

IBM Cúram Social Program Management  
7.0.4 and 7.0.6

*Universal Access Responsive Web  
Application 2.1.1*



**Note**

Before using this information and the product it supports, read the information in [“Notices” on page 177](#)

**Edition**

This edition applies to IBM® Cúram Social Program Management 7.0.4.2 iFix 1, or 7.0.6

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# Chapter 1. IBM Cúram Universal Access (New)

IBM Cúram Universal Access (New) enables citizens to access services in a browser from both desktop, tablet, and mobile devices. Universal Access uses modern technologies such as React to provide a working reference application that you can customize to provide your own citizen-facing web application. In comparison, Universal Access, delivered with versions 7.0.2 and earlier, use traditional technologies to customize the citizen-facing web application.

## Documentation versions

The responsive Universal Access client uses an asset that is called "IBM Universal Access Responsive Web Application". The asset is updated at more regular intervals than the underlying IBM Cúram Social Program Management platform and therefore has its own version numbering scheme.

The online documentation applies only to the most recent version of Universal Access. To read the documentation in PDF format for the earlier versions, see the [IBM Cúram Social Program Management PDF library](#).

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## What's new in the Universal Access Responsive Web Application

Read about the latest features and enhancements in IBM Cúram Universal Access Responsive Web Application version 2.1.1, which is compatible with IBM Cúram Social Program Management 7.0.4.2 iFix 1, or 7.0.6

### Apache HTTP Server support

Deploying the Universal Access Responsive Web Application is now supported on Apache HTTP Server. For more information, see ["Installing and configuring Apache HTTP Server"](#) on page 88.

### Intelligent Evidence Gathering (IEG)

A number of important bug fixes and enhancements for IEG in the application. For more information, see the release notes.

### Related information

[2.1.1 release notes](#)

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## IBM Cúram Universal Access release notes

Read the release notes for the latest release of Universal Access Responsive Web Application.

### 2.1.1 release notes

Read about enhancements and fixes in Universal Access Responsive Web Application 2.1.1, which is compatible with IBM® Cúram Social Program Management 7.0.4.2 iFix 1, or 7.0.6.

### Intelligent Evidence Gathering (IEG)

Read about changes to IEG that affect forms in the Universal Access Responsive Web Application.

### *Release notes for Social Program Management server fixes*

Server fixes are documented in the main Social Program Management release notes. For information about server enhancements and bug fixes that affect IEG in the Universal Access Responsive Web Application, see the [IBM Cúram Social Program Management release notes](#) for your version.

### **Duplicated button IDs in IEG caused accessibility issues**

An issue was fixed where some buttons in IEG had the same ID, which caused accessibility issues. (PO08181) (2334)

### **Updated the Save and Exit and Delete and Exit buttons in IEG forms**

The **Save and Exit** and **Delete and Exit** buttons in IEG forms have been updated so that it is clearer that they are clickable buttons. (PO08216) (2725)

### **Mandatory numerical masks added for numerical input fields**

A mandatory numerical mask, which allows only numerical characters, was added for questions with an integer type. A mandatory numerical mask, which allows only numerical characters with a single period, was added for questions with a number type. (PO08237) (PO08238) (2628)

### **Mandatory currency mask added for currency input fields**

A mandatory currency mask with a currency symbol, which allows numerical characters with a single period and two decimal digits, was added for currency questions. (PO08227) (2559)

## **Prerequisites and IBM Cúram Social Program Management compatibility**

The IBM Universal Access Responsive Web Application asset is released at more frequent intervals than the IBM Cúram Social Program Management Platform platform and the Universal Access application module and requires specific versions as follows.

<b>IBM Cúram Social Program Management Platform and IBM Cúram Universal Access application module</b>	<b>IBM Universal Access Responsive Web Application asset</b>
7.0.4.2 iFix 1, 7.0.6	2.1.1
7.0.4.2, 7.0.6	2.1.0
7.0.4.1 Fix Pack, iFix 2, 7.0.5	2.0.2

### **Prerequisites**

To see the prerequisites for the current version, see [“Prerequisites and supported software” on page 2](#).

To see the prerequisites for previous versions, see the [IBM Cúram Social Program Management PDF library](#).

### **Prerequisites and supported software**

The following prerequisite and supported software apply to this release of IBM Cúram Universal Access (New).

#### **Platforms**

There is no dependency on specific hardware platforms, instead the IBM Cúram Universal Access dependency is on the browser. However, the following are minimum requirements:

- Desktop devices that meet Windows 7 specifications.



- Android devices that meet minimum specifications for Android 4.4+ . 4.4+ should function on a two year old Android device or younger.
- Apple devices released in the last 18 months running iOS9 or higher.

## Development tools

Node.js is a prerequisite for installing the IBM Cúram Universal Access (New) reference application and for developing and deploying your web applications

Supported software	Version	Prerequisite minimum	Product minimum	Operating system restrictions
Node.js	10 LTS and future fix packs	10 LTS	2.0.0	No

Choose an Interactive Development Environment (IDE) to develop your app.

There are many IDEs that you can choose, for example Visual Studio Code, Atom, and Sublime. Universal Access does not depend on any specific IDE, you are free to choose your own IDE. However, IBM uses VSCode to develop the your application, it supports many plug ins that make development faster and easier, for example it supports the following tools:

- Linting tools (ESLint)
- Code formatters (Prettier)
- Debugging tools (Debugger for Chrome)
- Documentation tools (JSDoc)

IBM does not own, develop, or support these tools.

## IBM Cúram Social Program Management

IBM Cúram Social Program Management platform and Universal Access application module 7.0.4.2 iFix 1, or 7.0.6 are prerequisites for developing and deploying your web applications.

## Application server, web server and DBMS

Deploying Universal Access (New) requires a web server in the IBM Cúram Social Program Management topology. The following application server, web server, and DBMS combinations are supported for developing and deploying your Universal Access (New) application.

- IBM WebSphere® Application Server, IBM HTTP Server/Apache HTTP Server, and IBM DB2®
- IBM WebSphere Application Server, IBM HTTP Server/Apache HTTP Server, and Oracle Database
- Oracle WebLogic Server, Oracle HTTP Server/Apache HTTP Server, and Oracle Database

For more information about installing an application server for IBM Cúram Social Program Management, see [Installing an enterprise application server](#).

## HTTP servers

These HTTP servers are supported for deployment.

Supported software	Version	Prerequisite minimum	Product minimum	Operating system restrictions
IBM HTTP Server	9.0	9.0.0.5	2.0.0	No
	8.5.5	8.5.5.9	2.0.0	No
Oracle HTTP Server	(12.1.3) and future fix packs	(12.1.3)	2.0.0	No
Apache HTTP Server	2.4 (and future patches)	2.4	2.0.0	No

### Web browsers

IBM Cúram Universal Access is developed for public-facing applications. Every effort was made to ensure that the application pages use standard web technologies and formats, which should be compatible with all browsers that are listed. However, the browsers that are listed in the following table are the only browsers that are officially supported.

**Note:** The browser **Back** and **Forward** buttons, and browser refresh, are now supported on IEG pages. Information entered in IEG forms is now retained when the citizen clicks **Next** or goes back or forward through a form.

Chrome, Firefox, Edge and Safari release new versions more frequently than Internet Explorer, and they install updates automatically by default. Universal Access releases are tested on the latest browser versions that are available at the start of the IBM development cycle.

**Note:** Only stable Chrome releases are tested.

If no issues result from the tests, IBM certifies the browser version.

For each new product release, the prerequisites list the version that is certified. If, for any reason, IBM cannot certify that version, you might need to revert to a version that is previously fully certified. While IBM supports customers who use newer versions of these browsers than the last certified version, customers must understand that the versions are not fully tested.

Supported software	Version	Prerequisite minimum	Product minimum	Operating system restrictions
Apple Safari	11 and future fix packs	11	2.0.0	No
Google Chrome	72 and future fix packs	72	2.0.0	No
Microsoft Edge	41 and future fix packs	41	2.0.0	No
Microsoft Internet Explorer	11 and future fix packs	11	2.0.0	No
Mozilla Firefox	65 and future fix packs	65	2.0.0	No

### Accessibility

This accessibility software is supported.

Supported software	Version	Prerequisite minimum	Product minimum	Operating system restrictions	Browser
Freedom Scientific JAWS screen reader (SPM 7.0.4.1)	18 and future fix packs	18	2.0.0	No	Microsoft Internet Explorer 11
Freedom Scientific JAWS screen reader (SPM 7.0.5.0)	2018 and future fix packs	2018	2.0.0	No	Microsoft Internet Explorer 11
Apple VoiceOver	12.1.4 and future fix packs	12	2.0.0	No	Table accessibility is certified on iOS 12.1.4 with Chrome 72

**Note:** The combination of Internet Explorer 11 and JAWS 18 or 2018 is the only certified screen reader and browser combination.

## IBM Cúram Universal Access business overview

IBM Cúram Universal Access is a citizen-facing web application that provides citizens with online facilities. Use this business overview to help you to map the existing Universal Access features and capability to your organization's business requirements during business analysis.

### Screening citizens for benefits

Citizens can screen themselves for benefits without applying for them first.

Screening confers many advantages for citizens and agencies alike:

- Citizens can screen for one or more benefits that the agency offers without having to apply for them first.
- Screening reduces the need for citizens to interact with the agency.
- Screening reduces the time and effort that caseworkers need to spend on screening tasks, freeing them up to concentrate on their core duties.
- Screening is quick and easy, it determines if citizens are potentially eligible for one or more benefits based on a short set of guided questions and eligibility rules. Based on this determination, citizens can then decide whether to apply for the benefits that screening identifies for them.

Eligibility screening determines citizens' potential eligibility to receive a program or programs. Eligibility screening consists of a script to collect data and a rule set to determine the citizen's potential eligibility for one or more programs.

Eligibility screening rules are run upon completion of the screening script and the results are displayed for citizens on the **What you might get** page. To adapt to changing circumstances, you can quickly configure the text that is displayed in the **What you might get** page header in the administration system, For more information, see *Configuring screening display information*.

The eligibility screening rules are only run for programs that are associated with the screening.

**Note:** This documentation uses the term "screening", however on the context of citizen-facing content, this term is ambiguous and has been replaced by "Check what you might get", "check eligibility" or "eligibility check".

### Related concepts

[Printing an application](#)

Citizens can open and print an application form in two ways.

#### Configuring screening display information

Configure the screening information display fields for each screening.

### **Screening types**

To balance the need for quick screening results against the need to gather detailed citizen information, IBM Cúram Universal Access supports filtered screening and eligibility screening. Screening results indicate the programs for which citizens might be eligible.

### **Filtered screening**

Filtered screening allows citizens to quickly see whether they are eligible for any benefits before going through the more detailed eligibility screening process. As its name suggests, filtered screening reduces the number of programs for which citizens might want to screen for and apply. For example, eligibility screening might screen for 50 programs. However, a filtered screening IEG script gathers answers to questions that can quickly identify and eliminate programs for which citizens are unlikely to be eligible. Questions like 'Are you married?' and 'Are you pregnant?' are examples.

Filtered screening is defined by specifying a simple filter script and rules. Typically, a filtered screening script is not longer than two pages. If filtered screening is defined, the system immediately displays the filtered screening script when citizens select the screening. The system does not prompt citizens to select programs. Instead, the system runs the rules for all programs that are defined in the filtered screening rule set.

You can easily and quickly customize a filtered screening. For each screening, you configure the available programs and eligibility requirements. You then configure the script, rules, and data schema to collect and process citizen information, and define what information is displayed to citizens. When defined, citizens can screen themselves to identify programs that they might be eligible to receive. For more information, see *Configuring screenings*.

**Note:** Program selection takes precedence over filtered screening. For more information on program selection, see *Starting the screening process*.

### **Eligibility screening**

To gather the detailed information vital to determine if citizens qualify for benefits, eligibility screening collects answers to more detailed questions by using a longer, more detailed IEG script. In this case, an IEG script gathers more detailed citizen information, in comparison to filtered screening. Typical questions that are defined in the script relate to the citizen's resources, for example, savings, stocks, or bonds. By performing filtered screening first, citizens can avoid answering such questions. That is, citizens can be quickly informed of the programs for which completing full eligibility screening is likely to be most beneficial to them.

### **The relationship between filtered and eligibility screening**

Some points to note regarding the two screening types:

- Filtered screening is a precursor to eligibility screening.
- Having performed filtered screening, citizens must then perform eligibility screening before they can apply for benefits.
- Filtered screening is optional. Citizens can screen for eligibility without performing filtered screening.

### **Related concepts**

#### The screening auto-save property

Use the screening `curam.citizenworkspace.auto.save.screening` property to set whether screenings are automatically saved for authenticated citizens.

#### Configuring screenings

Define different types of screenings that citizens can complete to identify programs that they might be eligible to receive.

### **Related information**

[Natural Flow of an IEG Script](#)

### **Starting the screening process**

Screening starts when citizens select **Check what you might get** on the organization **Home** page.

When citizens select to create a new account, an account creation screen is displayed. After the citizen successfully creates the account, the citizen is automatically logged in to the system and the screening process proceeds.

If citizens are logged in and they click **Check** button on any screening where they have a previously completed or in-progress screening of that type, they are alerted to the existence of that previous screening. Citizens can then either view the current progress of that screening or they can start screening again.

If citizens start screening again, any in progress screenings are overwritten. Any completed screening is only overwritten when citizens get to the screening results page.

The **Check what you might get** page lists and describes each of the screenings that are available.

**Note:** The **Check what you might get** page is laid out as follows:

- Page description - a banner indicating to citizens that they can screen themselves.
- A list of screenings with a description of what each screening is.
- A list of benefits with a description of what each benefit offers.

A screening might allow citizens to screen for one or more programs. Citizens are prompted to select the programs for which they want to be screened. However, there are three situations when citizens are not prompted to select programs:

- If filtered screening is defined for the screening. In this instance, citizens are prompted to select the programs for which they want to be screened when filtered screening is complete.
- If a single program is defined for the screening.
- If a screening has been configured to disable program selection by citizens. The Program Selection indicator determines whether citizens can select specific programs to screen for or whether they are brought directly into a screening script where they are screened for all programs associated with the screening. For more information, see *Defining Program Selection*.

**Note:** Program selection takes precedence over filtered screening. Also, if filtered screening is enabled but only one program configured, citizens are brought directly to eligibility screening for that single program.

Citizens select the screening and the programs for which they want to be screened and then click **Check**. The system then starts the associated IEG script so that screening can start.

### **Related concepts**

[Configuring screenings](#)

Define different types of screenings that citizens can complete to identify programs that they might be eligible to receive.

[Starting the screening process](#)

Screening starts when citizens select **Check what you might get** on the organization **Home** page.

### **Authenticated and anonymous screening**

IBM Cúram Universal Access supports both authenticated and anonymous screening.

Citizens who are logged in can perform authenticated screening. Citizens who are not logged in, and want to retain a degree of anonymity, can screen anonymously, but they cannot save their progress until they log in. For more information, see *Configuring authenticated screening*.

### ***Anonymous screening***

Citizens who are not logged in to Universal Access can screen themselves anonymously.

Citizens can screen themselves for benefits without logging in but they cannot save their screening until they log in. Administrators can use an IEG script configuration to set if citizens have an option to save their progress. If an admin has set the option to save progress on a particular script, unauthenticated citizens are taken to the **Log in** page. When logged in or signed up, citizens' screening progress is saved and they are taken to the **Dashboard**. For more information on IEG script configuration, see *Configuring IEG*.

### **Related information**

[Configuring IEG](#)

### ***Authenticated screening***

Citizens who are logged in to Universal Access can perform authenticated screening.

### **Pre-populating citizen data**

Citizens may want the convenience of having their data pre-populated when they start screening. You can use the system property `curam.citizenaccount.prepopulate.screening` to pre-populate citizen data into a screening. If citizens are linked users, their basic details are populated into the script if `curam.citizenaccount.prepopulate.screening` is enabled. If `curam.citizenaccount.prepopulate.screening` is disabled, citizens must fill in their details. For more information, see *Pre-populating the screening script*.

### **Saving screenings for authenticated citizens**

Authenticated citizens can save a screening and resume it later. As citizens progress through the script, information that is entered on the previous page is automatically saved each time that citizens click **Next** in the IEG script. If there is a timeout or the browser is closed accidentally, automatically saving the information prevents the loss of the screening information. Use the `curam.citizenworkspace.auto.save.screening` property to set whether screenings are automatically saved in the citizen account. For more information, see *The screening auto-save property*.

### **In-progress screenings**

When citizens save an in-progress screening or a screening is automatically saved by the system, an alert is displayed in the citizens' dashboard page to remind them that they have an in-progress screening. Citizens can complete the in-progress screening or they can delete it. When citizens complete a screening, the **Here's what you might get** page is displayed and the in-progress screening banner is removed. The screening also appears on the **Benefits checker** page on the **Dashboard**.

### **The Benefits checker panel**

Citizens can view completed screenings on the **Benefits checker** panel in the citizen **Dashboard**. To avoid confusion and to ensure that the most recent results of a screening kept relevant for the citizen, citizens can only have one screening of the same type in the complete state at one time. Citizens can use the **Benefits checker** panel to view the results of the screening or delete the screening from the panel.

### **Configuring re-screening**

Citizens may need to change a screening if they have forgotten to provide some information or their circumstances have changed. In the administration console, the agency can set whether to allow citizens to change and re-submit their screening. If the setting is set to **Yes**, citizens can re-screen from the **Benefits checker** panel or from the **Screening results** page. If the setting is **No**, citizens do not see these

links, in this case if the citizen wants to re-screen, they must delete their screening and start again. For more information, see *Configuring re-screening*.

### Related concepts

#### Pre-populating the screening script

When citizens screen from within a citizen account, you can pre-populate information already known about the citizen performing the screening.

#### The screening auto-save property

Use the screening `curam.citizenworkspace.auto.save.screening` property to set whether screenings are automatically saved for authenticated citizens.

### Related tasks

#### Configuring re-screening

Configure whether citizens can change and resubmit their screenings.


### Screening results

After completing a screening, eligibility rules are run and the results are displayed on the **Here's what you might get** page.

### The Here's what you might get page

The structure of the **Here's what you might get** page is similar to the **Apply for benefits** page because benefits are displayed according to the applications they are attached to. For example, there are **Learn more** links that are similar to those on the **Apply for benefits** page. However, citizens receive a customized message based on the details they entered into the screening on the **What you might get** page.

The **eligibility screening** results page is divided into two sections.

- Programs for which citizens might be eligible. These programs are marked with the **Eligible**  icon. Citizens can then select **Apply** to apply for these programs online through the **Apply for benefits** flow.
- Programs for which eligibility could not be determined.

Administrators can use Cúram Express® Rules (CER) to provide detailed explanatory text to help citizens understand the decisions that are made about potential eligibility. For more information, see *Working with Cúram Express Rules*

If citizens' circumstances change, they can re-screen by clicking **Check again for what you might get** to start the screening again.

### Applying for benefits online and offline

The **Here's what you might get** page shows benefits that citizens can apply for online and offline. Benefits that citizens can apply for online are marked with the **Apply** button. Benefits that citizens can apply for offline are marked with a heading that is similar to the following:

Or apply for these programs by filling out the form and sending or bringing it to your nearest office.

Programs that can be applied for offline have a **Download application** link.

### How to apply

For each screening type, you can configure helpful, informative text that is displayed on the **Here's what you might get** page header that is directly relevant to the screening. This text is configured in the **How to apply** rich text editor within the admin console. For more information, see *Configuring screening display information*.

The **How to apply** editor allows a lot of flexibility for the agency on how they want to communicate to the citizen the different ways they can apply. For example the agency might advise citizens to apply online using the **Apply** button beside each application type. The page also allows citizens to print the application so the agency might advise citizens to mail the application to the agency.

Finally the **How to apply** editor allows you to include URL links onto the page. This is useful if the agency wants citizens to visit their local office. For example the agency might choose to use Google Maps as a way to show the citizen where their local office is. The agency is free to use the maps provider of their choice that suits their needs.

### **Transferring data from screening to application**

A sysadmin configuration setting allows citizens' screening data to be re-used when they apply directly from the **Here's what you might get** page. When set to ON, some details based on the schema applied is transferred into the application saving the citizen time when filling out their application.

#### **Related concepts**

[Configuring screening display information](#)

Configure the screening information display fields for each screening.

#### **Related information**

[Working with Cúram Express Rules](#)

## **Applying for benefits**

Citizens can apply for benefits from the organization home page or the **Dashboard**. Citizens must submit an application that includes personal details like income, expenses, employment, education. This information is the evidence of the citizen's case. Agencies can use this information to determine eligibility for benefits. Citizens can also apply offline by downloading the application form, filling it in and sending it to the agency. Citizens can also contact their local agency office.

### **Before you begin**

Citizens can apply for benefits by logging in to their account. Citizens who log in can save an application for a benefit before they submit it and then return later to complete the application. Citizens can also partially apply for benefits without logging in. If the configuration option *submit on completion* is set to **No**, citizens can submit a partial submitted application. Citizens do not have to be logged in to submit the partial application.

A customizable icon for each application is displayed with the application name, followed by a description of the application. The application and benefit descriptions are configurable in the administration configuration.

**Note:** The terms "benefit" and "program" are synonymous. An application might consist of one or more benefits. For example, the "Income Support" application might contain the "Food Assistance" and "Cash Assistance" benefits.

### **Procedure**

1. Citizens click **Apply for benefits** on the organization **Home** page, the **Dashboard**, or the **Your benefits** tab.

**Note:** Benefits are displayed in alphabetical order by default, but you can override this order.

2. For each benefit type, citizens can take the following actions:
  - a) Click **Learn more** to find out more about the benefit. If the *More Info URL* setting is configured for the application, **Learn more** is conditionally displayed.
  - b) Click **Print application** to print the application form, complete it by hand and mail it to the agency. If the *PDF Application Form* setting is configured for the application, **Print application** is conditionally displayed.



c) Click **Apply** to start the application process for the benefit. **Apply** is conditionally displayed if **multiple applications** is set to **Yes** or if **multiple applications** set to **No** and the citizen has no existing, pending decision applications.

3. Citizens can also click **Check what you might get** to see what benefits they might qualify for.

## Results

If citizens quit the application without saving it, the application displays a warning dialog so that citizens can return to the application if this option is selected in error.

**Note:** Citizens must click the application name on the page in to see the **Leave this application** dialog. The application name is also conditionally enabled depending on whether the **quit and delete** option is enabled in the IEG script.

Clicking **Leave** brings citizens to the dashboard if they are logged in or the organization home if they are not logged in.

Clicking **Cancel** returns citizens to the point at which they left the application script with the previously entered data available. Citizens can cancel an application without saving at any point before they submit. Citizens can only cancel when the application is in progress, if they **Save** and **Exit** they can only **Delete** the application.

Citizens can also:

- Resume an application by selecting the **Continue** link on the **Your benefits** page, or by selecting **Continue** on any in-progress application alerts in the **Dashboard**.
- **Withdraw** an application. If available, the withdraw option is displayed for the pending decision application on the **Your benefits** page.
- **Delete** an application. Citizens can only delete an *in progress* application that they did not submit to the agency.

## Starting and selecting an application

Citizens can select the benefits they want to apply for.

Citizen start an application by selecting **Apply for benefits** on the **Organization** home page or selecting the **Benefits** navigation item. Citizens are then brought to the **Apply for benefits** page.

The **Apply for benefits** page describes each of the available applications. To make it easier for administrators to find the required application, they are grouped into categories, for example "unemployment services". The applications, and their categorization, are defined in the Universal Access Administration section of the Administration Application. Citizens can also **Learn more** about each application or can **Print application** to a PDF file.

Citizens can **Apply** for a benefit. Citizens start an application for a benefit they have already applied for, they can resume the application or they can **Start again**.

A customizable icon is displayed for each benefit type along with the benefit name and a description of the benefit.

Citizens might use an application to apply for one or more programs. Typically, the system prompts citizens to select the programs they want to apply for. However, in two situations the system does not prompt the citizen to select programs:

- A single program is defined for the application.
- Each application is configured so that the citizen can select a program or automatically select all of the programs that are associated with the application.

## Configuring the application process

You can configure the application process as follows:

- Each configured application is displayed. If an application has more than one associated program, it is displayed in the second column of the **Apply for benefits** page.

- A configuration property **program selection** is available at the application level. If the property is set to **Yes**, an **Include benefits** page is displayed allowing the citizen to select all, or a subset of the configured programs.
- If an application only contains one program and the configuration property program selection is set to **Yes**, the **Include benefits** page is not displayed.
- If the program selection is set to **No** and the application contains multiple programs, all the programs are automatically applied for and the **Include benefits** page is not displayed.
- A configuration property multiple application is available at the program level. If this property is set to **No** there is an existing pending decision for the program, the **Apply** option is visible but disabled.
- A system property *curam.citizenaccount.prepopulate.screening* sets whether the IEG script is pre-populated with any available citizen information.

When citizens select the applications and the programs they want to apply for, the system starts the associated IEG script. Citizens use the script to complete the selected applications.

### Managing existing applications

When a citizen logs in, any existing applications are listed and the citizen is presented with different options that depend on the state of an application.

The agency can configure the system to specify whether citizens need to be authenticated before they apply for benefits:

- If authentication is enabled, citizens must either create a new user account or log in to an account before they start the application process.
- If authentication is disabled, citizens can proceed with the application without authentication.

The configuration property *curam.citizenworkspace.authenticated.intake* specifies whether citizens must log in to apply for benefits. If the property is set to **NO**, citizens do not have to log in to apply for benefits. If the property is set to **YES**, citizens must create an account or log in to an existing account to apply for benefits.

Depending on how authentication is configured, applications are managed in one of the following ways: Citizens can log in to their account, or they can sign up from the application overview page. Citizens can also be prompted to log in, sign up, or send application without an account at the end of the IEG application script.

If citizens create an account, they are automatically logged in to the system and the intake process starts. The system also checks whether they have any existing applications.

The configuration property *curam.citizenworkspace.authenticated.intake* is available at the application level. If this property is set to **No**, citizens can submit a partially completed application, if this property is set to **Yes**, citizens cannot submit a partially completed application.

Existing applications are in one of the following categories:

- **Application in progress.** The application is in progress but is not yet submitted. Citizens can either continue or delete applications in this category.
- **Pending decision.** The application is awaiting a decision from the case worker. Citizens can either download or withdraw applications in this category.
- **Active.** The caseworker has authorized the application.
- **Denied** The caseworker has rejected the application.
- **Authorization failed.** Citizens can download applications in this state.
- **Withdrawn.** Citizens can withdraw the application if it is **Pending decision** or the caseworker has **Denied** the application.

The application lists are displayed only if there are items in the list, that is, if there are no saved applications. If applications are listed, the citizen is presented with different options that depend on the state of an application. The citizen might resume or delete an incomplete application, withdraw a submitted application, or start a new application.

## Related concepts

### Securing the IBM Cúram Universal Access server

The IBM Cúram Universal Access web application is gives citizens access to their most sensitive personal data over the internet. Security must be a primary concern in the development of citizen account customizations. All projects that are built on Universal Access must focus on delivering security from beginning to end.

## Saving an application

By default, applications are automatically saved for citizens who are logged in. Citizens can also manually save applications, including in-progress applications.

During a timeout or the accidental closure of the browser window, the application is automatically saved each time that citizens click **Next** in the IEG script. When citizens click **Next**, the information on the previous page is saved. Citizens can also use the **Benefits** page to resume or to delete each in-progress screening. Automatic saving works for logged-in citizens only. Applications for citizens who are not logged are not saved.

A system property specifies whether applications are automatically saved. By default, this property is enabled. For more information, see *Configuring applications*.

When citizens quit an application, three options are displayed. The options the system displays depends on how the intake application is configured. Citizens can take one of the following actions:

- **Save the application**
- **Leave the application without saving**
- **Cancel** the application

If citizens save the application and they are not logged in, the save application screen is displayed. Citizens can create an account, log in, or send the application without logging in.

If the administration setting **Submit on Completion Only** is set to **No**, citizens cannot submit a partially completed application, so the option to **Send application without account** is displayed when citizens select **Save and exit**. If the administration setting is set to **Yes** citizens can submit a partially completed application, so the option to **Send application without account** is not displayed when citizens select **Save and exit**.

## Related concepts

### Configuring applications

Use the administration system to define applications. For each application, you can configure the available programs and an application script and data schema. You can also configure the remaining applications details, including application withdrawal reasons.

## Resuming an application

Logged-in citizens can resume an application by selecting the **Continue** link on either the **Dashboard** or the **Your benefits** page.

Selecting the **Continue** link in the citizen's **Dashboard** resumes the application from where the application was last saved. When an application is resumed, the data that is entered is automatically saved as citizens moves from page to page through the script.

When citizens resume an application, they are brought to where they left off when the application was saved.

## Submitting an application

To allow citizens to submit an application to the agency, you must specify a submission script for the application in the administration system. After citizens submit an application, the way the script is processed depends on the configuration of the programs for which the citizen is applying.

The application might be submitted when citizens complete the intake script or when they exit a script before it completes. An intake application can be configured so that an agency can dictate whether an application script can be submitted before it is complete or not.

If citizens send an application to the agency, either by exiting or completing a script, the screen that is displayed depends on:

- Whether citizens are logged in
- Whether citizens must either create or log in to an account before the application is submitted.

If citizens are not logged in, they are prompted to log in or create a new account. If the property is enabled, citizens must log in to an existing account or create a new account before the application can be sent to the agency. For more information, see *Managing existing applications*.

### **Specifying log in requirements**

The system can be configured so that:

- Citizens are not required to identify themselves to the system AND
- Citizens can send the application to the agency without logging in or creating an account.

Alternatively, the system can be configured so that citizens must create an account or log in. For more information, see *Managing existing applications*.

### **Managing in-progress and submitted applications**

If citizens log in before they send the application to the agency, the system can determine whether:

- There is an in-progress application of the same type OR.
- Citizens previously submitted applications for the same programs that are still pending disposition, that is, awaiting a decision by the agency.

For an in-progress application of the same type, a page is displayed. From here, citizens can send the new application to the agency or keep the saved application, thus discarding the new application. The options available are to **Start again** or **Resume** the in-progress application.

If citizens submit applications for the same programs, the system determines whether they can still submit any of the programs to the agency for processing. Programs can be configured so that multiple applications can be submitted for the program at any time. For example, submitting a new application for cash assistance for a different household unit than a previously submitted application that the agency is processing. This screen indicates that the application cannot be submitted for all of the programs for which the citizen wants to apply. However, the application might still be sent to the agency. There are three options: continue to submit the application for the programs for which the citizen can apply, save the application, or delete the application.

The configuration property **Multiple application** is available at the program level. If this property is set to **No** and there is a pending decision for the program, the **Apply** option is visible but disabled.

### **Specifying a submission script**

To submit an application to the agency, a submission script must be specified for the application in administration. The submission script is required because applications require additional information, which does not form part of the application, to be captured before the applications can be submitted. For example, a Cash Assistance application requires information that relates to the citizen's ability to attend an interview. This information would not be appropriate for another type of application that does not require an interview to be conducted, for example, unemployment insurance. Electronic signatures are another example of the type of information that would typically be captured by using a submission script. This data might not be captured as part of the script, as citizens can submit the application before completing the script.

### **Processing a submitted script**

The processing that happens on completion of the submission script depends upon the configuration of the programs for which citizens are applying. Program eligibility can be configured such that it might be determined by using IBM Cúram Social Program Management or a remote system. If IBM Cúram Social Program Management is specified as the eligibility system, an application case creation process is started.

The application case creation process includes a search and match capability, which attempts to match citizens on a new application to registered persons on the system based on configured search criteria. When search and match finishes, one or more application cases are created. If the programs that are applied for are configured for different application case types, multiple application cases are created. If the application was submitted within the business hours of the root location for the organization, the application date on the application case is set to today's date. If the application is submitted outside of the business hours of the organization, the application date is set to the next business date.

### **Mapping the application data to case evidence tables**

The data that is entered for the application might be mapped to case evidence tables. The mappings are configured for a particular program by using the Cúram Data Mapping Editor. For the appropriate evidence entities to be created and populated in response to an online application submission, a mapping configuration must be specified for a program.

### **Associating requested programs with application cases**

When the application case is created, the programs that are requested by the citizen are associated with the relevant application case. Some organizations might impose time limits within which an application for a program must be processed. A number of timer configuration options are available for a particular program. These timers are set when a program is associated with an application case.

If the eligibility is determined by a remote system, configurations are provided to allow a web service to be started on a remote system.

### **Displaying submission confirmation**

The submission confirmation page is displayed upon successful submission of an application to the agency. The submission confirmation page displays the reference number that is associated with the submitted application. Citizens can use this reference number in any further correspondence about application with the agency.

### **Configuring intake applications for PDFs**

The citizen might also open and print a PDF. The configuration of the intake application determines the actual PDF that opens. The application can be configured to use a PDF designed specifically by the agency with the intake application, or, if no PDF form is specified, to use a generated generic PDF. If an agency-designed form is specified, this form is opened when the citizen clicks the **PDF** link. For programs with associated mapping configurations of type **PDF Form Creation**, the data that is entered during the online application is copied to the PDF form. The data is copied for each of the programs for which the citizen is applying with this mapping configuration. If a mapping configuration is not associated with a program, the information that is entered during the online application for that program is not copied to the PDF form. If a PDF form is not specified, a generic generated form opens instead. This form contains a copy of the information that is entered by the citizen when the citizen is completing the online application.

The agency can define additional information to be displayed on the generic generated form. Typically, the additional information that is required helps the agency to process the application quickly. Proof of identity is an example of this additional information. This additional information is configurable for each type of application.

### **Submission confirmation**

When citizens successfully submit an application, going through the sign and submit screen, they are brought to an updated version of the **Overview**. The stages specific to the application process are now updated with a confirmation message to indicate that the application was successfully submitted:

- A customizable icon
- An application reference number
- Informational message for the citizen

- A **Save submitted application PDF** link that allows citizens to download the information entered as part of the application, in PDF format.

### **Related concepts**

#### Managing existing applications

When a citizen logs in, any existing applications are listed and the citizen is presented with different options that depend on the state of an application.

### **Printing an application**

Citizens can open and print an application form in two ways.

- Citizens are directed to a PDF that they can open, complete, and print.
- Citizens are taken through a script. After citizens complete or exit the script, they can open a PDF containing the information they entered.

PDF forms can be configured to provide versions in all supported languages. The programs that can be applied for using the PDF form can also be configured.

Each PDF form that is defined in the administration system is displayed on the **Apply for Benefits** page. The **Apply for benefits** page is displayed when **Apply For Benefit** is selected from the organization **Home** page.

If **PDF Application Form** is configured for the application, **Print application** is displayed.

To open the PDF form, citizens click **Print application**. Citizens can also identify the address of the local office to which to send the form. A system property sets whether the system uses postal codes or counties for this function.

### **Withdrawing an application**

Citizens can withdraw successful applications from the **Your benefits** page. If the application did not successfully submit, the **Withdraw** option is not displayed.

Citizens can withdraw a successfully submitted application or they can also withdraw applications for all or any one of the programs.

Citizens can withdraw each program individually. The reasons for withdrawing the program application can be configured for the intake application in the administration system.

The **Reason** field contains a list of configurable code table values that are defined by the administrator. The list of values is configured at application level.

The **First name**, **Last name**, and **Reason** fields are mandatory.

The submit action on the page withdraws the application. The system automatically updates the status of the programs that are associated with the application case to **Withdrawn** and sends a notification to the application caseworker.

### **The difference between deleting and withdrawing an application**

The **Withdraw** action is different from the **Delete** action in that only a submitted application can be withdrawn and only an in-progress application can be deleted. Also, **Delete** physically deletes the application record, **Withdraw** changes the status of the application to *Withdrawn* after the citizen goes through a workflow.

### **Related concepts**

#### Citizen account

When citizens create a secure citizen account, they can access a range of relevant information. Citizens can also use the citizen account to track and manage interactions with the agency.

### **Deleting an application**

Citizens can delete applications that are not yet submitted to the agency.

Citizens can delete applications from the **Dashboard** or the **Your benefits** pages. When citizens click the **Delete application** link for an in-progress application, a confirmation dialog is displayed.

## **Change of circumstances with Life Events**

Citizens can submit a change in their circumstances to the agency by using Life Events. Examples of changes in circumstances include a change of address, a birth, or marriage. These significant events in citizens' lives might affect the programs and services that they are receiving or are due to receive.

Consider the following scenario: James Smith is currently in receipt of child benefit and is also working full time. However, he has just lost his job as the company he is working for is closing. James now needs to let the agency know about losing his job so that he can get his benefit reviewed. Life Events allows James to communicate this change to the agency without having to visit the office, Life Events also reduces the amount of interaction with the agency and consequent usage of caseworkers' valuable time.

### **Accessing life events**

Authenticated citizens can submit a change in their circumstances either by selecting **Tell us if anything has changed** on the dashboard or by selecting their **User Name** in the application banner and then selecting **Profile**.

With the addition of Life Events to the Universal Access responsive web app, the new flow begins from the **Your Account** card on the **Organization Home** page. Citizens can now see that the **Your Account** card also contains text telling them that they can submit a change in their circumstances by clicking the card.

The **Tell us if anything has changed** panel is a new addition to the **Profile** page. This is an obvious place for citizens to go to when they to make a change in their circumstances and is consistent with other applications.

The agency administrator can categorize life events in Universal Access life event administration so that citizens can easily identify a life event. For example, changing jobs, income changes, and change of address life events might be categorized under the **Employment** category. If a life event is not categorized, it appears in the **All** category tab. If citizens cannot immediately see the life event they want to select, they can select **See more** to see a full list of life events across all categories.

Citizens can see that each configured Life Event is a clickable card, making it intuitive and easy to understand how to submit a change in their circumstances. A description of the life event is provided so that citizens can identify the correct life event. The description of the life event is also configurable in Universal Access life event administration.

Also on **Tell us if anything has changed**, citizens can see a **My change history** link which brings them to a list of their previously-submitted life events. For more information see, *Reviewing life events change history*.

### **Related concepts**

[Configuring a life event](#)

[Reviewing life events change history](#)

Citizens can access their previously submitted life events from the dashboard by clicking the **My change history** link on the **Tell us if anything changed?** card.

### **The Life Event Overview page**

When citizens select the life event that they want to submit, they are presented with an **Overview** page that informs them of the steps to submit that life event.

The steps on the **Overview** page tell citizens the information and documentation they need to include as part of the submission and approximately how long the submission takes to complete. The steps can also include how the agency might inform them of the change when the change of circumstance is complete.

When citizens read and understand the information presented, they can select **Start** to enter the submission form.

When citizens begin a submission form, they are presented with a guided set of questions that use Intelligent Evidence Gathering (IEG) to gather information in relation to the selected Life Event. The question script that is presented is defined in Universal Access life event administration when a life event is configured by the administrator.

#### **The life event submission confirmation page**

On successful submission of the life event, citizens are then shown a **Confirmation** page confirming that the life event has been submitted successfully.

Consistent with the **Application Submission confirmation** page, a green tick icon is shown to citizens when they submit a change in their circumstance. The agency can also display information that is useful and relevant to the life event that citizens have just submitted. This helpful information can be defined in Universal Access life event administration. The agency can choose to inform the citizen through the configurable text area that their change may take some time to take effect as a caseworker might need to review the submitted change.

The agency can also configure the **Next steps** panel to display information such as actions that citizens might need to take after submitting the change. For example, citizens might need to update their rent if they've just moved into a new home. The **Next steps** panel can also include links to external websites to help citizens find and record their rent details. Citizens do not need to have a case on the system to submit a life event. If citizens don't have a case on the system, the submitted information isn't transmitted to a case owner. Instead, the submitted information is stored internally and the agency must decide what to do with the information.

#### **The Consent page**

After citizens complete the submission form, an optional **Consent** page can be displayed so that citizens can consent to having their details sent to selected other agencies or third parties. This optional page is displayed if it is configured for the selected life event within the Universal Access life event administration. This action constitutes the citizens' consent to send information to the selected agencies. The life event can be transmitted to a remote system through a web service or to the relevant case owners on an IBM Cúram Social Program Management system through the evidence broker.

#### **Reviewing life events change history**

Citizens can access their previously submitted life events from the dashboard by clicking the **My change history** link on the **Tell us if anything changed?** card.

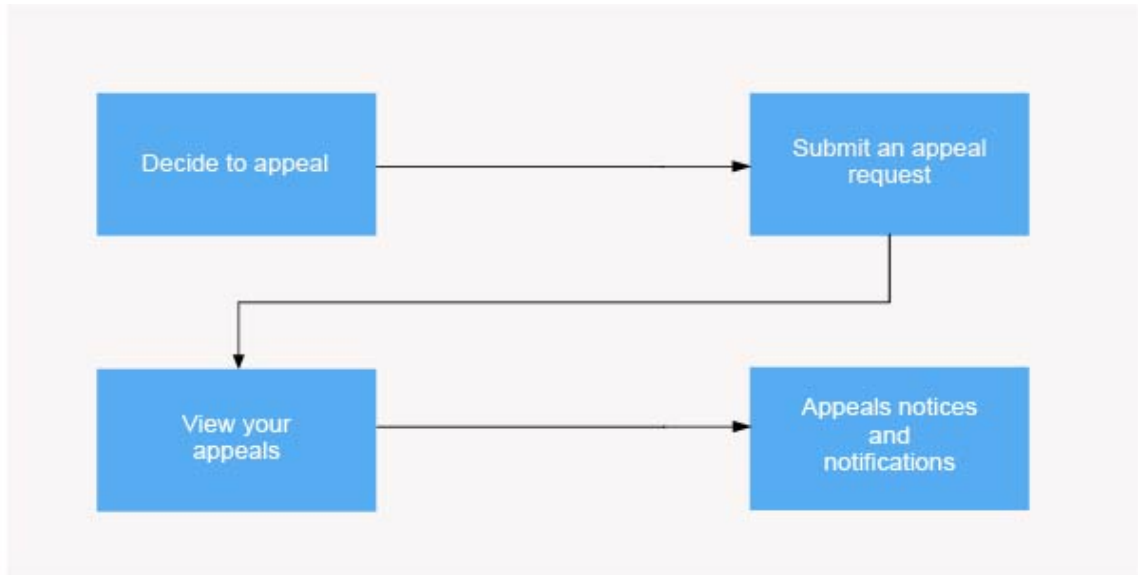
Citizens can select a life event record from the history list to view a summary of the information they submitted to the agency as part of that life event update. The list of life events is sorted by the date that citizens submitted it.

### **Appealing benefit decisions**

If you enable Appeals for your organization, citizens can appeal decisions on their benefits online from their citizen accounts on their own devices. If your organization uses the IBM Cúram Appeals application module, your organization can process appeals through the full appeals life-cycle that is provided by that solution.

*Figure 1: Appeals process overview*





1. [“Decide to appeal” on page 19](#)
2. [“Submit an appeal request” on page 19](#)
3. [“View your appeals” on page 20](#)
4. [“Appeals notices and notifications” on page 20](#)

### **Related tasks**

#### Customizing appeals in Universal Access (New)

You can customize appeals to suit your organization. You can integrate with an appeals system of your choice. If you are licensed for the IBM Cúram Appeals application module, the IBM Cúram Social Program Management appeals functionality is available on installation.

### **Decide to appeal**

If citizens don't agree with a decision on their benefits, they can appeal the decision. They can appeal for themselves or a family member, and can appeal online regardless of how they originally applied. A citizen must have applied for at least one benefit in order to appeal.

By default, they can appeal:

- An eligibility determination.
- A change to their eligibility.
- Their calculated benefit.

Citizens are informed of their rights of appeal, and an overview page explains anything that citizens need to know before they request an appeal.

### **Submit an appeal request**

After they read their appeal rights and understand the appeals process, citizens complete a form with all of the relevant information. This information can range from details of the benefit itself to supplemental information needed to establish informal reviews and hearings such as interpreters or emergency needs.

You can configure the form to ask for the specific information that is needed by your organization. The SPM Design System accommodates a wide range of question formats to enable the citizen to easily complete this form. You can use a summary page to provide further information in the form to help the citizen and to alleviate specific concerns.

After they enter and review their appeal request details, citizens sign and submit the request for appeal and get a confirmation of the submission. The confirmation page outlines the next steps and sets out the time frames for the organization to respond, and any communications to be expected.

## Appeals processing

A caseworker or hearing official can receive notification of that appeal and begin processing.

- When the IBM Cúram Appeals application module is installed, the full appeals lifecycle and statuses in that solution are supported. A task is created and assigned to an appeal request work queue when the citizen submits the request. The appeal request is recorded against the citizen's person record. A PDF file is generated from the IEG script and is stored for caseworker reference as a communication against the appellant in the caseworker application.

A caseworker can then act on the request and either acknowledge the request and continue with the appeal process or reject the request. An acknowledgment or rejection message is displayed in the citizen's account. A list of submitted appeal requests is provided in the citizen's account and provides a view of the request's status.

- When the IBM Cúram Appeals application module is not installed, a citizen can request an appeal. They can receive an appeal request submitted status, and the organization must implement an appeals solution to handle the submitted appeal requests and other appeal lifecycle processing.
- Alternatively, an organization can implement a solution to have a third-party appeals system process the appeal and to generate the appropriate appeal lifecycle processing, statuses, and messaging.

## View your appeals

Citizens can see their appeals on the **Your Appeals** page. All appeals that citizens submit are displayed and are updated with the appropriate color-coded statuses as they move through the Appeals lifecycle of hearings and decisions. At any stage, citizens can log in and understand what is happening with their appeal.

The **Your Appeals** page displays appeals in cards, with copy of the original appeal details if needed. Typically, the details that are provided in the earlier form are added to a PDF, both the citizen and the caseworker receive a copy.

The statuses of appeals are updated as the appeal moves through the appeals lifecycle, as pre-configured for the IBM Cúram Appeals application module, or as configured for your organization's custom appeals process.

