

# Need CAREWare Help?

## Here's what to do:

1. Check the manual & troubleshooting guide
2. Contact your designated LaCAN Partner with questions about using CAREWare & creating reports
3. If you have a CW error or trouble connecting:

Send an email to the **LaCAN Help Desk** at [hap@la.gov](mailto:hap@la.gov):

- Include "CAREWare" in your subject line (examples: CAREWare error, CAREWare question)

- If reporting a problem, include this information AND a clear description of the problem:

1. Your name
2. Your agency name
3. Your email & phone number
4. A screenshot of the error
5. Paste the "details" of the CW error in your email

- Do NOT send client information. Be sure to remove identifying client info from any screenshots you send.

**IF YOU NEED TO BE UNLOCKED IN CAREWARE, CONTACT YOUR DESIGNATED LACAN PARTNER FIRST**