
RSR Documents	RSR manual, client-level data elements, field map, and related references.
Eligibility	Review eligibility records that determine whether clients count for RSR reporting.
Provider User Manager	Instructions for managing provider and user permissions.
HRSA EHB	HRSA Electronic Handbook (EHB) Login