## Appeals notices and notifications

Citizens receive both formal notices and informal notifications at specific milestones in the appeals process. These updates provide them with instant status updates, while they wait for formal notice of a decision or next steps.

### Notices

Citizens can see communications in the **Notices** page, which are typically formal written communications about the appeal or hearing, typically issued to meet legal, regulatory, or state requirements. Notices are often created by using letterhead templates.

### Notifications

Citizens can see messages in the **Notifications** pane on their dashboard, which are typically informal messages that inform the citizen of any significant point in a process. For example, for appeals, notification can inform citizens of any progression on their appeal request, such as when their appeal request was first acknowledged, or if their appeal was accepted or denied.

## Citizen account

When citizens create a secure citizen account, they can access a range of relevant information. Citizens can also use the citizen account to track and manage interactions with the agency.

### Browsing the organization home page

Citizens can browse the home page to find out how the organization can help them, how to apply for benefits, or manage an existing benefit.

### Check what you might get

Citizens can select **Check what you might get** on the organization **Home** page to check their eligibility for benefits.

### Apply for benefits

Citizens can select **Apply for benefits** on the organization **Home** page to start the application process.

### View your account

Citizens can select **View your account** on the organization **Home** page and either view a dashboard of applications and eligibility checks or view their benefits.

### Creating a citizen account and logging in

Citizens can create a citizen account during the check eligibility and application processes.

### Creating an account

Citizens can select **Sign up** on the organization **Home** page to create an account. Citizens then enter their first and last names, an optional email address and account password. If citizens select **I don't have an email address**, they can specify a user name instead.

When citizens create an account, a banner similar to the following is displayed:

You have successfully signed up

For more information about the application process, see *Completing and submitting benefit applications*.

### Administration configurations

- Number of login attempts before the account is locked out: 5
- Number of remaining login attempts before a user warning is displayed: 3
- Number of break-in attempts before an account is locked: 3
- Maximum and minimum characters in a username
- Maximum and minimum characters in a password

For more information on username and password length, see *Account management configurations*.

### Logging in

To log in to the citizen account, citizens select **Log in** on the organization **Home** page. Depending on how they created their account, citizens enter either an **Email** or **username and password** and then select **Next**. You can configure the number of login attempts citizens have before their account is locked out. For example, if you set the number of login attempts to three, citizens who make three unsuccessful login attempts have their accounts locked out.

When citizens log in successfully, a banner similar to the following is displayed:

You're now logged in

In the next page, if the user name and password authentication is successful, the **Citizen account** dashboard is displayed.

### Related concepts

[Screening citizens for benefits](#)

Citizens can screen themselves for benefits without applying for them first.

[Account management configurations](#)

### Browsing the citizen's dashboard

When the citizen logs in, they see their **Dashboard**. If your organization uses Appeals, and the citizen has applied for at least one benefit, they also see a **Your appeals** page.

## Dashboard

The **Dashboard** displays information in panes as outlined in Table 1.

User interface pane	Description
<b>System messages</b>	System messages are broadcast to all logged-in citizens. System messages inform citizens about, for example, planned system outages.
<b>In-progress applications</b>	Citizens can either continue or delete in-progress applications. <b>Note:</b> In-progress applications are also known as draft applications.
<b>BENEFITS CHECKER</b>	Lists any in-progress eligibility checks. Citizens can either <b>Recheck</b> or <b>Delete</b> eligibility checks.
<b>PAYMENTS</b>	Lists the latest payment made to citizens. Citizens can also view payment details or see their payment history.
<b>TO-DOS</b>	Lists actions that citizens must take to complete an application.
<b>MEETINGS</b>	Outlines details of meetings that citizens have been invited to. A date is included for all meetings. The latest meeting is shown first.
<b>NOTIFICATIONS</b>	Shows acknowledgments for all the applications that citizens make. A date is included for most notifications. The latest notification is shown first. Example notifications include application acknowledgment, appeal request messages, or service request messages.

For more information on configuring messages, see *Customizing specific message types*.

### Related concepts

[Customizing specific message types](#)

Organizations can customize the default message to create a referral message or a service delivery message.

### Viewing payments

The **PAYMENTS** pane on the **Dashboard** lists payments that are made to the citizen. The messages associated with these payments can be retrieved from IBM Cúram Social Program Management or another remote system. Canceled or expired payments are also displayed.

A payment can be made by check, electronic funds transfer (EFT), cash, or voucher.

Depending on the payment type, different details are displayed. The following details can be displayed on for each payment:

**Check**

Payee address and check number

**EFT**

Bank sort code and bank account number

**Cash**

Payee address

**Voucher**

Payee address and voucher number

**Note:** Citizens do not see these payment details on the dashboard itself. Instead, citizens must select **All payments** in the **PAYMENTS** panel and then select > in a specific payment to see payment details for that payment.

**Viewing TO DOs**

The **TO DO's** pane on the **Dashboard** lists verifications and action messages that the caseworker creates for the citizen.

A to do could be, for example, a request to provide supplementary information to support a benefit application.

**Citizen account messages**

The **PAYMENTS, TO DO'S, MEETINGS, and NOTIFICATIONS** panes on the **Dashboard** display citizen account messages. Messages can be about meetings the citizen is invited to, or activities that are scheduled for the citizen. By using web services, messages from remote systems can also be displayed.

**Displaying a message**

Each message has a title and an icon. In addition, the **TO DO'S** and **NOTIFICATIONS** messages have an effective date and time that specifies when the message is displayed. Usually the effective date of a message is set to the current date, but in some circumstances configuration settings can specify the effective date. For example, when a service is scheduled for the citizen, you might not want to display the message immediately if the service is scheduled for two months in the future. In this case, a configuration setting is provided to specify the number of days before the start date of the service that the message must appear in the citizen's account. For example, the system uses these days to populate the effective date. Messages from remote systems are displayed based on the effective date that is specified in the web service.

**Prioritization and ordering**

You can assign a priority to a message so that it is displayed at the top of the **MEETINGS** listing.

You can also configure the order of messages types in the administration system. For example, you can configure payment messages to be displayed first and meeting messages to be displayed second.

**Message duration**

The message type determines the length of time that the message is displayed. The message duration can be set either by start and end dates or by replacing one message with another.

Some messages relate to items that have start and end dates that the agency can use to specify the duration for which a message is displayed. For example, service messages are displayed until the start date of the service has passed. In other cases, it might be appropriate for a message to be replaced by another message. The agency can use a configuration setting to determine whether the agency wants to:

- Specify the duration for when a message is replaced.
- Specify the number of days after which the message is removed.

The duration of messages from remote systems is based on the expiry date that is defined in the web service.

### **System messages**

Agencies use system messages to send a message to everyone who has a citizen account. For example, if an agency wants to provide information and help line numbers to clients who were affected by a natural disaster, such as a flood, hurricane, or earthquake. System Messages can be configured in the Administration application by using the **New System Message** page.

The **Title** and **Message** fields define the title of the message and the message body that is displayed to a client in the **My Messages** pane. The message can be defined with a priority by using the **Priority** field, which means that the message appears at the top of the messages listing.

The **Effective Date and Time** field defines an effective date for the message, such as when the message is displayed in the **Citizen Account** page. The **Expiry Date and Time** field define an expiry date for the message, for instance, when the message no longer is to be displayed in the citizen account.

When the message is saved, it has a status of **In-Edit**. Before the message is displayed in the citizen account, it must be published. When it is published, the message is active and is displayed in the citizen account based on the effective and expiry dates defined.

### **Predictive Response Manager**

The Predictive Response Manager (PRM) is the infrastructure that is used to build and then generate and display messages on the Citizen Account home page.

A number of default messages are provided and are described in this information along with their associated configurations

### **Screening from a citizen account**

Citizens can screen themselves for programs while logged in to their citizen account.

By using a short set of guided questions and eligibility rules, citizens can determine whether they might be eligible for one or more programs. Based on this determination, the citizen can decide whether to apply for the programs identified.

To perform a screening, citizens take the following steps:

1. Select **Check what you might get** on the organization **Home** page.
2. Select **Check** on the eligibility category.
3. Select the benefits they think they might get on the **Include benefits** page
4. Select **Continue** to start the check eligibility process.
5. Citizens then answer the questions on the screening script.
6. Select **Next** to navigate through the pages in the script.
7. When the process is complete, citizens are shown the benefits they might be eligible for on the **Here's what you might get** page.
8. Citizens can then **Apply** for benefits.

### **Related concepts**

[Pre-populating the screening script](#)

When citizens screen from within a citizen account, you can pre-populate information already known about the citizen performing the screening.

### **Browsing the Your benefits page**

When the citizen logs in, they can see their benefits on the **Your benefits** page.

## Your benefits

Logged-in citizens who select **Your benefits** on the **Dashboard** are brought to the **Your benefits** page. Citizens who are not logged in are redirected to the **Log in** page, when they log in they are brought to the **Your benefits** page, which displays all types of applications, these are in-progress, pending, withdrawn, denied, and active applications.

If a submitted application is approved by the caseworker and a product delivery case is created for that application, the application also appears on the **Your benefits** page.

The **Your benefits** page displays applications that can be in one of the following states:

- **Application in progress.** The application is in progress but is not yet submitted. Citizens can either continue or delete applications in this category.
- **Pending decision.** The application is awaiting a decision from the case worker. Citizens can either download or withdraw applications in this category.
- **Active.** The caseworker has authorized the application.
- **Denied** The caseworker has rejected the application.
- **Authorization failed.** Citizens can download applications in this state.
- **Withdrawn.** Citizens can withdraw the application if it is **Pending decision** or the caseworker has **Denied** the application.

## Requesting an appeal from the citizen account

When logged into their citizen account, a citizen can review their rights of appeal. They can request an appeal on a benefit decision if they are a participant on a IBM Cúram Social Program Management application or case.

## Before you begin

For example, a citizen might be deemed ineligible on application, or have their benefit payments reduced. If they don't agree with the decision or the circumstances of the decision, they can appeal the decision.

## Procedure

1. Go to the **Your Appeals** page.
2. Click **Request an appeal**. The **Overview** page is displayed.
3. Review the overview of the appeals process, and when you are ready, click **Start**. The appeal request form opens.
4. Complete the appeal request form.
5. Sign and submit the form.
6. Your appeal request is complete. Review the **Confirmation and next steps** information.

## Viewing Notices

When they are logged in, citizens can open the **Notices** page and see all communications that are relevant to them that are in sent, received, or normal status. Notices are typically formal written communications that are issued to meet legal, regulatory, or state requirements, which are created by using letterhead templates. For example, online appeal requests are shown on the **Notices** page.

By default, communications are listed where the logged-in citizen is the concern or is a correspondent on the communication, in other words, for linked users.

Citizens can see the communication description and any attachment in the expanded view. They can view or save attachments by clicking the **attachment** link.

## What can I configure or customize?

You can configure the number of communications that are listed, or create a custom implementation to change what communications are shown, such as showing communications for other family members.

### Related concepts

[Customizing the Notices page](#)

By default, the notices relevant to the linked user are listed on the **Notices** page. You can replace the default CitizenCommunicationsStrategy implementation with your own custom implementation.

### Related tasks

[Configuring communications on the Notices page](#)

You can configure the maximum number of communications that are displayed on the **Notices** page. By default, up to 20 communications are displayed.

### Finding contact information

The **Contact us** tab, and **Profile** link display the citizen's contact information and the contact information of the agency caseworker.

### Citizen information

Citizens can select **Citizen Name** > **Profile** to display their contact information including address, phone number, and email address. A configuration setting determines whether the citizen's contact information is displayed on the citizen account. For example, an agency can set the `curam.citizenaccount.contactinformation.show.client.details` property to `false` to disable citizen contact information. For more information, see *Configuring contact information*.

### Caseworker contact information

The **Contact us** tab displays information for the agency caseworker of each case that the citizen is associated with is displayed. Caseworker contact information from IBM Cúram Social Program Management and remote systems can be displayed. The following information can be displayed for the caseworker:

- Name
- Business phone number
- Mobile phone number
- Pager
- Fax
- Email

Use configuration settings to specify the contact details to display and hide on the contact information page. For example, an agency can display an caseworker's business phone number and email address only. Similarly, an agency can hide contact information. For more information about configuring the display of citizen contact information, see *Configuring contact information*.

### Related concepts

[Configuring contact information](#)

Configure contact information for citizens and caseworkers.

## Installing the IBM Cúram Universal Access development environment

---

Before you install Universal Access, install the prerequisites.

**Note:** When you install Universal Access the prerequisite design system packages are also installed, therefore, you do not need to install the IBM Social Program Management Design System.



## Installing the IBM Cúram Universal Access development environment

The design system is installed as part of the Universal Access installation. Install the Universal Access React application, into which you then install both the design system and Universal Access node packages. You can install a lightweight or a full development environment.

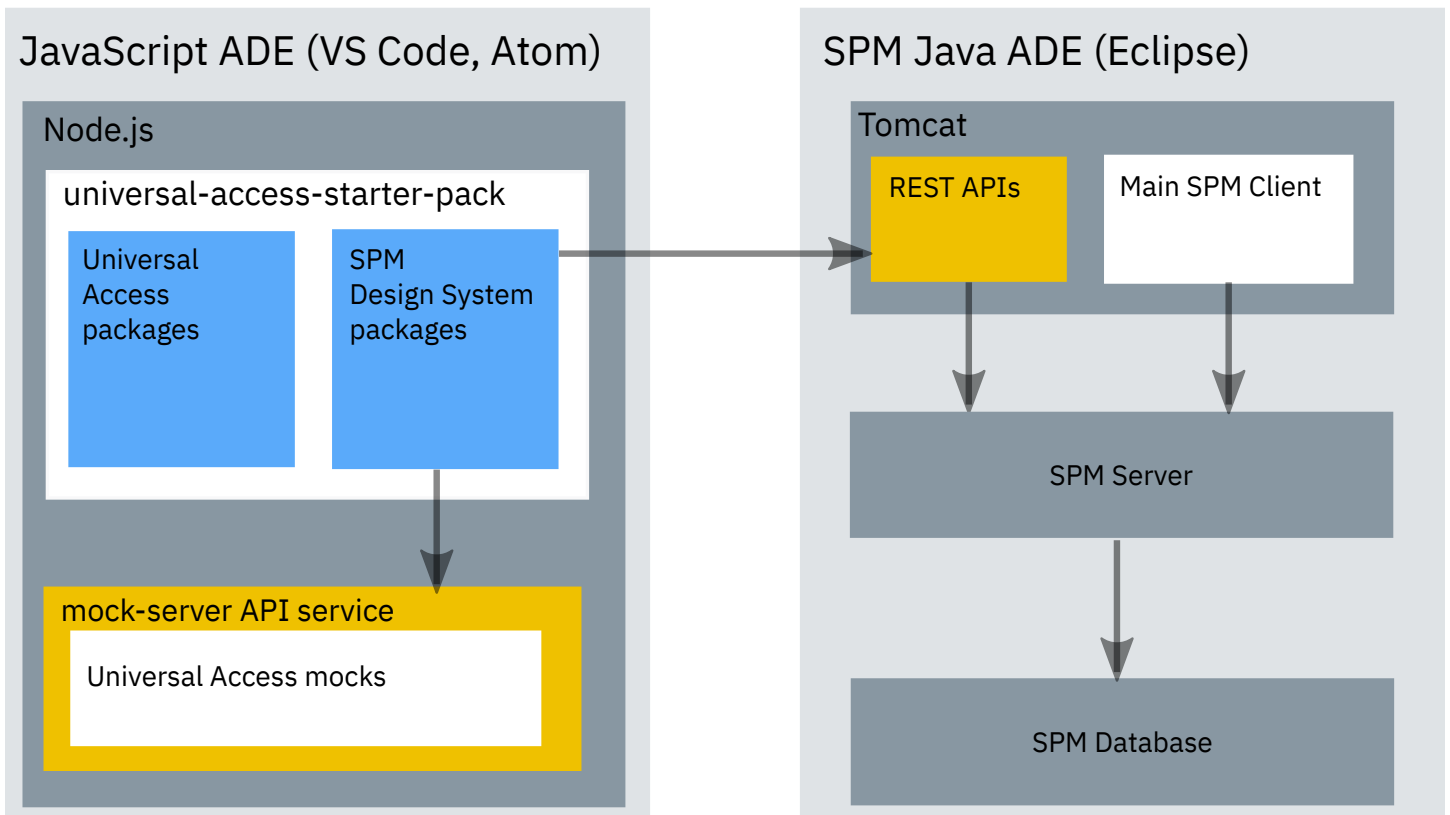
### Before you begin

#### Lightweight development environment

For quick and easy installation, install the Universal Access React application, plus the design system and Universal Access packages. Then use the `universal-access-mocks` package to provide mock data specific to Universal Access business scenarios for testing purposes. `universal-access-mocks` is consumed by the mock server to provide mock APIs in the development environment so that you do not have to host an IBM Cúram Social Program Management server during development.

#### Full development environment

Install the Universal Access React application, plus the design system and Universal Access packages. Then, instead of using the `universal-access-mocks` package, install the SPM Java Application Development Environment (ADE) to develop and test your APIs. For more information about installing an SPM Java ADE, see [Installing a development environment](#).



### About this task

The Universal Access starter React application is provided in the Universal Access `@spm/universal-access-starter-pack` package. You install the starter application first, and then install the following design system and universal access Node packages to complete the Universal Access reference application.

Design system packages

- `@spm/core`
- `@spm/intelligent-evidence-gathering`

- @spm-intelligent-evidence-gathering-locales
- @govhhs/govhhs-design-system-core
- @govhhs/govhhs-design-system-react

#### Universal Access packages

- @spm/mock-server
- @spm/universal-access-mocks
- @spm/universal-access
- @spm/universal-access-ui
- @spm-universal-access-ui-locales



**Attention:** When working with npm packages, it is important that you familiarize yourself with the npm ecosystem and how package dependencies work, so that you can adopt a suitable security strategy for your project needs.

#### Procedure

1. Download the Universal Access Responsive Web Application and IBM Social Program Management Design System Node packages.
  - a) Open IBM Fix Central, select **Cúram Social Program Management**, select your installed version and platform, and click **Continue**.
  - b) Ensure that **Browse for fixes** is selected, and click **Continue**.
  - c) Select the check boxes for IBMUniversalAccessResponsiveWebApplication and IBMSocialProgramManagementDesignSystem and click **Continue**.
  - d) Only versions that are compatible with your IBM Cúram Social Program Management version are shown. Download SPM\_DS\_<version>.zip and UA\_Web\_App\_<version>.zip and extract the packages in the archive files to any directory.
2. Extract the spm-universal-access-starter-pack\_<version>.tgz file.  
The extracted package directory forms the React App, all other packages are installed into this directory.
3. Rename the extracted package directory to reflect your project. For example, universal-access-custom-app.
4. From the renamed, extracted package directory, install the IBM Social Program Management Design System packages. Enter the following commands.

```
npm install <path>/govhhs-govhhs-design-system-core-<version>.tgz
npm install <path>/govhhs-govhhs-design-system-react-<version>.tgz
npm install <path>/spm-core-<version>.tgz
npm install <path>/spm-intelligent-evidence-gathering-<version>.tgz
npm install <path>/spm-intelligent-evidence-gathering-locales-<version>.tgz
```

Where <path> is the download path, and <version> is the package version.

**Note:** Ignore any Node package dependency warnings for now. If needed, you can resolve them later.

5. Enter the following commands from the renamed, extracted package directory to install IBM Cúram Universal Access packages. Ignore any warnings you might see. <path> and <version> refer to the download path and package version.

```
npm install <path>/spm-universal-access-<version>.tgz
npm install <path>/spm-universal-access-ui-<version>.tgz
npm install <path>/spm-universal-access-ui-locales-<version>.tgz
npm install <path>/spm-mock-server-<version>.tgz
npm install <path>/spm-universal-access-mocks-<version>.tgz
```

6. Run the following command to install the package dependencies.

```
npm install
```

7. You can run the Universal Access reference application by entering the following command from your application directory.

```
npm start
```

If the local host does not start automatically, browse to <http://localhost:3000/> to see the running application.

## Results

You can now start to customize the Universal Access reference application for your organization.

## Upgrading the Universal Access Responsive Web Application

You can upgrade to the latest version of Universal Access Responsive Web Application by installing the new packages. Before you upgrade, ensure that you review your custom application for any potential upgrade impacts.

### Procedure

1. Download the Universal Access Responsive Web Application and IBM Social Program Management Design System Node packages.
  - a) Open [IBM Fix Central](#), select **Cúram Social Program Management**, select your installed version and platform, and click **Continue**.
  - b) Ensure that **Browse for fixes** is selected, and click **Continue**.
  - c) Select the check boxes for `IBMUniversalAccessResponsiveWebApplication` and `IBMSocialProgramManagementDesignSystem` and click **Continue**.
  - d) Only versions that are compatible with your IBM Cúram Social Program Management version are shown. Download `SPM_DS_<version>.zip` and `UA_Web_App_<version>.zip` and extract the packages in the archive files to any directory.
2. Read the latest “[IBM Cúram Universal Access release notes](#)” on page 1. Take note of any pre-installation steps, requirements, restrictions, installation steps, and post-installation steps that might apply between the new version and your current version.
3. Extract the `universal-access-starter-pack` to a temporary directory and compare it to your working custom application directory. Apply any differences you find to your custom application directory.
4. Enter the following commands from your custom application directory to install the latest IBM Social Program Management Design System and IBM Cúram Universal Access node packages. `<path>` and `<version>` refer to the download path and package version.

**Note:** Ignore any warnings that you might see.

```
npm install <path>/govhhs-govhhs-design-system-core-<version>.tgz
npm install <path>/govhhs-govhhs-design-system-react-<version>.tgz
npm install <path>/spm-core-<version>.tgz
npm install <path>/spm-intelligent-evidence-gathering-<version>.tgz
npm install <path>/spm-intelligent-evidence-gathering-locales-<version>.tgz
npm install <path>/spm-mock-server-<version>.tgz
npm install <path>/spm-universal-access-<version>.tgz
npm install <path>/spm-universal-access-ui-<version>.tgz
npm install <path>/spm-universal-access-ui-locales-<version>.tgz
npm install <path>/spm-universal-access-mocks-<version>.tgz
```

If you have copied and customized any IBM Cúram Universal Access features in your custom application, you must manually review those features in the upgraded components. For more information, see [“Reusing existing features” on page 72](#).

### **Related tasks**

[Installing the IBM Cúram Universal Access development environment](#)

The design system is installed as part of the Universal Access installation. Install the Universal Access React application, into which you then install both the design system and Universal Access node packages. You can install a lightweight or a full development environment.

### **Related information**

[Upgrading to a new version of the design system](#)

## **Customizing the IBM Cúram Universal Access application**

---

Customize the reference application and build your custom Universal Access application by using the development resources supplied.

### **Planning for development**

Review the supported prerequisites, download the required software, and review the release notes.

#### **Planning steps**

When you complete the following steps, you are ready to start developing your app:

- Choose an Integrated Development Environment (IDE) to develop your application, for more information, see *Development environment*.
- Decide which installation alternative you want to use. You can install IBM Cúram Universal Access in two ways, as a lightweight installation or as a production-like installation. For more information, see *Installing IBM Cúram Universal Access*.
- Review the supported prerequisites to identify the supported versions of your selected software. For more information, see *Installation prerequisites*.
- Download the software that you need from IBM Passport Advantage® or from another software vendor websites as appropriate.
- Install Universal Access, for more information, see *Installing IBM Cúram Universal Access*.
- Deploy IBM Cúram Universal Access. For more information, see *Deploying IBM Cúram Universal Access*.
- Review the latest [“IBM Cúram Universal Access release notes” on page 1](#) and complete any relevant post-installation steps.

#### **Related tasks**

[Installing the IBM Cúram Universal Access development environment](#)

The design system is installed as part of the Universal Access installation. Install the Universal Access React application, into which you then install both the design system and Universal Access node packages. You can install a lightweight or a full development environment.

[Building IBM Cúram Universal Access for deployment](#)

Build Universal Access for deployment on an HTTP server.

### **Development environment**

Choose an Integrated Development Environment (IDE) to develop your application.

#### **Development Tools**

There are many IDEs that you can use to develop your application, for example:

- Visual Studio Code

- Atom
- Sublime
- Vim
- Webstorm

There is no dependency on any specific IDE, so you can choose your own environment. However, IBM uses VSCode, which supports many plug ins that make development faster and easier, for example:

- Linting tools (ESLint)
- Code formatters (Prettier)
- Debugging tools (Debugger for Chrome)
- Documentation tools (JSDoc)

IBM does not own, develop, or support these tools.

## Universal Access starter pack and packages

Using the Universal Access starter pack and packages as your starting point, you can customize Universal Access for your organization.

### ***universal-access-starter-pack***

A development environment and a fully functional and deployable reference application. The application uses the IBM Cúram Social Program Management modules (core, web-design-system, universal-access, universal-access-ui) to provide a client that can interact with Universal Access.

You can rename, modify, and extend the starter pack to customize the reference application to suit the needs of your organization. The pack demonstrates how a modern and responsive Universal Access client can be built by using React, Redux and the IBM Social Program Management Design System.

### ***universal-access***

This module connects the client application to the IBM Cúram Social Program Management server. *universal-access* makes HTTP requests to the IBM Cúram Social Program Management server to allow the client to interact with a Universal Access installation. Unlike the *universal-access-ui*, this module does not render content. This module uses Redux as a storage mechanism for requests and responses. For more information, see *Working with Redux*.

### ***universal-access-ui***

A set of features that presents views to the user, it depends on *universal-access* to provide the data it needs for those views.

### ***universal-access-ui-locales***

Translated UI artifacts for the *universal-access-ui* package.

### ***universal-access-mocks***

This module provides mock data specific to Universal Access business scenarios for testing purposes. It is consumed by the mock server to provide mock APIs in the development environment so that developers are not required to host an IBM Cúram Social Program Management server during development.

## ***mock-server***

The *mock-server* module is a lightweight server that can serve HTTP requests and return mock data as a response. Use *mock-server* during client development as a substitute for a real server to test features.

For more information, on IBM Social Program Management Design System packages, see *Design system packages*.

### **Related information**

[Design system packages](#)

## **React environment variables reference**

A list of Universal Access React environment variables categorized by REST API, locale, feature toggle, authentication, user session, and Intelligent Evidence Gathering (IEG). You can set environmental variables in `.env` files in the root directory of your application. If you omit environment variables, either they are not set or the default values apply.

The starter pack provides the `.env` and the `.env.development` files to get you started. For more information about using `.env` files in `react-scripts`, see *Adding Development Environment Variables In .env* in the [Create React App documentation](#).

### **REST API**

#### **REACT\_APP\_REST\_URL**

Specifies the REST URL for the server that hosts the REST services. You must set this variable as it is needed by the Authentication service. For the Universal Access application, it is `http{s}://<ServerHostName>:<Port>/Rest`. For example,

```
REACT_APP_REST_URL=https://192.0.2.4:9044/Rest
```

Where `<ServerHostName>` and `<Port>` are the host name and port number of the server where the REST services are deployed.

For development with the mock server, you can use local host without `/Rest`.

```
REACT_APP_REST_URL=http://localhost:3080
```

For more information, see [“The mock server API service” on page 40](#).

#### **REACT\_APP\_API\_URL**

Specifies the base path to the IBM Cúram Social Program Management server that hosts the REST APIs that the application depends on. For the Universal Access application, it is `http{s}://<ServerHostName>:<Port>/Rest/v1/ua`. For example,

```
REACT_APP_API_URL=https://192.0.2.4:9044/Rest/v1/ua
```

Where `<ServerHostName>` and `<Port>` are the host name and port number of the server where the REST services are deployed.

For development with the mock server, you can use local host without `/Rest/v1/ua`

```
REACT_APP_API_URL=http://localhost:3080
```

For more information, see [“The mock server API service” on page 40](#).

#### **MOCK\_SERVER\_PORT**

Specifies the port to serve mock APIs from. For example,

```
MOCK_SERVER_PORT=3080
```

For more information, see [“The mock server API service” on page 40](#).

### **REACT\_APP\_RESPONSE\_TIMEOUT**

Specifies the maximum time in seconds to wait for the first byte to arrive from the server, but does not limit how long the entire download can take. Set the response timeout to be a few seconds longer than the actual time it takes the server to respond. The lengthened response allows for time to make DNS lookups, TCP/IP, and TLS connections. For example,

```
REACT_APP_RESPONSE_TIMEOUT=10
```

For more information, see [The RESTService utility](#).

### **REACT\_APP\_RESPONSE\_DEADLINE**

Specifies the maximum time in seconds for the entire request, including all redirects, to complete. If the response is not fully downloaded within `REACT_APP_RESPONSE_DEADLINE`, the request is canceled. For example,

```
REACT_APP_RESPONSE_DEADLINE=60
```

For more information, see [The RESTService utility](#).

### **REACT\_APP\_DELAY\_REST\_API**

(Development only) Specifies a time in seconds to simulate a delay in the response from the API. For example,

```
REACT_APP_RESPONSE_DEADLINE=60
```

For more information, see [The RESTService utility](#).

## **Locale**

### **REACT\_APP\_INTL\_LOCALE**

Specifies a locale to set the correct format for dates and numbers to suit the region that the application is serving. The value must align with the `curam.environment.default.locale` value that is set in your regional settings on the server, see [The Application.prx file](#).

The format of the locale is `xx-XX`, for example. `en-US`, rather than `en_US`, which is the format used on the server. For example, to set the US locale:

```
REACT_APP_INTL_LOCALE=en-US
```

## **Feature toggles**

You can enable the display of functionality in the application.

### **REACT\_APP\_FEATURE\_LIFE\_EVENTS\_ENABLED**

Specifies whether to display the Life Events feature in the application. It is enabled by default. A Boolean value is accepted. For example,

```
REACT_APP_FEATURE_LIFE_EVENTS_ENABLED=true
```

For more information, see [“Enabling and disabling life events” on page 116](#).

## REACT\_APP\_FEATURE\_APPEALS\_ENABLED

Specifies whether to display the Appeals feature in the application. It is disabled by default. A Boolean value is accepted. For example,

```
REACT_APP_FEATURE_APPEALS_ENABLED=false
```

For more information, see [“Enabling and disabling appeals” on page 84](#).

## Simple authentication

For more information, see [“Developing authentication” on page 44](#).

## REACT\_APP\_SIMPLE\_AUTH\_ON

(Development only) Specifies simple authentication for use during client development so you don't need an SPM server. This simple authentication bypasses proper authentication (JAAS or SSO) and instead accepts the user name dev without any password. The login process can be ran and allows access to the 'user account' password protected pages. A Boolean value is accepted. For example,

```
REACT_APP_SIMPLE_AUTH_ON=true
```

## REACT\_APP\_SIMPLE\_AUTH\_USER\_TYPE

(Development only) Specifies the type of user so you can switch user types during development to test the functionality that is available to that user type.

- PUBLIC, a public citizen account user.
- GENERATED, an anonymous generated account user.
- STANDARD, a standard registered account user.
- LINKED, a linked account user.
- null, no user type.

For more information about user types, see [“The security model” on page 119](#).

For example, to test the application for a linked user:

```
REACT_APP_SIMPLE_AUTH_USER_TYPE=LINKED
```

## Single sign-on (SSO) authentication

- The <IdP\_URL> consists of three parts: the HTTPS protocol, the IdP host name or IP address, and the listener port number. For example, `https://192.168.0.1:12443`.
- The <ACS\_URL> consists of three parts: the HTTPS protocol, the Assertion Consumer Service (ACS) host name or IP address, and the listener port number. For example, `https://192.168.0.2:443`.

For more information, see [“Configuring single sign-on properties” on page 125](#).

## REACT\_APP\_SAMLSSO\_ENABLED

Specifies whether IdP or SSO authentication is used in the application. By default, the IdP-initiated flow of the SAML SSO browser profile is used. A Boolean value is accepted. For example, to handle the SAML SSO browser profile in the application:

```
REACT_APP_SAMLSSO_ENABLED=true
```



### **REACT\_APP\_SAMLSSO\_USERLOGIN\_URL**

Specifies the IdP login page URL, that is, the URL where the application sends the user login credentials. For example:

```
REACT_APP_SAMLSSO_USERLOGIN_URL=<IdP_URL>/pkmslogin.form
```

### **REACT\_APP\_SAMLSSO\_SP\_ACS\_URL**

Specifies the ACS application server URL, that is, the service provider URL where the application sends the SAML response. For example,

```
REACT_APP_SAMLSSO_SP_ACS_URL=<ACS_URL>/samlsp/acs
```

### **REACT\_APP\_SAMLSSO\_USERLOGOUT\_URL**

Specifies the IdP logout page URL, that is, the URL where the application sends the user logout request. For example,

```
REACT_APP_SAMLSSO_USERLOGOUT_URL=<IdP_URL>/pkmslogout
```

### **REACT\_APP\_SAMLSSO\_IDP\_LOGININITIAL\_URL**

(IdP-initiated flow only) Specifies the initial URL to which the application sends the initial login request to the identity provider. Refer to the identity provider documentation for the correct URL and values. For example,

```
REACT_APP_SAMLSSO_IDP_LOGININITIAL_URL=<IdP_URL>/isam/sps/saml20idp/saml20/logininitial?  
RequestBinding=  
HTTPPost&PartnerId=<ACS_URL>/samlsp/acs&NameIdFormat=Email
```

### **REACT\_APP\_SAMLSSO\_SP\_MODE**

(SP-initiated flow only) Specifies whether to use the SP-initiated flow of the SAML SSO Browser profile or the default IdP-initiated flow of the SAML SSO Browser profile. A Boolean value is accepted. For example,

```
REACT_APP_SAMLSSO_SP_MODE=true
```

### **REACT\_APP\_SAMLSSO\_IDP\_SSOLOGIN\_URL**

(SP-initiated flow only) Specifies the identity provider URL where the application sends the SAML request. Refer to the identity provider documentation for the URL. For example

```
REACT_APP_SAMLSSO_IDP_SSOLOGIN_URL=<IdP_URL>/isam/sps/saml20idp/saml20/login
```

## **User session environment variables**

### **REACT\_APP\_SESSION\_INACTIVITY\_TIMEOUT**

Specifies the time before a user session expires. The property is configured in seconds. The default value is 1800 (30 minutes). The value must match the timeout period that is configured for the server in `curam.environment.timeout.warning.modal.time`.

```
REACT_APP_RESPONSE_DEADLINE=60
```

For more information, see [“Configuring user session timeout” on page 114](#).

## REACT\_APP\_SESSION\_PING\_INTERVAL

Specifies the frequency that the user's current session is checked to see if it is still active. The default value is 60 seconds, which means that the user's session is checked every minute to see if they are actively using the application or not. For example,

```
REACT_APP_SESSION_PING_INTERVAL=60
```

## Intelligent Evidence Gathering (IEG)

For more information, see [“Customizing IEG forms in Universal Access \(New\)”](#) on page 74.

## REACT\_APP\_DISPLAY\_REQUIRED\_LABEL

Specifies whether to indicate the required form fields or the optional form fields. As most questions in a typical form should be required, indicating the optional questions rather than the required questions typically results in a less cluttered form. By default, optional fields are highlighted in IEG forms. For example, to display labels for required fields only:

```
REACT_APP_DISPLAY_REQUIRED_LABEL=true
```

## REACT\_APP\_DATE\_FORMAT

Specifies the date format for form fields, by default, MM/DD/YYYY. The valid values are dd-mm-yyyy and mm-dd-yyyy. If you omit the environment variable or set an invalid value, the default date format is used. For example, to change the date format to DD/MM/YYYY:

```
REACT_APP_DATE_FORMAT=dd-mm-yyyy
```

## REACT\_APP\_PHONE\_MASK\_FORMAT

Specifies a phone number mask for a form field in a question. In your IEG script, you must add the `wds-js-input-mask-phone` class name to the question.

```
REACT_APP_PHONE_MASK_FORMAT=[country]
```

where `country` is the locale that you want to use.

## REACT\_APP\_PHONE\_MASK\_DELIMITER

Specifies a custom delimiter for phone numbers. For example, to convert 1 636 5600 5600 to 1-636-5600-5600:

```
REACT_APP_PHONE_MASK_DELIMITER=-
```

## REACT\_APP\_PHONE\_MASK\_LEFT\_ADDON

Specifies a fixed country code for phone numbers. For example, to convert 1-636-5600-5600 to +1-636-5600-5600:

```
REACT_APP_PHONE_MASK_LEFT_ADDON=+
```

## Developing compliantly

Follow these guidelines to protect your project from making customization changes that are incompatible with the base product, or have the potential to incur upgrade impacts.

### Never use undocumented APIs

JavaScript does not have access modifiers such as `public/private/protected`. It is possible to call functions in SPM modules that are not intended for public use. Calling these functions is not supported as those APIs can change in a future release and break your code.

The only JavaScript APIs that are intended for public use are documented in the docs folder of the SPM node\_modules. For example, node\_modules/@spm/core/docs/index.html.

### Observe the reducer namespace

If you use Redux, your Reducer names must not infringe on the namespace for universal access reducers. All universal access reducers are prefixed with UA, for example, UABenefitSelection. When universal access and custom reducers are combined, clashing names override the universal access reducers. Customizing universal-access reducers is not supported.

### Don't modify the starter pack files

While you can modify the starter pack files in place, it is better to copy the files and change the copy. Your upgrades will then be easier as you can compare files between the current and previous version of the product without the added complexity of your customization changes. Where upgrade changes are needed, manually apply the changes to your custom version.

## Developing with routes

Routes define the valid endpoints for navigation in your application. Your application consists of a network of routes that can be traversed by your users to access the application's pages.

IBM Cúram Universal Access uses the *react-router* and *react-router-dom* packages to manage navigation. React Router defines and works with routes. For more information, see the React Router documentation at <https://reacttraining.com/react-router/web/guides/philosophy>.

### The Routes component

The module for Universal Access exports the *Routes* component, which exposes the routes defined by the module. The defined routes are the suite of pages that are prebuilt and available for reuse in Universal Access.

### Routes component

You can import and reuse the Routes component in your application. The code example shows how import and reuse the Routes component in a sample application.

```
import React from 'react';
import { injectIntl, intlShape } from 'react-intl';
import { BrowserRouter } from 'react-router-dom';
import '@spm/web-design-system/js/govhhs-design-system-core.min';
import { Routes } from '@spm/universal-access';

const App = (props) => {
  return (
    /** You must define your routes controller (Hash vs Browser) */
    <BrowserRouter>
      <div className="app">
        <div className="my-header-navigation">
          <a href="/">Home</a> | <a href="/faq">Faq</a>
        </div>
        <Routes />
      </div>
    </BrowserRouter>
  );
};

App.propTypes = {
  intl: intlShape.isRequired,
};

export default injectIntl(App);
```

## Adding routes

You can add a route by including a new route anywhere inside your Router component.

The following code example adds a route to `MyNewPageComponent` into the router component:

```
import { BrowserRouter, Route } from 'react-router-dom';
...
<BrowserRouter>
  <div className="app">
    <div className="my-header-navigation">
      <a href="/">Home</a> | <a href="/my-new-page">New Page</a>
    </div>
    <UARoutes />
    <Route path="/my-new-page" component={MyNewPageComponent} />
  </div>
</BrowserRouter>
```

## Replacing routes

You can replace existing paths from the Universal Access module's Routes component with your preferred component.

### Wrap your routes in a `<Switch>` component

You can replace existing paths from the Routes component with your preferred component. To achieve this, you must first wrap your routes in a `<Switch>` component from react-router. This action ensures that the first match of the requested path that is found in your application is used to resolve the path. For more information on Switch, see <https://reacttraining.com/react-router/web/guides/philosophy>.

### Add a route with the same path

When you have wrapped in `Switch`, you add a route with the same path as the page you are overriding.

**Note:** This route must come before the `<Routes/>` component to ensure it is matched first.

The following code example shows a replacement route to `MyHomePageComponent` enclosed in a `<Switch>`:

```
import { BrowserRouter, Route, Switch } from 'react-router-dom';
...
<BrowserRouter>
  <div className="app">
    <div className="my-header-navigation">
      <a href="/">Home</a> | <a href="/my-new-page">New Page</a>
    </div>
    <Switch>
      <Route path="/" component={MyHomePageComponent} />
    </Switch>
    <Routes />
    <Route path="/my-new-page" component={MyNewPageComponent} />
  </div>
</BrowserRouter>
```

## Redirecting routes

You can redirect existing paths by using the react-router Redirect component.

### Redirecting a route

The following code example imports the `Redirect` component and redirects the path `'/bring-me-home'` to `'/'`.

```
import { BrowserRouter, Route, Switch, Redirect } from 'react-router-dom';
...
<BrowserRouter>
  <div className="app">
    <div className="my-header-navigation">
      <a href="/">Home</a> | <a href="/my-new-page">New Page</a>
    </div>
    <Switch>
      <Route path="/" component={MyHomePageComponent} />
      <Redirect path="/bring-me-home" to="/" />
    </Switch>
  </div>
</BrowserRouter>
```

```

    <Routes />
    <Route path="/my-new-page" component={MyNewPageComponent} />
  </Switch>
</div>
</BrowserRouter>

```

## Removing routes

You can remove unwanted routes from IBM Cúram Universal Access.

You might want to reuse some but not all of the Universal Access `<Routes/>`. For those routes that you want to remove instead of replacing, use the react-router `<Redirect>` component to send users to a '404' style page, or some other valid end point.

You must declare the redirect before the `<Routes/>` component. You must also wrap the redirect in a `<Switch>` component. The following code example removes the route to "FAQ" by redirecting to a 404 page:

```

<BrowserRouter>
  <div className="app">
    <div className="my-header-navigation">
      <a href="/">Home</a> | <a href="/faq">FAQ</a>
    </div>
    <Switch>
      <Redirect path="/faq" to="/404page" />
    </Switch>
    <Routes />
  </div>
</BrowserRouter>

```

## Advanced routing

IBM Cúram Universal Access is now code-split based on routes.

### Code splitting

Code-split based on routes is achieved using *react-loadable* and the `@spm/universal-access-ui` package that is in the default *LoadingPage* component. For more information, see <https://github.com/facebook/create-react-app/blob/master/packages/react-scripts/template/README.md#code-splitting> and <https://github.com/jamiebuilds/react-loadable>. The following example shows how to achieve the same split with the routes that you added:

```

import { LoadingPage } from '@spm/universal-access-ui';
...
const MyNewPageComponent = Loadable({
  loader: () => import(/* webpackChunkName: "MyNewPageComponent" */ '../features/
MyNewPageComponent'),
  loading: LoadingPage,
});
...
<Route
  component={MyNewPageComponent}
  exact
  path='/my-new-page'
/>

```

### Titled routes

Accessibility rules require that a web page should have a descriptive title. You can implement a descriptive title using the *TitledRoute* component of the `@spm/universal-access-ui` package. To localize the title, *TitledRoute* exposes a title prop that accepts a *react-intl message ()* and can be used with or without code-split routes as shown in the following example:

```

import { TitledRoute } from '@spm/universal-access-ui';
import { defineMessages } from 'react-intl';
...
const titles = defineMessages({
  myNewPage: {
    id: 'app.titles.myNewPage',
    defaultMessage: 'My New Page',
  },
});

```

```

    },
  });
  ...
  <TitledRoute
    component={MyNewPageComponent}
    exact
    path='/my-new-page'
    title={titles.myNewPage}
  />

```

## Authenticated routes

You can protect parts of the application in two ways:

1. On access, handle authentication failures to a REST API and redirect to a login page.
2. Block access to specific routes to avoid any cost in running the REST API.

The following example shows how to block access to specific routes. The `@spm/universal-access-ui` package provides an `AuthenticatedRoute` component that accepts an `authUserTypes` array prop of the allowed user types to access this route. `AuthenticatedRoute` also wraps `TitledRoute` and therefore offers a `title` prop. The following is an example of using `AuthenticatedRoute`:

```

import { AuthenticatedRoute } from '@spm/universal-access-ui';
import { Authentication } from '@spm/universal-access';
import { defineMessages } from 'react-intl';
...
const titles = defineMessages({
  myNewPage: {
    id: 'app.titles.myNewPage',
    defaultMessage: 'My New Page',
  },
});
...
<AuthenticatedRoute
  authUserTypes={[Authentication.USER_TYPES.STANDARD, Authentication.USER_TYPES.LINKED]}
  component={MyNewPageComponent}
  exact
  path='/my-new-page'
  title={titles.myNewPage}
/>

```

The example blocks access to the `/my-new-page` routes for all users who are not of type `STANDARD` or `LINKED`, these users are redirected to the `/login` route.

## Connecting to Universal Access APIs

You must connect your web application to IBM Cúram Social Program Management Universal Access REST APIs. You can use the mock server API service and the `RESTServices` utility to help you to develop and test your REST API connections.

### The mock server API service

The mock server is a mock API service that is provided to aid rapid development. The mock server serves APIs that simulate calling real web APIs. When you are developing your application, the mock server provides a lightweight environment against which the React components can be tested communicating with the services that provide their data.

### Configuring the mock server

Configure the mock server location through the following properties in the `.env.development` file. You can change these values to suit your needs.

- `REACT_APP_REST_URL=http://localhost:3080`
- `REACT_APP_API_URL=http://localhost:3080`
- `MOCK_SERVER_PORT=3080`

## Running the mock server

Run the mock server by using the following command from the root directory of your project:

```
npm run start:mock-server
```

However, when you are developing locally, you can use the following command that starts both the mock server and the client:

```
npm run start
```

See the package .json file in your project for the full list of commands.

## Adding mock APIs

The universal-access project includes a number of mock APIs that simulate calling the SPM Universal Access APIs. These mock APIs support running some basic scenarios in development mode for the existing set of features.

As you develop your application, you typically create new APIs that you also want to mock. When the mock server starts, it looks to import the /mock/apis/mockapis file relative to the folder the command was started from. In this file, the mock-server expects to find three objects, GET, POST, and DELETE, that it can query to serve API requests for those HTTP methods.

The format of the mock definition is a relative URL that is assigned a JavaScript object. For example, the following code assigns the object `user` to the URL `/user`, and the object `payments.json`, which is read from a file, to the `/payments` URL.

```
const user = {
  'firstname': 'James',
  'surname': 'Smith',
  'gender': 'male',
  ...
}

const mockAPIsGET = {
  // ADD YOUR GET MOCKS HERE

  // Example of providing mock data in response to an API request in
  // the format uri:mockobject
  '/user': user,

  '/payments': readFile('./payments/payments.json')
};
```

If you use mocking extensively, it is better to use separate files and folders to structure your mocks.

## Using universal-access mock APIs

The `mockapis.js` file is preconfigured to import and use mock APIs defined and exported by the universal-access package. This allows your project to reuse and extend the set of universal-access mock APIs.

```
const mockAPIs = require('@spm/universal-access-mocks');

// Extract the existing universal access GET,POST and DELETE mocks for merging.
const UAMockAPIsGET = mockAPIs.GET;
const UAMockAPIsPOST = mockAPIs.POST;
const UAMockAPIsDELETE = mockAPIs.DELETE;

...
```

```
//create custom mocks
...
// Merge UA mocks with custom mocks
const GET = Object.assign({}, UAMockAPIsGET, mockAPIsGET);
const POST = Object.assign({}, UAMockAPIsPOST, mockAPIsPOST);
const DELETE = Object.assign({}, UAMockAPIsDELETE, mockAPIsDELETE);

module.exports = { GET, POST, DELETE };
```

Where the same URL is used by a custom mock that was previously assigned to a universal-access package mock, the custom mock replaces the universal access version.

### The RESTService utility

The @spm/core package provides the RESTService utility, which you can use to connect your application to a REST API. You can fetch resources with alternatives such as Fetch API, SuperAgent, or Axios. However, the RESTService utility provides some useful functions for connecting to SPM REST APIs.

The RESTService utility supports the GET, POST, and DELETE HTTP methods through the following JavaScript methods:

- RESTService.get(url, callback, params)
- RESTService.post(url, data, callback)
- RESTService.del(url, callback)

The full RESTService class documentation is in the doc folder in the @spm/core package.

The RESTService utility hides details of calls, such as passing credentials, language, and errors. The callback that is passed to the GET, POST, or DELETE methods is started after the API calls return. API calls are asynchronous, so write your code to expect and handle a delay in receiving a response.

The RESTService utility provides the following functions during communications.

### Authentication

Authentication of the user is handled transparently by the RESTService utility. After a user is authenticated, the REST APIs automatically send the needed 'credentials', that is, the authentication cookies, with each request. For more on how authentication is handled for REST, see [Cúram REST API security](#).

If a user's session is invalidated before a new request is made to a REST API, then the '401 unauthorized' response is returned by the server. The the RESTService utility relays the response to the callback function passed by the caller.

### Handling responses

The RESTService utility formats the response from the server to ensure that callbacks receive the response in a consistent manner.

Each GET, POST, and DELETE method accepts a callback function from the caller. When called by the RESTService utility, the callback function receives a Boolean value that indicates the success or failure of the API call and the response. The callback function can then deal with the result. For example, a failure can be used to trigger your code to throw an error with the response data that can be used to trigger an error boundary. For more information about the callback function parameters, see the API documentation for the RESTService utility.



## User Language

The 'Accept-Language' HTTP header is automatically set by the RESTService utility based on the user's selected language, which the user can select with the language picker in the application. This approach lets the server respond in the correct locale where locale sensitive information is being handled on the server.

The locale that is passed in the header is set in the transaction that is initiated by that REST request, and is used for the duration of that transaction. For more on transactions, see [Transaction control](#).

## Handling Timeouts

The RESTService utility can manage unresponsive calls to the server. The following properties are set, and can be modified, in the .env files to set thresholds for timeouts.

- `REACT_APP_RESPONSE_TIMEOUT=10000` // Wait 10 seconds for the server to start sending
- `REACT_APP_RESPONSE_DEADLINE=60000` // but allow 1 minute for the file to finish loading

## Simulating slow responses

During development, it is important to test that your application continues to operate in an acceptable way even when network responses are slow. You can simulate a slow network connection by setting a property in the .env.development file in the root of your project.

For example, setting `REACT_APP_DELAY_REST_API=2500` delays the response from all GET requests for 2.5 seconds.

The value can be set to any positive integer to adjust the delay.

Table 1 outlines the process environment variables that the API uses. Use the variables to configure the service.

Variable	Setting	Default	Description
REACT_APP_RESPONSE_TIMEOUT	Milliseconds	10 seconds	Sets the maximum time to wait for the first byte to arrive from the server, but does not limit how long the entire download can take. Set the response timeout to be a few seconds longer than the actual time it takes the server to respond. The lengthened response allows for time to make DNS lookups, TCP/IP, and TLS connections.
REACT_APP_RESPONSE_DEADLINE	Milliseconds	60 seconds	Sets a deadline for the entire request, including all redirects, to complete. If the response is not fully downloaded within REACT_APP_RESPONSE_DEADLINE, the request is aborted.
REACT_APP_DELAY_REST_API	Milliseconds		Use only for development testing to simulate a delay in the response from the API.

## REST APIs for appeals and notices

External REST APIs are now available to support Appeals and Notices. For appeals, you can submit and view appeals, and view appeal PDF documents. For notices you can list and view notices, and view notice attachments.

POST /v1/ua/appeals\_form

Starts a new IEG execution for an appeal.

POST /v1/ua/appeals\_form/exit

Exits the Appeals IEG Form.

GET /v1/ua/appeals

Returns the list of appeals for the logged in user

GET /v1/ua/appeals/{online\_appeal\_request\_id}/attachment

Returns the attachment document for an appeal request.

GET /v1/ua/communications/

Returns the list of communications for the logged in user.

GET /v1/ua/communications/{communication\_id}

Returns a communication.

GET /v1/ua/communications/{communication\_id}/attachments/{attachment\_id}

Returns the communication attachment details.

GET /v1/ua/user

Returns information related to the current user, such as user permissions.

## Developing authentication

The universal-access package exports the Authentication module, which can be used to log in and out of the application and to inspect the details of the current user. The login service is passed a user name and password, and optionally a callback function that is invoked when the authentication request is completed.

### Authentication services

The Authentication API works in three modes:

- Simple Authentication (Development mode)
- SSO Authentication
- JAAS Authentication

### Simple Authentication (Development Mode)

During client development, the authentication defaults to use a simple authentication that does not require an SPM server. This simple authentication bypasses proper authentication (JAAS or SSO) and instead accepts the user name dev without any password. The login process can be ran and allows access to the 'user account' password protected pages.

This simple authentication is sufficient to do most client development work and avoids the need to configure your client application to communicate with an SPM server. It is triggered by the REACT\_APP\_SIMPLE\_AUTH\_ON=true property in the env.development file.

You can set REACT\_APP\_SIMPLE\_AUTH\_ON=false if you want to trigger an SSO or JAAS login service.

## SSO Authentication

The application supports single sign-on (SSO), which is a typical use case for many enterprises that serve multiple applications with a single user name and password for their clients. The client application can be configured to use SSO through the `REACT_APP_SAMLSSO_ENABLED=true` environment property.

For more information about configuring your universal access deployment to use SSO, see [“Configuring single sign-on”](#) on page 121.

## JAAS Authentication

If not in development mode, and not using single sign-on, then the login process defaults to use the standard JAAS login module.

- `REACT_APP_SIMPLE_AUTH_ON=false`
- `REACT_APP_SAMLSSO_ENABLED=false`

The JAAS login module is exposed through the SPM universal access API at the `/j_security_check` end point and authenticates the user against the SPM database of users. For more information about JAAS login, see [Authentication Architecture](#).

## User Account Types

The universal access client supports three different user account types, Public, Generated, and Citizen. For more on user accounts and security see [User Accounts](#). If you want to customize the log in and sign up process provided by the universal access starter pack, the Authentication module provides log in functions to support each of these three user account types.

```
Authentication.login
Authentication.loginAsPublicCitizen
Authentication.loginWithGeneratedUser
```

## Tracking the logged in user

The universal access client application uses 'session storage' in the browser to store some basic details of the currently logged-in user after they are authenticated with the server. This session storage is typically used to inform the client application what views it should present, for example if no user is logged in, then the login and sign-up page buttons are presented on the home page.

The Authentication module provides functions that query who the current logged in user is and their account details, according to the session storage in the browser.

```
Authentication.getLoggedInUser
Authentication.getUserAccount
```

## Logged in - Client vs Server

It is possible for the user to seem logged in on the client when they are not logged in on the server. This does not compromise the security of the application. The SPM server APIs use session tokens that are stored in cookies to determine whether the current user is authenticated. The cookies are transmitted with each API call, and only a valid token results in a successful response.

For example, if a user's session times out on the server, the next API request to the server results in a 401 unauthorized response, even if the user seems to be logged in to the client application. This behavior ensures that no matter what the client application says about the currently logged-in user, the server responds only to valid session tokens.

## Developing with Redux

Redux is used as a client-side store to store data that is retrieved by IBM Cúram Social Program Management APIs and data that is used to present a consistent user experience.

### What is Redux?

Redux is a client-side store that provides a mechanism for holding data in the browser.

- The store is typically used to manage state in the client application. State can include the following types of data:
  - System data that is returned from an API request.
  - User input data that is collected before it is posted to APIs.
  - Application data that is not sent from or to the server, but is created and maintained to control how the application works. For example, transient user selections like hiding or showing a side pane.
- Redux uses a unidirectional architecture, which simplifies the process of managing state.
- Redux can be used as a caching mechanism to avoid unnecessary network round-trips, although consider this usage carefully to ensure the data that is presented is always current.
- Redux proves to be beneficial as your application grows and becomes more complex. By centralizing state management and offering tools that give a holistic view of the application state, development can scale more easily.

**Note:** This topic assumes that you are familiar with Redux and using Redux with React components. If you are not familiar with these technologies and how they work together, you should complete tutorials from the official sources for these technologies.

### How is Redux used in Universal Access

IBM Cúram Universal Access uses Redux to store the data that is retrieved by the IBM Cúram Social Program Management APIs.

Each GET API used by Universal Access has an associated 'store slice' where the response of the API is stored. React components can monitor the store for updates relevant to them and automatically update as data changes. The store is also used for collecting user input, such as user information that is requested while users sign up. This data can then be retrieved from the store and posted to the IBM Cúram Social Program Management server.

Other parts of the store are not tied to IBM Cúram Social Program Management APIs, and track data that is used to present a consistent user experience.

### Creating a Redux store

By default, the Universal Access starter pack is configured to use a Redux store. This configuration is needed to allow it to use the `universal-access` and `universal-access-ui` packages. The store configuration is initiated from the `src/redux/ReduxInit.js` file in the starter pack.

```
...  
import configureStore from './store';  
...
```

```
// =====
// 1. Create the store and initialize the universal-access module.
// =====

// Create a Redux store
// This is optional, if you don't want to create your own Redux store you can remove this,
const appStore = configureStore();

// Configure the UA package
// 1. If you are using your own store, you must share it with UA
UAReduxStore.configureStore(appStore);

...

```

For more information on Redux, see <https://redux.js.org/>.

## Configuring the store

Configure the store in the `src/redux/store.js` file, which exports the `configureStore` function that can be called to create a new Redux store. The configure store function can be modified to:

- Add Redux 'middleware'.
- Provide a custom set of reducers.

**Note:** To work with the universal-access packages, the store must use the reducers that are exported from the `universal-access` package.

## Adding reducers

If you decide to use Redux with your custom React components, you must create custom reducers and add them to the store. All Universal Access reducers are prefixed with **UA**, for example `UAPaymentsReducer`. The `intelligent-evidence-gathering` package also exposes `IEGReduxReducers` reducers, prefixed with **IEG**. When adding custom reducers, you can combine your custom reducers with existing reducers. Do not use the UA or IEG prefixes in custom reducers to avoid overriding existing reducers. Overriding reducers is not supported, see [“Developing compliantly” on page 36](#).

The `src/redux/rootReducer.js` file defines the set of reducers for the store, and combines them into a single *root reducer* that can be passed to the `configureStore` function in the `src/redux/store.js` file.

For convenience, the file defines an `AppReducers` object where you can add custom reducers. The custom reducers that are defined in the `AppReducers` object are combined with the `UAReducers` imported from the `universal-access` package, and the superset of reducers is returned.

The following code excerpt shows the `rootReducer` function that returns the combination of Universal Access reducers and custom reducers.

```
const AppReducers = {
  // Add custom reducers here...
  // customReducer: (state, action) => state,
};

/**
 * Combines the App reducers with those provided by the universal-access package
 */
const appReducer = combineReducers({
  ...AppReducers,
  ...UAReduxReducers,
});

/**
 * Returns the rootReducer for the Redux store.
 * @param {*} state
 * @param {*} action

```

```
*/
const rootReducer = (state, action = { type: 'unknown' }) => {
  ...
  return appReducer(state, action);
};
```

### Clearing Redux store data

The Redux store is a JavaScript object that is stored in the global object for the browser window. The content of the store is visible through inspection, either programmatically or by browser plug-in tools, such as the developer tools. It is critical that the store is cleared for the current user when they log out to ensure that no sensitive user data is left on the device for malicious actors. The log out feature that is provided by the starter pack triggers a Redux action that clears the store.

## Developing with universal-access modules

Universal Access modules provide a connection between React components and the Redux store. This design allows the React components to focus on presentation and reduces the complexity of the code in the presentation layer. The modules also manage the communication between the client application and the IBM Cúram Social Program Management APIs, including authentication, locale management, asynchronous communication, error handling, Redux store management and more.

### Modules and APIs

Each universal-access module is responsible for handling the communication between a single API. For example, the Payments module is responsible for communicating with the `/v1/ua/payments` API. For more information about IBM Cúram Social Program Management APIs, see *Connecting to a Cúram REST API*.

### Blackbox

Modules are blackbox so are not open to customization or extension. The modules expose actions and selectors to interact with the module. The actions and selectors are APIs that are documented in the `<your-project-root>/node_modules/@spm/universal-access/docs/index.html` file.

### Actions

Module actions are used to modify the Redux store, like inserting, modifying, or deleting data from the store. For example, the `PaymentsActions` action modifies the `payments` slice of the store.

Some actions include calls to APIs. For example, `PaymentsActions.getData` action calls the `v1/ua/payments` API and dispatches the result to the `payments` slice of the store, or sets an error if the API call fails.

### Selectors

Module selectors are used to query the Redux store. They provide the response to predefined store queries. For example, the `PaymentsSelector.selectData` selector returns the `/payments/data` slice from the store, and the `PaymentsSelector.selectError` selector returns the value of the `/payments/error` slice of the store.

## Reusing Universal Access modules in your custom components

You can use the actions and selectors from the universal-access package to connect your custom components to existing IBM Cúram Social Program Management APIs and the Redux store. You can use the `react-redux` module to connect your components. Examples of this technique can be found in the `universal-access-ui` features.

For example, the following code is from the `PaymentsContainer` file in the Payments feature. The code shows how the actions and selectors from the Payments module are connected to the properties of the Payments component.

This pattern is documented extensively in the official Redux documentation.

```
import { connect } from 'react-redux';
import React, { Component } from 'react';

...

/**
 * Retrieves data from the Redux store.
 *
 * @param state the redux store state
 * @memberof PaymentsContainer
 */
const mapStateToProps = state => ({
  payments: PaymentsSelectors.selectData(state),
  isFetchingPayments: PaymentsSelectors.isProcessing(state),
  paymentsError: PaymentsSelectors.selectError(state),
});
/**
 * Retrieve data from related rest APIs and updates the Redux store.
 *
 * @export
 * @param {*} dispatch the dispatch function
 * @returns {Object} the mappings.
 * @memberof PaymentsContainer
 */
export const mapDispatchToProps = dispatch => ({
  loadPayments: () => PaymentsActions.getData(dispatch),
  resetError: () => PaymentsActions.resetError(dispatch),
});
/**
 * PaymentsContainer initiates the rendering the payments list.
 * This component holds the user's payment details list.
 * @export
 * @namespace
 * @memberof PaymentsContainer
 */
export default connect(
  mapStateToProps,
  mapDispatchToProps
)(PaymentsContainer);
```

### Related information

[Connecting to a Cúram REST API](#)

## Developing with headers and footers

IBM Cúram Universal Access contains a predefined header and footer. The header and footer contain content that is found in the header and footer of an application, such as links, **log in**, and **sign up** buttons, and menus for logged in users.

### Headers and footers

You can customize your application headers and footers by replacing the sample components with your own custom versions.

The `App.js` file in the `universal-access-sample-app` module, reuses the sample `ApplicationHeader` and `ApplicationFooter` components that are provided by the universal-access module by placing them above and below the main content of the application:

## App.js

```
<BrowserRouter>
  <ScrollToTop>
    <div className="app">
      <a className="wds-c-skipnav" href="main-content">
        {formatMessage(translations.appSkipLink)}
      </a>

      <Route path="/" component={ApplicationHeader} />
      <main id="main-content" className="main-content">
        <Content>{routes}</Content>
      </main>

      <ApplicationFooter />
    </div>
  </ScrollToTop>
</BrowserRouter>
```

## Header

Typically, an application header has two views. One view has items relevant to users who are not logged in or signed up, for example a **Sign Up** button. The second view shows items that are relevant to users who are signed up and logged in, for example an **Update your profile** button.

To facilitate the separate views, use a react-router-dom *Route* component. The App.js sample demonstrates wrapping the *ApplicationHeader* component in a *Route* component and passing *Route* information to the *ApplicationHeader*. This allows the *ApplicationHeader* to query the *Route* properties and decide what to display based on the current location in the application. For example, you might want to show a different view for the login page route (*'my-app-domain/login'*) from the application home page route (*'my-app-domain/'*).

The following code sample shows how the *ApplicationHeader* queries its location property to find out what page the application is displaying. The sample code then uses this information to decide what to show in the header.

```
get isOnLoginPage() {
  return this.props.location.pathname === '/login';
}

render() {
  return (
    <Header
      title={this.pageTitle}
      type="scrollable"
      logo={<img src={logo}
        alt="agency"
        id={this.props.loggedInUser} />}
      <PrimaryNavigation type="scrollable">
        <TabList scrollable>
          <Tab
            id="tab1"
            href="/"
            text={
              this.props.intl.formatMessage(translations.headerHomeLabel)} />
          <Tab
            id="tab2"
            href="/my-applications"
            text={this.props.intl.formatMessage(
              translations.headerBenefitsLabel)} />
        </TabList>
      </PrimaryNavigation>
      <SecondaryNavigation type="Scrollable" />

      { /* Show signed out menu */
        !this.isOnLoginPage &&
        this.props.loggedInUser === null &&
        !this.isUserProfileLoaded &&
        this.signInMenu}
    </Header>
  );
}
```



```

    { /* Show signed in menu */ }
    { this.props.loggedInUser &&
      this.isUserProfileLoaded &&
      this.profileMenu }
  </SecondaryNavigation>
</Header>
);
}

```

### Login and sign up in the header

If you are building your own customer header, you must identify which page you are currently displaying the Header on, you must also differentiate between logged in and logged out users. Whether a user is logged in or out can be determined by using the authentication API provided by the universal-access module. The Authentication API provides functions to allow you to log in and out of the application, and also allows you to query if a user is logged in and who that user is. For more information, see the Authentication API documentation.

The following code sample shows how the *ApplicationHeader* uses the Authentication API. In this function, a check is made to see whether a user is logged in before it loads that user's profile. The user's profile is needed to display the user's full name in the header.

```

fetchProfile() {
  if (Authentication.isLoggedIn() && !this.isUserProfileLoaded) {
    this.props.loadProfile();
  }
}

```

### Footer

You can add a footer to the bottom of the application page in the same way as you add the header to the top of the page. The universal-access module provides a sample application footer that is used in the universal-access-sample-app, see the App.js sample. The sample footer is static and does not change based on the location or the authentication state, however the footer can be made dynamic by following the example from the header.

## Developing toast notifications

A toast as a computing term refers to a graphical control element that communicates certain events to the user without forcing them to react to the notification immediately. In IBM Curam Universal Access, we use the web design system Alert component as a base to represent our toast notifications and allow capability to display these notifications independent of the main display content in any function within the application.

### The <Toaster> component

The exposed <Toaster> component is used in App.js and is responsible for rendering toast notifications retrieved directly from the Redux store. These notifications are displayed independent of page content. This means that a deeply nested function can be used to display a notification without regard to the current component render and/or functionality that is used to navigate to different pages.

The <Toaster> component handles the retrieving of toast slice within the store, and in passing functionality to remove toast notifications once they have been dismissed.

## The <Toast> component

The exposed <Toast> is the preferred component to display toast notifications. It accepts properties as defined by the web design system Alert component, without requiring the need to specify the component as an Alert and the properties 'banner', 'center', and 'toast'. It also requires a 'text' property to be defined.

## The Toaster module

Any component that intends to display a toast notification within its processing must use the Toaster module action fillToaster function. This can be either passed to component as a property, or connected to the Redux store and defining the action as a property. For more information, see [“Developing with universal-access modules” on page 48](#).

An example of a page that implements the Toaster module action fillToaster and a service unavailable toast notification is shown.

```
import React from 'react';
import { connect } from 'react-redux';
import { ToasterActions } from '@spm/universal-access';
import { Toast } from '@spm/universal-access-ui';

...

/**
 * Updates the Toast slice of Redux store
 * @param {*} dispatch the dispatch function
 */
export function mapDispatchToProps(dispatch) {
  return {
    fillToaster: data => {
      ToasterActions.fillToaster(dispatch, data);
    },
  };
}

class MyComponent extends React.Component {

  ...

  doSomething({ success }) {
    if (success) {
      ...
    }
    else {
      this.props.fillToaster(
        <Toast
          dismissable={false}
          expireAfter={5}
          text="This service is currently unavailable"
          type="danger"
        />
      );
    }
  }

  ...

  export default connect(
    null,
    mapDispatchToProps
  )(MyComponent);
```

## Providing the application in another language

IBM Cúram Universal Access is globalized, that is it can be translated into different languages. Universal Access also supports regionalization of currencies, calendar and date formats as defined by IBM Cúram Social Program Management on which the application depends, for more information, see *Developing for Regional Support*.

### Related information

[Developing for Regional Support](#)

## Selecting a language

Citizens can select a preferred language from the **language** drop-down in the footer of the application. When citizens select a preferred language, the application is displayed in that language. The application retains the preferred language setting based on a cached value in the browser.

**Note:** The **language** drop-down only appears when more than one language is configured for the application.

**Note:** A citizen's language preference is not saved if the browser is configured to block access to its local storage, the application reverts to the default language (English) when the page is reloaded.

## Configuring the languages provided by the application

Add languages to the application or change the default language.

## About this task

The application can provide a number of languages in the user interface. You can customize the application by adding languages or changing the default language.

## Procedure

1. Create a `src/config/intl.config.js` file.

**Note:** This file is read by the `src/intl/IntlInit.js` component, which handles storage of the configuration and creates the `react-intl IntlProvider`.

2. Review the following example `src/config/intl.config.js`:

```
export default {
  defaultLocale: "en",
  locales: [
    {
      locale: "en",
      displayName: "English",
      localeData: require("react-intl/locale-data/en")
      messages: require("../locale/messages_en")
    },
    {
      locale: "de",
      displayName: "German",
      localeData: require("react-intl/locale-data/de"),
      messages: require{
        ...require('@spm/intelligent-evidence-gathering-locales/data/messages_de'),
        ...require('@spm/universal-access-ui-locales/data/messages_de')
      }
    },
    {
      locale: "ar",
      displayName: "Arabic",
      direction: "rtl",
      localeData: require("react-intl/locale-data/ar"),
      messages: require{
```

```

    ...require('@spm/intelligent-evidence-gathering-locales/data/messages_ar'),
    ...require('@spm/universal-access-ui-locales/data/messages_ar'),
  },
  {
    locale: "ht",
    displayName: "Haitian",
    /*
     Custom locale data

     Where the locale you need to support is not found in the
     react-intl locale data you can create your own locale data
     to handle this. Simply create an object with the locale
     property. You must include at a minimum the pluralRuleFunction

     See https://github.com/yahoo/react-intl/issues/1050
    */
    localeData: {
      locale: "ht",
      pluralRuleFunction(arg1, arg2) {
        return arg1 && arg2 === 1 ? "one" : "other";
      }
    },
    messages: require("../locale/messages_ht")
  }
]
};

```

**Note:** An `src/config/intl.config.js.sample.md` is provided which details the `intl.config.js` object schema

### Translating your application

Use *react-intl* and *babel-plugin-react-intl* to extract text from your application. You can then translate the text into another language and include that translation in the application.

#### **Extracting translatable content**

During development, IBM used *react-intl* (<https://github.com/yahoo/react-intl>) and *babel-plugin-react-intl* (<https://github.com/yahoo/babel-plugin-react-intl>) to globalize IBM Cúram Universal Access.

#### **About this task**

Follow the same method as used by IBM during development to extract the translatable content from your application.

**Note:** *react-intl* provides react components and an API to format dates, numbers, and strings, including pluralization, and handling translations. *babel-plugin-react-intl* extracts string messages from React components that use *react-intl*.

#### **Procedure**

1. Use the *react-intl* `defineMessages` API to define the default message string entry within the application.
2. Add *babel-plugin-react-intl* and its dependencies *babel-cli* and *babel-preset-react-app* to the application's `devDependencies`.

3. Add a `.babelrc` file in the root of your project. Use `.babelrc` to configure the settings for the `babel-plugin-react-intl`. The following is an example `.babelrc` file:

```
{
  "presets": ["react-app"],
  "plugins": [
    [
      "react-intl", {
        "messagesDir": "translations/messages",
      }
    ]
  ]
}
```

4. Add the following line to your package `.json` "scripts":

UNIX:

```
"extractTranslations": "NODE_ENV=production babel ./src >/dev/null"
```

Windows:

```
"extractTranslations": "set NODE_ENV=production&&babel ./src > NUL"
```

5. Run the extraction command: `npm run extractTranslations`.

## Results

This procedure extracts all translations to the `translations/messages` directory as specified in the `.babelrc` configuration.

The content of `translations/messages` along with the JSON content under the locale directories of the `@spm/universal-access-ui` and `@spm/intelligent-evidence-gathering` directory form what should be sent for translation.

## What to do next

For more information, see *Including translated content in your application*.

### ***Including translated content in your application***

IBM Cúram Universal Access exposes a `src/intl/IntlInit` component. This component reads the configuration provided in the custom `src/config/intl.config.js` to seed your application with messages for all the languages you want your application to support.

## About this task

### Procedure

1. Translations must be returned for use in your product in the format of a single JSON file per locale. This JSON file should be in the format expected by `react-intl`, which is `{[id: string]: string}`, as shown in the following example:

```
{
  "label1": "Translated text1",
  "label2": "Translated text2",
}
```

Where `id` is the id that is used in your `defineMessages` entry and subsequent extracted message id.

**Note:** The id in this file format `{[id: string]: string}` must match the id that you define in your code as in the `defineMessages` structure. For more information, see <https://github.com/yahoo/react-intl/wiki/API#definemessages>.

This single file and its location within the application forms the entry to the messages value with the `intl.config.js` for your configured locale, for example:

```
{
  locale: "de",
  displayName: "German",
  localeData: require("react-intl/locale-data/de"),
  messages: require("../locale/messages_de")
},
```

2. `react-intl` also requires that its own locale configuration (`localeData`) is provided to support some of its internal functions. For more information, see <https://github.com/yahoo/react-intl/wiki#loading-locale-data>.

## Results

When you have configured it correctly with the `src/config/intl.config.js` file, the `ApplicationFooter` language selection drop-down should expose your new locale selection, it should also load and apply the configured translation messages to the application.

**Note:** If your application does not find messages for the currently selected language at run time, `react-intl` defaults to the text of the `defaultMessage` entry that was used when the message was defined in the source code.

## Regionalizing your application

User interface elements, such as date formats and currency symbols are defined in IBM Cúram Social Program Management, for more information, see *Developing for Regional Support*.

The universal-access module and its components respect the regional settings as defined by the IBM Cúram Social Program Management to ensure your application is synchronized with the configuration of the IBM Cúram Social Program Management instance on which it depends.

## Related information

[Developing for Regional Support](#)

## Implementing page view analytics

You can implement page view analytics in your application to collect citizen page views for analysis. Using the included page view JavaScript functions, you can start tracking page views by implementing a callback to send tracking data to a library of your choice for analysis. In this example, the data is sent to the Google global site tag (`gtag.js`) JavaScript tagging framework.

### Before you begin

The `registerPageViewCallback` and `pageView` functions are available for you to implement tracking in your custom application.

### registerPageViewCallback

This function takes a callback, which you must define, as an argument. You must call the `registerPageViewCallback` function before the application is rendered.

### pageView

This function calls the registered page view callback where present. If the page view callback is not registered, it is not called.

For IEG pages, `pageView` passes an object with the following properties as a parameter to the callback:

- `pageType` ('IEG')
- `pageID` (the current IEG page ID)

- scriptID (the IEG script ID)

For non-IEG pages, `pageView` passes an object with the following properties as a parameter to the callback:

- title
- location
- path

### About this task

To track page views, you must initialize the tracking library, register the callback, and implement the callback to send tracking data to a library for analysis.

When you define your own custom routes, you must use the `TitledRoute` component so that the pages can be tracked. If the route corresponds to an IEG script, you must set the `isIEG` property for the `TitledRoute` component.

### Procedure

1. The `index.html` file is a good place to initialize the library. Insert this snippet, which is as provided by Google except for the tracking call.

```
<!-- Global site tag (gtag.js) - Google Analytics -->
<script async src="https://www.googletagmanager.com/gtag/js?id=UA-TRACKINGID"></script>
<script>
  window.dataLayer = window.dataLayer || [];
  function gtag(){dataLayer.push(arguments);}
  gtag('js', new Date());
</script>
```

2. Also in the `index.html` file, you must update the Content Security Policy to allow the Google script to run:

```
<meta http-equiv="Content-Security-Policy" content="script-src 'self' 'unsafe-eval' 'unsafe-inline' https://www.googletagmanager.com/ http://www.google-analytics.com/" />
```

3. Implement the callback function.

The callback handles both IEG and non-IEG pages based on the `pageType` prop.

```
export default function customCallback(props) {
  const gtagProps = {};
  if (props.pageType && props.pageType === 'IEG') {
    // IEG pages
    gtagProps.page_title = `${props.scriptID} ${props.pageID}`;
    gtagProps.page_path = `/apply/${props.pageID}`;
  } else {
    // Non-IEG pages
    gtagProps.page_title = props.title;
    gtagProps.page_location = props.location;
    gtagProps.page_path = props.path;
  }
  window.gtag('config', 'UA-TRACKINGID', gtagProps);
}
```

4. In `index.js`, register the callback before the application renders.

```
registerPageViewCallback(customCallback);
ReactDOM.render(<App />, document.getElementById('root'));
```

5. For your own custom routes, you must use the `TitledRoute` component so that the pages can be tracked. If the route corresponds to an IEG script, you must set the `isIEG` property for the `TitledRoute` component. For more information, see [“Advanced routing” on page 39](#).

## Customization Scenarios

Customize the IBM Cúram Universal Access web application.

The first scenario shows how to change default text on the **My Details** page. Each subsequent scenario adds to the previous one to build out new content in your Universal Access project.

**Note:** Follow the scenarios in sequence. If you start in the middle of the scenario list, you might have to go back through previous scenarios.

### Changing the application text

You can change the default text in the application by providing custom text that overrides the default text for any language. In this scenario, an English language message is changed.

### About this task

Each message or text string that citizens see in the app is provide using the *react-intl* package that supports the globalization of React apps. *react-intl* allows the messages to be extracted and translated to other supported languages, it also adds placeholders for data, for example.

To change the existing text of any of the languages that are provided by IBM, you must provide a custom version of the message that is mapped to the same *message id*.

### Procedure

1. Find the ID of the message you want to replace. All product messages are defined in the *universal-access-ui* package. In your project, go to `/node_modules/@spm/universal-access-ui/locale`.
  - a) The `locale` folder contains message files for each supported locale. For your chosen language, search the appropriate `message_xx.json` for the text string that you want to replace. For example, to change the English text **Apply for a benefit**, search `messages_en.json` for that string as shown in the following example. If there is more than one instance of the string, you must find the correct message ID for the text you want to change. The simplest way to find the correct instance is to try replacing each ID one by one, reloading the page each time to see if the new string is displayed.

```
"System_Messages_Alert_Description": "System messages alert description",  
  
"Payments_NoPaymentMessages": "No payment messages",  
  
"Payments_ApplyForABenefitLink": "Apply for a benefit",  
  
"TODO_NoTODOMessages": "No to-dos",  
  
"TODO_CaseworkerMessage": "Your caseworkers can create to-dos for you.",  
  
"Meetings_NoMessages": "No meetings",
```

- b) For the **Apply for a benefit** string, use the associated ID `"Payments_ApplyForABenefitLink"` to override the message in your custom `messages_en.json`.
2. Create a custom message file by creating a `messages_en.json` file in the `src/locale` folder. Custom messages are injected into the application at application start. For more information, see *Localizing the application*. To help you get started, the starter pack provides a locale folder from where custom messages files are automatically loaded. Assuming this process has not been customized for your project, you can add your custom file to this folder: `src/locale`.
  3. To replace the message, create a new `id:message` mapping in your custom message file by using the same ID value as shown in the following example.

```
"Payments_ApplyForABenefitLink": "Click here to apply for a benefit",
```



## Related concepts

[Providing the application in another language](#)

IBM Cúram Universal Access is globalized, that is it can be translated into different languages. Universal Access also supports regionalization of currencies, calendar and date formats as defined by IBM Cúram Social Program Management on which the application depends, for more information, see *Developing for Regional Support*.

## Adding content to the application

Build on the text change scenario from *Changing application text* to add a new route. You also add content that is displayed when the route is loaded.

## Before you begin

If you are not familiar with React and React Router, you must take a basic course in building a web application with React and React Router.

The term "feature" refers to the content that is displayed when a route is loaded, this content is what citizens see on the user interface. A feature is an abstraction that includes all the content that comes together to create the end user experience. A feature could be a collection of JavaScript files, json files, and APIs that work together to generate the end user experience. The term "feature" could be referred to as a page, view, or component in other application environments.

This scenario adds a new feature that presents a logged-in person's details in the main content area when a `/person` URL is loaded. This scenario is built on in later scenarios by calling APIs, using client side stores, error handling, or globalization.

## About this task

When you extend the IBM Cúram Universal Access reference application you might want to introduce new content that is displayed when citizens click a link.

## Procedure

1. Create the content for the feature, take the following steps:

- a) Create a folder called `features` under the `/src` folder in your project
- b) Add a subfolder called `person`, and add a file called `PersonComponent.js` to that folder as shown in the following example.

```
src/features/Person/PersonComponent.js
```

- c) Add some HTML to display when the component is loaded. The following example displays some data that is returned by an API:

```
import React from 'react';

const Person = () => { return (
  <div>
    <h1>James Smith</h1>
    <h2>Gender: Male</h2>
    <h2>Born: April 1st 1996</h2>
  </div>
);
export default Person;
```

2. Add a route to link to your feature, take the following steps:

- a) Declare an associated URI for each feature in the application. The URI allows React to present the feature when the URI is requested in the browser. This technique is standard *'React Routing'* for displaying features. For more information on routes in the Universal Access client, see *Customizing with routes*. Add a simple component that displays when the route is loaded:

- 1) Open `routes.js` in your project.

- 2) Import a *Person* component from the folder `features/person` which you create in the next step.
- 3) Add a new route `"/person"` that loads the *Person* component as shown in the following example:

```
import React from 'react';
import { Route, Switch } from 'react-router-dom';
import { Routes as UARoutes } from '@spm/universal-access-ui';
import Person from './features/PersonComponent';

export default (
  <Switch>
    <Route path="/person" component={Person} />
    <UARoutes />
  </Switch>
);
```

3. Load the new feature by using the route, take the following steps:
  - a) Run your application, enter the following command:

```
npm run start
```

- b) Start a browser and enter the full URL for the feature, for example: <http://localhost:8888/person>

## Results

When the application loads, the person details are displayed in the main content area.

## Related concepts

### [Developing with routes](#)

Routes define the valid endpoints for navigation in your application. Your application consists of a network of routes that can be traversed by your users to access the application's pages.

## Using the Web Design System to style content

Build on the route and person content scenario that you added in *Adding content to the application* by styling the content of a person's details.

## Before you begin

The Web Design System is a design framework that enables developers to build a cohesive and consistent application. By selecting components from a design catalog and applying design principles, design and development is faster and user experience is improved.

## About this task

The full catalog of Web Design System components, including descriptions of when and where to use them, is documented in the *govhhs-design-system-react* package. You can access these packages through `index.html` file in `/node_modules/@govhhs/govhhs-design-system-react/docs`. This scenario uses a number of Web Design System components to improve the person feature.

## Procedure

1. Import contents from the Web Design System. Enter the following command to import the *Avatar* and *MediaObject* components from the package `@govhhs/govhhs-design-system-react`:

```
import {Avatar, MediaObject} from '@govhhs/govhhs-design-system-react'
```

2. Update `PersonComponent.js` to use the `Grid`, `Column`, `Card`, `MediaObject`, `Avatar`, and `List` components to display the person's details. You can also include an address in a separate card.

Use the following code to replace the previous `PersonComponent.js`:

```
import React from 'react';
import {Grid, Column, Card,CardBody,CardHeader, List, ListItem, Avatar, MediaObject } from
```

```
'@govhhs/govhhs-design-system-react'

const avatarMediaJames = <Avatar initials="JS" size="medium" tooltip="profile photo" />;
const Person = () => {
  return (
    <Grid className="wds-u-p--medium">
      <Column width="1/2">
        <Card>
          <MediaObject media={avatarMediaJames} title="James Smith">
            <List>
              <ListItem>Gender: Male</ListItem>
              <ListItem>Born: April 1st 1996</ListItem>
            </List>
          </MediaObject>
        </Card>
      </Column>
      <Column width="1/2">
        <Card title="Address">
          <CardHeader title="Address"/>
          <CardBody>
            <List>
              <ListItem>1074, Park Terrace</ListItem>
              <ListItem>Fairfield</ListItem>
              <ListItem>Midway</ListItem>
              <ListItem>Utah 12345</ListItem>
            </List>
          </CardBody>
        </Card>
      </Column>
    </Grid>
  );
};
export default Person;
```

3. Save `PersonComponent.js`.

## Results

Reload the application, the application should show the updated styling.

## Changing the application header or footer

Build on the styling scenario from *Using the Web Design System to style content* by adding a link to the application header or footer. For more information about the application header and footer, see *Developing with headers and footers*.

## Before you begin

To customize the header, you must create your own custom version. To keep this scenario brief, work on the header only and copy the existing header from *universal-access-ui*. Make some small changes to the header to show how it can be customized. Alternatively, completely replace the header or footer with your own version.

## About this task

Change the application header to include a new link that to take you to the **My Details** page.

## Procedure

1. Copy the Universal Access header by copying the `node_modules/@spm/universal-access-ui/src/features/ApplicationHeader` folder to `src/features`.
2. Fix any broken imports. Take the following steps:
  - a) Use ESLint or a similar linting tool to find any errors where imports are not found.
 

**Note:** If you do not use a linting tool, you get build errors.
  - b) Errors are generated because the *universal-access-ui* uses relative paths when it imports dependencies from its own project. For imports that are within the *universal-access-ui* module, but outside the `features/ApplicationHeader` folder, you must change the imports to reference the official exported version of those dependencies from the *universal-access-ui* node module.

- c) For each import that is not resolved, find the equivalent export in the *universal-access-ui* package. Inspect `node_modules/@spm/universal-access-ui/src/index.js` to find the list of exported artifacts and their exported names.

The *Paths* module is referenced in the *ApplicationHeader* by using the default import from a relative path as shown in the following example: `import PATHS from '.././router/Paths'` Amend module as shown in the following example: `import { Paths } from 'universal-access-ui'`

- d) Repeat this procedure for all the files in the *ApplicationHeader* folder, some of the imports of '*Paths*', and for some other references such as '*ErrorBoundary*' and '*AppSpinner*'.
3. Replace the existing header with your custom version, take the following steps:

- a) Open `src/App.js` file and remove the imported *ApplicationHeader* from *universal-access-ui*.
- b) Import your cloned version from `./features/ApplicationHeader` as shown in the following example:

```
import ApplicationHeader from './features/ApplicationHeader';
```

Import *ApplicationHeader* as a default import, without curly brackets, rather than a named import. Alternatively, you can add a named export to your *ApplicationHeader* feature.

4. Update the header feature to include a tab that loads the `/person` page take the following steps:

- a) Open `constants.js` in `src/features/ApplicationHeader/components.constants.js` defines an object that represents a navigation item for the header.
- b) Add an entry for the new page **My Details** as shown in the following example:

```
/**
 * Application navigation header tabs.
 */
const NAVIGATION_HEADER_TABS = {
  ...

  PROFILE: { NAME: 'PROFILE', ID: 'navigation-profile' },
  CHANGE_PASSWORD: { NAME: 'CHANGE_PASSWORD', ID: 'navigation-change-password' },
  MYDETAILS: { NAME: 'MYDETAILS', ID: 'my-details' },
};
```

- c) Open `ApplicationHeaderLogic.js`. `ApplicationHeaderLogic.js` contains the logic that tracks which tabs are selected so they can be highlighted as active.
- d) Update the `isTabActiveForUrlPathname` function to include the new **My Details** page in the **Your Account** section. For brevity, the value is hardcoded in the following example. However you can replicate the pattern that is used by the *universal-access* code to add it to *Paths*.

```
const isTabActiveForUrlPathname = (urlPathname, navigationTabName) => {
  ...
  switch (navigationTabName) {
    case FIND_HELP.NAME:
      return (
        urlPathname === Paths.HOME ||
        urlPathname === Paths.APPLY ||
        urlPathname === Paths.BENEFIT_SELECTION ||
        urlPathname === Paths.APPLICATION_OVERVIEW
      );
    case YOUR_ACCOUNT.NAME:
      return (
        urlPathname === Paths.ACCOUNT ||
        urlPathname === Paths.BENEFITS ||
        urlPathname === Paths.PAYMENTS.ROOT ||
        urlPathname === Paths.PAYMENTS.DETAILS ||
        urlPathname === '/person'
      );
  }
};
```

Open `ApplicationHeaderComponent.js` and find the Web Design System *PrimaryNavigation* component. `ApplicationHeaderComponent.js` renders the header.

- e) Add a tab called **'My Details'** with a link to the person feature inside `ApplicationHeaderComponent.js`. For brevity, the example is hardcoded values, but you can replace these values with variables. If you want, you can also localize the tab.

```
..
<PrimaryNavigation>
  <Tabs>
    ...
    <Tab
      id={NAVIGATION_HEADER_TABS.YOUR_BENEFITS.ID}
      href={HASH_SYMBOL + LOCATIONS.BENEFITS}
      label={formatMessage(translations.headerYourBenefitsLabel)}
    />
    <Tab
      id="person_tab"
      href="/person"
      label="My Details"
    />
  </Tabs>
  ...
</PrimaryNavigation>
...
```

5. Save your file and restart the application.
6. You can modify the application footer in the same way by replacing the *universal-access-ui* version in `src/App.js` with your own custom version.

## Results

Navigate to the home page. Note the new tab called **My Details** in the primary navigation area. When you select **My Details**, the person feature is loaded in the main content area.

## Related reference

[Developing with headers and footers](#)

IBM Cúram Universal Access contains a predefined header and footer. The header and footer contain content that is found in the header and footer of an application, such as links, **log in**, and **sign up** buttons, and menus for logged in users.

## Creating an IBM Cúram Social Program Management REST API

Build on the scenario from *Changing the application header or footer*, use a REST API to get data to your application.

## About this task

The most common way to get data to your application is to use a web API to receive the requested data as a JSON string that your application then parses and renders. IBM Cúram Social Program Management provides development tools and the runtime infrastructure that you can use to build and deploy an API with your IBM Cúram Social Program Management server. The API can be called using the standard HTTP verbs such as GET, POST, and DELETE. The API returns data as a JSON string in the response body. For more information, see [Developing Cúram REST APIs](#).

## Related information

[Developing Cúram REST APIs](#)

## Connecting to REST APIs from the application

Build on the IBM Cúram Social Program Management REST API that you created in the scenario *Creating an IBM Cúram Social Program Management REST API* by calling it from your application.

### About this task

Features in your application rely on passing data to and from the IBM Cúram Social Program Management server or another service. The reference application already consumes a number of Universal Access APIs to support business features.

This scenario updates the person feature to read the data from an API instead of just displaying hardcoded values. The scenario shows you how to create and use the following items:

- Use the *RETSservice* module to help you call APIs.
- Use the mock server to show you how to create a mock API that allows you to rapidly develop your feature without spending time building and deploying the real APIs that it eventually uses.
- Connect your application to a IBM Cúram Social Program Management development environment that hosts the APIs by using Tomcat to enable real integration testing in the development environment.

### Procedure

1. Create a mock API, take the following steps:

a) In your project, open `/mock/apis/mockAPIs.js`.

The mock server consumes `mockAPIs.js`, it contains the mappings from APIs to the mock data. The mock server uses this information to provide the correct data when an API call is made in development mode. `mockAPIs.js` also contains an import from the *universal-access-ui* package and assignments for GET, POST and DELETE APIs as shown in the following example:

```
const mockAPIs = require('@spm/universal-access-mocks');

// Extract the existing universal access GET,POST and DELETE mocks for merging.
const UAMockAPIsGET = mockAPIs.GET;
const UAMockAPIsPOST = mockAPIs.POST;
const UAMockAPIsDELETE = mockAPIs.DELETE;
```

Use these APIs to test the Universal Access application. For more information, see *Working with the mock server*.

- b) To add more mock data, add your mocks to the placeholders provided. This scenario adds the person data for a person 'James Smith' that is returned when the `/person` path is loaded.
- c) Add an object in `mockAPIs.js` to represent James Smith. For simplicity, do not normalize the dates, or use code tables, later scenarios show you how to globalize and handle code tables.

```
const user = {
  firstname: 'James',
  surname: 'Smith',
  dob: 'April 1st 1996',
  gender: 'male',
  address: {
    addr1: '1074, Park Terrace',
    addr2: 'Fairfield',
    addr3: 'Midway',
    addr4: 'Utah 12345',
  }
}
```

d) Include a value for the URI `/user` in the `mockAPIsGET` object to return the mock object as shown in the following example:

```
const mockAPIsGET = {
  '/user': user,
}
```

The new `/user` mock API is merged with the mocks from *universal-access-ui* and is deployed by the mock server on port 3080.

- e) Test that the new API is working, start the application using `npm start`.
  - f) Using the browser, load the `/person` URL: <http://localhost:3080/person>. If successful, the browser displays the response.
2. Use the `RESTService` module from the core package to make an AJAX call to the API.

There are many agents that can be used to achieve this. The `RESTService` uses `Superagent` to make the AJAX call. The `RESTService` handles the following functions:

- Authentication credentials are automatically handled for each call, and users are redirect to log in when appropriate.
- The user's locale is passed to ensure the response is in the correct locale.
- Timeouts are managed using the settings from the `.env` file.
- Errors are captured and thrown in a standard fashion so that the error handling infrastructure is invoked.

For more information on the `RESTService` module, see *Working with the RESTService*.

3. Open `PersonComponent.js` file. Make the following changes, check that your application is still displaying the page after each step:

- a) To enable lifecycle methods that are required to manage the API calls, convert the old stateless component to a stateful `React.Component` class:

Old stateless Person component

```
const Person = () => {
  return (
    <JSX code here>
  );
}
```

Updated stateful Person component

```
class Person extends Component {
  render(){
    return (
      <JSX code here>
    );
  }
}
```

- b) Create local state to hold the API data.

The local state stores the values returned by the API that drive the render function. Whenever the state is updated, the component rerenders to reflect the state change. For this scenario, hardcode the values for the state in your class constructor so that something is displayed on the page. To differentiate between this temporary default data and the API data, change the `firstName` to 'Roger'. Later, when you introduce the API, the data for 'James' is returned from the API and not the default state as shown in the following example:

```
constructor(props) {
  super(props);
  this.state= {
    user : {
      firstName: 'Roger',
      surname: 'Smith',
      dob: 'April 1st 1996',
      gender: 'Male',
      address: {
        addr1: '1074, Park Terrace',
        addr2: 'Fairfield',
        addr3: 'Midway',
        addr4: 'Utah 12345',
      }
    }
  }
}
```

```
    }  
  }  
}
```

- c) Convert all hardcoded references to use the values from the state.

Now that you have a state object, replace all hardcoded values with references to the state. Replace each hardcoded piece of data with a state reference `{this.state.user.X}`. Examples are as follows:

```
...  
class Person extends Component {  
  render(){  
    return (  
      ...  
      <Card>  
        <MediaObject media={avatarMedia} title={this.state.user.firstName}>  
        <List>  
          <ListItem>Gender: {this.state.user.gender}</ListItem>  
          <ListItem>{this.state.user.gender}</ListItem>  
        </List>  
      </MediaObject>  
    );  
  };  
  ...  
}  
...
```

- d) Import the `RESTService` module.

To call an API you must to invoke one of the methods of the `RESTService` module. First you must import it from the core package: `import { RESTService } from '@spm/core'`

- e) Create a `componentDidMount` method to invoke the API call.

When your component is mounted by React, the `componentDidMount` function is invoked. In `componentDidMount` the API call can be made to populate the component state. Update your constructor to set the user values to blank when initializing, this setting ensure that your data is being loaded from the API. Then, add the following code to your `Person` component. The root location of the API is taken from the values set in your `.env.development` file when in development mode. In production mode, it is taken from the `.env` file.

The `.env.development` file specifies the mock server URL as `REACT_APP_API_URL`, which has the value `http://localhost:3080/` where the mock server is deployed. You can use this environment variable to prepend the `/user` API.

The `RESTService` API accepts a URL and a callback function as parameters. In the following code, the callback function is passed as an anonymous function in the second parameter. Here the 'success' is checked, before the state is updated with the response.

**Note:** Error scenarios are not handled in this code. The scenario *Handling failures in the application* contains details about failure responses, 'Error Boundaries', and failure handling.

```
componentDidMount() {  
  
  const url = `${process.env.REACT_APP_API_URL}/user`;  
  const user = RESTService.get(url, (success, response) => {  
    if (success) {  
      this.setState((user: response));  
    }  
  });  
}  
}
```



## Results

Start your application, log in and select the **My Details** tab. The tab loads using data pulled from the `/user` API. The API that you use in development mode is served from the mock server. In production mode, the 'real' API called using the `REACT_APP_API_URL` defined in the `.env` file. Assuming the contract remains the same between your mock and 'real' APIs, that is, the JSON structure matches in both, you can seamlessly switch between development and production, allowing for a much faster development process.

## Related reference

[Handling failures in the application](#)

Handle any failures you find when you performed integration testing in the *Developing with IBM Cúram Social Program Management APIs by using Tomcat* scenario.

## Testing REST API connections by using Tomcat

Build on the scenario in *Calling an API from the application*. Perform integration testing with the real IBM Cúram Social Program Management APIs instead of using the mock APIs in your Universal Access client.

## Before you begin

You must be familiar with the IBM Cúram Social Program Management development environment, the development of REST APIs, and the IBM Cúram Universal Access development environment.

This scenario uses IP address 192.1.1.1 to represent the development computer for the IBM Cúram Social Program Management server, and 192.9.9.9 for the computer that hosts the Universal Access client. However, these can be the same computer, and you can use the same IP address. Replace this address with the IP address of your development computer.

## About this task

The mock server is hosted on the same domain as the application during development `http://localhost`. However, when your APIs are served from a different domain, you might encounter Cross Origin Resource Sharing (CORS) issues. You can use Tomcat to configure your Universal Access client and IBM Cúram Universal Access server to allow Cross Origin requests. To overcome the CORS issues, the REST toolkit uses a filter that provides the required HTTP headers to allow browsers to accept responses from a different domain. In this scenario, the domain is where the REST application is deployed.

## Procedure

1. Configure the IBM Cúram Social Program Management server, take the following steps:
  - a) In your development environment, add the following properties to *Bootstrap.properties* and set the *hostname/ipaddress* of the computer where the Universal Access client is to be deployed:
    - `curam.rest.refererDomains = 192.9.9.9`
    - `curam.rest.allowedOrigins = 192.9.9.9`

**Note:** If you develop the server and client on the same computer, you can use `"localhost"`.

The property `curam.rest.allowedOrigins` is the *Origin* value in the CORS headers. Both properties can have comma-delimited domain names, for example, `curam.rest.allowedOrigins = 192.9.9.9, 192.9.9.8, mymachine.mycorp.com` to allow multiple domains to access the IBM Cúram Social Program Management application.
  - b) Set the `CATALINA_HOME` environment variable to the location of your Tomcat installation. For example, on Windows set the following variable: `'set CATALINA_HOME=C:\DevEnv\7.0.1\tomcat'`
  - c) Build IBM Cúram Social Program Management by using the appbuild server, database, client, and other components.
  - d) Run an extra target `appbuild rest` to create the REST project in your `EJBServer\build\RestProject\devApp` directory.

- e) Copy `Rest.xml` into your Tomcat `conf/localhost` folder. For more information about building Cúram APIs, see *Developing Cúram REST APIs*.
- f) Start the server, RMILoginClient, and Tomcat in the normal way for IBM Cúram Social Program Management.

The REST client starts automatically. When the client is running, the APIs are accessible in the / Rest base path, for example: `http://192.1.1.1:9080/Rest/<myapi>`.

## 2. Configure the Universal Access client, take the following steps:

- a) Modify the `.env.development` file that is located in *universal-access-starter-pack* to point to the REST URL on Eclipse/Tomcat as shown in the following example:

```
REACT_APP_REST_URL=http://192.1.1.1:9080/Rest
REACT_APP_API_URL=http://192.1.1.1:9080/Rest/v1/ua
```

**Note:** If you develop the server and client on the same computer, you can use `"localhost"`.

If you do want to connect to an application on WebSphere, you must change `"http"` to `"https"` and update to the correct port. 9044 is the default port.

- b) Build the application, enter the following command: `npm run build`.
- c) Start the application, enter the following command: `npm run start`.

## Results

Your Universal Access client application now communicates with the REST deployed on Eclipse with Tomcat.

**Note:** Run the application on in debug mode to allow it to stop at the breakpoints in the application code.

## Related information

[Developing Cúram REST APIs](#)

## Handling failures in the application

Handle any failures you find when you performed integration testing in the *Developing with IBM Cúram Social Program Management APIs by using Tomcat* scenario.

## Before you begin

You should build fault-tolerant web applications because, for example, web services such as a REST API are never fully reliable. When handling the expected response, the application must also allow for failures, such as network outages, timed out responses, internal server errors, or software bugs.

## Universal Access ErrorBoundary component

According to React, "Error boundaries are React components that catch JavaScript errors anywhere in their child component tree, log those errors, and display a fallback UI instead of the component tree that crashed."

An error boundary component is a React component that implements the `componentDidCatch` lifecycle method. For more information about error boundaries, see <https://reactjs.org/>

The *universal-access-ui* package exports a reusable ErrorBoundary component. The component has a default behavior to handle error scenarios by replacing the failing component with a generic message.

**Note:** Authentication errors have a specific handler in the ErrorBoundary component. If the error object that is received by the `componentDidCatch` method contains a `status` attribute with a value of '401' (Unauthorized error), then the client forces a log-out in the client application. Citizens are automatically redirected to the **Log in** page, so they can re-validate and return to the page they were previously on. This situation typically happens if the session times out or has been invalidated on the server. The source code for the ErrorBoundary component is available in the *universal-access-ui* package.

This scenario shows API error handling in the **My Details** page where the API call fails. This scenario also shows how to use the Universal Access `ErrorBoundary` component to provide a better user experience when failures occur.

## Error boundaries in the Universal Access application

The Universal Access starter pack contains the following two error boundaries:

- The first wraps the entire application to capture errors that might occur when loading the header or footer.
- The second wraps the main content to capture errors that are raised from components that are loaded in the main content section.

The error boundaries are shown in the following example:

```
/**
 * App component entry point.
 */
const App = () => (
  <BrowserRouter>
    <ScrollToTop>
      <ErrorBoundary>
        <ApplicationHeader />
        <ErrorBoundary>
          <Main pushFooter className="wds-u-bg--page">
            {routes}
          </Main>
        </ErrorBoundary>
        <ApplicationFooter />
      </ErrorBoundary>
    </ScrollToTop>
  </BrowserRouter>
);
```

The error boundary on the main section allows the application context to be retained. That is, the header and footer continue to be displayed when the error is raised from the main section. This continuity provides a better user experience.

You can replace these error boundaries with your own error boundaries.

## Faking an API error

This API failure scenario uses a 404 response as the error, you trigger this failure by temporarily changing the API call to a non-existent API.

Take the following steps:

1. Open `PersonComponent.js`
2. Update the API to call in the `componentDidMount` method to the non-existent `'/user1'` as shown in the following example:

```
componentDidMount() {
  const url = `${process.env.REACT_APP_API_URL}/user1`;
  RESTService.get(url, (success, response) => {
    if (success) {
      this.setState({user: response});
    }
  });
}
```

3. Save your code and wait for the application to reload.

Provided you followed the previous scenarios, when the application reloads it displays the person and address cards but with no details. The values default to be the values that are created in the constructor

of the `PersonComponent.js` file. Use the developer tools in your browser to verify the status of the network call that is made for the `/user1` API. You should see that the response status is a 404 indicating that the network call failed.

### Catching an API failure

Using the failure scenario *Faking an API error*, you can modify the code to cater for this failure. The API call is asynchronous, and the callback runs outside the context of the Component tree. This execution mode means that the error that is thrown in the call-back function is not caught by the `componentDidCatch` method of the `ErrorBoundary`. Therefore, instead of throwing an error in the callback, you update the state of the component. You can then use the *lifecycle* methods of the React component to react to the updated state when it arrives. Use a state attribute `'apiCallFailed'` to hold the response.

In the `componentDidMount` method, add a branch to the callback passed to the `RestService.get` method. The failure branch sets the `apiCallFailed` value to the response value returned by the API as shown in the following example.

```
componentDidMount() {
  const url = `${process.env.REACT_APP_API_URL}/user1`;
  RestService.get(url, (success, response) => {
    if (success) {
      this.setState({user: response});
    } else {
      this.setState({apiCallFailed: response});
    }
  });
}
```

When the response is returned it updates the state, and triggers a re-render of the application. You can validate that the state was updated by printing the value in the console from the render method. An example response is as follows:

```
render() {
  console.log(`state -> ${this.state.apiCallFailed}`);
  return (
    ...
  );
};
```

The render method should print the following error in the console: `state -> Error: cannot GET http://localhost:3080/user1 (404)`

### Throwing an error

Now that you have control of the failure, throw an error with an appropriate value for the `ErrorBoundary` component to catch. As indicated, the API call is asynchronous, so you cannot throw the error from the `componentDidMount`. The throw could be placed in the render function which will execute when the state updates, but this pollutes the rendering method with code that is not dedicated to rendering. Instead, use the `componentDidUpdate` lifecycle method. This method is called when the state is updated, which happens when the callback updates the `'apiCallFailed'` value.

The error object thrown can be anything that you choose so that the error is as useful as possible to the citizen. In this instance, throw the string object that is returned by the response because it describes the issue.

## Using a loading mask

Build on the scenarios you have completed up to now. Use a loading mask to indicate that the application is working on rendering a page.

### About this task

Response times vary when using REST APIs over a network. In many cases, the time it takes to receive the response is longer than the time it takes for React to render for the first time. This delay leads to a poor user experience when the page draws the components, but the data is missing.

To avoid poor user experience, use a loading mask to indicate to the user that the application is working on rendering their page.

This scenario uses the *AppSpinner* component from the *universal-access-ui* package to include a loading mask to the **My Details** page to demonstrate how your components can handle slow response times.

#### API response delay

During development, you must often replicate real world response times for APIs. You can configure the *RestService* to set a delay using the `env.development` file in your environment. By default this value is already set to 2.5 seconds. You should notice this delay when navigating the application in development mode, where you see spinners while components wait for the data to be returned from the mock server by way of the *RestService* module. You can increase or decrease this value to meet your application's needs.

#### The AppSpinner component

The *universal-access-ui* package includes the *AppSpinner* component, which you can reuse in your project. The *AppSpinner* component wraps the *Spinner* component from the *govhhs-design-system-react* package and includes a label for accessibility purposes. You can also create your own loading mask in the same manner. You can view the source code for *AppSpinner* in the *universal-access-ui* package.

## Procedure

### 1. Waiting for the API

The *AppSpinner* is displayed while the application waits for the API to respond, so you need a mechanism to notify you when the data is, and is not loaded. Use the state to indicate when data is loaded and when it is not. Take the following steps:

- a) Open the `PersonComponent.js` file.
- b) In the constructor add an attribute called 'loading' to the state, with a value of true.

```
...
  constructor(props) {
    super(props);
    this.state = {
      user: {
        firstName: "",
        surname: "",
        dob: "",
        gender: "",
        address: {
          addr1: "",
          addr2: "",
          addr3: "",
          addr4: ""
        }
      },
      loading: true,
    };
  }
  ...
```

### 2. Display the loading mask

Now you have a value that indicates whether the data is loading, take the following steps to display the loading mask based on the value:

a) Import the AppSpinner loading mask from *universal-access-ui*:

```
import {AppSpinner} from '@spm/universal-access-ui';
```

b) In the render function, add a check that renders the AppSpinner if the loading value is true:

```
render() {  
  if (this.state.loading){  
    return <AppSpinner/>  
  }  
  return (  
    <Grid className="wds-u-p--medium">  
      <Column width="1/2">  
  
        ...  
  
      )  
  )  
}
```

When you save and reload the application, you should see the spinner in the main section area. However, the spinner continues to display after the data is returned.

3. Remove the loading mask.

When the data is returned from the API, remove the mask by updating the state to indicate that loading is finished. Take the following steps:

a) In the *componentDidMount* function, update the state to set the loading value to false when a successful response is returned as shown in the following example:

```
componentDidMount() {  
  const url = `${process.env.REACT_APP_API_URL}/user`;  
  RESTService.get(url, (success, response) => {  
    this.setState({loading: false});  
    if (success) {  
      this.setState({user: response});  
    } else {  
      this.setState({apiCallFailed: response});  
    }  
  });  
}
```

b) Save and reload the application. Now, when the API response is received, the loading mask is removed and the user's data is displayed.

### Reusing existing features

The reference application that is available when you install IBM Cúram Universal Access satisfies a number of general business scenarios such as creating an account, logging in, and applying for benefits. The scenarios are provided both as working software and as examples of how to construct the product. You can clone and modify existing features in the application.

### Before you begin

The *universal-access-ui* package is structured by feature. Typically, each feature is mapped to a single route. For example, when the */profile* route is loaded, the Profile feature is displayed. The feature folder is a collection of files that work together to present that feature. An example from the Profile feature is shown.

```
/universal-access-ui  
--/src  
----/Feature  
-----/Profile  
-----/components  
-----/ContactInformationComponent.js
```

```

-----/PersonalInformationComponent.js
-----/ProfileComponent.js
-----/ProfileComponentMessages.js
-----/index.js
-----/ProfileContainer.js

```

The feature uses a commonly used pattern to move the data retrieval and management into a *container component*, and the rendering logic into stateless *presentation components*. This pattern is widely documented and used extensively when you work with React and Redux. The pattern is not covered in detail here, but you can see how features are structured.

### About this task

You can copy the entire code base for a feature into your custom project and replace the route that served that feature with your version. You can then modify the code base to create your own custom feature.

**Note:** After you reuse a feature, you now have full ownership of the custom feature. On upgrade of the `universal-access-ui` package, you do not receive any changes to the product version of the feature and must manually apply any updates that you need.

**Note:** Most features in the `universal-access-ui` package depend on the modules in the `universal-access` package for their data. On upgrade, you must validate that your feature was not affected by any changes to modules that the feature depends on. See [“Developing with universal-access modules”](#) on page 48.

### Procedure

1. Find the feature that you want to replace in the `universal-access-ui` package.
  - a) Inspect the URL end point that you want to change and note the path.  
For example, the path to the `faqs` feature is `/myapp/faqs` so the path is `faqs`.
  - b) Open the `/node_modules/@spm/universal-access-ui/src/router/Path.js` file. Search for the path string literal, in this case  `'/faqs'` is assigned to the `Paths.FAQS` variable.

```

const Paths = {
  HOME: '/',
  ...
  FAQS: '/faqs',
  ...
  SIGNUP: '/signup',
  ...
};
export default Paths;

```

- c) Open the `/node_modules/@spm/universal-access-ui/src/router/Routes.js` file. Search for `Paths.FAQS` to find the route that the variable is being used in. Use the component value of the route to find the associated feature.  
For example, the `FAQ` route component is imported from  `'../features/FAQ'`.

```

...
import FAQ from '../features/FAQ';
...
export default () => (
  <Switch>
    ...
    <Route component={FAQ} exact path={PATHS.FAQS} />
    ...
  </Switch>
);

```

2. Copy the entire feature folder into your custom application.  
For example, copy the `/node_modules/@spm/universal-access-ui/src/features/FAQ` directory to `<myapp>/src/features/FAQ`.

3. Replace the route with your custom version.

a) In your project, open the `src/routes.js` file.

b) Add a route at any point before the `UARoutes` entry to ensure that your path supersedes the same path in `UARoutes`.

```
import React from 'react';
import { Switch, Route } from 'react-router-dom';
import { Routes as UARoutes } from '@spm/universal-access-ui';
import FAQ from './features/FAQ';

export default (
  <Switch>
    <Route component={FAQ} exact path='/faqs' />
    <UARoutes />
  </Switch>
);
```

4. You can now verify whether your custom version of the feature is being used. Make an obvious change to the feature and reload the application to see whether the change is picked up and displayed.

5. Change the code to customize the feature.

## Customizing IEG forms in Universal Access (New)

Universal Access provides a number of forms to gather information about citizens, such as applying for benefits or screening for programs. Where you need to save customer data as evidence, forms are implemented in Intelligent Evidence Gathering (IEG). IEG is a framework for creating dynamic and conditional questionnaires and saving the input data as evidence. You can customize IEG forms in the Universal Access for your organization.

### Before you begin

If you are not familiar with IEG, you must familiarize yourself with how to author IEG scripts and include them in the application. For more information about IEG, see [Authoring Intelligent Evidence Gathering scripts](#) and [Working with Intelligent Evidence Gathering](#).

### About this task

Universal Access (New) forms that gather data as evidence are implemented in IEG, as in the standard version. However, forms are now rendered in the browser by IEG React components from the design system, which replace the IEG player, and in some cases, the IEG behavior has changed.

Due to the technology and user interface changes, your existing IEG scripts must be tested before use, and in most cases, at least some minor changes are needed for existing scripts to work in the new application.

For the best user experience, always disable the **Back** button on the first page of IEG forms. The **Back** button goes back one page in the script, not in the application, so you don't need one on the first page.

### Related tasks

[Configuring appeal requests](#)

Complete the following steps to enable a citizen to request an appeal from their citizen account.

### IEG elements and attributes specific to the design system and IBM Cúram Universal Access (New)

The following IEG elements and attributes apply to the design system and IBM Cúram Universal Access (New) only.

#### Display elements

- The `next-button-label` element, which is a child element of the `question-page`, `relationship-page`, and `summary-page` elements.
- The `hint-text` element, which is a child element of the `container`, `list-question`, and `question` elements.



- The `relationship-detail-header` element, which is a child element of the `relationship-summary-list` element.
- The `grouping-id` attribute of the `cluster` element.

### Meta-display elements

- The `class-names` element, which is a child element of the `layout` element.

For more information about IEG elements, see the [IEG script element reference](#).

### IEG configuration not currently supported for IBM Cúram Universal Access (New)

The following IEG configuration is not currently supported by the design system and IBM Cúram Universal Access (New).

#### Question matrices

Question matrices display a list of questions that are based on a code table and, for each of the code table values and each entity, a check box is displayed for you to select the values that apply to a particular entity.

#### Three-field date picker

The three-field date picker is no longer supported and defaults to a single-field date input field.

#### Grouping individual question help at cluster level

Cluster-level help is supported, however, the `compile.cluster.help` property, which groups the help text for each of the questions in a cluster into the cluster help panel is not supported.

#### Display elements and attributes

- The `custom-output` element, which renders custom HTML on summary pages only.
- The `show-page-elements` attribute on the `edit-link` element for editing specific clusters.
- The `footer-field` element, which displays values that are calculated from expressions in the `footer-row` element of a list.
- The `footer-row` element, which adds an extra row at the end of a list to display total or summary information.
- The `help-text` element, which displays help text, is not supported for pages.
- The `label-alignment` element, which is used in the `layout` element for a cluster to control the text alignment of the labels in the cluster.
- The `label-width` element, which is used in the `layout` element for a cluster to control the width of the labels in the cluster.
- The `num-cols` element, which is used in the `layout` element for a cluster to control the number of columns in the cluster.
- The `type` element, which is used in the `layout` element for a cluster to control the layout of labels in relation to input controls.
- The `width` element, which is used in the `layout` element for a cluster to control the width of the cluster on the page.
- The `legislation` element, which creates legislation links at page and question level to point to relevant legislative information.
- The `policy` element, which creates policy links at page and question level to point to relevant policy information
- The `skip-field` element, which enables a more flexible layout of elements within clusters or footer rows in lists where no visible display element is needed.
- The `row-help` element, which specifies help for rows in a list.

## Meta-display elements

- The `codetable-hierarchy-layout` element, which is used in questions with a code table hierarchy type to control different aspects of the layout.

## Structural, administrative, and other elements and attributes

- The `hide-for-control-question` attribute on the `ieg-script` element, which hides the label and value of control questions for loops when the loop is entered.
- The `highlight-validation` attribute on the `ieg-script` element. Validations are now always displayed with the failing input field.
- The `show-progress-bar` attribute on the `ieg-script` element. Progress through sections is now indicated by text and the section title. For example, **STEP 2 OF 4 • HOUSEHOLD**.
- The `show-sections` attribute on the `ieg-script` element, which shows a sections panel.

For more information about IEG elements, see the [IEG script element reference](#).

## Configuring progress information for forms

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can show progress text and the section title so citizens can see where they are in the script. For example, **STEP 2 OF 4 • HOUSEHOLD**.

Add the following IEG configuration property to the `ieg-config.properties` file to configure the text. The section title is added automatically.

```
# Text progress bar indicator
progress.bar.indicator.text=Step %1s of %2s
```

Where `%1s` is the current step number and the `%2s` is the total number of steps on the script. The message is calculated based on the total number of sections and the current section.

The `IEGPageMetadata(JSON)` component contains all of the metadata for each IEG form. The text progress indicator is displayed if `IEGPageMetadata` finds the `metadata['ieg-config']['progress-indicator']` element in the JSON.

## Configuring dynamic titles on forms

If you are developing relationship pages in IEG for IBM Cúram Universal Access (New), you can configure the relationship pages with more relevant titles that are based on the user's responses.

The relationship page title accepts an ICU message template.

For more information about the ICU messaging format, see <http://icu-project.org/apiref/icu4j/com/ibm/icu/text/MessageFormat.html>. Page titles and subtitles accept a specific formatting syntax based on ICU. It should be used in loops and will give more context to the users.

These six keywords are defined:

- `index`
- `innerIndex`
- `outerIndex`
- `ordinal`
- `innerOrdinal`
- `outerOrdinal`

You can use `index` and `ordinal` in simple non-nested loops. If they are used in a nested loop, it is synonymous to `outerIndex` and `outerOrdinal`.

Refer to these examples.

"Add {ordinal} member" displays **Add first member, Add second member, ...**

"Add the {innerOrdinal} income for the {outerOrdinal} member" displays **Add the first income for the first member ...**

"{index, select, 0 {Add your {innerOrdinal} income} other {Add %1s's {innerOrdinal} income}}" displays **Add your first income** or **Add Jane's first income** depending on the value of index (this is equal to ordinal - 1).

"Ajouter la {ordinal}#feminine# personne" displays **Ajouter la première personne.**

"Ajouter la {innerOrdinal}#feminine# recette du {outerOrdinal}#%spellout-ordinal-masculine# membre" displays **Ajouter la première recette du premier membre.**

You can define the title as follows:

```
{index, select, 0 {Your relationships} other {{personName}'s relationships}}
```

The outcome of this message template on the first relationship question page is **Your relationships**. On the following relationship question pages, it shows **[personName]'s relationships**. The reserved word `personName` displays the person's first name on the title of the page.

### Configuring rich text on forms

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure rich text to display with a number of IEG display elements. You can also configure external links in rich text to open in a new tab or window.

#### About this task

Rich text is supported in the following IEG display elements that support text:

- `cluster` title, help, and description
- `container` title, help, and description
- `display-text`
- `divider`
- `list` title, help, and description
- `question` label and help
- `subtitle`

For more information about IEG elements, see [Display elements](#).

### Configuring external links to open in a new tab or window

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure external links to open in a new tab or window. By default, links open in the current tab.

#### About this task

For security reasons, HTML in rich text is sanitized to remove certain attributes before display, including the HTML `target` attribute. You must configure the rich text to leave the `target` attribute in the sanitized content so that the link opens in a new tab or window.

For example, the `<a href="myurl">my link</a>` link in rich text opens in the current tab as intended. The `<a href="myurl" target="_blank">my link</a>` link is intended to open in a separate tab or window. However, because the rich text is sanitized with DOMPurify before display, the `target` attribute is removed and the link opens in the current tab by default.

To configure DOMPurify to leave specific attributes, you must add `dompurify` to the dependencies and specify a DOMPurify persistent configuration in any JavaScript or JSX code that runs when the app is loaded. For example, `App.js`. For more information about DOMPurify, see <https://github.com/cure53/DOMPurify#persistent-configuration>.

Only one active configuration at a time is allowed. After you set the configuration, any extra configuration parameters that are passed to `DOMPurify.sanitize` are ignored. The `DOMPurify` configuration persists until the next call to `DOMPurify.setConfig`, or until `DOMPurify.clearConfig` is called to reset it.

## Procedure

1. Add `dompurify` to the dependencies in the `package.json` file.

```
npm install dompurify
```

2. To configure `DOMPurify` to leave the `target` attribute, specify the following `DOMPurify` persistent configuration in any JavaScript or JSX code that runs when the app is loaded.

```
import DOMPurify from 'dompurify';
DOMPurify.setConfig({ ADD_ATTR: ['target'] });
```

## Configuring hint text for forms

If you are developing IEG forms for IBM Cúram Universal Access (New), you can add hint text to explain the expected input format or content. For example, you can explain the expected format for a telephone number.

## About this task

For more information about the `hint-text` element, see [hint-text](#).

## Procedure

In your IEG script, you can add the `hint-text` element to any container, question or list-question element.

For example:

### Container

```
<container show-container-help="true">
  <title id="primaryPhoneNumber">primaryPhoneNumber</title>
  <hint-text id="PhoneNumber.Hint">PhoneNumber.Hint</hint-text>
  <help-text id="PhoneNumber.Help">Telephone number must only contain numbers, parentheses,
or dashes and be 10 digits. For example, (212) 555-0010 or 2125550010.</help-text>
  <question id="primaryPhoneType" mandatory="true">
    <help-text id="PhoneNumber.Help">Telephone number must only contain numbers,
parentheses, or dashes and be 10 digits. For example, (212) 555-0010 or 2125550010.</help-text>
    <label id="PrimaryPhoneType.Label">Primary Phone Type</label>
  </question>
</container>
```

### Question

```
<question id="firstName" mandatory="true">
  <hint-text id="FirstName.Hint">FirstName.Hint</hint-text>
  <label id="FirstName.Label">First Name</label>
</question>
```

### List question

```
<list-question entity="Person" id="currentlyWorking" mandatory="false">
  <label id="CurrentlyWorking.Label">Please select the people that have a job:</label>
  <hint-text id="CurrentlyWorking.Hint">CurrentlyWorking.Hint</hint-text>
  <item-label>
    <label-element attribute-id="firstName" />
  </item-label>
</list-question>
```

## Configuring required or optional labels for form fields

If you are developing IEG forms for IBM Cúram Universal Access (New), you can choose whether to indicate the required fields or the optional fields. As the majority of questions in a typical form should be

required, indicating the optional questions rather than the required questions typically results in a less cluttered form. By default, optional fields are highlighted in IEG forms.

### About this task

By default, fields that are not configured as required in the IEG script are labeled as **Optional** and required fields are not labeled. If you choose to indicate required fields instead, fields that are configured as required in the script are labeled **Required** and optional fields are not labeled.

### Procedure

Show labels for required questions only by adding the `REACT_APP_DISPLAY_REQUIRED_LABEL` environment variable to your `.env` file with a value of `true`.

For example:

```
REACT_APP_DISPLAY_REQUIRED_LABEL=true
```

### Configuring input formats and constraints for form fields

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can use environmental variables and input masks to customize field inputs for phone numbers, social security numbers (SSN), currency, and dates. You can also adjust the width of form fields to match the length of the expected input. If a field is too long or too short, citizens might wonder if they have misunderstood the label.

### About this task

Masked input fields increase input field readability by formatting or constraining typed data. You can apply input masks with the IEG `class-names` element, which is a child element of the `layout` element. The `class-names` element adds the content of the element to the HTML that is generated for the component, this element accepts multiple values separated by a space.

For more information about the `layout` element, see [layout](#).

If the class name matches any of the reserved input mask class names, that class name is applied to the HTML control input. If the class name does not match a reserved input mask class name, the class name is applied to the div containing the HTML element (cluster, question or list-question). You can use the following design system CSS classes that as input masks to format and constrain input values for questions.

- `wds-js-input-mask-currency`

Masks input for currency questions. The character limit is 21 characters.

- `wds-js-input-mask-ssn`

Masks input for social security numbers.

- `wds-js-input-mask-phone`

Masks input for phone number fields according to the defined locale for the application. Configuring the phone number input mask requires some additional steps and you can also set optional environmental variables for delimiters and country codes, see [“Configuring phone numbers”](#) on page 80.

- `wds-js-input-layout-size-field_size`

Adjusts the width of form fields to match the length of the expected input. Where *field\_size* is one of the following sizes:

#### **x-small**

Use for 2-3 characters, such as DD, MM or title.

#### **small**

Use for 4-6 characters, such as ZIP code or CVV number.

#### **medium**

Use for around 8 characters, such as SSN or DD/MM/YYYY.

## large

Use for around 16 characters, such as credit card numbers.

## x-large

Use for around 24 characters, such as email addresses.

### Procedure

In your IEG script, add the appropriate CSS classes to the question. For example:

```
<question id="ssn" mandatory="true">
  <label id="SSN.Label">SSN</label>
  <layout>
    <class-names>custom-css-class1 wds-js-input-mask-ssn wds-js-input-layout-size--medium
    </class-names>
  </layout>
</question>
```

### Configuring phone numbers

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure an input mask class name to format phone number fields according to the defined locale for the application. You can also configure a phone number delimiter or a country prefix if needed.

### Procedure

1. Add `cleave.js` as a dependency in your `package.json` file.

```
"cleave.js": "<version>"
```

Where *version* is the version that you want to use.

2. Import the region-specific `.js` file in your initializing `.js` file.

For example:

```
import 'cleave.js/dist/addons/cleave-phone.[country]';
```

Where *country* is the locale that you want to use.

3. Add a `REACT_APP_PHONE_MASK_FORMAT` environment variable to your `.env` file.

```
REACT_APP_PHONE_MASK_FORMAT=[country]
```

Where *country* is the locale that you want to use.

4. In your IEG script, add the `wds-js-input-mask-phone` class name to the question. For example:

```
<question id="primaryPhoneNumber" mandatory="true" show-field-help="true">
  <layout>
    <class-names>wds-js-input-mask-phone</class-names>
  </layout> <label id="PrimaryPhoneNumber.Label">Primary Phone Number</label>
</question>
```

5. Optional: You can set a custom delimiter for phone numbers by adding the `REACT_APP_PHONE_MASK_DELIMITER` environment variable to your `.env` file. For example, to convert 1 636 5600 5600 to 1-636-5600-5600, set the environment variable as follows:

```
REACT_APP_PHONE_MASK_DELIMITER=-
```

6. Optional: You can set a fixed country code for phone numbers by adding the `REACT_APP_PHONE_MASK_LEFT_ADDON` environment variable to your `.env` file. For example, to convert 1-636-5600-5600 to +1-636-5600-5600, set the environment variable as follows:

```
REACT_APP_PHONE_MASK_LEFT_ADDON=+
```

### Configuring date formats

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure the date format by setting the REACT\_APP\_DATE\_FORMAT environment variable.

#### About this task

By default, the date format is MM/DD/YYYY if you do not set a value for the REACT\_APP\_DATE\_FORMAT environment variable.

The valid values are:

```
dd-mm-yyyy  
mm-dd-yyyy
```

If you set an invalid value, the default date format is used.

#### Procedure

Change the date format by adding the REACT\_APP\_DATE\_FORMAT environment variable to your .env file. For example, to change the date format to DD/MM/YYYY, set the environment variable as follows:

```
REACT_APP_DATE_FORMAT=dd-mm-yyyy
```

### Configuring code-table hierarchies for form fields

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can use code-table hierarchies to add two related questions. When you answer the first question, the second question is enabled.

#### About this task

Any question where the data type is defined as a code table hierarchy is displayed as two separate questions in vertically aligned drop-down menus. The first question menu corresponds to the root code table in the hierarchy, and displays the label that is specified for the question. The second question menu corresponds to the second-level code table in the hierarchy, and displays a label that corresponds to the code table display name. The second menu is disabled until a selection is made in the first menu. Summary pages display both questions.

Displaying a code-table hierarchy value in a list, or the codetable-hierarchy-layout options, are not supported.

#### Procedure

To ensure that the label is displayed correctly for the second question, you must ensure that, for each code table name element, there is a corresponding locale element within the displaynames element in your code-table definition.

For example, see the following code-table definition.

```
<codetables package="curam.codetable" hierarchy_name="CountyCityHierarchy">  
  <!-- Parent codetable - County -->  
  <codetable java_identifier="COUNTYCODE" name="CountyCode">  
    <displaynames>  
      <name language="en">County</name>  
      <locale language="en">County</name>  
    </displaynames>  
    <!-- code items... -->  
  </codetable>  
  <!-- Child codetable - City -->  
  <codetable java_identifier="CITYCODE" name="CityCode" parent_codetable="CountyCode">  
    <displaynames>  
      <name language="en">City</name>  
      <locale language="en">City</name>  
    </displaynames>  
    <!-- code items... -->  
  </codetable>  
</codetables>
```

## Merging clusters with the cluster element grouping-id attribute

If you are developing IEG pages for IBM Cúram Universal Access (New), you can merge several clusters on summary pages by using the cluster element grouping-id attribute. The grouping-id attribute is not supported for standard IBM Cúram Social Program Management web applications.

Related data fields can be defined within different clusters under the following conditions. You can use the grouping-id attribute to merge these related data fields into a single cluster on IEG pages.

- Data is defined within different schema entities but a single cluster can be defined for a single entity only.
- Data is defined within a conditional cluster but it must be included in a non-conditional cluster when the condition is met.

All clusters with a specific grouping-id attribute are merged into the first cluster with that grouping-id attribute. Aside from the questions, the cluster elements are shown as defined by the first cluster. Ensure that the other cluster elements in the first cluster, such as the title or buttons, are suitable for the merged cluster.

Where possible, do not have a conditional cluster as the first cluster if you are merging conditional and non-conditional clusters. If the first cluster is conditional and the condition is not met, then the merged cluster is not displayed. If a conditional cluster must be positioned before non-conditional clusters in a merged cluster, then add a non-conditional cluster with no questions as the first cluster with the grouping-id.

This sample XML snippet merges three clusters into a single cluster with the grouping-id attribute. The three clusters have data fields from three different entities and the last cluster is conditional.

```
<cluster entity="ResidentialAddress" grouping-id="100">
  <title id="Address.Title">Address</title>
  <edit-link
    skip-to-summary="false"
    start-page="AboutTheApplicant_GB"
  />
  <layout>
    <type>flow</type>
    <num-cols>2</num-cols>
    <label-alignment>left</label-alignment>
  </layout>
  <question
    id="street1"
  >
    <label id="Street1.Label">Street 1:</label>
  </question>
  ...
</cluster>
<cluster entity="Person" grouping-id="100">
  <question
    id="applyToMailingAddress"
  >
    <label id="ApplyToMailingAddress.Label">Mail to Same Address?</label>
  </question>
</cluster>
<condition expression="Person.applyToMailingAddress=='&N20ITYN2&quot;'">
  <cluster entity="MailingAddress" grouping-id="100">
    <question
      id="street1"
    >
      <label id="Street1.Label">Street 1:</label>
    </question>
    ...
  </cluster>
</condition>
```

## Configuring relationship pages questions

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure the text of the relationship questions on relationship pages.

By default, the question label is dynamic, in the first relationship question page, it renders as “What is [Name and Age of the Person related] to you?”. On the following relationship question pages, it renders “What is [Name and Age of the Person related] to [Name and Age of the Person]?”



The attribute name for the start date must be `startDate`.

To show age in the relationship question label, you must populate the date of birth, which is defined as the `dateOfBirth` attribute of the `Person` entity.

You can use the following IEG configuration property to configure the default text.

```
# relationship question label on relationship page
relationship.question.label={index, select, 0 {What is %2s to you?} other {What is %2s to %1s?}}
```

The example ICU template does the following:

In the first iteration:

```
What is %2s to you?
```

Where `%2s` is the related person in the first iteration.

From the second iteration until the end:

```
What is %2s to %1s?
```

Where `%1s` is the new main person in the iteration and `%2s` is the related person in the iteration.

### Configuring relationship starting dates on relationship summary pages

If you are developing pages in IEG for IBM Cúram Universal Access (New), you can configure the start date of relationships for relationship summary pages. For example, Married since Jun 12, 2014.

You can use the following IEG configuration property to configure the default text.

```
# relationship type and start date label.
relationship.type.date.label=%1s since %2s
```

Where `%1s` is the relationship type and `%2s` is the relationship start date.

## Customizing appeals in Universal Access (New)

You can customize appeals to suit your organization. You can integrate with an appeals system of your choice. If you are licensed for the IBM Cúram Appeals application module, the IBM Cúram Social Program Management appeals functionality is available on installation.

### About this task

You can customize the following aspect of appeals:

- The **Your rights to appeal content** text on the dashboard.
- The **Your appeals** page. The **Appeals** page is shown only when a citizen has a case to appeal, otherwise it is not displayed.
- The Request an Appeal **Overview** page, from which you can start the **Request an Appeal** form.
- The **Request an Appeal** IEG script, in which you specify the contents of the form.
- The **Confirmation and next steps** page.
- The **Appeal** cards on the **Appeals** home page, which contain information about each appeal request that a user creates. Each card shows the status of the appeal request in a colored badge, with text such as **Appeal Request Submitted** or **Appeal Request Pending**. The color depends on the status. For example, **Appeal Request Submitted** is blue. You can customize the label text.

### Procedure

1. The Appeals feature is unavailable by default. Enable Appeals in the application, see [“Enabling and disabling appeals”](#) on page 84.
2. Review the text on application pages. For more information about modifying text on pages, see [“Changing the application text”](#) on page 58.

3. Review the **Request an Appeal** form. For more information, see [“Configuring appeal requests”](#) on page 115.
4. Review the **Appeal Request** cards on the **Your appeals** page, which show the appeals status. For more information about customizing the appeals statuses, see [“Customizing appeal request statuses”](#) on page 153.

### Related concepts

#### [Appealing benefit decisions](#)

If you enable Appeals for your organization, citizens can appeal decisions on their benefits online from their citizen accounts on their own devices. If your organization uses the IBM Cúram Appeals application module, your organization can process appeals through the full appeals life-cycle that is provided by that solution.

### Enabling and disabling appeals

Use the `REACT_APP_FEATURE_APPEALS_ENABLED` environment property to enable or disable the Appeals pages and options in your application.

### About this task

`REACT_APP_FEATURE_APPEALS_ENABLED` is set to **true** by default.

If `REACT_APP_FEATURE_APPEALS_ENABLED` isn't defined, the appeals features are enabled by default.

If `REACT_APP_FEATURE_APPEALS_ENABLED` is set to **false**, the following UI components are disabled:

- The **Appeals** tab on the home page.
- The **Appeals Request** page.
- **Your rights of appeal** message on the home page.
- Related URLs are also disabled, for example: `/appeals`.

`REACT_APP_FEATURE_APPEALS_ENABLED` is located in the `.env` file.

### Procedure

1. Log on to the server that is running Universal Access.
2. Change directory as follows: `opt/user/workspace/universal-access-custom/package`
3. Edit the `.env` file:
  - a) To disable appeals in the user interface, make the following change: `set REACT_APP_FEATURE_APPEALS_ENABLED=false`
  - b) Alternatively, to enable appeals, make the following change: `set REACT_APP_FEATURE_APPEALS_ENABLED=true`
4. Save your changes to the `.env` file.
5. Restart your server.

## Deploying your web application to a web server

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You can deploy your web application on a web server in a production-like environment as part of your development process. Deployment in a production environment is outside the scope of this documentation, but you can use the instructions in this section for guidance.

### Building IBM Cúram Universal Access for deployment

Build Universal Access for deployment on an HTTP server.

#### Before you begin

For production builds, review all of the environment variables in your `.env` files, and check the order of the environment variables where you have multiple `.env` files. For more information about the priority of

different `.env` files in `react-scripts`, see [What other .env files can be used?](#) in the Create React App documentation.

## Procedure

1. To quickly configure the `universal-access-starter-pack` application for deployment, edit the `.env` configuration file in the root of your app, and modify the following properties to point to the server that hosts the REST services:

```
REACT_APP_REST_URL=<ServerHostName>:9044/Rest
REACT_APP_API_URL=<ServerHostName>:9044/Rest/v1/ua
```

Replace the `<ServerHostName>` and the port number in the properties with the host name and port of the server where the REST services are deployed, for example:

```
REACT_APP_REST_URL=https://192.0.2.4:7002/Rest
```

2. Enter the following command to install dependent packages:

```
npm install
```

3. Enter the following command to build the application into a `build` folder in the `universal-access-starter-pack`:

```
npm run build
```

4. Copy and deploy the `build` folder to either IBM HTTP Server or Oracle HTTP Server. For more information about deploying the built application, see *Deploying your web application*.

## Related information

[Deploying your application](#)

## Install and configure IBM HTTP Server with WebSphere Application Server

Install and configure IBM HTTP Server either on the same server as WebSphere Application Server or on a remote server. To enable cross-origin resource sharing (CORS), you can set the `curam.rest.allowedOrigins` property for the REST application on your application server, or install the IBM HTTP Server plug-in for WebSphere Application Server.

### Before you begin

WebSphere Application Server must be installed and configured.

Install IBM Installation Manager. For more information, see the [IBM Installation Manager documentation](#). You can download IBM Installation Manager from [Installation Manager and Packaging Utility download documents](#).

### About this task

To enable cross-origin resource sharing (CORS), choose one of the following options:

- Set the `curam.rest.allowedOrigins` property for the REST application that is deployed on the application server. For more information about setting the `curam.rest.allowedOrigins` property, see [Cúram REST configuration properties](#).
- Install and configure the IBM HTTP Server plug-in for WebSphere Application Server to enable IBM HTTP Server to communicate with WebSphere Application Server. WebSphere Customization Toolbox is needed to configure the plug-in.

## Procedure

1. Install IBM HTTP Server. For more information, see [Migrating and installing IBM HTTP Server](#).

2. Optional: If you don't set the `curam.rest.allowedOrigins` property, you must install the following software:
  - a) Install the IBM HTTP Server plug-in for WebSphere Application Server.  
For more information, see [Installing and configuring web server plug-ins](#).
  - b) Install the WebSphere Customization Toolbox.  
For more information, see [Installing and using the WebSphere Customization Toolbox](#).
3. Start IBM HTTP Server. For more information, see [Starting and stopping the IBM HTTP Server administration server](#).
4. To secure IBM HTTP Server, see [Securing IBM HTTP Server](#).

### Generating an IBM HTTP Server plug-in configuration

This task is needed only if you install the IBM HTTP Server plug-in for WebSphere Application Server. Use WebSphere Customization Toolbox to generate a plug-in configuration.

#### Before you begin

Start WebSphere Application Server. For more information, see [Starting a WebSphere Application Server traditional server](#).

#### Procedure

To generate the IBM HTTP Server plug-in configuration, complete the steps at the [WebSphere Application Server Network Deployment plug-ins configuration](#) topic.

#### Configuring the IBM HTTP Server plug-in

Configure the IBM HTTP Server plug-in for WebSphere Application Server and WebSphere Customization Toolbox. This task is necessary only if you have chosen to install the IBM HTTP Server plug-in, instead of setting the `curam.rest.allowedOrigins` property for the REST application that is deployed on the application server.

#### About this task

You can run the `configurewebserverplugin` target to complete the following tasks:

- Add the web server virtual hosts to the client hosts configuration in WebSphere Application Server.
- Propagate the plug-in key ring for the web server.
- Map the modules of any deployed applications to the web server.

#### Procedure

1. Start IBM HTTP Server.  
For more information, see [Starting and stopping the IBM HTTP Server administration server](#).
2. On the remote WebSphere Application Server, run the following command.

```
build configurewebserverplugin -Dserver.name=server_name
```

The `configurewebserverplugin` target requires a mandatory `server.name` argument that specifies the name of the server when the target is invoked. For more information about the `configurewebserverplugin` target, see [Configuring a web server plug-in in WebSphere Application Server](#).

3. Consider adding extra aliases to the `client_host`, as shown in the following examples:
  - For WebSphere Application Server, add port number 9044.
  - For the default HTTP port, add port number 80.
  - For HTTPS ports, add port number 433.

For more information about client host setup, see step 19 in the [WebSphere Application Server port access setup](#) topic.

4. To avoid port mapping issues from web applications, restart WebSphere Application Server and IBM HTTP Server.

For more information, see [Starting and stopping the IBM HTTP Server administration server](#).

## Install and configure Oracle HTTP Server with Oracle WebLogic Server

Install and configure Oracle HTTP Server on either the same server as Oracle WebLogic Server or on a remote server.

### Before you begin

Oracle WebLogic Server must be installed and configured. For more information, see [Installing and Configuring Oracle WebLogic Server and Coherence](#).

### Installing Oracle HTTP Server and its components

Install and configure Oracle HTTP Server in either a stand-alone domain, or in an Oracle WebLogic Server domain. If Oracle HTTP Server and Oracle WebLogic Server are on different computers, you must install and configure an Oracle web server plug-in for proxying requests.

### About this task

The Oracle web server plugin allows requests to be proxied from Oracle HTTP Server to Oracle WebLogic Server. If you install and configure the Oracle web server plug-in, requests that are delegated to Oracle WebLogic Server still appear to originate from the Oracle HTTP Server, even if Oracle HTTP Server and Oracle WebLogic Server are hosted on two different servers.

Because of the web browser same-origin policy, cross-origin resource sharing (CORS) is restricted in many browsers by default. The web server plug-in enables CORS where Oracle HTTP Server and Oracle WebLogic Server are installed on different computers.

CORS enables an instance of your web application that is deployed on Oracle HTTP Server in one domain to request the REST services that are deployed on Oracle WebLogic Server in another domain.

### Procedure

1. Install Oracle HTTP Server for Oracle WebLogic Server. For more information, see [Installing and Configuring Oracle HTTP Server](#).
2. To configure Oracle HTTP Server, choose one of the following options:
  - To configure Oracle HTTP Server in a stand-alone domain, follow the instructions at [Configuring Oracle HTTP Server in a Standalone Domain](#).
  - To configure Oracle HTTP Server in an Oracle WebLogic Server domain, follow the instructions at [Configuring Oracle HTTP Server in a WebLogic Server Domain](#).
3. If Oracle HTTP Server and Oracle WebLogic Server are installed in different domains, to enable CORS, install a web server plug-in.

For information about configuring an Oracle WebLogic Server proxy plug-in, see [Configuring the Plug-In for Oracle HTTP Server](#).
4. To secure Oracle HTTP Server, follow the procedure at [Managing Application Security](#).

### Results

The Oracle HTTP Server instance is now ready to for you to deploy the application. The default location for deploying the application is `OHS_INSTANCE/config/fmwconfig/components/{COMPONENT_TYPE}/instances/{COMPONENT_NAME}/htdocs`. However, you can configure the default location value to a different location.

### What to do next

Start Oracle HTTP Server. For more information, see [Starting the Servers](#).

## Configuring the Oracle HTTP Server plug-in

If a web server such as Oracle HTTP Server is configured in the topology, you must configure a web server plug-in in Oracle WebLogic Server. The web server plug-in enables Oracle WebLogic Server to communicate with Oracle HTTP Server.

### About this task

To enable an Oracle HTTP Server web server plug-in in Oracle WebLogic Server, you can run the `configurewebserverplugin` target.

### Procedure

1. Start Oracle HTTP Server.

For more information, see [Starting the Servers](#).

2. On the remote Oracle WebLogic Server, run the following command.

The `configurewebserverplugin` target requires a mandatory `server.name` argument that specifies the name of the server when the target is invoked.

```
build configurewebserverplugin -Dserver.name=server_name
```

For more information about the `configurewebserverplugin` target, see [Configuring a web server plug-in in Oracle WebLogic Server](#).

## Installing and configuring Apache HTTP Server

Install and configure Apache HTTP Server on either the same server as the application server or on a remote server. To enable cross-origin resource sharing (CORS), you can set the `curam.rest.allowedOrigins` property for the REST application on your application server, or install the appropriate plug-in for your web server.

### Before you begin

An application server must be installed and configured.

### About this task

To enable cross-origin resource sharing (CORS), choose one of the following options:

- Set the `curam.rest.allowedOrigins` property for the REST application that is deployed on the application server. For more information about setting the `curam.rest.allowedOrigins` property, see [Cúram REST configuration properties](#).
- Install and configure the plug-in for your server.

### Procedure

1. Install Apache HTTP Server. For more information, see [Compiling and Installing in the Apache HTTP Server documentation](#).
2. Optional: If you don't set the `curam.rest.allowedOrigins` property, you must choose one of the following options:

- WebSphere Application Server

Install the plug-in for WebSphere Application Server, see [Installing and configuring web server plug-ins](#).

Install the WebSphere Customization Toolbox, see [Installing and using the WebSphere Customization Toolbox](#).

To configure Apache HTTP Server with WebSphere Application Server, see [Configuring Apache HTTP Server](#).

- Oracle WebLogic Server:

For more information about configuring an Oracle WebLogic Server proxy plug-in, see [Configuring the Plug-In for Oracle HTTP Server](#).

To configure Apache HTTP Server with Oracle WebLogic Server, see [Configuring the Plug-In for Apache HTTP Server](#).

3. Start Apache HTTP Server. For more information, see [Starting Apache](#) in the Apache HTTP Server documentation.
4. To secure Apache HTTP Server server, see [Security Tips](#) and [Apache SSL/TLS Encryption](#) in the Apache HTTP Server documentation.

## Deploying your web application

To test your web application against an existing IBM Cúram Social Program Management application that is deployed on an enterprise application server, you can deploy the web application on IBM HTTP Server or Oracle HTTP Server. Both web servers are based on Apache HTTP server so the deployment procedure is similar.

### Before you begin

You must have built your application for deployment.

### About this task

The built deliverable comes with a preconfigured `.htaccess` configuration file for the Content-Security-Policy (CSP) header. When you configure the CSP header in the web server, the `.htaccess` file is detected and executed by the web server to alter the web server configuration by enabling or disabling additional functionality. For more information about CSP, see the *Content Security Policy Quick Reference Guide* related link.

### Procedure

1. Copy and paste the `build` directory contents to the appropriate directory for your HTTP server.

For more information about the `<directory>` directive, see the related links.

2. Configure the web server.

The preconfigured `.htaccess` file contains a comment section with the web server configuration requirements for both CSP and `.htaccess` enablement.

For more information about how to configure `.htaccess` files in a web server, see the *Apache HTTP Server Tutorial: .htaccess files* related link.

### Related information

GitHub documentation: [npm run build](#)

[Content Security Policy Quick Reference Guide](#)

[Apache core features V2.0: <Directory> Directive](#)

[Apache core features V2.4: <Directory> Directive](#)

[Apache HTTP Server Tutorial: .htaccess files](#)

## Configuring the IBM Cúram Universal Access server

System administrators use the following configuration options to configure and maintain IBM Cúram Universal Access features such as applications and online categories.

### Prerequisites

You must enable cookies and JavaScript in the browsers to access the application by configuring the appropriate browser preferences.

The following table lists the browser preferences that you must configure for the application to work, and shows the errors that are displayed if the prerequisites are not met.

Browser preference	Information message
When cookies are disabled	Cookies are currently disabled and are required for the application to work. Please enable cookies and retry.
When JavaScript is disabled	JavaScript is currently disabled and is required for the application to work. Please enable JavaScript and retry.
When cookies and JavaScript are disabled	Cookies and JavaScript are currently disabled and are required for the application to work. Please enable and try again.

### Configuring service areas and PDF forms

You can define a service area by configuring the counties or ZIP codes that are associated with the service area. You can also specify a PDF form that citizens can use to apply for programs.

#### Configuring service areas

Service areas are defined in the **Service Areas** section of the administration application. When defining a service area, you must specify a service area name. You can associate counties and zip codes with the service area, these represent the areas covered by the service area. Service areas can be associated with a local office which represents the office that services the service areas associated with it. Local offices identify where citizens can apply in person for a program or where they can send an application. For more information on associating service areas with local offices where a citizen can apply in person for a program, see *Defining local offices for a program*.

#### Configuring PDF forms

PDF forms are defined in the **PDF Forms** section of the administration application. When defining a PDF form, you must specify a name and language. You can also add a version of the form for each language that is configured. The forms are accessible from the **Print and Mail Form** page.

You can associate a local office with a PDF form. Associating a local office with a PDF form allows an administrator to define the local office and associated service areas where citizens can send their completed application.

#### Enabling citizens to search for a local office

A search page allows citizens to search for a local office. Citizens can either search by county or by zip code. The system property `curam.citizenworkspace.page.location.search.type` determines how the search works. If you set `curam.citizenworkspace.page.location.search.type` to **Zip**, citizens can search for a local office using a zip code. If you set this property to **County**, citizens can select from a list of counties to get a list of local offices.



## Related concepts

### Defining local offices for a program

Citizens might be able to apply for a program in person at a local office. A local office must be first defined in the *LocalOffice* code table in system administration.

## Configuring programs

You can configure different types of programs. To configure a program, you configure display and system processing information, local offices, mappings to PDFs, and evidence types.

Configured programs can be associated with screenings and applications. The main aspects to configuring a program are as follows:

- Configure programs and associated display and system processing information.
- Configure local offices where an application for a program can be sent.
- Configure mappings that allow information gathered during application intake to be mapped to a PDF form.
- Configuring evidence types that allows for expedited authorization of programs that may need to be processed before other programs within a multi-program application.

### Configuring a Program

Programs are configured on the administration **New Program** page. Details and specifications of the program are required to be defined when the program is created.

### Defining a name and reference

The name that you define is displayed in the administration application.

Define a name and reference when creating a new program. The name that is defined is displayed both to the citizen and in the internal application. The reference is used to reference the program in code.

### Defining an intake processing system

Define an intake processing system for each program.

Two options are available:

- **Cúram**
  - Select from the list of preconfigured remote systems.

If intake is managed by IBM Cúram Social Program Management, select **Cúram**. If intake is managed by an external system, the program application is sent to the remote system by using the `ProcessApplicationService` web service, select a remote system.

If **Cúram** is specified as the intake system, an application case type must be selected. An application case of the specified type is created in response to a submission of an application for the program. An indicator is provided which dictates whether a **Reopen** action is enabled on the programs list on an application case for denied and withdrawn programs of a particular type. A workflow can be specified that is initiated when the program is reopened. For more information on configuring application cases, see *Cúram Intake overview*.

When an application case type is selected, the program can be added manually to that type of application case by a worker in the internal application as part of intake processing. A configuration setting specifies whether the program is a coverage type. Coverage types are automatically evaluated by program group rules in the context of healthcare reform applications, such as insurance affordability. Coverage types cannot be applied for directly by a citizen or manually added to an application case by a worker and authorized. If the program is a coverage type, select **Yes**. The program is filtered out of the list of programs available to be added to online and internal applications in administration and the list of programs available to be manually added to an application case by a worker. If the program is not a coverage type, select **No**. The program will be available to be manually added to online and internal applications in administration and to an application case by a worker.

A remote system must be configured in the administration application before it can be selected as the case processing system. For more information about remote systems, see *Configuring Remote Systems*.

## Related information

[Cúram Intake overview](#)

### ***Defining case processing details***

Define a case processing system for each program.

Two options are available:

- **Cúram**

- Select from remote systems.

If the program eligibility is determined and managed by using a Cúram-based system, select **Cúram**. If eligibility is determined and managed by an external system, select a remote system.

If you select **Cúram** as the case processing system, more options are available to allow you to configure program level authorization. Program level authorization means that if an application case contains multiple programs, each program can be authorized individually, and a separate case is used to manage the citizens on an ongoing basis.

### ***Defining the integrated case strategy***

Define the integrated case strategy so that the system can identify whether a new or existing integrated case is used when program authorization is successful.

The integrated case strategy identifies whether a new or existing integrated case is used when program authorization is successful. The integrated case hosts any product deliveries created as a result of the authorization. If a new integrated case is created, all of the application case clients are added as case participants to the integrated case. If an existing integrated case is used, any additional clients on the application case are added as case participants to the integrated case. Any evidence captured on the application case that is also required on the integrated case is copied to the integrated case upon successful authorization. The configuration options for the integrated case strategy are as follows:

#### **New**

A new integrated case of the specified type is always created when authorization of the program is successful.

#### **Existing (Exact Client Match)**

If an integrated case of the specified type exists with the same citizens as those cases present on the application case, the existing case is used automatically. If multiple integrated cases that meet these criteria exist, the caseworker is presented with a list of the cases and must select one to proceed with the authorization. If no existing cases match the criteria, a new integrated case is created.

#### **Existing (Exact Client Match) or New**

If one or more integrated cases of the specified type exist with the same citizens as those cases present on the application case, the caseworker is presented with the option to select an existing case to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is created.

#### **Existing (Any Client Match) or New**

If one or more integrated cases of the specified type exist, where any of the clients of the application case are case participants, the caseworker is presented with the option to select one of the existing cases to use as the ongoing case, or to create a new integrated case. If no existing cases match the criteria, a new integrated case is created.

#### **Specifying the Integrated Case Type**

The administrator must specify the type of integrated case to be created or used upon successful program authorization as defined by the Integrated Case strategy listed.

### ***Specifying a client selection strategy***

Specify a client selection strategy to define how clients are added from the application case to the product delivery.

The client selection strategy defines how clients are added from the application case to the product delivery created as a result of authorization of a program. If a product delivery type is specified, a client selection strategy must be selected. The configuration options are as follows:

## All Clients

All of the application clients are added to the product delivery case. The application case primary client is set as the product delivery primary client. All other clients are added to the product delivery as members of the case members group.

## Rules

A rule set determines the clients to be added to the product delivery if a product delivery is configured. At least one client must be determined by the rules for authorization to proceed.

## User Selection

The user selects the clients who are added to the product delivery. The caseworker must select both the primary client and any other clients to be added to the case member group on the product delivery.

## Specifying a Client Selection Ruleset

A Client Selection Ruleset must be selected when the Client Selection Strategy is **Rules**.

## Specifying a product delivery type

Specify a product delivery type.

The **Product Delivery Type** drop-down specifies the product delivery that is used to make a payment to citizens in respect of a program. **Product Delivery Type** displays all active products configured on the system.

**Note:** This field applies to both program and application authorization processing. That is, program and application authorization can result in the creation of the product delivery type that is specified.

## Submitting a product delivery automatically

The **Submit Product Delivery** indicator specifies if the product delivery created as a result of program authorization should be submitted automatically for approval. If selected, the product delivery created as a result of authorization of this program is submitted automatically to a supervisor for approval.

**Note:** This field applies to both program and application authorization processing. That is, program and application authorization can result in the automatic submission of a product delivery.

## Configuring timers

Agencies can impose time limits within which an application for a program must be processed. You can configure application timers for each of these programs.

For example, an agency might want to specify that food assistance applications are authorized within 30 business days of the date of application.

The following configuration options are available, including the duration of the timer, whether the timer is based on business or calendar days, a warning period, and timer extension and approval.

### Duration

The length of the timer in days. This value, along with the fields **Start Date** and **Use Business Days** (and the configured business hours for the organization) calculate the expiry date for the timer. This value is used as a number of business days if **Use Business Days** is set. If **Use Business Days** is not set, this value is used as calendar days.

### Start Date

Specifies whether the timer starts on the application date or the program addition date. The options available are **Application Date** and **Program Addition Date**.

**Note:** In most cases, these dates are the same. That is, the programs are added at the same time as the application is made. However, when a program is added later to the application, after initial submission, the dates differ.

### Warning Days

Specifies a number of warning days to warn citizens that the timer deadline is approaching. If configured, the **Warning Reached** workflow is enabled when the warning date is reached and the timer is still running (for example, the program is not completed).

**End Date Extension Allowed**

Specifies whether citizens can extend the timer by a number of days.

**Extension Approval Required**

Specifies whether a timer extension requires approval from a supervisor. If approval is required, the supervisor either approves or rejects the extension. After the extension is approved, or if approval is not required, the timer expiry date is updated to reflect the extension.

**Use Business Days**

Specifies if the timer should not decrement on non-working days. If this indicator is set, the system uses the **Working Pattern Hours** for the organization to determine the non-working days when it is calculating the expiry date for the timer.

**Resume Timer**

Specifies whether the program timer must be resumed when the program is reopened.

**Resume From**

If a timer is resumed, the **Resume From** field specifies the dates from which a program can be resumed. The values include the date that the program was completed, denied, or withdrawn, and the date that the program was reopened.

**Timer Start**

Specifies a workflow that is started when the timer starts.

**Warning Reached**

Specifies a workflow that is started when the warning period is reached.

**Deadline Not Achieved**

Specifies a workflow that is enacted if the timer deadline is not achieved; that is, the program is not being withdrawn, denied, or approved by the timer expiry date.

***Configuring multiple applications***

Configure multiple applications so that citizens can apply for a program while they have a previous application pending.

The **Multiple Applications** indicator dictates if citizens can apply for a program while they have a previous application pending. If set to true, citizens can have multiple pending applications for the given program. That is, citizens can submit an application for this program while they already have a pending application in the system. If it is set to false, this program is not offered if logged in citizens have pending applications for this program.

This configuration is not applicable to Health Care Reform Applications.

***Defining a PDF form***

Defining a PDF form for a program enables citizens to print an application for that program and either post it to the agency or bring it to a local office. When a PDF Form is specified for a program, the PDF form is displayed on the **Print Out and Mail** section of the **Here's what you might get** page that is displayed when citizens complete a screening. PDF forms must be defined before they can be associated with a program. When they are defined, they are displayed on the **Print and Mail Application Form** page.

***Defining a URL***

If a URL is defined, a **More Info** link is displayed with the program name so that citizens can find out more information about the selected program.

***Defining description and summary information***

When a program is displayed on the **Select Programs** page, a description can be displayed which gives a description of the program. The **Online Program Description** field defines this description.

A description summary of the program can also be defined using the **Online Program Summary** field. The field is a high-level description of the program displayed on the **Here's what you might get** page that is displayed when citizens complete a screening.

### **Defining local office application details**

Citizens can apply for programs at a local office. If this is the case, the **Citizen Can Apply At Local Office** indicator indicates that local office information is displayed for a program.

Additional information can also be defined, for example, citizens might need to bring proof of identity if they want to apply at the local office. An administrator can define this information in the **Local Office Application Information** field.

### **Defining local offices for a program**

Citizens might be able to apply for a program in person at a local office. A local office must be first defined in the *LocalOffice* code table in system administration.

Associating a local office with a program allows an administrator to define the local offices and their associated service areas where a particular program can be applied for in person. This information is displayed on the **Here's what you might get** page that is displayed to citizens when they complete a screening. Service areas must be defined before they can be associated with a local office.

### **Defining PDF mappings for a program**

The information that citizens enter during an application can be mapped to a PDF form which citizens can then print.

To map the application data to the PDF Form for all programs a citizen is applying for, there must be a mapping configuration of type *PDF Form Creation* for each of the programs. The PDF Form is the form specified for the Online Application the program is associated with.

### **Defining program evidence types**

Associate evidence types with a program.

Evidence types can support applications for multiple programs where a program must be authorized more quickly than other programs for which citizens might have applied. Using this type of configuration, only the evidence required for the program to be authorized is used and copied to the ongoing cases. This allows benefits for the authorized program to be delivered to citizens, while the caseworker continues to gather the evidence required for the other programs applied for.

## **Configuring screenings**

Define different types of screenings that citizens can complete to identify programs that they might be eligible to receive.

For each screening, you can configure the available programs and eligibility requirements. You can then configure the script, rules, and data schema to collect and process citizen information, and define what information is displayed to citizens.

Once defined, citizens can perform a screening to identify programs that they may be eligible to receive. There are four main aspects to configuring a screening:

- Configuring information about a screening to be displayed to citizens.
- Configuring the script, rules and schema used to collect and process the information specified by citizens to identify their eligibility.
- Configuring the programs for which citizens can check their eligibility when performing a screening.
- Configuring additional screening system properties.

### **Configuring a new screening**

Screenings are configured on the **New Screening** page.

The screening configurations are as follows.

### **Defining a name**

You must define a name must be defined when creating a screening. The name defined is the name of the screening displayed to citizens in the IBM Cúram Universal Access portal.

## Defining program selection

The **Program Selection** indicator defines whether citizens can select specific programs that they want to screen for, or whether they are brought directly into a screening script. If citizens are brought to a script, they are screened for all programs associated with the screening.

## Defining a More Info URL

If a More Info URL is defined, a **More Info** link is displayed.

## Allowing re-screening

The **Allow Rescreening** indicator defines whether citizens can re-screen when they have completed a screening.

## Defining an icon for a screening

If you want an icon displayed with a screening, select an icon from the **Icon** selection box.

**Note:** Alternatively, you could modify the `img src` attribute of the icon directly on the screening HTML page, for example

```

```

## Configuring eligibility and screening details

Configure details for eligibility screening or filtered screening

Two types of screening are supported - filtered screening and eligibility screening. Eligibility screening collects answers to a set of questions, stores this information and processes it to identify eligibility. Filtered screening reduces the number of programs that a citizen might screen for by asking a short set of questions and using the answers to filter out the programs that they would not be eligible for.

### Configuring eligibility screening details

Specify an IEG script for the screening to collect the answers to a set of questions. You must also specify a data store schema to store the data entered in the script. On saving the screening, the system creates an empty template for both the script and schema based on the Question Script and schema that you specified. You can update these templates from the **Screening** tab by selecting hyperlinks provided on the page. Clicking the **Question Script** link starts the IEG editor that allows you to edit the question script. Click the schema link to start the Datastore Editor, you can then edit the schema.

You must specify a CER rule set to process the data in the data store and to produce an eligibility result. When specified on creation of the screening, the system creates an empty rules template. You can then update the ruleset from the **Screenings** tab by selecting the hyperlink provided on the page. Clicking the link starts the CER Editor, which allows you to edit the ruleset. For more information about writing screening rule sets, see [“Writing Rule Sets For Screening” on page 98](#)

### Configuring filtered screening details

Specify filtered screening details for a screening so that filtered screening is available before citizens perform eligibility screening. As with eligibility screening, you must define a Filter Script (IEG) and associated data store schema to collect and store the answers to questions. You must also specify a Filter Rules (CER rule set) to process the data and produce a filtered screening result. When specified on the **New Online Screening** page, the system automatically creates an empty template for the scripts and ruleset that can be subsequently updated by selecting the associated hyperlinks on the **Screening** page.

## Reusing rule sets across screenings

Use the system property `curam.citizenworkspace.screening.ruleset.reuse.enabled` to specify:

- Whether CER rule sets can be reused across different screenings.
- Whether the same rule set can be used for eligibility and filtered screening.

If `curam.citizenworkspace.screening.ruleset.reuse.enabled` is enabled, you cannot reuse rule sets, if it is disabled you can reuse rule sets. You cannot use the `ScreeningRulesLinkDAO.readActiveByRuleSet` method when `curam.citizenworkspace.screening.ruleset.reuse.enabled` property is enabled.

## Configuring screening display information

Configure the screening information display fields for each screening.

You can configure the following fields for each screening.

### Summary information

Define a high level description of the screening.

### Heres's what you might get text

Define the text to be displayed on the **Heres's what you might get** page which is displayed to show citizens the results of a completed screening.

### Description

Define a description of the screening to be displayed.

### How to apply text

Allows an administrator to define the text displayed on the **Heres's what you might get** page.

### Defining programs for a screening

You must associate programs with a screening so that citizens can screen for those programs.

You can associate any program that is described in *Configuring Programs* with a screening. When associating programs with a screening, you can assign an order that sets the display order of the selected program relative to other programs associated with the screening.

### Related concepts

#### Configuring programs

You can configure different types of programs. To configure a program, you configure display and system processing information, local offices, mappings to PDFs, and evidence types.

### The screening auto-save property

Use the screening `curam.citizenworkspace.auto.save.screening` property to set whether screenings are automatically saved for authenticated citizens.

By default, `curam.citizenworkspace.auto.save.screening` is set to true. All screenings, irrespective of type, are automatically saved for authenticated citizens. Each screening is automatically saved when citizens click **Next** to progress through an IEG script. If `curam.citizenworkspace.auto.save.screening` is set to false, screenings are not automatically saved.

### Configuring re-screening

Configure whether citizens can change and resubmit their screenings.

### About this task

In the administration console, you can configure whether to allow citizens to change and re-submit their screening. If the setting is set to **Yes**, citizens can re-screen from the **Benefits checker** page or from the

**Screening results** page. If the setting is **No**, citizens who want to re-screen, must delete their screenings and start again.

### Procedure

1. Log in to IBM Cúram Social Program Management as Admin.
2. Select **Administration Workspace > Shortcuts**.
3. Search for and select **Universal Access** in the navigation.
4. Navigate to **Screenings** and select the screening you want to change.
5. Select ... > **Edit...**
6. Select the **Allow Rescreening** tick box to enable or disable re-screening and **Save** your changes.

### Pre-populating the screening script

When citizens screen from within a citizen account, you can pre-populate information already known about the citizen performing the screening.

Use the system property *curam.citizenaccount.prepopulate.screening* to set whether the IEG script is pre-populated. The default value of this property is true, which means that the script is pre-populated with information that already known about the citizen.

### Related concepts

Authenticated screening

Citizens who are logged in to Universal Access can perform authenticated screening.

### Resetting data captured from a previous screening

Determine whether starting an intake application resets data captured by a previously completed screening.

Determines whether starting an intake application resets datastore data captured by a previously completed screening

Use the system property *curam.citizenworkspace.intake.resets.screening.results* to determine whether starting an intake application resets datastore data that was captured by a previously completed screening.

Setting *curam.citizenworkspace.intake.resets.screening.results* to true means that starting an intake application resets datastore data captured by a previously completed screening.

Setting *curam.citizenworkspace.intake.resets.screening.results* to false means that starting an intake application does not reset datastore data captured by a previously completed screening.

### Writing Rule Sets For Screening

Develop screening rule sets.

#### **Addin a data store schema**

Create a new data store schema for use with screening and intake intelligent evidence gathering (IEG) scripts. However, some constraints exist on the format of these schemas. In some cases, requirements dictate that citizens can screen for a program and then follow that screening by applying for benefits.

In many cases, applications are processed by IBM Cúram Social Program Management and are mapped to Cúram cases and evidence by using the Cúram Data Mapping Engine (CDME). In these circumstances, use *CitizenPortal.xsd* as a basis for the schema for screening. This process is used because the same data store schema also needs to be used for intake. In particular, the CDME features do not work correctly if a schema is used that removes or changes the data type of any of the attributes or entities in the *CitizenPortal.xsd* schema.

All schema that follows the pattern of the *CitizenPortal.xsd* schema are safe for later releases. This assurance means that upgrades do not add any new mandatory attributes or entities. Upgrades do not change any existing attributes or entities that currently are required to support existing Cúram data mapping engine functions.



## The screening rules interface

All screening rule sets must use the screening rules interface so that they can be executed within IBM Cúram Universal Access.

The ruleset interface is detailed in the following XML example:

```
<?xml version="1.0" encoding="UTF-8"?>
<RuleSet xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="http://www.curamsoftware.com/
  CreoleRulesSchema.xsd"
  name="ScreeningInterfaceRuleSet">
  <!-- This class must be extended by all rule sets invoked by
  the Citizen Portal screening results processing. -->
  <Class name="AbstractScreeningResult" abstract="true">
    <Initialization>
      <Attribute name="calculationDate">
        <type>
          <javaclass name="curam.util.type.Date"/>
        </type>
      </Attribute>
    </Initialization>
    <!-- The programs supported by this Screening Ruleset. -->
    <Attribute name="programs">
      <type>
        <javaclass name="List">
          <ruleclass name="AbstractProgram"/>
        </javaclass>
      </type>
      <derivation>
        <!-- Subclasses of AbstractScreeningResult must override
        this attribute to create a list of the Programs
        supported by the rule set. -->
        <abstract/>
      </derivation>
    </Attribute>
  </Class>
  <!-- This class must be extended by all programs supported
  in the rule set. -->
  <Class name="AbstractProgram" abstract="true">
    <!-- Identifies the program as configured in the Citizen
    Portal administration application. -->
    <Attribute name="programTypeReference">
      <type>
        <javaclass name="String"/>
      </type>
      <derivation>
        <abstract/>
      </derivation>
    </Attribute>
    <!-- Whether the claimant is eligible for this program. -->
    <Attribute name="eligible">
      <type>
        <javaclass name="Boolean"/>
      </type>
      <derivation>
        <abstract/>
      </derivation>
    </Attribute>
    <!-- The localizable explanation as to why the claimant is
    or is not eligible for this program. May contain HTML
    formatting/hyperlinks/etc. -->
    <Attribute name="explanation">
      <type>
        <javaclass name="curam.creole.value.Message"/>
      </type>
      <derivation>
        <abstract/>
      </derivation>
    </Attribute>
  </Class>
```

</RuleSet>

Screening rule sets must include a class that extends the `AbstractScreeningResult` rule class outlined .

Using the `AbstractScreeningResult` rule class guarantees that the required attributes are available when the rules are executed.

## Configuring applications

Use the administration system to define applications. For each application, you can configure the available programs and an application script and data schema. You can also configure the remaining applications details, including application withdrawal reasons.

You configure applications in the following administration system areas:

- The **New Online Application** page
- The **Property Administration** page

You then configure application settings in other parts of the administration system. For example, you associate programs with the application, define mappings for an application, and configure withdrawal reasons.

### Configuring an application in the **Configure a New Online Application** page

Use the Cúram administration system to configure an online application.

#### About this task

Browse to the **Configure a New Online Application** page and configure an online application.

#### Procedure

1. Log in to the IBM® Cúram Social Program Management application as Admin.
2. Browse to **Administration Workspace > Shortcuts > Universal Access > Applications**.
3. Select **New...**
4. Complete the **Configure a New Online Application** page. For more information, see *Configuring application information and display information*, *Configuring scripts*, and *Defining a PDF form*.

#### **Configuring application information and display information**

Configure the following information on the **New Online Application** page.

##### **Name**

The name of the application that is displayed in the online portal.

##### **Program selection**

Indicates whether citizens can select specific programs to apply for or whether they are brought directly into an application script. That is, citizens can apply for all programs associated with the application.

##### **More Info URL**

If a URL is defined, a **More Info** link is displayed with the application name so that citizens can find out more information about the selected application.

##### **Client registration**

Determines whether citizens are registered as prospect persons or persons.

To determine whether to register citizens as prospect persons or persons, the system checks the client registration configuration in the following two scenarios:

- If **Person Search and Match** is configured, and no match can be found for the citizen.
- If **Person Search and Match** is not configured, that is, citizens on an application are always registered without the system automatically searching and matching them.

If **Client Registration** is not set, the system checks the system property `curam.intake.registerAsProspect` to identify whether citizens are registered as a prospect person or a person.

### Submit on Completion Only

Determines whether citizens can submit the application to the agency before completing the intake script.

### Defining an icon for an application

If you want an icon displayed with an application, select an icon from the **Icon** selection box.

**Note:** Alternatively, you could modify the `img src` attribute of the icon directly on the application HTML page, for example

```

```

### Summary

A high-level description of the application.

### Description

An overview description of the application.

### Submission Confirmation Page Details

A more detailed description of the application. Use the **Title** and **Text** fields to define a title and text to be displayed on the **Submission Confirmation** page.

### Configuring scripts

Configure an IEG application script to collect the answers to the application questions. Then, configure a submission script for an application so that citizens can submit applications.

### Application scripts

Specify a script name in the **Question Script** field. Specify a data store schema in the **Schema** field to store the data entered in the script. On saving the application, an empty template for both the script and schema is created by the system based on the question script and schema specified. You can update these templates from the **Application** tab by selecting the hyperlinks provided on the page. Click the **Question Script** link to start the IEG editor so you can edit the question script. Click the **Schema** link to start the Datastore Editor and edit the schema.

### Submission scripts

Configure an IEG submission script in the **Submission Script**. The script defines additional information that does not form part of the application script to be captured, for example, a TANF typically requires information regarding the citizen's ability to attend an interview.

On saving the application, an empty template for the submission script is created by the system based on the Submission Script that you specify. You can update this from the **Application** tab by selecting the hyperlink on the page. Clicking the link starts the IEG editor that you use to edit the question script.

### Defining a PDF form

Define a PDF form that is displayed when citizens complete an online application.

The data that is collected during the online application is copied by the system into a PDF form, which citizens can print. Select the PDF form from the **PDF Forms** drop down menu. If a PDF form is not specified for an application, a default generic PDF form can be used. You can get the default template from the **XSL Templates** section of the system administration application.

The data passed to the XSL template reads from the data store. Instead of displaying the datastore labels in the PDF, define a property file to specify user-friendly names for entities and attributes and to hide entities and attributes that you do not want to display in the PDF. For more information, see *XSL Templates*.

Upload the property file to **Application Resources** in the **Intelligent Evidence Gathering** section of the administration application. For more information, see *Working with Intelligent Evidence Gathering*.

Name the property file using the following convention: <application schema name>PDFProps. The contents of the property file is as follows:

#### **Name an entity**

<Entity Name=<Name To Be Displayed in the PDF>, for example, *Application=Intake Application*

#### **Hide an entity**

<Entity Name.hidden=true, for example, *ScreeningType.hidden=true*

#### **Hide an attribute**

<Entity Name.Attribute Name.hidden=true, for example, *Application.userName.hidden=true*

#### **Specify a label for an attribute**

<Entity Name.Attribute Name=PDF Label, for example, *Submission.dig FirstName=First Name*

#### **Related information**

[XSL Templates](#)

[Working with Intelligent Evidence Gathering](#)

#### **Configuring an application in the Property Administration page**

Use the Cúram administration system to configure an online application.

#### **About this task**

Browse to the **Property Administration** page and configure properties for an online application

#### **Procedure**

1. Log in to the IBM® Cúram Social Program Management application as Sysadmin.
2. Browse to **System Configurations > Shortcuts > Application Data**.
3. Enter the name of the application property you want to configure in the **Name** field and select **Search**.
4. Select **... > Edit Value**.
5. Change the property setting, for example change **YES** to **NO** and **Save** your changes. For more information, see *Application properties*, which describes the application property settings.

#### **Application properties**

Configure application properties for an application.

#### **Using *curam.citizenworkspace.authenticated.intake* to mandate authentication before applying**

If this property set to **YES**, citizens must create an account or log in before starting an application. If this property set to **NO**, citizens are taken directly to the application selection page.

If *curam.citizenworkspace.authenticated.intake* is set to **YES**, citizens are brought to the following components:

- The **Apply for benefits** page.
- The login page when citizens select **Apply**.

#### **Using *curam.citizenworkspace.intake.allow.login* to set Optional authenticated application**

If this property is turned on, citizens are given the option to log in before starting an application. If this property is turned off, citizens are taken directly to the application selection page.

#### **Using *curam.citizenworkspace.display.confirm.quit.intake* to display a confirmation page to citizens when they quit the application process**

If this property set to **YES**, a confirmation page is displayed when citizens quit during the application process. If the system property is set to **NO**, a confirmation page is not displayed when citizens quit an application. This property is only used when the property *curam.citizenworkspace.intake.allow.login* is set to **NO**.

### **Using *curam.citizenworkspace.intake.enabled* to indicate whether citizens can start the application process from the organization Home page**

If this property is set to **YES**, the **Apply For Benefits** link is displayed on the organization **Home** page.

If this property is set to **NO**, the applications link is not displayed.

### **Using *curam.citizenworkspace.intake.submit.intake.mandatory.login* to indicate that citizens must log in before submitting an application**

If this property is set to **YES** on, citizens must create an account or log in before they can submit an application. If this property is set to **NO**, citizens can submit an application without logging in.

### **Using *curam.citizenaccount.prepopulate.intake* to prepopulate the application with information already known about authenticated citizens**

The default value of this property is **true** which means that the script is prepopulated.

### **Using *Auto-save intake* to mandate whether applications are auto-saved in the citizen account.**

Each application is auto-saved when citizens click **Next** as they progress through the IEG script. By default, this property is set to **true**. If this property is set to **false**, applications are not automatically saved in the citizen account.

## **Configuring other application settings**

Associate programs with the application, define mappings for an application, and configure withdrawal reasons.

### **Associating programs with applications**

Any program described in **Configuring Programs** can be associated with an application. When associating programs with an application, you can set the display order of the selected program relative to other programs associated with the application. For more information, see *Configuring programs* .

### **Defining mappings for an application**

Applications can be processed by IBM Cúram Social Program Management or a remote system.

If the application is processed by IBM Cúram Social Program Management the information entered in an application is mapped to the evidence tables associated with the application case defined for the programs associated with the application. The mappings are configured for an application by creating a mapping using the Data Mapping Editor. A mapping configuration must be specified in order for the appropriate evidence entities to be created and populated in response to an online application submission.

For more information about the Data Mapping Editor, see *Configuring with the Data Mapping Editor*.

### **Configuring withdrawal reasons**

Citizens can withdraw the application for all or any one of the programs for which they applied.

When withdrawing an application, citizens must specify a withdrawal reason. You can define withdrawal reasons for an application in the **Intake Application** section of the administration application. Before associating a withdrawal reason with an application, you must define withdrawal reasons in the *WithdrawalRequestReason* code table. for more information, see *Intake Application*.

### **Related concepts**

#### Configuring programs

You can configure different types of programs. To configure a program, you configure display and system processing information, local offices, mappings to PDFs, and evidence types.

### **Related information**

#### Intake Application

#### Configuring with the Data Mapping Editor

## **Configuring online categories**

Online categories group different types of applications or screenings together to make it easier for citizens to find the ones that they need. You must define online categories for screenings and applications to be

displayed. After you define online categories, you must associate each screening and application to a category.

### **Defining online categories**

When defining an online category a name and URL must be defined. If a URL is defined a **More Info** link is displayed with the name of the online category allowing citizens to find out more information about the selected category. An order can be assigned to a category which dictates the display order of the selected category relative to other categories.

### **Associating screenings and applications**

Applications and screenings must be associated with an online category so they can be displayed in the application. When associating a screening with an online category, an order can be applied which dictates the display order of the screening relative to other screenings within the same category. When associating an application with an online category an order can be applied which dictates the display order of the application relative to other applications within the same category.

## **Configuring the citizen account**

Although customization is required to modify some citizen account information, you can configure information on the citizen account and the **Contact Information** tab.

Messages can originate as a result of transactions in IBM Cúram Social Program Management or a remote system. Most of the configuration options apply to all messages but there are some configuration options that do not apply to messages originating from a remote system.

### **Configuring messages**

The **Messages** panel of the organization **Home** page displays messages to logged-in citizens. For example, a message that informs citizens when their next benefit payment is due or the amount of the last payment.

Messages can be displayed which relate to meetings, activities, and application acknowledgments. Messages can be displayed as a result of transactions in IBM Cúram Social Program Management or they can originate from remote systems by way of a web service.

The links that follow outline the aspects of the **Messages** section, which are configurable.

### **Account messages**

Adding a message or changing a dynamic element of an account message requires customization. The text that is defined for existing messages that are provided in the initial application configuration can be updated by using a set of properties for each type of message.

Properties are as follows:

- `CitizenMessageMyPayments` - messages about payments.
- `CitizenMessageApplicationAcknowledgement` - messages about application acknowledgments.
- `CitizenMessageVerificationMessages` - messages about verification messages.
- `CitizenMessageMeetingMessages` - messages about meetings.
- `CitizenMessagesReferral.properties` - messages about referrals.
- `CitizenMessagesServiceDelivery` - messages about service deliveries.
- `OnlineAppealRequestMessage` - messages about appeal requests.

Property files are stored in the **Application Resources** section of the administration application. To update the message, each file needs to be downloaded, updated, and uploaded again. The icons that are displayed in the citizen account for each type of message can be configured in the **Account Messages** section of the **administration** application.

Adding a message that originates from a remote system requires that a code table entry is added to the `ParticipantMessageType` code table and an associated entry in the **Account Messages** listing in the

administration application. Messages then can be sent by the ExternalCitizenMessageWS web service.

*Creating appeal request acknowledgment or appeal rejection messages*

Create messages to acknowledge an appeal request or to reject an appeal request.

<i>Table 5: Appeal request acknowledgment</i>	
<b>Message Area</b>	<b>Description</b>
<b>Title</b>	Appeal Request Acknowledgment
<b>Message</b>	We have received your [Appeal Request - hyperlink to the appeal request on the My Appeals page] and it is currently under review. We will contact you shortly to confirm the next steps.
<b>Effective Date</b>	Current Date.
<b>Duration</b>	This value is defined in the Num.Days.To.Expiry=7 property in the OnlineAppealRequestMessage properties file and used in the implementation to set the attribute expiry date time. The default value is 7.
<b>Notes</b>	None.

<i>Table 6: Appeal rejection</i>	
<b>Message Area</b>	<b>Description</b>
<b>Title</b>	Appeal Request Disallowed
<b>Message</b>	We have reviewed your appeal request and determined it to be an invalid appeal. We will send you written notice of this, including further details.
<b>Effective Date</b>	Current Date.
<b>Duration</b>	This value is defined in the Num.Days.To.Expiry=7 property in the OnlineAppealRequestMessage properties file and used in the implementation to set the attribute expiry date time. The default value is 7.
<b>Notes</b>	None.

*Creating application acknowledgments*

Create messages to acknowledge an application.

<i>Table 7: Application acknowledgment</i>	
<b>Message Area</b>	<b>Description</b>
<b>Title</b>	<Icon> TANF Application Acknowledgment

Table 7: Application acknowledgment (continued)

Message Area	Description
<b>Message</b>	We have received your TANF Application form. The status of this application is pending. We will contact you when the application has been processed.
<b>Effective Date</b>	Current® date
<b>Duration</b>	An administrator can use a configuration setting to define the number of days (from the effective date) that the message is displayed.
<b>Notes</b>	None.

*Creating meeting messages*

Create messages for a meeting invitation, a meeting cancellation, and a meeting update. An administrator can use a configuration setting to set the number of days (from the effective date) that the meeting messages are displayed.

Table 8: Meeting invite

Message Area	Description
<b>Title</b>	<Icon> Meeting Invitation - Meeting with Case Worker
<b>Message 1</b> (Not an all day meeting and the meeting start and end date are on the same day)	You are invited to attend a meeting from 9.00AM until 5.00PM on 12/04/2010 in Meeting Room 1, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 2</b> (All day meeting for one day only)	You are invited to attend an all day meeting on 12/04/2010 in Meeting Room 1, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 3</b> (All day meeting for multiple days)	You are invited to attend an all day meeting each day from 12/04/2010 until 15/04/2010 in Meeting Room 1, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 4</b> (Non-all day meeting for multiple days)	You are invited to attend a meeting from 9.00AM until 5.00PM from 12/04/2010 to the 13/04/2010 in Meeting Room 1, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.



Table 8: Meeting invite (continued)

Message Area	Description
<b>Notes</b>	When the case worker is setting up a meeting, the location is an optional field. Therefore, if a meeting location is not specified, the preceding messages are displayed without a location. Also, the meeting organizer's contact details are optional. Therefore, if no contact details are found, the preceding message is displayed without the organizer's contact details.

Table 9: Meeting cancellation

Message Area	Description
<b>Title</b>	<Icon> Cancellation - Meeting with Case Worker
<b>Message 1</b> (Not an all day meeting and the meeting start and end date are on the same day)	The meeting that you were scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 is canceled. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information.
<b>Message 2</b> (All day meeting for one day only)	The all day meeting that you were scheduled to attend on 12/04/2010 is canceled. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information.
<b>Message 3</b> (All day meeting for multiple days)	The all day meeting that you were scheduled to attend from 12/04/2010 until 15/04/2010 is canceled. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information.
<b>Effective Date</b>	Current Date.
Notes	The meeting organizer's contact details link opens a page that shows the organizer's contact details.

Table 10: Meeting update

Message Area	Description
<b>Title</b>	<Icon> Cancellation - Meeting with Case Worker

Table 10: Meeting update (continued)

Message Area	Description
<p><b>Message 1</b> (Date and Time change of a non-all-day meeting)</p>	<p>The meeting that you were scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 is rescheduled to 3.00PM until 7.00 PM on 13/04/2010 in Meeting Room 1, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>
<p><b>Message 2</b> (Location change of a non-all-day meeting)</p>	<p>The location of the meeting you are scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 is changed. This meeting is now scheduled for Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>
<p><b>Message 3</b> (Date, time, and location change of non-all-day meeting)</p>	<p>The meeting that you were scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 is rescheduled to 3.00PM until 7.00 PM on 13/04/2010. It is rescheduled for Meeting Room 2, Block C. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>
<p><b>Message 4</b> (Date change of all day meetings for multiple days)</p>	<p>The all day meeting that you are scheduled to attend from 12/04/2010 until 15/04/2010 is rescheduled. This meeting will now take place from 13/04/2010 until 16/04/2010. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>
<p><b>Message 5</b> (Location change for all day meeting for multiple days)</p>	<p>The location of the all day meeting you are scheduled to attend from 12/04/2010 until 15/04/2010 is changed. This meeting is rescheduled for Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>
<p><b>Message 6</b> (Date and location change for all-day meeting for multiple days)</p>	<p>The all day meeting that you are scheduled to attend from 12/04/2010 until 15/04/2010 is rescheduled. This meeting will now take place from 13/04/2010 until 16/04/2010 in Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.</p>

Table 10: Meeting update (continued)

Message Area	Description
<b>Message 7</b> (Date change for an all-day meeting)	The all day meeting that you are scheduled to attend on 12/04/2010 is rescheduled. This meeting will now take place on 13/04/2010. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 8</b> (Location change for an all-day meeting)	The location of the all day meeting you are scheduled to attend on 12/04/2010 is changed. This meeting is rescheduled for Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 9</b> (Date and location change for an all-day meeting)	The all day meeting that you are scheduled to attend on 12/04/2010 is rescheduled. This meeting is rescheduled for 13/04/2010 in Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 10</b> (Date and time change of a non-all-day meeting for multiple days)	The meeting that you are scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 until 15/04/2010 is rescheduled. This meeting is rescheduled for 2.00PM until 6.00 PM on 13/04/2010 until 16/04/2010. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 11</b> (Location change of a non-all-day meeting for multiple days)	The location of the meeting you are scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 until 15/04/2010 is changed. This meeting is rescheduled for Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.
<b>Message 12</b> (Date, time, and, location change of non-all-day meeting for multiple days)	The meeting that you are scheduled to attend from 2.00PM until 6.00 PM on 12/04/2010 until 15/04/2010 is rescheduled. This meeting is rescheduled for 2.00PM until 6.00 PM on 13/04/2010 until 16/04/2010 in Meeting Room 1, Block D. Please contact Joe Bloggs at 014567832 or joe@SemAgency.com if you need more information or cannot attend.

Table 10: Meeting update (continued)

Message Area	Description
<b>Notes</b>	When the case worker is setting up a meeting, the location is an optional field. Therefore, if a meeting location is not specified, the preceding messages are displayed without a location. Also, the meeting organizer's contact details are optional. Therefore, if no contact details are found, the preceding message is displayed without the organizer's contact details.

*Creating payment messages*

Create messages for an issued payment, a canceled payment, a due payment, a stopped payment, an unsuspended payment, an issued overpayment, and an issued underpayment. An administrator can use a configuration setting to set the number of days (from the effective date) that the payment messages are displayed.

Table 11: Payment issued

Message Area	Description
<b>Title</b>	<Icon> Latest Payment
<b>Message 1</b>	Your latest payment of \$22.00 was due on 22/07/2009. Click here to view the payment details. Your next payment is due on 29/07/2009. Click My Payments to view your payment history.
<b>Message 2</b> (Payment previously canceled)	Your latest payment of \$22.00 was due on 22/07/2009. Click here to view the payment details. This payment was originally canceled on 23/07/2009. Click here to view details of the canceled payment. Your next payment is due on 29/07/2009. Click My Payments to view your payment history.
<b>Effective Date</b>	Current Date.
<b>Notes</b>	A payment can be issued, then canceled, and then reissued. The <b>here</b> hyper link opens a page that shows payment details. The <b>My Payments</b> link opens the <b>My Payments</b> page in the Citizen Account.  <b>Note:</b> If no more payments are due, the Your next payment is due on 29/07/2009 part of the messages is not displayed.

Table 12: Payment canceled

Message Area	Description
<b>Title</b>	<Icon> Payment Canceled

Table 12: Payment canceled (continued)

Message Area	Description
<b>Message</b>	Your payment of \$22.00, due on 22/07/2009, has been canceled. Click here to view the details. Click Contact Information to contact your caseworker if you need more information. Your next payment is due on 29/07/2009. Click My Payments to view your payment history.
<b>Effective Date</b>	Current Date.
<b>Notes</b>	If no more payments are due, the Your next payment is due on 29/07/2009 part of the message is not displayed. The <b>Contact Information</b> link opens the <b>Contact Information</b> tab in the citizen account. The <b>My Payments</b> link opens the <b>My Payments</b> page in the Citizen Account.

Table 13: Payment due

Message Area	Description
<b>Title</b>	<Icon> Next Payment Due
<b>Message</b>	Your next Cash Assistance payment is due on 29/07/2011.
<b>Effective Date</b>	Current Date.
<b>Notes</b>	This message is appropriate when it is the first payment that a citizen receives.

Table 14: Case suspended

Message Area	Description
<b>Title</b>	<Icon> Payments Stopped
<b>Message</b>	Your Cash Assistance payments have been stopped from 29/07/2009. Click Contact Information to contact your caseworker if you need more information.
<b>Effective Date</b>	Current Date.
<b>Notes</b>	The <b>Contact Information</b> link opens the <b>Contact Information</b> tab in the Citizen Account.

Table 15: Case unsuspending

Message Area	Description
<b>Title</b>	<Icon> Payments Unsuspending
<b>Message</b>	Your Cash Assistance payment suspension has been lifted from 29/07/2009. Your next payment is due on 31/07/2009.
<b>Effective Date</b>	Current Date.
<b>Notes</b>	None.

**System messages**

Agencies use system messages to send messages to citizens who have a citizen account. For example, an agency might want to provide information and helpline numbers to citizens who are affected by a natural disaster. You can configure system messages in the administration application on the **New System Message** page.

Use the **Title** and **Message** fields to define the title of the message and the message body that is displayed in the **My Messages** pane. If you define the message as a priority with the **Priority** field, the message appears first in the messages listing.

**Note:** If multiple priority messages exist, the effective date of the message and the message type determines the message order. For more information, see *Ordering and Enabling/Disabling Messages*.

Use the **Effective Date and Time** to define an effective date for the message, such as when the message is displayed in the citizen account. Use the **Expiry Date and Time** field to define an expiry date for the message, for example, when to remove the message from the Citizen Account.

The message is saved with a status of **In-Edit**. Before the message is displayed in the Citizen Account, it must be published. After it is published, the message is active and is displayed in the Citizen Account based on the effective and expiry dates defined.

*Configuring message duration*

System properties set the length of time a type of message is displayed in the citizen account. For example, a payment message can be configured to be displayed for 10 days. These configuration options apply only to messages that originate as a result of transactions on IBM Cúram Social Program Management.

The following system properties are provided:

- `curam.citizenaccount.payment.message.expiry.days` - sets the number of days from the effective date that a payment message is displayed in the citizen account. A payment message is displayed for this duration unless another payment message is created which replaces it. The default value is 10.
- `curam.citizenaccount.intake.application.acknowledgement.message.expiry.days` - sets the number of days from the effective date that an application acknowledgment message is displayed in the citizen account. An acknowledgment message is displayed for this duration unless another acknowledgment message is created which replaces it. The default value is 10.
- `curam.citizenaccount.meeting.message.effective.days` -sets the number of days from the effective date that a meeting message is displayed. A meeting message is displayed for this duration unless another meeting message is created which replaces it. The default value is 10.

*Switching off messages*

An agency might not want to display messages in the Citizen Account. To cater for this choice, the system property `curam.citizenaccount.generate.messages` enables an agency to switch all messages *on* or *off*. The default value is `true`, which means that messages are generated and displayed in the Citizen Account.

## Configuring last logged in information

The text displayed in the welcome message and last logged on information can be updated using the properties that are stored in the `CitizenAccountHome` properties file stored in the **Application Resource** section of the Administration Application.

The following properties are provided:

- `citizenaccount.welcome.caption` - updates the welcome message.
- `citizenaccount.lastloggedon.caption` - updates the last logged on message.
- `citizenaccount.lastloggedon.date.time.text` - updates the date and time message.

## Configuring contact information

Configure contact information for citizens and caseworkers.

Contact information displayed in the citizen account displays contact details (phone numbers, addresses and email addresses) stored for the logged in citizen and also caseworker contact details (business phone number, mobile phone number, pager, fax and email) of the case owners of cases associated with the logged in citizen in IBM Cúram Social Program Management and on remote systems.

### Citizen contact information

The following system property is provided that sets whether contact information is displayed to a citizen.

#### **curam.citizenaccount.contactinformation.show.client.details**

If the property is set to `true`, citizens' address, phone number, and email address are displayed. If this property is set to `false`, contact information is not displayed. The default value for this property is `true`.

### Caseworker

The following system properties are provided to set whether agency worker contact information is displayed to a citizen, and if displayed, additional system properties are provided to dictate the type of contact information displayed:

#### **curam.citizenaccount.contactinformation.show.caseworker.details**

Sets whether worker contact details are displayed in the citizen account. If this property is set to `true`, worker contact details of cases associated with the logged in citizen are displayed. If this property is set to `false`, worker contact information is not displayed. The default value for this property is `true`.

#### **curam.citizenaccount.contactinformation.show.businessphone**

Sets whether the worker's business phone number is displayed. The default value of this property is `true`.

#### **curam.citizenaccount.contactinformation.show.mobilephone**

Sets whether the worker's mobile number is displayed. The default value of this property is `true`.

#### **curam.citizenaccount.contactinformation.show.emailaddress**

Sets whether the worker's email address is displayed. The default value of this property is `true`.

#### **curam.citizenaccount.contactinformation.show.faxnumber**

Sets whether the worker's fax number is displayed. The default value of this property is `true`.

#### **curam.citizenaccount.contactinformation.show.pagernumber**

Sets whether the worker's pager is displayed. The default value of this property is `true`.

#### **curam.citizenaccount.contactinformation.show.casemember.cases**

Sets whether the worker's contact information is displayed for cases where the citizen is a case member. If this property is set to `true`, cases where the citizen is a case member are displayed. If this property is set to `false`, then only cases where the citizen is the primary client are displayed. Note: this property only applies to cases originating from IBM Cúram Social Program Management. The types of product deliveries and integrated cases to be displayed can be configured in the Product section of the Administration Application. For more information on administering this see the *Cúram Integrated Case Management Configuration Guide*.

## Configuring user session timeout

Configure the user session timeout modal in the System Administration application and the web application so that citizens know when their session is about to expire.

If a user session is inactive for a time, citizens can continue their current session by clicking **Stay logged in** so that they don't lose information entered on the current page. Citizens can also continue the current session by navigating away from the **Stay logged in** button.

If citizens do not click **Stay logged in** they are logged out automatically after a configurable period of time to secure their personal information.

Use the following properties to configure the session timeout:

### **curam.environment.enable.timeout.warning.modal**

You can either enable or disable the session timeout feature. For more information, see *Customizing the session timeout warning in Universal Access*.

### **curam.environment.timeout.warning.modal.time**

Configure the maximum time that the **Stay logged in** dialog is displayed to citizens. For more information, see *Customizing the session timeout warning in Universal Access*.

## **REACT\_APP\_SESSION\_INACTIVITY\_TIMEOUT**

In the web application, use the React app `REACT_APP_SESSION_INACTIVITY_TIMEOUT` node environmental property to configure the period of time before a user session expires. The property is configured in seconds. The default value is 1800 (30 minutes).

You can set `REACT_APP_SESSION_INACTIVITY_TIMEOUT` in the `.env/.env.development` file within the relevant package.

`REACT_APP_SESSION_INACTIVITY_TIMEOUT` should match the timeout period that is configured for the server using `curam.environment.timeout.warning.modal.time`.

## Configuring the dialog text

To configure the dialog text, such as title, informational text, and button text, for the web application, use the `SessionTimeoutDialogComponentMessages.js` file that accompanies the source files. For more information, see *Customizing the IBM Cúram Universal Access server*.

## Configuring the login page to notify citizens that the session has timed out

Use the property `sessionCountdownTimerEnd` on the router location state to update a customized login page with a message to notify citizens that their sessions have timed. For more information on routing see *Developing with routes*.

An example of the `sessionCountdownTimerEnd` is as follows:

```
if (location.state.sessionCountdownTimerEnd) {  
  <Alert .../>  
}
```

This notification message is configured by default when a citizen's session times out.

## Related concepts

[Customizing the IBM Cúram Universal Access server](#)

Use this information to customize the Universal Access server.

[Developing with routes](#)

Routes define the valid endpoints for navigation in your application. Your application consists of a network of routes that can be traversed by your users to access the application's pages.

## Related information

[Customizing the session timeout warning in Universal Access](#)



## Configuring appeal requests

Complete the following steps to enable a citizen to request an appeal from their citizen account.

### Procedure

1. Create a custom IEG script and data store schema to capture the appeal information.
2. Set the values of the `curam.citizenworkspace.appeals.datastore.schema` and the `curam.citizenworkspace.appeals.datastore.script.id` properties to the values of the script and data store schema that you created.
3. Create an XSL template to generate a PDF of the appeal information.

### Related tasks

#### [Customizing IEG forms in Universal Access \(New\)](#)

Universal Access provides a number of forms to gather information about citizens, such as applying for benefits or screening for programs. Where you need to save customer data as evidence, forms are implemented in Intelligent Evidence Gathering (IEG). IEG is a framework for creating dynamic and conditional questionnaires and saving the input data as evidence. You can customize IEG forms in the Universal Access for your organization.

#### [Customizing appeals in Universal Access \(New\)](#)

You can customize appeals to suit your organization. You can integrate with an appeals system of your choice. If you are licensed for the IBM Cúram Appeals application module, the IBM Cúram Social Program Management appeals functionality is available on installation.

## Configuring communications on the Notices page

You can configure the maximum number of communications that are displayed on the **Notices** page. By default, up to 20 communications are displayed.

### Procedure

Edit the `curam.citizenaccount.max.communication` system property and specify the maximum number of communications to display.

### What to do next

You can further customize the underlying communications implementation if needed. For more information, see [“Customizing the Notices page” on page 152](#).

### Related concepts

#### [Viewing Notices](#)

When they are logged in, citizens can open the **Notices** page and see all communications that are relevant to them that are in sent, received, or normal status. Notices are typically formal written communications that are issued to meet legal, regulatory, or state requirements, which are created by using letterhead templates. For example, online appeal requests are shown on the **Notices** page.

#### [Customizing the Notices page](#)

By default, the notices relevant to the linked user are listed on the **Notices** page. You can replace the default `CitizenCommunicationsStrategy` implementation with your own custom implementation.

## Configuring life events

For each life event, you must define how information is collected, stored, and displayed. You can configure life event information categories, mappings to dynamic evidence, and information sharing with internal and external sources.

Life events are displayed in the citizen account to allow citizens to submit information to the agency. Life events can also provide citizens with useful information and resources. Life events can be made available in other channels. For example, they can be submitted online by an agency worker in the internal application. Configuration settings allow different information to be displayed depending on where the life event is initiated from. For example, the **Having a Baby** life event question script that is displayed to

citizens can be different from the **Having a Baby** life event question script that is displayed to an agency worker.

### Enabling and disabling life events

Use the environment property `REACT_APP_FEATURE_LIFE_EVENTS_ENABLED` to enable or disable life events pages, panes, and cards.

### About this task

`REACT_APP_FEATURE_LIFE_EVENTS_ENABLED` is set to **true** by default.

If `REACT_APP_FEATURE_LIFE_EVENTS_ENABLED` isn't defined, the life events features are enabled by default.

If `REACT_APP_FEATURE_LIFE_EVENTS_ENABLED` is set to **false**, the following UI components are disabled:

- **Has anything changed** card on the dashboard.
- **Has anything changed** Pane on the citizen's profile page.
- The **View your account** callout card is updated to say *See your next payment, and more.*
- Related URLs are also disabled, for example: `/life-events/history`.

`REACT_APP_FEATURE_LIFE_EVENTS_ENABLED` is located in the `.env` file.

### Procedure

1. Log on to the server that is running Universal Access.
2. Change directory as follows: `/opt/JK_maverick0006/workspace/Vdevelop_UniversalAccessApp_maverick0006/package`
3. Edit the `.env` file:
  - a) To disable life events in the user interface, make the following change: `set REACT_APP_FEATURE_LIFE_EVENTS_ENABLED=false`
  - b) Alternatively, to enable life events, make the following change: `set REACT_APP_FEATURE_LIFE_EVENTS_ENABLED=true`
4. Save your changes to the `.env` file.
5. Restart your server.

### Configuring a life event

Use the **New Life Event** page to configure a life event in life event administration.

### Defining a name

Specify a name that uniquely identifies the life event. This name is only displayed in the administration application. You must specify a schema if the life event enables citizens to submit information to the agency. The schema defines where the information submitted by a citizen or user in the life event script is stored. For more information about defining data store schemas, see *Working With Intelligent Evidence Gathering*.

### Defining a channel type

The channel type defines the channel in which a life event is used, for example, 'Online' or 'Internal'.

### Defining a display name

The display name represents the name of the life event that appears citizens or agency workers. For example, a change of job life event might be displayed as **Lost My Job** to citizens but **Client Loses Job** to caseworkers.

## Displaying question and answer scripts

Question script is the name of the life event script. Answer script gathers answers to life event questions.

## Defining a schema

The name of the data store schema used by the life event script to capture data. Select a schema from the **Schema** menu.

## Defining the display ruleset

Define the ruleset that determines which recommendations are displayed to citizens when a life event is submitted.

## Enabling citizen consent

For certain life events, a citizen's consent might be needed before information is sent to a remote system or agency. The **Citizen Consent Enabled** selection box allows an administrator to specify whether a citizen's consent is needed. This provision means that citizens can select the agencies that they would like to send their life event information to.

If this indicator is specified, a list of remote systems is displayed on completion of the life event script. If this indicator is not specified, the citizen is not presented with the list. If only one remote system is associated with the life event, the **Citizen Consent If One Choice Only** field is provided to determine whether the citizen is presented with the remote systems list. The citizen must specify their consent to send information to this remote system by selecting it on completion of the question script.

## Defining the channel

The channel that this life event applies to, either online or internal.

## Defining a display description

A description of the life event. This description is displayed on the cards on the citizen's profile page. Rich text is supported.

## Defining additional information

Additional information related to the life event can be specified. For example, you can display links to useful websites or information that the agency deems relevant to a particular life event.

## Defining submission text

Configure the text to be displayed to a citizen after they submit a life event. If a rule set was defined, the following default text is displayed:

**Your information has been submitted. Based on the information you have given us, we have identified services and programs that may be of use to you. View your results.**

## Defining an icon

You cannot define an icon when first configuring a life event. Instead, you must save the life event and then take the following steps:

1. Select the ... icon for the new life event and then select **New Image...**
2. Select **Browse...**, and select an image file from your local drive.

**Note:** Only .png or .gif images are supported. Image files must not be animated.

3. Specify an image name and alt text and select **Save**.

## Related information

[Working with Intelligent Evidence Gathering](#)

### Mapping life event information to evidence entities

Information that is gathered in the life event script is stored in the data store schema that is defined for the life event.

To pass information gathered in the life event script into IBM Cúram Social Program Management, it must be mapped to dynamic evidence entities. Dynamic evidence entities must first be defined in the **Rules and Evidence** section of the administration application. When defined, you must specify these entities as **Social Record Evidence Types** in the administration application. An indicator is also provided to set if a particular evidence type is visible to citizens. When the social record evidence entities are defined, use the Data Mapping Editor to map the data from the data store to the appropriate evidence entities. You can access the Data Mapping Editor from the **Mappings** tab on the life event.

When citizens submit a life event, the information that is gathered is mapped to evidence entities that are associated with a new case type called a social record case. The evidence broker can then be used to pass the information from this case to the appropriate ongoing cases.

For more information about dynamic evidence, see the *Configuring dynamic evidence* related link. For more information about data mapping, see the *Configuring with the data mapping editor* related link. For more information about sharing evidence, see the *Sharing evidence with the evidence broker* related link.

## Related information

[Configuring dynamic evidence](#)

[Configuring with the Data Mapping Editor](#)

[Sharing evidence with the evidence broker](#)

### Defining a question script, answer script, and schema

You must define an IEG script for the life event if the life event allows citizens or users to submit information to the agency.

The IEG script that you define collects the answers to a set of questions related to the life event. Specify a script name in the **Question Script** field. You must also specify a schema if the life event allows citizens or users to submit information to the agency. The schema defines where the information submitted in the life event script is stored. Specify a schema in the **Schema** field. You must specify an answer script to allow citizens to review the answers they have provided to the questions during submission of the life event. Specify an answer script in the **Answer Script** field.

When you save the life event, empty template scripts and a schema are created by the system based on the Question Script, Answer Script and Schema specified. You can then update these from the **Life Event** tab by selecting the hyperlinks provided on the page. Clicking on the **Question Script** and **Answer Script** links launch the IEG Editor. Clicking on the **Schema** link starts the Datastore Editor. Existing schema, question scripts and answer scripts can be used by selecting them on the **Edit Life Event** page.

**Note:** If a life event has been configured to send information to remote systems, set the **Finish Page** field in the script properties (accessed by selecting **Edit > Configure Script Properties** in the IEG Editor) to `cw/DisplayRemoteSystems.jspx`.

For more information on defining IEG scripts and schema, see *Working with Intelligent Evidence Gathering Guide*.

## Related information

[Working with Intelligent Evidence Gathering](#)

### **Categorizing life events**

Life event administration allows you to categorize or group together similar life events, for example, changing jobs, changing address and changing income life events could be categorized within an employment category.

Categorizing life events makes it easier for citizens or users to find the life event they need. You define categories in life event administration and then associate them with a life event. When defining a category, you must specify a name and description. Life events can then be associated with that category.

### **Defining Remote Systems**

Life event information can be submitted to remote or external systems. You must associate a remote system with a life event so that life event information can be sent to that system.

The remote system must have the Life Event Service web service associated with it. This is used to transmit life event information to the remote system. Remote Systems can be configured in the Remote Systems section of the administration application.

## **Securing the IBM Cúram Universal Access server**

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The IBM Cúram Universal Access web application gives citizens access to their most sensitive personal data over the internet. Security must be a primary concern in the development of citizen account customizations. All projects that are built on Universal Access must focus on delivering security from beginning to end.

It is recommended that all projects take at least the following steps to ensure the security of the project delivery:

- Ensure that the project team are familiar with the principles of secure application development, and common vulnerabilities such as the [OWASP Top Ten](#).
- Develop and apply a [Threat Model](#)
- Employ security experts to test everything from requirements to the finished deployment.
- Plan for how the application is used in public spaces like libraries and kiosks.

### **The security model**

The IBM Cúram Universal Access security model implements different account types to support both anonymous and registered citizens. As citizens use Universal Access, they transition through the account types.

IBM Cúram Universal Access has the following user types:

#### **Public citizen account**

When citizens view the organization **Home** page they are automatically logged in under the *publiccitizen* account. This account only has access to the home page and pages that allow citizens to enter or reset passwords.

#### **Anonymous account**

When the user clicks a link to perform screening or intake, they are logged out as *publiccitizen* and logged back as an *anonymous* account with a random user name. A principle of Universal Access is that users do not have access to the data of other users. If all intakes and screenings are performed using a single user account, *publiccitizen*, for example, one citizen might see data that has been entered by another citizen.

#### **Registered accounts**

Standard accounts created by citizens. Citizens can create accounts when they first use the application, or during processes like applying for benefit. These accounts differ from anonymous accounts in that they allow citizens to continue previously saved applications, restart applications that were previously unfinished, and review or withdraw previously submitted applications.

## Linked accounts

Linked accounts are accounts that have been linked with an underlying Concern Role ID for a Person entity.

Some typical scenarios for linking are presented. These are examples, the actual processes for linking is unique to each citizen. A citizen requests a Citizen Account. The citizen is asked to present themselves at their local Social Welfare office with drivers license and other personal identification. The caseworker, uses custom developed functions to enter details for the new linked account after verifying the identity of the citizen.

A citizen creates a user account for Universal Access and submits an Intake Application. They are contacted by their caseworker who asks them if they want access to more services. The citizen agrees and presents themselves at the local office with identification such as a passport. The caseworker is able to link the citizen to the account they used to submit the Intake Application.

In both of these cases the caseworker does not have access to the citizen's password. Instead, the linking process triggers a batch job that generates a letter, sent to the citizen's home address. The letter contains the password and a separate letter then contains an electronic code card. All of this functionality is developed by the customer however it is supported by Universal Access APIs that allow a user name to be linked to a Concern Role ID.

## Authorization roles and groups

The account types are assigned different authorization roles. The roles limit the methods that can be invoked. No additional permissions should be granted to authorization roles except for Linked Accounts, which use the LINKEDCITIZENROLE. If adding additional custom methods to citizen account, additional permissions will be required.

For more information about adding additional custom methods to citizen account, see *Customizing the citizen account*.

If only a subset of the functionality offered by IBM Cúram Universal Access is being used, permission to invoke the unused methods should be removed from the database. For example, if citizen account is not used, the LINKEDCITIZENROLE and other related authorization artifacts should be removed, as they are not needed. Projects not using citizen account should also consider the deployment implications. For more information, see *Customizing the citizen account*.

Authorization roles should be configured only for the functionality that is being used. It is recommended that unused Security IDentifiers (SIDs) should be removed from the database. For example, if citizen account is not being used, the LINKEDCITIZENROLE and other related authorization artifacts should be removed, as they are not needed. Projects not using citizen account should also consider the deployment implications. For more information, see *Citizen Account Security Considerations*.

Proper use of the authorization roles and groups ensure that no user can access functions for which they have no permission. It will not however, prevent users from using these functions to access data belonging to user users. This is the preserve of Data-based Security. Universal Access provides a framework for Data-based Security and all customizations should use this framework. For more information, see *Citizen Account Security Considerations*.

### Related concepts

[Customizing the Citizen Account](#)

Users can use the Citizen Account to log in to a secure area where users can screen and apply for programs.

[Security and the Citizen Account](#)

Security must be a primary concern when you customize the citizen account customizations. All public-facing applications must be analyzed and tested before they are deployed. Users must contact IBM support to discuss unusual customizations that might have specific security issues.

## Integrating external security

By default, IBM Cúram Universal Access uses its own authentication system that is backed up by a database of registered users. However, Universal Access can also be configured to integrate with external security systems.

As government agencies increasingly provide online services, there is a drive to ensure that citizens can be authenticated for any of these services by using a single set of credentials. This approach provides benefits for the government in streamlining the authentication process and also for the citizen because citizens do not have to remember user names and passwords.

This process, in turn, increases security for the following reasons:

- It makes it less likely that citizens write down their user names and passwords.
- It focuses security efforts on implementing best practice in a single enterprise security system.

Universal Access can be deployed in *Identity Only* mode for registered users so that creating accounts occurs externally and user accounts are authenticated externally. For more information, see *Identity Only Authentication*.

### Related information

[Identity only authentication](#)

### Configuring single sign-on

Single sign-on (SSO) authentication enables users to access multiple secure applications by authenticating once with a single user name and password. Federated single sign-on that uses SAML 2.0 browser profile, using either an IdP-initiated HTTP POST binding or an SP-initiated HTTP POST binding, can be implemented through the Citizen Engagement application.

If a user authenticates to an SSO system, they are no longer prompted for credentials when they access any of the other applications that are configured to work with the SSO system.

SSO systems usually maintain the user accounts on a lightweight directory application protocol (LDAP) server. If user accounts are stored in one location, it is easier for system administrators to safeguard the accounts. Also, it is easier for users to reset one account password for multiple applications.

The following information describes the scenario where IBM Cúram Social Program Management is deployed on WebSphere. However, a similar process applies if IBM Cúram Social Program Management is deployed on another supported application server, such as Oracle Weblogic.

### Related information

[Oracle: Configuring SAML 2.0 Services](#)

### **SAML 2.0 single sign-on initiation and flow in Universal Access**

For single sign-on, the SAML response, by HTTP POSTs, is interpreted and controlled by logic in Universal Access.

In all SAML web SSO profile flows, the binding defines the mechanism that is used to send information through assertions between the identity provider (IdP) and the service provider (SP). WebSphere supports HTTP POST binding for sending web SSO profiles. The browser sends an HTTP POST request, whose POST body contains a SAML response document. The SAML response document is an XML document that contains certain data about the user and the assertion, some of which is optional.

Browser-based single sign-on (SSO) through SAML v2.0 works well with many web applications where the SAML flow is controlled by HTTP redirects between the identity provider (IdP) and the service provider (SP). The user is guided seamlessly from login screens to SP landing pages by HTTP redirects and hidden forms that use the browser to POST received information to either the IdP or the SP.

In a single-page application, all the screens are contained within the application and dynamic content is expected to be passed only in JSON messages through XMLHttpRequests. Therefore, the rendering of

HTML content for login pages and the automatic posting of hidden forms in HTML content is more difficult. If the SP processes the content in the same way, it would be necessary to leave the application and hand back control to either the user agent or the browser, in which case the application state would be lost.

### **IdP-initiated use case**

The IdP can send an assertion request to the service provider ACS in one of two ways:

- The IdP sends a URL link in a response to a successful authentication request. The user must click on the URL link to post the SAML response to the service provider ACS.
- The IdP sends an auto-submit form to the browser that automatically posts the SAML response to the service provider ACS.

The ACS then validates the assertion, creates a JAAS subject, and redirects the user to the SP resource.

### **SP-initiated use case**

When an unauthenticated user first accesses an application through an SP, the SP directs the user's browser to the IdP to authenticate. To be SAML specification compliant, the flow requires the generation of a SAML AuthnRequest from the SP to the IdP. The IdP receives the AuthnRequest, validates that the request has come from a registered SP, and then authenticates the user. After the user has been authenticated, the IdP directs the browser to the Assertion Consumer Service (ACS) application that is specified in the AuthnRequest that was received from the SP.

### **Assertions and the SAML Response document**

To prove the authenticity of the information, the assertion in the SAML response is almost always digitally signed. To protect the confidentiality of parts of the assertion, the payload can be digitally encrypted. A typical SAML response contains information that can be sent only through a login by a POST parameter. After login, an alternative mechanism is typically used to maintain the logged-in security context. Most systems use some cookie-based, server-specific mechanism, such as a specific security cookie, or the server's cookie tied to the user's HTTP session.

### **IdP-initiated flow in Universal Access**

When Universal Access is configured with an IdP initiated web SSO flow, any attempt to connect to a protected resource without first authenticating through IdP results in a 403 HTTP response from IBM Cúram Social Program Management web API. Any authentication requests that are initiated through SP result in a 403 HTTP response, and the application redirects the user to the login page that is contained in Universal Access.

The following figure illustrates the IdP initiated flow that is supported by Universal Access in a default installation.



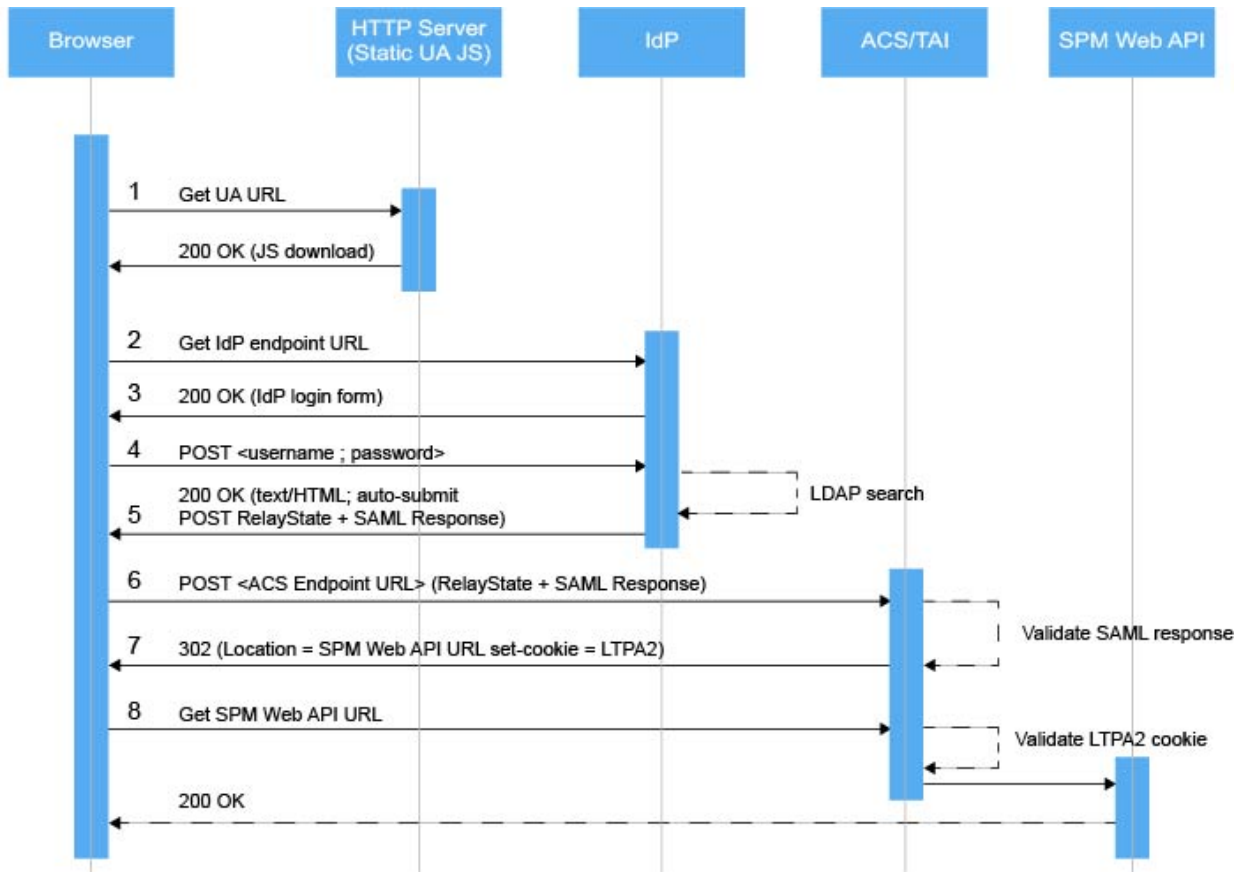


Figure 2: IdP-initiated flow in Universal Access

1. A user browses to the HTTP server that contains Universal Access.
2. The user can browse as normal by interacting with IBM Cúram Social Program Management as either a public or a generated user (which is not shown in the diagram). The user then opens the login page to access protected content, which triggers an initial request to the IdP endpoint.
3. In most IdP configurations, an HTML login form responds to the request. Universal Access ignores the response.
4. To authenticate, the user completes the login form and clicks **Submit**. The form submission triggers an HTTP POST request that contains login credentials to the IdP.
5. After successful validation of the user credentials at the IdP, the IdP populates the SAML Response and returns it in an HTML form that contains hidden input fields. Several redirects might occur before the 200 OK HTTP response that contains the SAML information is received. Universal Access does not respond to the redirects.
6. Universal Access extracts the RelayState and SAMLResponse values, and inserts them in a new POST request to the application server Assertion Consumer Service (ACS).
7. The application server ACS validates the signature that is contained in the SAML Response. WebSphere Application Server also ensures that the originator is a Trusted Authentication Realm. If the validation is successful, the ACS sends an HTTP redirect that points to the configured IBM Cúram Social Program Management target landing page, along with an LTPA2 Cookie that will be used in any subsequent communication.
8. Universal Access begins its standard user setup by requesting account and profile information from the relevant web API endpoints.

### SP-initiated flow in Universal Access

When Universal Access is configured with an SP-initiated web SSO flow, any attempt to connect to a protected resource without first authenticating results in a 401 HTTP response from the application server Assertion Consumer Service's Trust Association Interceptor, and the generation of the SAML AuthnRequest message to be sent to the IdP.

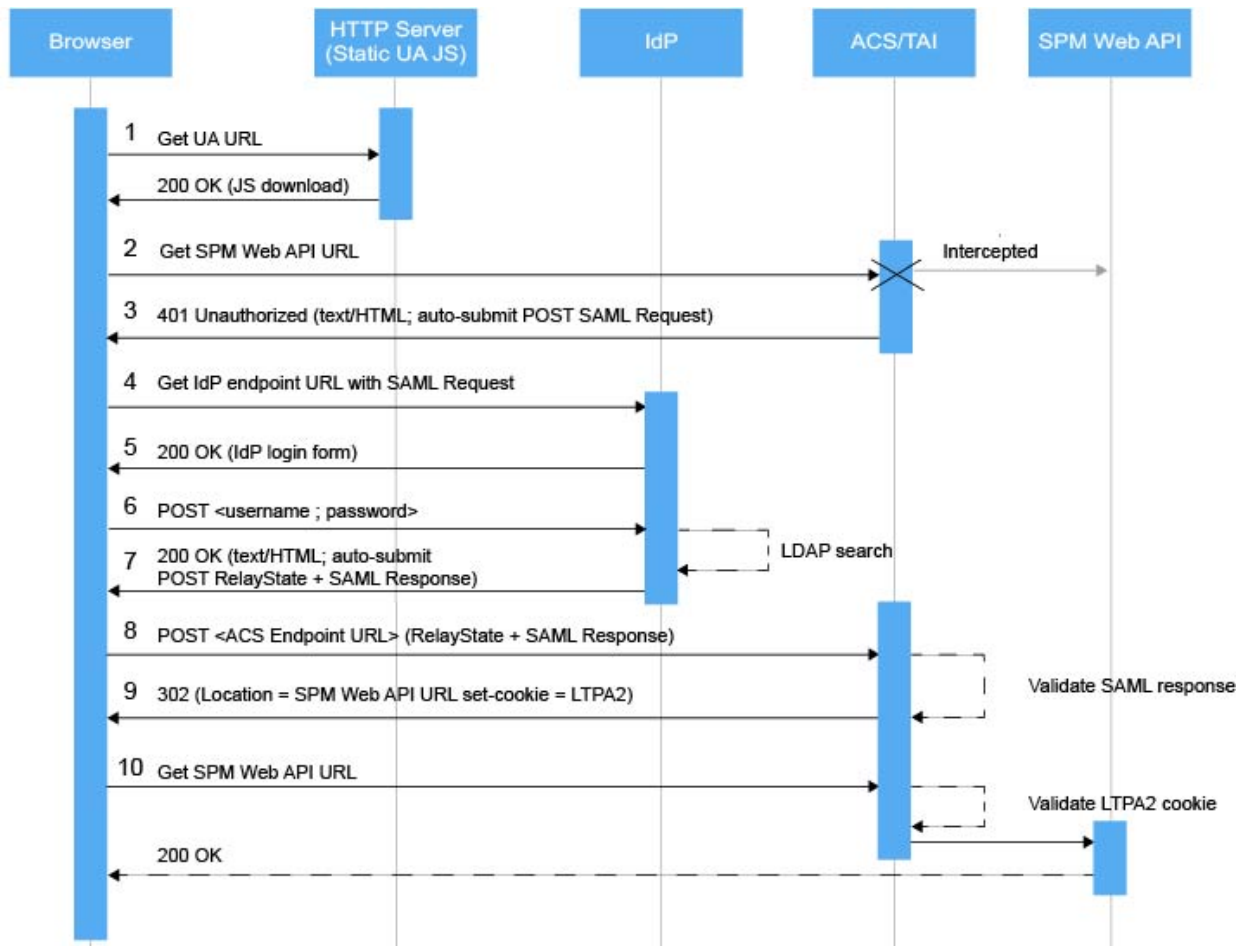


Figure 3: SP-initiated flow in Universal Access

1. A user browses to the HTTP server that contains Universal Access.
2. The user can browse as normal by interacting with IBM Cúram Social Program Management as either a public or a generated user (which is not shown in the diagram). The user then accesses protected content in the application, which is intercepted by the Assertion Consumer Service Trust Association Interceptor (TAI).
3. The TAI triggers an 401 HTTP response with the SAML request message to be sent to the IdP.
4. Universal Access then directs the SAML Request to the IdP SAML endpoint.
5. In most IdP configurations, an HTML login form responds to the request. Universal Access extracts a hidden authentication token in the login form if present, ignoring the rest of the response.
6. To authenticate, the user completes the login form and clicks **Submit**. The form submission triggers an HTTP POST request that contains login credentials to the IdP, along with the token extracted in the previous step if present.
7. After successful validation of the user credentials at the IdP, the IdP populates the SAML Response and returns it in an HTML form that contains hidden input fields. Several redirects might occur before the 200 OK HTTP response that contains the SAML information is received. Universal Access does not respond to the redirects.

8. Universal Access extracts the ReLayState and SAMLResponse values, and inserts them in a new POST request to the application server Assertion Consumer Service (ACS).
9. The application server ACS validates the signature that is contained in the SAML Response. WebSphere Application Server also ensures that the originator is a Trusted Authentication Realm. If the validation is successful, the ACS sends an HTTP redirect that points to the configured IBM Cúram Social Program Management target landing page, along with an LTPA2 Cookie that will be used in any subsequent communication.
10. The browser automatically sends a new request to the target URL, but Universal Access does not respond to the request. Universal Access begins its standard user setup by requesting account and profile information from the relevant web API endpoints.

### **Related information**

[Oasis: SAML 2.0 Technical Overview](#)

[Oracle: JAAS Authorization Tutorial](#)

### ***Configuring single sign-on properties***

To enable IBM Cúram Universal Access to work with SAML single sign-on (SSO), configure the appropriate properties in the .env environment variable file in the root of the application. Then, rebuild Universal Access. The properties are applicable to both identity provider (IdP)-initiated and service-provider (SP)-initiated SAML 2.0 web SSO unless otherwise stated.

### **About this task**

- The <IdP\_URL> consists of 3 parts: the HTTPS protocol, the IdP hostname or IP address, and the listener port number. For example, `https://192.168.0.1:12443`.
- The <ACS\_URL> consists of 3 parts: the HTTPS protocol, the Assertion Consumer Service (ACS) hostname or IP address, and the listener port number. For example, `https://192.168.0.2:443`.

### **Procedure**

- Set the [“Single sign-on \(SSO\) authentication”](#) on page 34 environment variables for your environment.

### ***Configuring cross-origin resource sharing***

For security reasons, browsers restrict cross-origin HTTP requests, including XMLHttpRequest HTTP requests, that are initiated inside IBM Cúram Universal Access. When the Universal Access application and the Universal Access web API are deployed on different hosts, extra configuration is required.

### **About this task**

Universal Access can request HTTP resources only from the same domain that the application was loaded from, which is the domain that contains the static JavaScript. To enable Universal Access to support cross-origin resource sharing (CORS), enable the use of CORS headers.

### **Procedure**

1. Log on to the IBM Cúram Social Program Management application as a system administrator, and click **System Configurations**.
2. In the Shortcuts panel, click **Application Data > Property Administration**.
3. Configure the `curam.rest.allowedOrigins` property with the values of either the host names or the IP addresses of the IdP server and the web server on which Universal Access is deployed.

### **Related information**

[Cúram REST configuration properties](#)

### ***Single sign-on configuration example***

The example outlines a single sign-on (SSO) configuration for IBM Cúram Universal Access that uses IBM Security Access Manager to implement federated single sign-on by using the SAML 2.0 Browser POST

profile. The example applies to both IdP-initiated and SP-initiated flows. Some additional steps are required to configure SP-initiated flows.

### Universal Access SSO configuration components

The following figure shows the components that are included in a Universal Access SSO configuration.

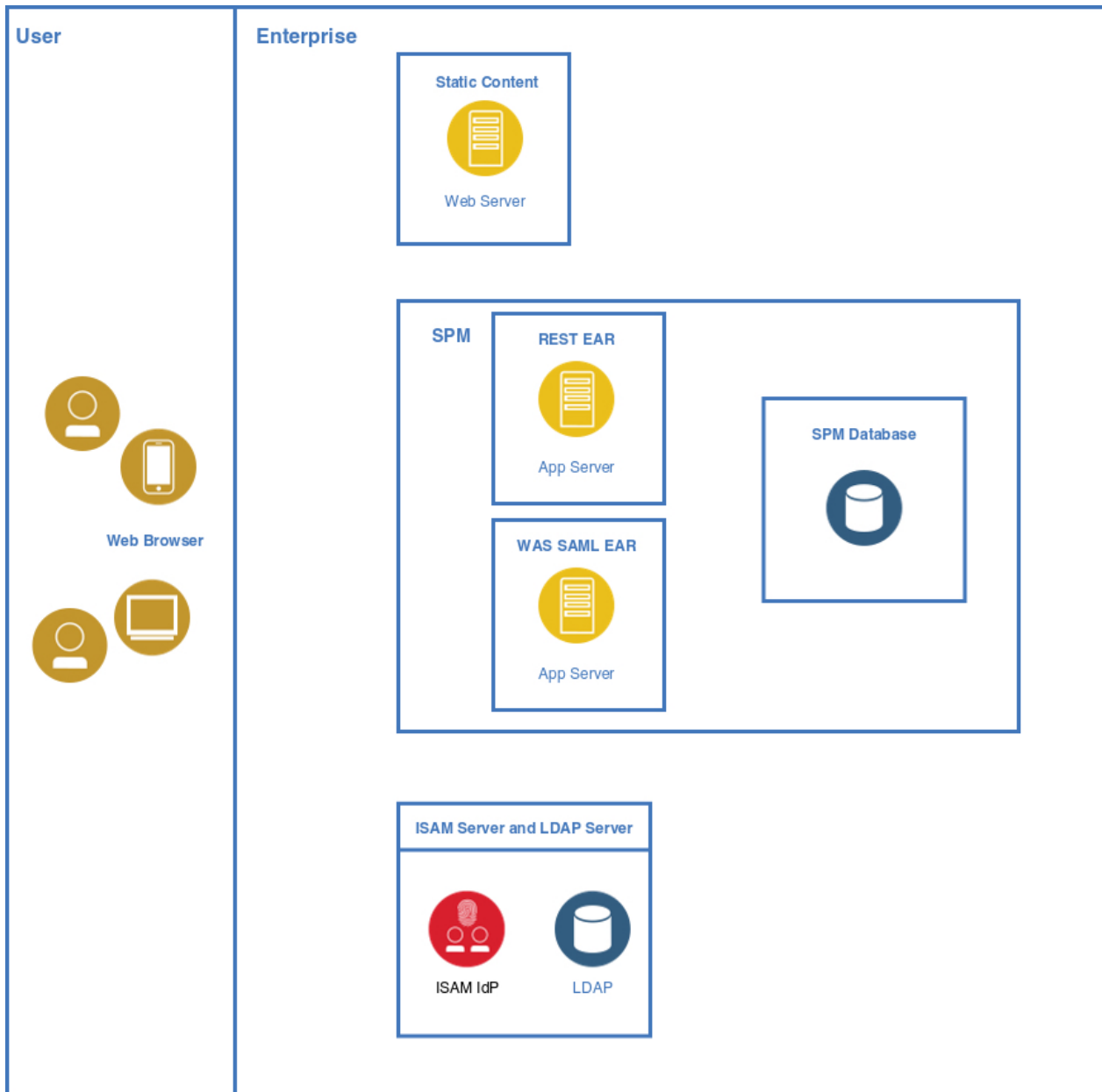


Figure 4: Universal Access SSO configuration components

#### Web browser

A user sends requests from their web browser for applications in the SSO environment.

#### Web server

The Universal Access ReactJS static content is deployed on a web server, such as IBM HTTP Server, or Apache HTTP Server.

#### IBM Security Access Manager (ISAM) server

The IBM Security Access Manager server includes the identity provider (IdP).

### **LDAP server (user directory)**

Among other items, the LDAP server contains the user name and password of all the valid users in the SSO environment.

### **IBM WebSphere Application Server**

Among other applications, WebSphere Application Server contains the deployed IBM Cúram Social Program Management, Citizen WorkSpace, and REST enterprise applications.

### **WebSphere Application Server SAML EAR**

A WebSphere package that contains the packages to run the SAML Assertion Consumer Service (ACS).

### **SPM Database**

Data storage for the IBM Cúram Social Program Management, Citizen WorkSpace, and REST enterprise applications.

### *Configuring single sign-on through IBM Security Access Manager*

Use the IBM Security Access Manager management console to configure single sign-on (SSO) in IBM Cúram Universal Access.

### **Before you begin**

1. Start IBM Security Access Manager.
2. In the management console, log on as an administrator.
3. Accept the services agreement.
4. If required, change the administrative password.

### **About this task**

In the IBM Security Access Manager management console, complete the following steps, with reference to the *IBM Security Access Manager 9 Federation Cookbook*.

### **Procedure**

1. Configure the IBM Security Access Manager database:
  - a) In the top menu, click **Home Appliance Dashboard > Database Configuration**.
  - b) Enter the database configuration details, such as **Database Type, Address, Port**, and so on, and click **Save**.
  - c) When the **Deploy Pending Changes** window opens, click **Deploy**.
2. To install all the required product licenses, complete the steps in section 4.3 *Product Activation* from the *IBM Security Access Manager 9 Federation Cookbook*.
3. Configure the LDAP SSL database by completing section 25.1.1 *Load Federation Runtime SSL certificate into pdsrv trust store* from the *IBM Security Access Manager 9 Federation Cookbook*.
4. Configure the runtime component by completing 4.6 *Configure ISAM Runtime Component on the Appliance* from the *IBM Security Access Manager 9 Federation Cookbook*.

### *Configuring IBM Security Access Manager as an IdP*

To configure IBM Security Access Manager as an identity provider (IdP), see the IBM Security Access Manager 9.0 Federation Cookbook that is available from IBM Developer Works.

### **Before you begin**

Download the IBM Security Access Manager 9.0 Federation Cookbook from IBM Developer Works, as shown in the related link. Also download the mapping files that are provided with the cookbook.

### **About this task**

To set up the example environment, complete the specified sections in the IBM Security Access Manager 9.0 Federation Cookbook.

## Procedure

1. Complete *Section 5, Create Reverse Proxy instance*.
2. Complete *Section 6, Create SAML 2.0 Identity Provider federation*.  
In Section 6.1, if you are using the ISAM docker deployment, it is possible to re-use the existing keystore that is included in the container instead of creating a new keystore. It is important to reflect this change in subsequent sections where the myidpkeys certificate database is referenced.
3. Complete *Section 8.1, ISAM Configuration for the IdP*.  
In Section 8.1, use the host name of the IdP federation.
4. Optional: After completing Section 8.1.1, if you require ACLs to be defined to allow and restrict access to the IdP junction, then follow the instructions in *Section 25.1.3, Configure ACL policy for IdP*.
5. Complete *Section 9.1, Configuring Partner for the IdP*.  
The export from Websphere does not contain all the relevant data. Therefore, in Section 9.1, after you complete configuring partner for the IdP, you must click **Edit configuration** and complete the remaining advanced configuration.

## Related information

[IBM Security Access Manager 9.0 Federation Cookbook](#)

*Configuring WebSphere Application Server*

The procedure outlines the high-level steps that are required to configure IBM WebSphere Application Server as a SAML service provider.

## About this task

For more information, see the related link to the WebSphere Application Server documentation.

## Procedure

1. Deploy the `WebSphereSamLSP.ear` file.

**Note:** So that SAML Assertion Consumer Service (ACS) works with cross-origin resource sharing (CORS) security requirements during redirections, you must map its modules to the same virtual host used for the REST target application (that is, `client_host`).

The `WebSphereSamLSP.ear` file is available as an installable package. Choose one of the following methods:

- Log on to the WebSphere Application Server administrative console, and install the `app_server_root/installableApps/WebSphereSamLSP.ear` file to your application server or cluster.
- Install the SAML ACS application by using a Python script. In the `app_server_root/bin` directory, enter the following command to run the `installSamLACS.py` script:

```
wsadmin -f installSamLACS.py install nodeName serverName
```

Where `nodeName` is the node name of the target application server, and `serverName` is the server name of the target application server. When you complete this step, you must map the modules to the REST application, for more information see: [Mapping virtual hosts for web modules](#).

2. Configure the ACS trust association interceptor:

- a) In the WebSphere Application Server administrative console, click **Global security > Trust association > Interceptors > New**.

- b) For **Interceptor class name**, enter `com.ibm.ws.security.web.saml.ACSTrustAssociationInterceptor`.

- c) Under custom properties, enter the values that are shown in the following table:

In a standard WebSphere Application Server configuration, you would also define a value for the `login.error.page` custom property. However, the preferred method is to log on to the IdP first.

Therefore, if you do not define a value for `login.error.page`, WebSphere Application Server returns a 403 error if a user logs on without first logging on to the identity provider (IdP).

<i>Table 16: ACS trust association interceptor custom properties</i>	
<b>Custom property name</b>	<b>Value</b>
<b>sso_1.sp.acsUrl</b>	https://WAS_host_name:ssl_port//samlsp/acs
<b>sso_1.idp_1.EntityID</b>	https://isam_hostname:isam_port//URL of ISAM/ISAM Junction/IdP endpoint/federation name/saml20
<b>sso_1.idp_1.SingleSignOnUrl</b>	https:// isam_hostname:isam_port//URL of ISAM/ISAM Junction/IdP endpoint/federation name/saml20/login
<b>sso_1.sp.targetUrl</b>	https://WAS_host_name:WAS_port/Rest
<b>sso_1.idp_1.certAlias</b>	isam-conf
<b>sso_1.sp.filter</b>	request-url^=/Rest;request-url!=/Rest/j_security_check
<b>sso_1.sp.enforceTaiCookie</b>	false

3. Add the IdP federation partner data. The following substeps describe how to add the IdP data by using the WebSphere Application Server administrative console.
  - a) To add the IdP host name or IP address as a trusted realm, click **Global security > Trusted authentication realms - inbound > Add External Realm**.
  - b) Enter either the IBM Security Access Manager host name or IP address.
  - c) To load the IdP certificate from IBM Security Access Manager, click **Security > SSL certificate and key management > Key stores and certificates > NodeDefaultTrustStore > Signer certificates > Retrieve from port**
  - d) Enter the IBM Security Access Manager IP address and listener port, for example, 12443, alias = isam-conf.

**Note:** When the browser first attempts to connect to the IBM Cúram Social Program Management web API, an LTPA2 cookie is sent as part of the request. If the WebSphere Application Server `com.ibm.ws.security.web.logoutOnHTTPSsessionExpire` property is set to true, which is the default configuration in IBM Cúram Social Program Management, then authentication fails because an HTTP session does not exist on the application server. By setting the property to false, the check for a valid HTTP session is not completed and when the LTPA2 token is valid, authentication succeeds.

To configure the property in the WebSphere Application Server administrative console, click **Security > Global security > Custom properties**, and set the value of `com.ibm.ws.security.web.logoutOnHTTPSsessionExpire` to false.

4. Implement cross-origin resource sharing (CORS) from the HTTP server to the WebSphere Application Server SAML ACS.
  - a) To add a CORS header, configure a servlet filter for the `WebSphereSamLSP.ear` file that is deployed by a Trust Association Interceptor (TAI). The servlet filter adds a CORS HTTP header to HTTP responses. You can archive the implemented servlet filter as a jar file, and then store it in the `WebSphereSamLSP.ear\WebSphereSamLSPWeb.war\WEB-INF\lib` directory that is in the `installedApps` directory of your project in WebSphere Application Server. See the following example of how to implement a servlet filter:

```
public class SampleFilter implements Filter {
    @Override
    public void doFilter(ServletRequest arg0, ServletResponse servletResponse,
        FilterChain arg2) throws IOException, ServletException {
```

```

HttpServletResponse response = (HttpServletResponse) servletResponse;
HttpServletRequest request = (HttpServletRequest) arg0;

response.setHeader("Access-Control-Allow-Origin",
    "http://dubxpcvm156.mul.ie.ibm.com:9880");    <hostname or IP address of IBM UA
server>
response.setHeader("Access-Control-Allow-Credentials", "true");
response.setHeader("Access-Control-Allow-Headers", "x-requested-with, Content-Type,
origin, authorization, accept, client-security-token");
response.setHeader("Access-Control-Expose-Headers", "content-length");
    arg2.doFilter(request, response);
    }
}

```

- b) Configure the `web.xml` file for the deployed TAI EAR file to use the servlet filter for all the requests. Add the filter element that is shown in the following sample to the `web.xml` file, with the actual fully qualified name of the filter.

You can add the filter element as a sibling to any existing element in the `web.xml` file, such as `<servlet>`. The `web.xml` file is in the `WebSphereSamLSP.ear\WebSphereSamLSPWeb.war\WEB-INF\lib` directory, which is in the `installedApps` directory of your project in WebSphere Application Server.

```

<filter>
  <filter-name> SampleFilter </filter-name>
  <filter-class> SampleFilter</filter-class>
</filter>
<filter-mapping>
  <filter-name> SampleFilter</filter-name>
  <url-pattern>/*</url-pattern>
</filter-mapping>

```

## Related information

[Enabling WebSphere Application Server to use the SAML web SSO feature](#)

*Add and enable the users in LDAP*

Complete the following steps to add the users from LDAP and enable them in ISAM.

## Procedure

1. To create LDAP and IBM Security Access Manager runtime users, create an `ldif` file that can be used to populate `OpenLdap`, as shown in the following sample:

```

# cat UA_usersCreate_ISAM.ldif
dn: dc=watson-health,secAuthority=Default
objectclass: top
objectclass: domain
dc: watson-health

dn: c=ie,dc=watson-health,secAuthority=Default
objectclass: top
objectclass: country
c: ie

dn: o=curam,c=ie,dc=watson-health,secAuthority=Default
objectclass: top
objectclass: organization
o: curam

dn: ou=curamint,o=curam,c=ie,dc=watson-health,secAuthority=Default
objectclass: top
objectclass: organizationalUnit
ou: curamint

dn: cn=caseworker,ou=curamint,o=curam,c=ie,dc=watson-health,secAuthority=Default
objectclass: person
objectclass: inetOrgPerson
objectclass: top
objectclass: organizationalPerson
objectclass: ePerson
cn: caseworker
sn: caseworkersurname
uid: caseworker

```



```
mail: caseworker@curam.com
userpassword: Passw0rd

dn: ou=curamext,o=curam,c=ie,dc=watson-health,secAuthority=Default
objectclass: top
objectclass: organizationalUnit
ou: curamext

dn: cn=jamesmith,ou=curamext,o=curam,c=ie,dc=watson-health,secAuthority=Default
objectclass: person
objectclass: inetOrgPerson
objectclass: top
objectclass: organizationalPerson
objectclass: ePerson
cn: jamesmith
sn: Smith
uid: jamesmith
mail: jamesmith@curamexternal.com
userpassword: Passw0rd
```

## 2. Add users to the OpenLDAP database:

- a) On the host server that is running the docker containers, enter the following command:

```
docker cp UA_usersCreate_ISAM.ldif idpisam9040_isam-ldap_1:/tmp
```

- b) To log on to the OpenLDAP container, enter the following command:

```
docker exec -ti idpisam9040_isam-ldap_1 bash
```

- c) To add the users to OpenLDAP, enter the following command:

```
ldapadd -H ldaps://127.0.0.1:636 -D cn=root,secAuthority=default -f /tmp/
Curam_usersCreate_ISAM.ldif
```

## 3. Import the users into IBM Security Access Manager:

- a) To log on to the IBM Security Access Manager command line interface, enter the following commands:

```
docker exec -ti idpisam9040_isam-webseal_1 isam_cli
isam_cli> isam admin
pdadmin> login -a sec_master -p <password>
```

- b) To import the users into IBM Security Access Manager, enter the following commands:

```
pdadmin sec_master> user import caseworker
cn=caseworker,ou=curamint,o=curam,c=ie,dc=watson-health,secAuthority=Default
pdadmin sec_master> user modify caseworker account-valid yes
pdadmin sec_master> user import jamesmith
cn=jamesmith,ou=curamext,o=curam,c=ie,dc=watson-health,secAuthority=Default
pdadmin sec_master> user modify jamesmith account-valid yes
```

## 4. To test the identity provider (IdP) flow, enter the following URL in a browser:

```
https://ISAM login initial URL?RequestBinding=HTTPPost
&PartnerId=webspherehostname:9443/samlsp/acs&NameIdFormat=Email
&Target=WAS hostname:WAS port/Rest/v1
```

Replace the following values in the URL with the appropriate values for your configuration:

- *IBM Security Access Manager login initial URL*
- *WebSphere host name*
- *WebSphere Application Server host name*
- *WebSphere Application Server port*; in IBM Cúram Social Program Management the default value is 9044

When the IBM Security Access Manager docker container starts, the IdP endpoints are initialized only when the first connection request is received. However, if the first connection request is triggered by

IBM Cúram Universal Access, an XHR timeout occurs before the initialization finishes. Therefore, this test step is required to ensure that the initialization of the IdP endpoints is completed.

5. In a browser, go to the home page and log in.

#### *Test IdP-initiated SAML SSO infrastructure*

When the IBM Security Access Manager docker container starts, the IdP endpoints are initialized only when the first connection request is received. However, if the first connection request is triggered by Universal Access, an XHR timeout occurs before the initialization finishes. This test step is required to ensure that the initialization of the IdP endpoints is completed.

### **Procedure**

To test the identity provider (IdP) flow, enter the following URL in a browser:

```
https://<isam_url>/isam/sps/saml20idp/saml20/logininitial?
RequestBinding=HTTPPost&PartnerId=https://<was_url>/samlsps/acs&NameIdFormat=Email&Target=<
was_url>/Rest/api/definitions
```

where:

- <isam\_url> - The URL for IBM Security Access Manager. It consists of the IBM Security Access Manager host name, and port number, for example, `https:// 192.168.0.1:12443`.
- <junction\_name> - The junction name that is used during the federation configuration in reverse proxy. The default value is `isam`.
- <idp\_endpoint> - The endpoint that is configured for the IDP federation. The default value is `sps`.
- <federation\_name> - The name that was used when creating the federation.
- WebSphere host name
- WebSphere Application Server host name
- WebSphere Application Server port. The default value is 9044 for IBM Cúram Social Program Management.

*SP-Initiated only: Implementing the SAML AuthnRequest functionality in WebSphere Application Server*  
WebSphere Application Server does not support SP-initiated SAML web SSO by default. In addition to the previous steps, you must also implement the provided `com.ibm.wsspi.security.web.saml.AuthnRequestProvider` interface to handle the `AuthnRequest` functionality that is needed in the service provider.

### **About this task**

For more information, see [Enabling SAML SP-Initiated web single sign-on \(SSO\) in the WebSphere Application Server documentation](#).

### **Procedure**

1. Implement the `AuthnRequestProvider` interface as in the following example. Note that in the `getAuthnRequest` method, the `ssoUrl` variable is set to the value of the `ACSTrusAssociationInterceptor` interceptor property `sso_1.idp_1.SingleSignOnUrl`, while `acsUrl` is set to the value of the `sso_1.sp.acsUrl` property.

```
package curam.sso;
import java.text.SimpleDateFormat;
import java.util.ArrayList;
import java.util.Base64;
import java.util.Date;
import java.util.HashMap;
import java.util.TimeZone;
import javax.servlet.http.HttpServletRequest;
import com.ibm.websphere.security.NotImplementedException;
import com.ibm.wsspi.security.web.saml.AuthnRequestProvider;
public class SPInitTAI implements AuthnRequestProvider {
    @Override
    public String getIdentityProviderOrErrorURL(HttpServletRequest arg0, String arg1, String
```

```

arg2,
        ArrayList<String> arg3) throws NotImplementedException {
    return null;
}
@Override
public HashMap<String, String> getAuthnRequest(HttpServletRequest arg0, String arg1,
String arg2,
        ArrayList<String> paramArrayList) throws NotImplementedException {

    //create map with following keys
    HashMap <String, String> map = new HashMap <String, String>();

    String ssoUrl = "https://<isam_hostname>:<isam_port>/<URL of ISAM>/<ISAM Junction>/
<IdP endpoint>/<federation name>/saml20/login";
    String acsUrl = "https://<WAS_host_name>:<ssl port>/samlsp/acs";
    String issuer = acsUrl;
    String destination = ssoUrl;

    map.put(AuthnRequestProvider.SSO_URL, ssoUrl);
    map.put(AuthnRequestProvider.RELAY_STATE, acsUrl);
    String requestID = "Test" + Double.toString(Math.random());
    map.put(AuthnRequestProvider.REQUEST_ID, requestID);

    String authnMessageNew = "<samlp:AuthnRequest xmlns:samlp=
\"urn:oasis:names:tc:SAML:2.0:protocol\" "
        + "ID=\""+requestID+"\" "
        + "Version=\"2.0\" "
        + "IssueInstant=\""+getDateTime()+"\" ForceAuthn=\"false\" IsPassive=\"false
\" "
        + "ProtocolBinding=\"urn:oasis:names:tc:SAML:2.0:bindings:HTTP-POST\" "
        + "AssertionConsumerServiceURL=\""+acsUrl+"\" "
        + "Destination=\""+destination+"\"> "
        + "<saml:Issuer xmlns:saml=\"urn:oasis:names:tc:SAML:2.0:assertion\">"+issuer
+ "</saml:Issuer> <samlp:NameIDPolicy Format=
\"urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress\" AllowCreate=\"true\" />"
        + "<samlp:RequestedAuthnContext Comparison=\"exact\">
<saml:AuthnContextClassRef xmlns:saml=\"urn:oasis:names:tc:SAML:2.0:assertion\">
        + "urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</
saml:AuthnContextClassRef></samlp:RequestedAuthnContext> </samlp:AuthnRequest>";

    String encodedAuth = Base64.getEncoder().encodeToString(authnMessageNew.getBytes());

    map.put(AuthnRequestProvider.AUTHN_REQUEST, encodedAuth);

    return map;
}

private String getDateTime() {
    // e.g 2018-11-11T23:52:45Z
    String pattern = "yyyy-MM-dd'T'HH:mm:ss'Z'";
    SimpleDateFormat simpleDateFormat = new SimpleDateFormat(pattern);
    simpleDateFormat.setTimeZone(TimeZone.getTimeZone("Zulu"));
    String date = simpleDateFormat.format(new Date());
    return date;
}
}

```

2. Pack your AuthnRequestProvider implementation in a JAR, and place it in WAS\_HOME/lib/ext.
3. Ensure that your AuthnRequestProvider implementation class is added to the ACSTrustAssociationInterceptor custom property sso\_1.sp.login.error.page so that it can handle errors.
  - a) In the WebSphere Application Server admin console, go to **Security > Global Security > Web and Sip Security > Trust association > Interceptors > com.ibm.ws.security.web.saml.ACSTrustAssociationInterceptor**.
  - b) Set the sso\_1.sp.login.error.page custom property to the value curam.sso.SPInitTAI.
  - c) Click **OK** and save the configuration.
4. You might need to restart the application server for the changes to take effect.

### *SP-Initiated only: Test SP-initiated SAML SSO infrastructure*

Complete the following steps to test the SP-initiated SAML SSO infrastructure.

#### **Procedure**

1. Open your browser, with network devtools, and load a protected REST URL like this example:

```
<was_url>/Rest/api/definitions
```

where `<was_url>` is the WebSphere URL, for example `https:// 192.168.0.1`.

2. You are redirected to the ISAM log-in page. Log in with the credentials that were used to set the reverse proxy instance as outlined in [“Configuring IBM Security Access Manager as an IdP” on page 127](#).
3. You should be redirected to the definitions page that you opened in step 1.

#### **External security authentication example**

Ensure that citizens can be authenticated for any of your services by using a single set of credentials, which provides the benefits of a streamlined authorization process for both governments and citizens. An example outlines the implementation of a set of customization requirements for a team that is deploying Universal Access.

Universal Access, by default, authenticates against a set registered users that are stored on the Cúram database. You can also configure the system to integrate with external security systems. You can improve security by enabling the use of a single set of credentials, because citizens do not have to remember lists of user names and passwords and, hence, are less likely to write down their user names and passwords. Also, security efforts are focused on implementing best practice in a single Enterprise Security System.

Consider an example analysis of requirements to integrate with an external security system. Any analysis of requirements for external security integration should consider the following minimum questions:

- Does your deployment support anonymous screening, anonymous intake, or both?
- Is account management supported in IBM Cúram Universal Access or in the external security system?
- Is single sign-on (SSO) required?

#### **Example customization requirements**

The topics in this section describe the configuration and development tasks to implement the following set of customization requirements for a team that is deploying Universal Access. The topics refer to the requirements as appropriate.

1. Users can access Universal Access and perform anonymous screening or intake.
2. Users who want to access their saved screening or intake information must first create an account on a system called CentralID.
3. Users who log in to Universal Access can use their CentralID username and password to authenticate.
4. Users perform all of their account management using an external system that is named CentralID, for example, resetting a password, creating a new account, changing account details.
5. CentralID stores all user records in a secure LDAP server.
6. Because all account management is now performed in CentralID, the account creation screens and password reset screens are to be removed from Universal Access.
7. Users should be able to log in as soon as they have registered with CentralID, and there should be no delay while waiting for an ID to propagate to Universal Access.

### **Configuring an alternative login ID**

By default, you cannot change user names after they are created. However, you can configure an alternative login ID that can be updated.

For information about configuring alternative login IDs, see *Alternate login IDs*. If you configure an alternative login ID for a user name that is case-sensitive, then the alternative login ID is also case-sensitive.

### **Related information**

[Alternate Login IDs](#)

### **Deploying in identity-only mode for registered users**

You must configure the application server to use LDAP for authentication if a user is in Identity-Only mode. Also, configure the necessary properties to deploy in identity-only mode for registered users.

### **Configuring the application server to use LDAP for authentication in Identity-Only mode**

If a user is in Identity-Only mode, it is necessary to match the login IDs that are stored in LDAP with the login IDs that are stored in the ExtendedUsersInfo table.

For information about how to configure your application server to use LDAP for authentication, see the relevant application server documentation.

### **Configuring properties to deploy in identity-only mode for registered users**

Add the following properties to the *AppServer.properties* file:

```
curam.security.check.identity.only=true
curam.security.user.registry.disabled.types=EXT_AUTO,EXT_GEN
curam.citizenworkspace.enable.usertypes.for.temporary.users=true
public.user.type=EXT_AUTO
```

To reconfigure the application server, run the following command:

```
appbuild configure
```

The `curam.security.check.identity.only` property ensures that application security is set to work in Identity Only mode. For more information about Identity Only authentication mode, see either *Deployment Guide for WebSphere* or *Deployment Guide for WLS*. In Identity Only mode, authentication uses only the internal user table to check for the existence of the user. The validation of the password is left to a subsequent module, either a JAAS module (Oracle WebLogic) or the User Registry (IBM WebSphere).

Take the example of a user, "johnsmith", who has been registered with the CentralID LDAP server. For John Smith to be able to use Universal Access, there must also be a "johnsmith" entry in the ExternalUser table. When John Smith logs in, his authentication request is passed to the Cúram JAAS Login Module. The Cúram JAAS Login Module checks that the user johnsmith exists in the Cúram ExternalUser table but does not check the password. The authentication then proceeds to the User Registry (WebSphere) or LDAP JAAS Module (WebLogic) where the user name and password are checked against the contents of the CentralID LDAP server. For the authentication to work correctly, it is necessary to configure the application server with the connection details for the secure LDAP server.

The Identity Only configuration allows the application to defer to an external security system such as an LDAP-based directory service for the authentication of user credentials. However, when an anonymous user accesses the organization **Home** page for the first time, the user is automatically logged in as a publiccitizen user. Subsequently, if the user chooses to screen themselves or to perform an intake, Universal Access creates a new "generated" anonymous user. Each generated user is unique, which ensures that the data that belongs to that user is kept confidential. Public citizen users and generated users are not inserted into the LDAP directory, so they cannot be authenticated by using the Identity Only

mechanism. The following line ensures that users with the user type EXT\_AUTO (public citizen users) and EXT\_GEN (generated users) are authenticated against the External User table:

```
curam.security.user.registry.disabled.types=EXT_AUTO,EXT_GEN
```

After the previous configuration has been applied to the server and the server has been started, perform the following configuration steps:

1. Log in as sysadmin.
2. **Select Application Data > Property Administration.**
3. Select category **Citizen Account - Configuration.**
4. Set the property **curam.citizenaccount.public.included.user** to EXT\_AUTO.
5. Set the property **curam.citizenaccount.anonymous.included.user** to EXT\_GEN.
6. Set the property **curam.citizenworkspace.enable.usertypes.for.temporary.users** to TRUE.
7. **Publish** the property changes.

You need another configuration entry so that Universal Access operates correctly with respect to authentication as shown in the following steps:

8. Select **Select Application Data > Property Administration.**
9. Select category **Infrastructure – Security parameters.**
10. Set **curam.custom.externalaccess.implementation** to **curam.citizenworkspace.security.impl.CitizenWorkspacePublicAccessSecurity.**
11. **Publish** the property changes.
12. Log out and restart the server.

#### **Disabling the Create Account screens**

Configure the necessary properties to disable the screens for creating an account that Universal Access provides by default. Requirement 4 in the example requirements indicates that all account management functions are handled by the external system, CentralID, including the creation of a new account and performing a password reset.

Configure Universal Access to disable the screens that are related to account management:

1. Log in as sysadmin.
2. Select **Application Data > Property Administration.**
3. Select Category **Citizen Portal - Configuration.**
4. Set the property *curam.citizenworkspace.enable.account.creation* to **NO**.
5. **Publish** the property changes.

The previous steps remove references to **Account Creation** pages from Universal Access. The Login screen still contains a link to a page for changing passwords. In this example, the implementation team can use the following steps to retain the link but change it to open a new browser window on the CentralID password reset page:

1. Log in as sysadmin.
2. Select **Application Data > Property Administration.**
3. Select Category **Citizen Portal - Configuration.**
4. Set the property *curam.citizenworkspace.forgot.password.url* to , for example **http://www.centralid.gov/resetpassword**
5. **Publish** the property changes.

To completely remove the reset password link, use the following steps:

1. Log in as sysadmin.
2. Select **Application Data > Property Administration.**

3. Select Category **Citizen Portal - Configuration**.
4. Set the property `curam.citizenworkspace.display.forgot.password.link` to **NO**.
5. **Publish** the property changes.

### **Redirecting users to register with an external system**

Replace the message that is displayed in the log in page so that non-registered users are directed to the CentralID page for registration.

Universal Access invites users to log in with a log in message. You can replace the message so that the log in page displays a message that is similar to the following example:

```
"<p>If you are registered with CentralID enter your user name
and password to log in. To register, go to
<a href="http://www.centralid.gov/register"> The CentralID
registration page.</a></p>"
```

The properties for controlling the login page message are contained in the `<CURAM_DIR>/EJBServer/components/Data_Manager/Initial_Data/blob/prop/Logon.properties` file.

### **Enabling users to log on immediately after registration with CentralID**

Users should be able to log in as soon as they have registered with CentralID. Some configuration is required to prevent a delay in the propagation of a user's ID to other systems.

To function correctly, each user must have an entry in the ExternalUser table. The customer could build a batch process to import users from the LDAP directory into the ExternalUser table. However, requirement 7 in the example requirements would not be satisfied, which states that users must be able to register with CentralID, and then immediately use Universal Access. Another option would be to build a web service or similar mechanism that would be launched when a new user registers with CentralID. The implementation of the web service would create the appropriate entry in the ExternalUser table.

A simpler option is to override the default log-in behavior to create new accounts as needed, after the completion of checks to ensure that the relevant entry exists in the LDAP server. You can override the default log-in behavior in Universal Access by extending the `curam.citizenworkspace.security.impl.AuthenticateWithPasswordStrategy` class and overriding the `authenticate()` method. The following code outlines how to use the `AuthenticateWithPasswordStrategy` and other security APIs to meet the previous requirements:

```
public class CustomSecurityStrategy extends AuthenticateWithPasswordStrategy {
    @Inject
    private CitizenWorkspaceAccountManager cwAccountManager;
    ...
    @Override
    public String authenticate(final String username,
        final String password)
        throws ApplicationException, InformationalException {
        final String retval = null;
        if (username.equals(PUBLIC_CITIZEN)) {
            return super.authenticate(username, password);
        }
        // Authenticate generated accounts as normal
        if (cwAccountManager.isGeneratedAccount(username)) {
            return super.authenticate(username, password);
        }
        // Check that the user exists in LDAP
        // This prevents hackers from registering many bogus
        // accounts that exist in Curam but not in LDAP
        if (!isUserInLDAP(username)) {
            return SECURITYSTATUS.BADUSER;
        }
        // If there's no account for this user
        if (!cwAccountManager.hasAccount(username)) {
            createUserAccount(username);
        }
        return SECURITYSTATUS.LOGIN;
    }
    private void createUserAccount(final String username)
        throws ApplicationException, InformationalException {
        final CreateAccountDetails newAcctDetails;
        ...
        cwAccountManager.createStandardAccount(newAcctDetails);
    }
}
```

```
}
}
```

This code checks to see whether the user is logging in is a public citizen user or a generated account. In both cases, authentication logic is delegated to the default `AuthenticateWithPasswordStrategy` API. In the case of a registered user, the Strategy checks the LDAP directory to ensure that the user exists in the LDAP directory. If the user exists in the LDAP directory and does not exist yet in Universal Access, then a new user account is created. Note, the custom code does not need to authenticate the user against LDAP since the authentication is handled by the User Registry in WebSphere or the LDAP JAAS Module in WebSphere. It is important to note that the password parameter of the `authenticate()` method is passed in clear text.

To install the `CustomSecurityStrategy` class, it must be bound in place of the Default Security Strategy class. Use a Guice Module to bind the implementation:

```
public class CustomModule extends AbstractModule {
    @Override
    protected void configure() {
        binder().bind(SecurityStrategy.class).to(
            CustomSecurityStrategy.class);
    }
}
```

You must configure the `CustomModule` at startup by adding a DMX file to the custom component as shown in the following example:

```
<CURAM_DIR>/EJBServer/custom/data/initial/MODULECLASSNAME.dmx

<?xml version="1.0" encoding="UTF-8"?>
<table name="MODULECLASSNAME">
  <column name="moduleName" type="text" />
  <row>
    <attribute name="moduleName">
      <value>gov.myorg.CustomModule</value>
    </attribute>
  </row>
</table>
```

## Customizing account creation and management

You can customize account creation and management.

### Account management configurations

A number of configurations properties are used to define the behavior of the validations for citizen accounts:

Property	Description
<code>curam.citizenworkspace.username.min.length</code>	Minimum number of characters in the username.
<code>curam.citizenworkspace.username.max.length</code>	Maximum number of characters in the username.
<code>curam.citizenworkspace.password.min.length</code>	Minimum number of characters in the password.
<code>curam.citizenworkspace.password.max.length</code>	Maximum number of characters in the password.
<code>curam.citizenworkspace.password.min.special.chars</code>	Minimum number of special characters and/or numbers in the password.

The values of these configuration properties can be updated by logging in as `sysadmin` and selecting **Application Data > Property Administration**. Then search for "curam.citizenworkspace.password.max.length", for example.



## Account management events

Events are raised at key points during account processing. The events can be used to add custom validations to the account management process.

For more information about adding custom validations to the account management process, see the *Cúram Server Developer* section. The following table shows the events that are in the `curam.citizenworkspace.security.impl.CitizenWorkspaceAccountEvents` class:

Event Interface	Description
<code>CitizenWorkspaceCreateAccountEvents</code>	Events raised around account creation. For more information, see the related Javadoc information in the <code>WorkspaceServices</code> component.
<code>CitizenWorkspacePasswordChangedEvent</code>	Event raised when a user is changing their password. For more information, see the related Javadoc information in the <code>WorkspaceServices</code> component.
<code>CitizenWorkspaceAccountAssociations</code>	Events raised when a user is linked or unlinked from an associated Person Participant. For more information, see the related Javadoc information in the <code>WorkspaceServices</code> component.

## Related information

[Cúram Server Developer](#)

### PasswordReuseStrategy API

Use the `curam.citizenworkspace.security.impl.PasswordReuseStrategy` API to add your own password change validations.

As part of the password reset function, there is a default validation that prevents a user from entering a new password that is the same as the user's current password. Using the `PasswordReuseStrategy` API, custom validations can be added to restrict users from changing their passwords to current or previous values if required. For example, a customer might want to implement a password reuse strategy that prevents users from reusing a previous password until after six password changes.

For further details, see the API Javadoc.

### CitizenWorkspaceAccountManager API

Use the `curam.citizenworkspace.security.impl.CitizenWorkspaceAccountManager` API to create and link citizen accounts. Use the API to build out custom functionality to support caseworkers who want to link accounts and create accounts on behalf of the citizen.

The API offers the following methods:

- Creating standard accounts
- Creating linked accounts
- Removing links between participants and accounts.
- Retrieving account information

For more information, see the API Javadoc.

## Data caching

Minimize the risk of citizens accessing each others' data from browser and server data caches. Cached data can be accessed when citizens use the browser back button or browser history to retrieve data entered by other users, or when PDF files are cached locally on the computer that was used to make the application.

### Server caching

HTTP servers like Apache can set cache-control response headers to not store a cache. Use this approach to prevent access to data using the browser back button or history.

## Browser caching

Browsers can be configured not to cache content. If citizens can access the web portal in a "kiosk", then the browser should be configured never to cache content.

Advise citizens to clear their cache and close all browser windows they have used when they are finished using the web portal. Also tell citizens to remove PDF documents that they download from the browser's temporary internet files.

## Customizing the IBM Cúram Universal Access server

---

Use this information to customize the Universal Access server.

### Customizing screening

Use the supported classes and APIs to customize screening.

For information on setting up and configuring screening, see [Configuring screening](#).

#### Related concepts

##### [Configuring screenings](#)

Define different types of screenings that citizens can complete to identify programs that they might be eligible to receive.

#### Track the volume, quality, and results of screenings

Use the `curam.citizenworkspace.impl.CWScreeningEvents` class to access the events that are started for screening events.

You can use `curam.citizenworkspace.impl.CWScreeningEvents` to track the volume or results of screening for reporting purposes. For more information, see to the API Javadoc for `CWScreeningEvents` in `<CURAM_DIR>/EJBServer/components/CitizenWorkspace/doc`

#### Populating a custom screening results page

Use the `performScreening` that is contained in the `curam.citizenworkspace.security.impl.UserSession` API to populate a custom **Screening Results** page.

The **Screening Results** page is displayed when an IEG screening script is run. The operation runs the configured rule set for the selected screening type. The results of the screening, that is, the list of eligible and undecided programs, are stored against the user's session.

The `screeningResultsForDisplay` return type of the operation allows access to three objects. These objects contain the information that is required to populate either the default or custom **Screening Results** page:

#### ScreeningType

The screening type that the user selected.

#### List<Program>

A list of the programs that the user was screened for. The `ScreeningResultsOrderingStrategy` sets the order of the programs listed.

#### Map<String, ProgramType>

A `join.util.map` that contains a mapping of strings to `ProgramTypes` where the string contains the unique reference for that `ProgramType`.

The following is a sample usage:

```
UserSession userSession = userSessionDAO.get(sessionID);
ScreeningResultsForDisplay screeningResultsForDisplay =
    userSession.performScreening();
```

The following is a sample interface definition:

```

/**
 * Executes the Screening rule set associated with the current screening IEG
 * script data. The return object, {@link ScreeningResultsForDisplay},
 * contains all of the information required to be displayed on the
 * Screening Results page.
 *
 * @return object containing the ordered screening results, the selected
 *         {@link ScreeningType} and a map of {@link ProgramType} records.
 *
 * @throws InformationalException
 *         Generic exception signature.
 * @throws AppException
 *         Generic exception signature.
 */
ScreeningResultsForDisplay performScreening() throws InformationalException,
AppException;

```

For more information, see the API Javadoc for the `curam.citizenworkspace.security.impl.UserSession` in `<CURAM_DIR>/EJBServer/components/CitizenWorkspace/doc`.

## Customizing submitted applications

Use customization points, for example, customizing the generic PDF for processed applications, to customize the application intake process when an intake application is submitted.

### Customizing the intake application workflow

View a summary of the intake application workflow in a flowchart.

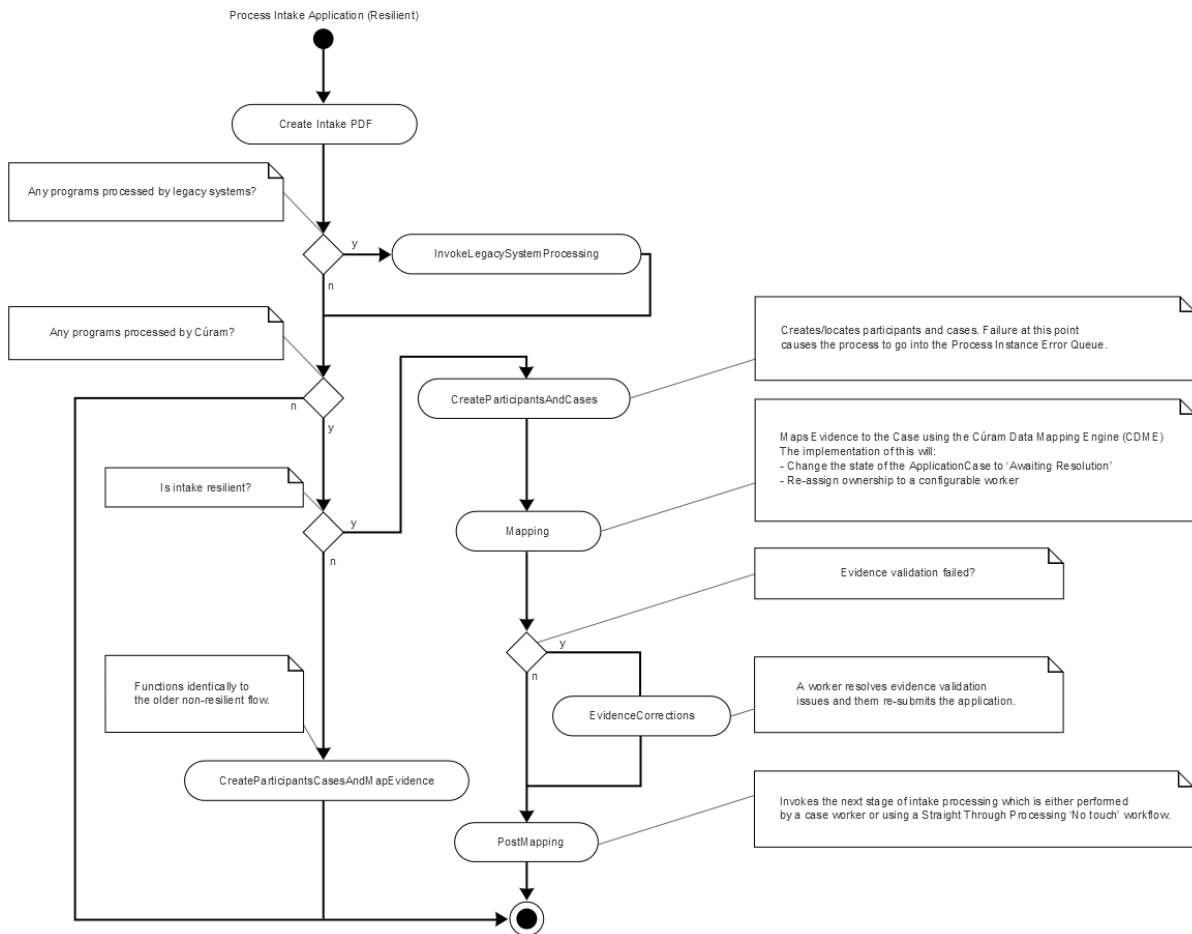


Figure 5: Intake application workflow

### **Create intake PDF**

This automatic activity creates a PDF document based on the content of the application. For more information, see *Customizing the generic PDF for processed applications*.

### **InvokeLegacySystemProcessing**

This automatic activity sends applications to legacy systems via Web Services. This path is taken only if there are legacy systems associated with at least one of the programs on the application.

### **CreateParticipantsAndCases**

This automatic activity creates participants for the submitted application and then creates a case or cases for the various programs associated with the application. In most cases, an Application Case or Cases are created. This path is taken if the value of the configuration property `curam.intake.use.resilience` is set to true. For reasons of backward compatibility, this property is set to false by default, however it is strongly recommended that all production systems set this value to true. For more information on the implications of setting this value to true, see *Using events to extend intake application processing*.

### **Mapping**

This automatic activity uses the Cúram Data Mapping Engine (CDME) to map data collected in the application script into Case Evidence. Under most circumstances this will proceed smoothly. In the event that a validation issue occurs with the mapped evidence, this activity will be automatically re-tried. During the re-try, if there is a single Application Case, the validations will be disabled and a WDO flag `IntakeCaseDetails.mappingValidInd` set to false.

### **EvidenceCorrections**

This manual task is invoked if the Mapping activity failed due to a validation error (`IntakeCaseDetails.mappingValidInd` set to false). The assignment of this task is configurable. For more information, see *Evidence issues intake strategy*. The caseworker or operator will resolve the evidence validation issues and then re-submit the application.

### **PostMapping**

This automatic activity kicks off the next stage of application processing by invoking the event `IntakeApplication.IntakeApplicationEvents.postMapDataToCuram()`.

### **CreateParticipantsCasesAndMapEvidence**

This path is followed when the configuration property `curam.intake.use.resilience` is set to false. This automatic activity behaves identically to the old, non-resilient workflow. It creates cases and participants and performs all evidence mapping in a single transaction. This makes the process less resilient in the event of a failure.

Customers can customize the workflow in the usual recommended manner as described in the Cúram Development Compliance Guide and Cúram Workflow Management System Guide. Note that customers should not make any changes to the enactment structs used by these workflows.

### **Related concepts**

[Customizing the generic PDF for processed applications](#)

Use IBM Cúram Universal Access to map all intake applications to a generic PDF that records the values of all the information that the user enters.

[Using events to extend intake application processing](#)

The interface `IntakeApplication.IntakeApplicationEvents` contains events that are invoked when citizens submit an intake application for processing.

### **Related information**

[Evidence Issues Ownership Strategy](#)

### **Customizing the generic PDF for processed applications**

Use IBM Cúram Universal Access to map all intake applications to a generic PDF that records the values of all the information that the user enters.

This PDF is rendered by the XML Server. Customers can override the default formatting of the generic PDF as follows:

1. Copy CURAM\_DIR/EJBServer/components/Workspaceservices/Data\_Manager/InitialData/XSLTEMPLATEINST.dmx to CURAM\_DIR/EJBServer/components/custom/Data\_Manager/InitialData.
2. Edit project\config\datamanager\_config.xml, replace the entry for:CURAM\_DIR/EJBServer/components/Workspaceservices/Data\_Manager/InitialData/XSLTEMPLATEINST.dmx with an entry for: CURAM\_DIR/EJBServer/components/custom/Data\_Manager/InitialData/ XSLTEMPLATEINST.dmx
3. Copy CURAM\_DIR/EJBServer/components/Workspaceservices/Data\_Manager/InitialData/blob/WSXSLTEMPLATEINST001 to: CURAM\_DIR/EJBServer/components/custom/Data\_Manager/InitialData/blob.
4. Edit WSXSLTEMPLATEINST001 to suit the needs of the project.

### Using events to extend intake application processing

The interface `IntakeApplication.IntakeApplicationEvents` contains events that are invoked when citizens submit an intake application for processing.

Use these events to change the way that intake applications are handled, for example supplement or replace the standard CDME mapping or perform an action after an application has been sent to a remote system using web services. For more information, see the API Javadoc information for `IntakeApplication.IntakeApplicationEvents` in <CURAM\_DIR>/EJBServer/components/WorkspaceServices/doc.

The interface `IntakeProgramApplication.IntakeProgramApplicationEvents` contains events that are invoked at key stages during the processing of an application for a particular program. For information, see the API Javadoc information for `IntakeProgramApplication.IntakeProgramApplicationEvents` in <CURAM\_DIR>/EJBServer/components/WorkspaceServices/doc.

### Customizing the concern role mapping process

The `curam.workspaceservices.applicationprocessing.impl` package contains a `ConcernRoleMappingStrategy` API that provides a customization point into the online application process.

Use the `ConcernRoleMappingStrategy` API to implement custom behavior following the creation of each new concern role that is added to an application. For example, customers who have customized the prospect person entity might want to store information on that entity that cannot be mapped using the default CDME processing.

### Enable the ConcernRoleMappingStrategy API

In the administration application, enable the `ConcernRoleMappingStrategy` API by setting the `Enable Custom Concern Role Mapping` property to true.

### Procedure

1. Log in to the System Administration application as a user with system administration permissions.
2. Click **System Configurations > Application Data > Property Administration**.
3. In the **Application - Intake Settings** category.
4. Search for the property `curam.intake.enableCustomConcernRoleMapping`.
5. Edit the property to set its value to true.
6. Save the property.
7. Select **Publish**.

### **Use the ConcernRoleMappingStrategy API**

When enabled, use the ConcernRoleMappingStrategy API to implement a strategy for mapping information to a custom concern role.

#### **About this task**

The `curam.workspaceservices.applicationprocessing.impl` package contains the ConcernRoleMappingStrategy API.

#### **Procedure**

1. Provide an implementation of the customization point.
2. Bind your custom implementation by creating or extending your custom mapping module as follows:

```
package com.myorg.custom;
class MyModule extends AbstractModule {
    @Override
    protected void configure() {

        bind(ConcernRoleMappingStrategy.class).to(
            MyCustomConcernRoleMapping.class);
    }
}
```

3. If you did not already add your MyModule class to the ModuleClassName table by using an appropriate DMX file, add your MyModule class.

#### **How to send applications to remote systems for processing**

Use the Citizen Workspace to send applications to remote systems that use web services for processing.

An event `ReceiveApplicationEvents.receiveApplication` is raised before the application is sent to the remote system. The event can be used to edit the contents of the data store that is used to gather application data before transmission. For more information, refer to the API Javadoc for `ReceiveApplicationEvents`, which is in `<CURAM_DIR>/EJBServer/components/WorkspaceServices/doc`.

## **Customizing the Citizen Account**

Users can use the Citizen Account to log in to a secure area where users can screen and apply for programs.

Users also use the Citizen Account to view information relevant to them, including individually tailored messages, system-wide announcements, updates on their payments, contact information for agency staff and outreach campaigns that might be relevant to them. The Citizen Account also provides a framework for customers to build their own pages or override the existing pages.

#### **Security and the Citizen Account**

Security must be a primary concern when you customize the citizen account customizations. All public-facing applications must be analyzed and tested before they are deployed. Users must contact IBM support to discuss unusual customizations that might have specific security issues.

Permission to call the server facade methods that serve data to citizen account pages is managed by the standard authorization model. For more information, see the *Server Developer* documentation. In addition to the standard authorization checks, each facade method that is called by a **Citizen Account** page must complete the following security checks to ensure the user who is associated with the transaction (the currently logged in user) has permission to access the data they are requesting:

- Ensure that the currently logged in user is of the correct type. They must be an external user with an `applicationCode` of `CITWSAPP`, and have an account of type `Linked`.
- Ensure that the currently logged in user has permission to access the specific records that they are reading. For instance, validate any page parameters that are passed in to ensure that the records requested are related to the currently logged in user in some way.

### ***Ensure that the currently logged in user is the correct type***

The `curam.citizenaccount.security.impl.CitizenAccountSecurity` API offers a method `performDefaultSecurityChecks` that ensures that the user is the correct type. This method checks the user type, and if not acceptable, writes a message to the logs and fails the transaction.

**Note:** This API needs to be called in the first line of every custom facade method before any processing or further validation takes place:

```
public CitizenPaymentInstDetailsList listCitizenPayments()
    throws ApplicationException, InformationalException {

    // perform security checks
    citizenAccountSecurity.performDefaultSecurityChecks();

    // validate any page parameters (none in this case)

    // invoke business logic
    return citizenPayments.listPayments();
}
```

### ***Ensure that the logged in user has access to the requested records***

A malicious user who is logged in to a valid linked account might send requests to the system to request other users' data. To prevent this intrusion from happening, all page parameters must be validated to ensure that they are somehow traceable back to the currently logged in user. How this conclusion is determined is different for each type of record.

For example, a **Payment** can be traced back to the **Participant** by way of the **Case** on which it was entered.

The `curam.citizenaccount.security.impl.CitizenAccountSecurity` application programming interface (API) offers methods to complete these checks for the types of records that are served to citizens by the initially configured pages. For specific information, review the Javadoc of this API. For custom pages that serve different types of data, additional checks must be implemented to validate the page parameters.

This process needs to be added to a custom security API and called by the facade methods in question. The methods need to check to see whether the record requested can be traced back to the currently logged in user, and if not, it needs to log the user name, method name, and other data. If these conditions are not met, the transaction needs to be failed immediately (as opposed to adding the issue to the validation helper and allowing the transaction to proceed):

```
if (paymentInstrument.getConcernRole().getID()
    != citizenWorkspaceAccountManager
        .getLoggedInUserConcernRoleID().getID()) {

    /**
     * the payment instrument passed in is not related
     * to the logged in user log the user name of the
     * current user, the method invoked and any other
     * pertinent data
     */

    // throw a generic message
    throw PUBLICUSERSECURITYExceptionCreator
        .ERR_CITIZEN_WORKSPACE_UNAUTHORISED_METHOD_INVOKATION();
}
```

While as much information as possible regarding the infraction needs to be logged, it is important to ensure that the exceptions thrown do not display any information that might be useful to malicious users. A generic exception needs to be thrown that does not contain any information that relates to what went wrong. The `curam.citizenaccount.security.impl.CitizenAccountSecurity` API throws a generic message that states You are not privileged to access this page.

## Messages

When a linked citizen logs in, messages are gathered from the system and from remote systems for display.

The `curam.citizenmessages.impl.CitizenMessageController` API gathers and displays messages. The API reads persisted messages by participant from the `ParticipantMessage` database table. The API also raises the `CitizenMessagesEvent.userRequestsMessages` event, inviting listeners to add messages to a list that is passed as part of the event parameter. The messages that are gathered from each source are sorted, turned into XML, and returned to the citizen for display.

### Configuring citizen messages

Global configurations are included that can be specified for **Citizen Messages**, such as enabling certain types and configuring their display order. The different types of messages also include their own configuration points. Specific information about how to customize the various message types is provided later.

The textual content of a message type also can be configured. Each message type has a related properties file that includes the localizable text entries for the various messages displayed for that type. These properties also include placeholders that are substituted for real values related to the citizen at run time.

The wording of this text can be customized, by inserting a different version of the properties file into the resource store. The following table defines which properties file need to be changed for each type of message:

Message type	Property file name
Payments	<code>CitizenMessageMyPayments.properties</code>
Application Acknowledgment	<code>CitizenMessageApplicationAcknowledgement.properties</code>
Verifications	<code>CitizenMessageVerificationMessages.properties</code>
Meetings	<code>CitizenMessageMeetingMessages.properties</code>
Referral	<code>CitizenMessagesReferral.properties</code>
Service Delivery	<code>CitizenMessagesServiceDelivery.properties</code>

You can also remove placeholders (which are populated with live data at run time) from the properties. However, there is currently no means to add further placeholders to existing messages. A custom type of message must be implemented in this situation.

### Adding a new type of citizen message

Messages are gathered by the controller in two ways: the controller reads messages that were persisted to the database by using the `curam.citizenmessages.persistence.impl.ParticipantMessage` API, and also gathers them by raising the `curam.participantmessages.events.impl.CitizenMessagesEvent`

A decision needs to be made regarding whether to 'push' the messages to the database, or else have them generated dynamically by a listener that listens for the event that is raised when the citizen logs in. The specific requirements of the message type need to be considered, along with the benefits and drawbacks of each option.

### Persisted messages

In this scenario, when something takes place in the system that might be of interest to the citizen, a message is persisted to the database. For example, when a meeting invitation is created, an event is fired. The initially configured meeting messages function listens for this event. If the meeting invitee is a participant with a linked account, a message is written to the `ParticipantMessage` table that informs the citizen that they are invited to the meeting.



One benefit of this approach is that little processing is done when the citizen logs in to see this message: the message is read from the database and displayed, as opposed to calculation that takes place that would determine whether the message was required. However, the implementation also needs to handle any changes to the underlying data that might invalidate or change the message, and take appropriate action.

For example, the meeting message function also listens for changes to meetings to ensure the meeting time, location, and similar, are up to date, and to send a new message to the citizen to inform the citizen that the location or time was changed.

### **Dynamic messages**

These messages are generated when the citizen logs in, by event listeners that listen for the `curam.participantmessages.events.impl.CitizenMessagesEvent.userRequestsMessages` event.

Because the message is generated at runtime, code is not required to manage change over time. The message is generated based on the data within the system each time the citizen logs in. If some underlying data changes, the next time the citizen logs in, they will get the correct message.

A drawback to this approach is that significant processing might be required at run time to generate the message. Care must be taken to ensure that this processing does not adversely affect the load time of the **Citizen Account** dashboard.

Performance considerations must be evaluated against the requirements of the specific message type and the effort that is required to manage change to the data that the message is related to over time. For example, the initially configured verification message is dynamic. When a citizen logs in, it checks to see whether any outstanding verifications exist for that citizen. This process is a relatively simple database read, whereas it would be complicated to listen for various events in the Verification Engine and ensure that an up-to-date message was stored in the database related to the participants' outstanding verifications. Alternatively, the meeting messages need to inform the citizen of changes to their meetings, so functionality had to be written to manage changes to the meeting record and its related message over time.

### **Implementing a new message type**

Organizations can implement a dynamic message or a persisted message.

To implement a new message type, regardless of whether the message is persisted or is generated dynamically, complete the following steps.

#### **Common tasks**

- In the administration system, add an entry to the `CT_ParticipantMessageType` code table to represent the new message type.
- Add a DMX entry for the `ParticipantMessageConfig` database table. This entry stores the type and sort order of the new message type and is used for administration. For example:

```
<row>
  <attribute name="PARTICIPANTMESSAGECONFIGID">
    <value>2110</value>
  </attribute>
  <attribute name="PARTICIPANTMESSAGETYPE">
    <value>PMT2001</value>
  </attribute>
  <attribute name="ENABLEDIND">
    <value>1</value>
  </attribute>
  <attribute name="SORTORDER">
    <value>5</value>
  </attribute>
  <attribute name="VERSIONNO">
    <value>1</value>
  </attribute>
</row>
```

- Add a properties file to the App Resource store that contains the text properties and image reference for the message.

- Add an image for this message type to the resource store.

### Implementing a dynamic message

To implement a dynamic style message, an event listener must be implemented to listen for the `CitizenMessagesEvent.userRequestsMessages` event. This event argument contains a reference to the Participant and a list, to which the listener adds `curam.participantmessages.impl.ParticipantMessage` Java™ objects.

For more information, see the Javadoc API for `CitizenMessagesEvent` in the `<CURAM_DIR>/EJBServer/components/core/doc` directory. For a full explanation, see the Javadoc API for `curam.participantmessages.impl.ParticipantMessage` and `curam.participantmessages.impl.ParticipantMessages`.

The message text is stored in a properties file in the resource store. A dynamic listener retrieves the relevant properties from the resource store, and creates the `ParticipantMessage` object. The message text for a message can include placeholders. Values for placeholders are added to `ParticipantMessage` objects as parameters. The `CitizenMessagesController` resolves these placeholders, replacing them with the real values for the participant.

For example, look at this entry from the `CitizenMessageMyPayment.properties` file:

```
Message.First.Payment=
  Your next payment is due on {Payment.Due.Date}
```

The actual payment due date of the payment is added to the `ParticipantMessage` object as a parameter. The `CitizenMessagesController` then resolves the placeholders, populating the text with real values, and then turns the message into XML that is rendered on the citizen account. A public `CitizenMessageController` method also exists, which returns all messages for a citizen as a list, see the Javadoc.

From the `curam.participantmessages.impl.ParticipantMessage` API:

```
/**
 * Adds a parameter to the map. The paramReference
 * should be present in the message title or body so
 * it can be replaced by the paramValue before the message
 * is displayed.
 *
 * @param paramReference
 * a string place holder that is present in either the
 * message title or body. Used to indicate where the value
 * parameter should be positioned in a message.
 *
 * @param paramValue
 * the value to be substituted in place of the place holder
 */
public void addParameter(final String paramReference,
    final String paramValue) {

    parameters.put(paramReference, paramValue);
}
```

The call to the method would look like this:

```
participantMessage.addParameter("Payment.Due.Date", "1/1/2011");
```

Messages can also include links, which are also resolved at run time. Links can use placeholder values for the link text. A link is defined in a properties file as shown.

Click `{link:here:paymentDetails}` to view the payment details.

In this example, here is the text to display, and `paymentDetails` is the name of the link to be inserted at that point in the text. For more information, see the *Advisor Developer's Guide*. For a dynamic listener to populate this link with a target, it creates a `curam.participantmessages.impl.ParticipantMessageLink` object, specifying a target and a name for the link. The code would look like this example:

```
ParticipantMessageLink participantMessageLink =
    new ParticipantMessageLink(false,
```

```
"CitizenAccount_listPayments", "paymentDetails");  
participantMessage.addLink(participantMessageLink);
```

Before the dynamic listener composes the message, it must check to ensure that the message type in question is enabled. The `curam.participantmessages.configuration.impl.ParticipantMessageConfiguration` record for that message type is read, and the `isEnabled` method is used to determine whether this message type is enabled. If not, processing stops.

**Note:** You can separate the code that listens for the event and the code that composes a specific message to adhere to the philosophy of "doing one thing and doing it well".

### Implementing a persisted message

To display a persisted message to the citizen, it must be written to the database with the `curam.citizenmessages.persistence.impl.ParticipantMessage` API. Message arguments are handled by persisting a `curam.advisor.impl.Parameter` record and associating it with the `ParticipantMessage` record. Links are handled by the `curam.advisor.impl.Link` API. Parameter names map to placeholders in the message text. Link names relate to the names of links that are specified in the message text. For more information, see the Javadoc for `curam.citizenmessages.persistence.impl.ParticipantMessage`, `curam.advisor.impl.Parameter`, and `curam.advisor.impl.Link`.

An expiry date time must be specified for each `ParticipantMessage`. After this date time, the message is no longer be displayed.

Messages can be removed from the database. If a message needs to be replaced with a modified version, or removed for another reason, use the `curam.citizenmessages.persistence.impl.ParticipantMessage` API.

Each message has a related ID and type that is used to track the record that the message is related to. For example, meeting messages store the Activity ID and a type of Meeting. Messages can be read by participant, related ID, and type by the `ParticipantMessageDAO`.

Before it persists the message, the dynamic listener checks to ensure that the message type in question is enabled. The `curam.participantmessages.configuration.impl.ParticipantMessageConfiguration` record for that message type is read, and the `isEnabled` method is used to determine whether this message type is enabled. If not, no further processing occurs.

### Customizing specific message types

Organizations can customize the default message to create a referral message or a service delivery message.

#### Referral message

This message type creates messages related to referrals. This is a dynamic message. When the citizen logs in, a message will be created for each referral that exists for the citizen in the system, provided that referral has a referral date of today or in the future, and provided that a related Service Offering has been specified for this referral. The properties file `EJBServer\components\CitizenWorkspace\data\initial\blob\prop\CitizenMessageReferral.properties` contains the properties for the referral message text, message parameters, links and images. This properties file is stored in the resource store. This resource is registered under the resource name `CitizenMessageReferral`. To change the message text of the message, or to remove placeholders or change links, a new version of this file must be uploaded into the resource store.

#### Service delivery message

This message type creates messages related to service deliveries. This is a dynamic message. When the citizen logs in, a message will be created for each service delivery that exists for the citizen in the system, provided that service delivery has a status of 'In Progress' or 'Not Started'. The properties file `EJBServer\components\CitizenWorkspace\data\initial\blob\prop`

`\CitizenMessageServiceDelivery.properties` contains the properties for the service delivery message text, message parameters, links and images. This properties file is stored in the resource store. This resource is registered under the resource name `CitizenMessageServiceDelivery`. To change the message text of the message, or to remove placeholders or change links, a new version of this file must be uploaded into the resource store.

### Payment messages

The payment message type creates messages based on the payments that are issued or canceled for a citizen.

The payment messages are persisted to the database. They replace each other, for example, if a payment is issued and then canceled, the payment issued message is replaced with a payment canceled message. The properties file `EJBServer\components\CitizenWorkspace\data\initial\blob\prop\CitizenMessageMyPayments.properties` contains the properties for financial message text, message parameters, links, and images. This properties file is stored in the resource store. This resource is registered in the resource name `CitizenMessageMyPayments`. To change the message text of financial messages, or to remove placeholders or change links, upload a new version of this file to the resource store. The following table lists the messages that are created when events that are related to payments occur in the system, and the related property in `CitizenMessageMyPayments.properties`.

Payment event	Message Property
First payment issued on a case	Message.First.Payment
Latest payment issued	Message.Payment.Latest
Last payment issued	Message.Last.Payment
Payment canceled	Message.Cancelled.Payment
Payment reissued	Message.Reissue.Payment
Payment stopped (case suspended)	Message.Stopped.Payment
Payment / Case unsuspending	Message.Unsuspending.Payment

### Customization of the payment messages expiry date

You can set the number of days that the payment message is displayed to the citizen with a system property. By default the property value is set to 10 days, but you can override this default from property administration.

Name	Description
<code>curam.citizenaccount.payment.message.expiry.days</code>	The number of days that the payment message is displayed to the participant.

### Meeting messages

The meeting message type creates messages based on meetings that citizens are invited to, provided that they are created by using the `curam.meetings.sl.impl.Meeting` API.

The API raises events that the meeting messages functionality consumes. There are other ways of creating Activity records without this API, but meetings created in these ways do not have related messages created as the events are not raised. These messages are persisted to the database. They replace each other, for example, if a meeting is scheduled and then the location is changed, the initial invitation message is replaced with one informing the citizen of the location change. The properties file `EJBServer\components\CitizenWorkspace\data\initial\blob\prop\CitizenMessageMeetingMessages.properties` contains the properties for the meeting messages text, message parameters, links and images. This properties file is stored in the resource store. This resource is registered in the resource name `CitizenMessageMeetingMessages`. To change the

message text of meeting messages, or to remove placeholders or change links, a new version of this file must be uploaded into the resource store. Table 1 describes the messages created when various events related to meetings occur in the system, and the properties in `CitizenMessageMeetingMessages.properties` that relates to each message created. Different versions of the message text are displayed depending on whether the meeting is an all day meeting, whether a location has been specified, and whether the meeting organizer has contact details registered in the system. Accordingly, the property values in this table are approximations that relate to a range of properties within the properties file. Refer to the properties file for a full list of the message properties.

Table 22: Meeting messages	
Meeting event	Message Properties
Meeting invitation	Non.Allday.Meeting.Invitation.*, Allday.Meeting.Invitation.*
Meeting update	Non.Allday.Meeting.Update.*, Allday.Meeting.Update.*
Meeting canceled	Allday.Meeting.Update.*, Allday.Meeting.Cancellation.*

### Customization of the meeting messages display date

The number of days before the meeting start date that the message should be displayed to the citizen can be configured using a system property. By default the property value is set to 10 days, however, this can be overridden from property administration.

The meeting message expires ( it is no longer displayed to the citizen) at the end of the meeting, that is, the date time at which the meeting is scheduled to end.

Table 23: Meeting message display date property	
Name	Description
curam.citizenaccount.meeting.message.effective.days	The number of days before the meeting start date that the message should be displayed to the citizen.

### Application acknowledgment message

The application acknowledgment message type creates a message when an application is submitted by a citizen.

The message is persisted to the database. The properties file `EJBServer\components\CitizenWorkspace\data\initial\blob\prop\CitizenMessageApplicationAcknowledgment.properties` contains the properties for the messages text, message parameters, links and images. This properties file is stored in the resource store. This resource is registered under the resource name `CitizenMessageApplicationAcknowledgment`. To change the message text of the message, or to remove placeholders or change links, a new version of this file must be uploaded into the resource store.

### Customization of application acknowledgment message expiry date

The number of days the Application Acknowledgment message will be displayed to the citizen can be configured using a system property. By default the property value is set to 10 days, however, this can be overridden from property administration.

Table 24: Application acknowledgment message expiry property	
Name	Description
curam.citizenaccount.intake.application.acknowledgement.message.expiry.days	The number of days the application acknowledgment message will be displayed to the participant.

## Customizing the Notices page

By default, the notices relevant to the linked user are listed on the **Notices** page. You can replace the default `CitizenCommunicationsStrategy` implementation with your own custom implementation.

For example, you can create a custom implementation to retrieve the communications of all of the household members of the logged-in citizen, instead of just the citizen.

Create an alternative implementation of the `curam.citizenaccount.impl.CitizenCommunicationsStrategy.listCitizenCommunications(ConcernRoleKey)` method for listing the citizen communication records.

In addition, a number of default hooks are available for custom implementations to customize the behavior of the communication processing module.

## Related concepts

### Viewing Notices

When they are logged in, citizens can open the **Notices** page and see all communications that are relevant to them that are in sent, received, or normal status. Notices are typically formal written communications that are issued to meet legal, regulatory, or state requirements, which are created by using letterhead templates. For example, online appeal requests are shown on the **Notices** page.

## Related tasks

### Configuring communications on the Notices page

You can configure the maximum number of communications that are displayed on the **Notices** page. By default, up to 20 communications are displayed.

## ***Communication processing hooks and events***

How electronic notices are managed and supported in the Citizen Portal affects the communication processing module.

While the default implementation doesn't address or implement any of the impacts, the following default hooks are available for the custom implementation to customize the communication processing module.

**curam.core.hook.impl.PreCreateCommunicationHook** - can be used in customized scenarios for any kind of pre creation processing for communication records.

**curam.core.hook.impl.PreModifyCommunicationHook** - can be used in customized scenarios for any kind of pre modify processing for communication records.

For e.g.; in situations where create or modify operation is not applicable, this hook points can be used to redirect the user with customized messages before the creation or modification of communication records using custom exception handling.

**curam.core.hook.impl.CommunicationInvocationStrategyHook** - can be used as a toggle the above hooks i.e., `PreModifyCommunicationHook` and `PreCreateCommunicationHook` should be invoked or not.

The following communication processing methods have been updated by the pre creation and pre modification hooks that are mentioned above to enable further customization.

- `curam.core.facade.impl.Communication.modifyWordDocument(ModifyWordDocumentDetails)`
- `curam.core.facade.impl.Communication.modifyEmail(ModifyEmailCommDetails, ModifyEmailCommKey)`
- `curam.core.facade.impl.Communication.modifyRecordedCommunication1(ModifyRecordedCommKey, ModifyRecordedCommDetails1)`
- `curam.core.facade.impl.Communication.modifyProForma1(ModifyProFormaCommDetails1)`
- `curam.core.facade.impl.Communication.createEmailCommunication(CreateEmailCommDetails)`
- `curam.core.facade.impl.Communication.createEmail(CreateEmailCommDetails)`
- `curam.core.facade.impl.Communication.createMSWordCommunication1(CreateMSWordCommunicationDetails1)`
- `curam.core.facade.impl.Communication.createCaseMSWordCommunication1(CreateMSWordCommunicationDetails1)`

- `curam.core.facade.impl.Communication.createRecordedCommunication1(RecordedCommDetails1)`
- `curam.core.facade.impl.Communication.createProForma1(CreateProFormaCommDetails1)`
- `curam.core.facade.impl.Communication.createProFormaCommunication1(CreateProFormaCommDetails1)`

### Communication events

**`curam.core.events.CONCERNROLEACOMMUNICATION.INSERT_CONCERN_ROLE_COMMUNICATION`**  
**`curam.core.events.CONCERNROLEACOMMUNICATION.MODIFY_CONCERN_ROLE_COMMUNICATION`**

These are the events that are raised post-creation or post-modification of a communication record. Custom implementations can listen to these events for any kind of post processing requirements.

### Customizing appeal request statuses

You can create an implementation to enable the display of appeal request status from an external appeals system in the citizen account by using the provided API.

### About this task

The `curam.core.onlineappealrequest.impl.OnlineAppealRequestStatus` interface takes an appeal request as an input and passes back a code-table value. You can modify code-table entries as required.

- The appeal status text that you see in the application is hardcoded as `<description>` tags in two `CT_CitizenAppealRequestStatus.ctx` files.
  - The `EJBServer\components\core\codetable\CT_CitizenAppealRequestStatus.ctx` file contains the code table value for the **Appeal Request Submitted** status. This is so you can submit an appeal even if IBM Cúram Appeals is not installed and the `Appeals.jar` file is not present. You can modify the description for the **Appeal Request Submitted** status in this file.
  - When IBM Cúram Appeals is installed and the `Appeals.jar` is present, more appeal status values are available. You can modify the descriptions for the other code table status values in the `EJBServer\components\Appeal\codetable\CT_CitizenAppealRequestStatus.ctx` file.

For information about editing code tables, see [Customizing a code table file](#).

- The color of each appeal status is set by the Badge component in the Social Program Management Watson Design System. The `AppealRequestsComponent.js` file contains a `getBadgeDataByCodetable` function. The `getBadgeDataByCodetable` function is a map of code tables to badge type. For example, the `CARS1001` code table is mapped to the warning badge type so it is displayed in red. In your Web app development environment, you can see the badge colors by opening the Web Design System Storybook documentation at [@govhhs/govhhs-design-system-react/doc/index.html](#) and expanding to **Components > Badge**.

### Procedure

1. Identify the appeal request ID from the caseworker application.
2. Use the appeal request ID to associate the appeal request status from the external system with the appeal request status in IBM Cúram Universal Access.
3. Implement the `curam.core.onlineappealrequest.impl.OnlineAppealRequestStatus` interface to return the appropriate code table value based on the `OnlineAppealRequest`.  
For example, a custom implementation of this class might call a remote system and map the return value to an appropriate code table value.
4. Customize an appeal status message to display in the **Citizen Account**.
5. If you create a new status, you must map it to a badge type to specify a color to display.

### Related tasks

[Customizing appeals in Universal Access \(New\)](#)

You can customize appeals to suit your organization. You can integrate with an appeals system of your choice. If you are licensed for the IBM Cúram Appeals application module, the IBM Cúram Social Program Management appeals functionality is available on installation.

### Error logging in the citizen account

When a citizen submits an application, when a citizen clicks **Submit** a deferred process starts. If a mapping failure occurs, an error is logged.

### Application property

The application property *curam.workspaceservices.application.processing.logging.on* increases the level of detail of error messages.

When *curam.workspaceservices.application.processing.logging.on* is set to *true*, detailed error messages are written to the application log files if the submission process fails.

### Error codes

Each error message is prepended with an error code. These error codes help to automatically scan application logs so that unexpected failures can be identified. The error codes that are returned by the application is defined in the code table file *CT\_ApplicationProcessingError.ctx*.

The range of codes that are reserved for internal processing is **APROCER001 – APROCER500**. Customers can use the range **APROCER501 – APROCER999** to log errors in custom processing, for example error codes for extension-mapping handler class.

The list of error codes that are returned by the application, and a brief description of the problem, is listed in Table 1.

Code	Description
APROCER001	An error occurred creating a person.
APROCER002	An error occurred creating a prospect person.
APROCER003	A relationship error occurred creating a person.
APROCER004	An error occurred creating a case.
APROCER005	An error occurred while performing a "map-attribute" mapping.
APROCER006	An error occurred while performing a "set-attribute" mapping.
APROCER007	An error occurred while performing a "map-address" mapping.
APROCER008	General mapping failure.
APROCER009	Error creating evidence.
APROCER010	More than one PDF form is registered against the program type.
APROCER011	Error setting the alternate id type for a Prospect Person.
APROCER012	Invalid alternate ID value.
APROCER013	Error the Evidence Application Builder has not been correctly configured.
APROCER014	Evidence type not listed in the Mapping Configuration.
APROCER015	No parent evidence entity found.
APROCER016	An error occurred when trying to unmarshal the application XML.
APROCER017	An error occurred when trying to set a field value.
APROCER018	An error occurred when trying to create the PDF document.



Table 25: Application error codes (continued)

Code	Description
APROCER019	An error occurred when trying to create the PDF document. A form code could not be mapped to a codetable description.
APROCER020	An error occurred when trying a WorkspaceServices mapping extension handler.
APROCER021	Missing source attribute in datastore entity.
APROCER022	An attribute in an expression is not valid.
APROCER023	Application builder configuration error.
APROCER024	Failed creating <i>DataStoreMappingConfig</i> , no name specified.
APROCER025	Failed creating <i>DataStoreMappingConfig</i> , the name is not unique.
APROCER026	The mapping to datastore had to be abandoned because the schema is not registered.
APROCER027	There was a problem parsing the Mapping Specification.
APROCER028	General mapping error. Mapping XML included.
APROCER029	Cannot have multiple primary participants.
APROCER030	No programs have been applied for.
APROCER031	An error occurred while attempting to map to Person data.
APROCER032	An error occurred while attempting to map to Relationship data.
APROCER033	An error occurred while creating Cases.
APROCER034	An error occurred while creating evidence.
APROCER035	No programs have been applied for.
APROCER036	An error occurred reading data from the datastore.
APROCER037	Specified integrated case type does not exist.
APROCER038	Specified case type does not exist
APROCER039	Duplicate SSN entered for prospect person.
APROCER040	Duplicate SSN entered.
APROCER041	There was a problem with the workflow process.
APROCER042	No primary participant has been identified as part of the intake process.

## Customizing life events

A description of the high-level architecture of life events and how to perform the analysis and development tasks in building a life event.

Many types of life events can be built by analysts, some require input from developers. This information will help analysts to understand how to perform the analysis for a new life event and how to determine whether input is needed from developers.

### How to build a life event

To design a life event for IBM Cúram Universal Access, you must undertake an analysis.

You can build life events for caseworkers or indeed to use life event infrastructure to drive other processes like certification, but these topics are beyond the scope of this information. Java coding skills

are not a prerequisite for developing all life events. Depending on requirements, many and in some cases all of the artifacts required can be developed by an Analyst. This topic will help Analysts to determine whether Java Developers will be needed to complete the implementation of a life event.

Broadly speaking, there are two types of life events for citizens:

- Standard life events
- Round tripping life events

Standard life events allow Citizens to enter new life event information and then submit it to the agency. For example: Imagine, that Linda logs in to IBM Cúram Universal Access and submits a "Having a Baby" life event. This is all new information. It doesn't really relate to anything that has gone before. If she made a mistake in the information submitted, say the name of the obstetrician, then she simply starts a new life event and reenters all the new information again before submitting.

Round tripping life events are more complex. The distinction between these life events and standard life events is determined by whether the data that is pre-populated into the life event is allowed to be changed by the user. If the Citizen is expected to update pre-populated information, rather than just adding new information then the life event should be considered a round tripping life event. It's considerably harder to design scripts for this type of life event.

The primary artifacts that constitute a Simple life event are:

- An IEG script and its associated data store schema
- An IEG script to review answers in a previously submitted life event (optional)
- A Cúram Data Mapping Engine specification that describes how to map data from the IEG script into evidence on the citizen's cases

All of these artifacts can be configured using the Administrator's User Interface. For more information about configuring Simple life events using the Administrator's UI, see "Configuring life events" in *Configuring the IBM Universal Access Responsive Web Application*.

The life events system can take information entered by the user and do one of the following:

1. If the user is linked to the local IBM Cúram Social Program Management case processing system, then the life events system can update related evidence in any cases they have.
2. If the user is linked to remote systems, then the life events system can send updates to related remote systems using web services.

If the life event is a round tripping life event or it is required to update the person's evidence in IBM Cúram Social Program Management then some development work will be needed. See the life events APIs needed to meet these requirements or indeed to supplement the standard life event behavior with more custom functionality.

## Customizing advanced life events

To develop advanced life events, you must understand the difference between a simple life event and advanced life event.

### When to use advanced life events

Advanced life events enable fully automated round-tripping of data. This means that evidence is read into the datastore for an IEG script. It is then updated by the citizen. When the life event is submitted, the original evidence that was read into the IEG script is updated. Advanced life events are only required when this level of automated round tripping of data is required. Under all other circumstances Simple life events are the recommended approach. Project Architects should consider carefully whether round tripping is required or whether the data entered can be treated as new evidence to be integrated into the citizen's cases.

Advanced life events cannot be configured through the administration user interface, they must be created by developers.

## How to build a life event

### **Analysis**

The distinction between standard life events and round tripping life events is whether citizens can change the data that is pre-populated into the life event. If citizens can update pre-populated information, rather than just adding new information, then use a round tripping life event. It's more difficult to develop this type of life event. The advanced life events subsystem is designed to cater for round tripping life events.

The following describes how to develop an advanced life event that supports round tripping:

The primary artifacts that constitute an advanced life event are:

- An IEG script and its associated data store schema.
- An IEG script to review answers in a previously submitted life event (optional).
- A Recommendations Ruleset that produces the set of recommendations based on the information that is entered in the IEG script (optional).

The life events system can take information that is entered by the user and update related evidence in any cases they have.

The life events system can do one of the following:

1. If the user is linked to the local IBM Cúram Social Program Management case processing system, then the life events system can update related evidence in any of their cases.
2. If the user is linked to remote systems, then the life events system can send updates to related remote systems through web services.

You can configure the life events system to ask a citizen's permission before life event information is sent to remote systems. A standard life event that just sends information to remote systems can be configured through the administration application. For more information, see *Defining Remote Systems*.

If the life event is a round tripping life event or is needed to update evidence in the local case processing system, then some development work is needed to configure the life event. Round tripping life events must be pre-populated. Pre-population of life events is only supported for users that are linked to the local IBM Cúram Social Program Management case processing system by using a concern role. To read information from cases and update those cases, the life events system relies on the Citizen Data Hub subsystem. The following information outlines the work that is needed to configure the Citizen Data Hub.

The life event broker uses the Data Hub to get the data it needs to populate the life event, so you must configure the Data Hub to extract this data. The life event Broker also sends the updated data back through the Data Hub. The Data Hub must be configured to tell it what to do with this updated data.

You can use some of these artifacts to configure the Citizen Data Hub for reading information:

- Transform - converts data from the Holding Case into data store XML
- Filter Evidence Links - When you read Citizen Data, these links filter out only the evidence entities of interest when reading from the Holding Case.
- View Processors - Java classes for extracting non-evidence data into the data store XML

These are some of the artifacts that are used to configure the Citizen Data Hub for updating information:

- Transforms - Convert a data store XML Difference Description back into Holding Case Evidence
- Update Processors - Do other update tasks or update non-evidence data that relates to citizens

### **Considerations for life events analysis**

The considerations that affect the complexity of developing a particular life event that must read from, or write to, an evidence or participant-related data store in IBM Cúram Social Program Management. These considerations inform any analysis of life events development and any resulting estimates.

1. Is the life event a standard life event or a round tripping life event
2. What information needs to be pre-populated into the IEG script?
3. What evidence data is read by the life event?

4. What evidence data is updated by the life event?
5. What non-evidence data is read/updated by the life event?
6. How many programs or case types are affected by the life event?
7. If a life event shares to multiple cases, will those case types also share evidence with each other using Evidence Broker?
8. Does a life event have associated recommendations? If so, do they relate to Community Services, Government Programs or both?

Of these items that deal with Non-Evidence Entities presents the greatest challenge. Any life event that updates non-evidence entities require developers with Java skills.

### ***Building the components of a life event***

How you build the component parts of a life event that uses the Citizen Data Hub. This information does not require any knowledge of Java.

#### *Writing life event IEG Scripts*

Writing a life event IEG script is similar to writing any other IEG script. However, there are special considerations for life event scripts. These considerations depend on whether the life event is a round tripping life event or a standard life event.

For a round tripping life event, citizen data is read into the data store that is used by the IEG script. This data can be modified by citizens as they progress from page to page in the life event script. For example, a citizen can modify income data that is read into the life event script before it's submitted. The life event broker ensures that when the citizen changes the income data the changes are detected and propagated correctly back to the income entity from which the data was read. The life event broker needs a way to track data from its origin in the income entity, through the life event script, and back to the same income entity. To facilitate this process, the IEG script designer needs to place a marker into the data store schema.

The following code block is an example of the definition of an income data store:

```

1 <xsd:element name="Income">
  <xsd:complexType>
    <xsd:attribute name="incomeType" type="INCOME_TYPE"
5      default=""/>
    <xsd:attribute name="cgissIncomeType"
      type="CGISS_INCOME_TYPE"/>
    <xsd:attribute name="incomeFrequency"
      type="INCOME_FREQUENCY" default=""/>
10    <xsd:attribute name="incomeAmount" type="IEG_MONEY"
      default="0"/>
    <xsd:attribute name="localID" type="IEG_STRING"/>
  <xsd:complexType>
</xsd:element>

```

The life event broker uses the attribute `localID` to track the unique identity of the entity from which the income data was drawn. When this entity is changed and submitted, the life event broker can use the value of `localID` to locate the correct entity to update as a result of the changes in the life event. Other special markers exist that can be placed in the schema to aid with providing automatic updates to evidence entities.

When you design a script for a round tripping life event, you must account for the effects that pre-population of data can have on the flow of the script. One example of this situation is conditional clusters. Life event scripts need to avoid conditional clusters that are associated with pre-populated data. These clusters are common in intake scripts but don't work well when the data store was pre-populated. For example, for a life event involving the loss of a job, a Boolean flag on the Person entity, `hasJob` is used to indicate that person has a job. The IEG script presents the user with a question: `Does anyone in your household have a job?` This question is used to drive the display of a conditional cluster that identifies which household members who have jobs.

However, if the data in the data store is repopulated, it's likely one or more Person entities with `hasJob` already be set to true. In the current implementation of IEG, it isn't possible to get the `Does anyone in your household have a job?` control question to default to true even when `hasJob` is true for one

or more household members. For this reason, the rule needs to be to avoid control questions for conditional clusters such as when the fields they control are pre-populated.

### *Pre-Populating a life event*

A description of the artifacts that need to be developed in order to pre-populate a life event script:

- How the Data Hub Works for reading data
- How to author Read Transforms
- How to use Pre-Packaged View Processors

### **How the Data Hub Works for Reading**

The Data Hub is a means of collecting data about Citizens from many different locations and returning it as an XML document in a datastore. The Data Hub can be used to hide the complexities of where data comes from and how it is represented in its original locations. For example, to drive a "Lost my Job" life event it might be necessary to gather information about a person's Income, Address and Employment. These three pieces of information might be represented differently on the underlying system, indeed they might live on three or more different systems. The caller doesn't need to know this. The Citizen Data Hub allows its clients to get these pieces of information in one single operation. Operations of this type are named uniquely, each is called a "Data Hub Context". To animate the "Lost my Job" example we define a Data Hub Read Context called "CitizenLostJob" that allows the collection of Income, Address and Employment information in a single query.

One of the sources that the Data Hub can draw on is Evidence on Cases. In particular, Evidence on the Citizen's Holding Case. The Holding Case can use the Evidence Broker to gather data from many disparate Integrated Cases or even from other Systems via Web Services. The Holding Case is a little different from other Cases. There is only ever one per Citizen on a given Cúram system. The Holding Case has an interface that allows all of the Evidence it contains to be extracted in XML format. This XML format is optimized for the description of Evidence in particular. Because it is optimized for the description of Evidence, it isn't necessarily in a format suitable for insertion into a data store. Fortunately it is relatively easy to translate data in one XML format into another format that contains the same information. This can be done using a language called XSLT For more information on XSLT please refer to, <http://www.w3.org/TR/xslt>.

### **Authoring Read Transforms**

You can write XSLT Transforms for use in the Data Hub. To write Citizen Data Hub Transforms it is necessary to understand, the structure of the Holding Evidence XML that is the source data and the Data Store schema that is the target. The "CitizenLostJob" life event is significantly complex so, for the purposes of an introductory example, this section describes a simple fictitious life event for Citizens who have bought a new car. This life event is associated with the Data Hub Context "CitizenBoughtCar". This would not be considered a "life event" in the real world but it nevertheless provides an example of some

of the principles of building a Round Tripping life event. For the purposes of this example consider this fragment of Holding Evidence XML that is used to describe a Vehicle:

```
<?xml version="1.0" encoding="UTF-8"?>
<client-data
  xmlns="http://www.curamsoftware.com/schemas/ClientEvidence">
  <client localID="101" isPrimaryParticipant="true">
    <evidence>
      <entity localID="-416020015578349568" type="ET10081">
        <attribute name="vehicleMake">VM2</attribute>
        <attribute name="versionNo">2</attribute>
        <attribute name="startDate">20110301</attribute>
        <attribute name="usageCode">VU1</attribute>
        <attribute name="amountOwed">3,200.00</attribute>
        <attribute name="numberOfDoors">0</attribute>
        <attribute name="evidenceID">
          -5315936410157449216
        </attribute>
        <attribute name="monthlyPayment">0.00</attribute>
        <attribute name="vehicleModel">159</attribute>
        <attribute name="year">2008</attribute>
        <attribute name="equityValue">0.00</attribute>
        <attribute name="endDate">10101</attribute>
        <attribute name="fairMarketValue">17,000.00</attribute>
        <attribute name="curamEffectiveDate">20110301
        </attribute>
      </entity>
    </evidence>
  </client>
</client-data>
```

Figure 6: Holding Evidence XML Example

The `client` element represents data belonging to the participant with concern role id 101. In Cúram demo data this is James Smith. The client contains a single evidence entity of type ET10081. In the Cúram Common Evidence layer, ET10081 is the Evidence Type identifier for Vehicle Evidence. The `localID` attribute plus the evidence type uniquely identifies the underlying evidence object for the Vehicle. This data has to be mapped to data store XML so that it can be used to populate an IEG Script. Consider how the above data is to be represented in data store XML:

```
<?xml version="1.0" encoding="UTF-8"?>
<Application>
  <Person localID="101" isPrimaryParticipant="true"
    hasVehicle="true">
    <Resource resourcePageCategory="RPC4001"
      localID="-416020015578349568" vehicleMake="VM2"
      versionNo="2" amountOwed="3,200.00" vehicleModel="159"
      year="2008" fairMarketValue="17,000.00"
      curamEffectiveDate="20110301">
      <Descriptor/>
    </Resource>
  </Person>
</Application>
```

Figure 7: Data Store XML Sample

This XML data must conform to the schema used to build the IEG script. Notice that the XML above conforms to a schema that is a superset of the `CitizenPortal.xsd` schema. It is recommended that the `CitizenPortal.xsd` schema be used as a starting point for the schemas used in Customer life events. To these schemas need to be added the "marker" attributes needed for life events. These marker attributes include the use of `localID` as discussed previously. Datastore schemata for entities can also include the following special markers that are specialized for representing Evidence in the Holding Case: The following XSLT fragment shows how to transform Vehicle Holding Evidence into a corresponding Data Store Entity:

- curamEffectiveDate - This maps to the effective date of a piece of Cúram Evidence

```

<?xml version="1.0" encoding="UTF-8"?>
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform"
  xmlns:x="http://www.curamsoftware.com/
  schemas/DifferenceCommand"
  xmlns:fn="http://www.w3.org/2006/xpath-functions"
  version="2.0">
  <xsl:output indent="yes" />

  <xsl:strip-space elements="*" />

  <xsl:template match="update">
    <xsl:for-each select="./diff[@entityType='Application']">
      <xsl:element name="client-data">
        <xsl:apply-templates/>
      </xsl:element>
    </xsl:for-each>
  </xsl:template>

  <xsl:template match="diff[@entityType='Person']">
    <xsl:element name="client">
      <xsl:attribute name="localID">
        <xsl:value-of select="./@identifier"/>
      </xsl:attribute>
      <xsl:element name="evidence">
        <xsl:apply-templates/>
      </xsl:element>
    </xsl:element>
  </xsl:template>

  <xsl:template match="diff[@entityType='Resource']">
    <xsl:element name="entity">

      <xsl:attribute name="type">ET10081</xsl:attribute>
      <xsl:attribute name="action">
        <xsl:value-of select="./@diffType"/>
      </xsl:attribute>
      <xsl:attribute name="localID">
        <xsl:value-of select="./@identifier"/>
      </xsl:attribute>
      <xsl:for-each select="./attribute">
        <xsl:copy-of select="."/>
      </xsl:for-each>

    </xsl:element>
  </xsl:template>

  <xsl:template match="*">
    <!-- do nothing -->
  </xsl:template>
</xsl:stylesheet>

```

Figure 8: XSLT Transform for Vehicle Resource Information

The life event author who adds this transform to their life event can turn Vehicle Evidence recorded on any Integrated Case into a Data Store format that can be displayed in an IEG script with all the information pre-populated from the Evidence Record.

### Defining Filters for Evidence

When the Holding Case is called upon to return an XML representation of its evidence, by default it will return all evidence for the citizen concerned. This could be a very large query that returns much more information than is required. The purpose of a Filter Evidence Link is to define, for each Data Hub Context, which Evidence Types are of interest. A Filter Evidence Link can be defined by adding entries to a Filter Evidence Link dmx file. The example below shows a Filter Evidence Link dmx file that defines the information that should be returned for the "CitizenBoughtCar" life event:

```

<?xml version="1.0" encoding="UTF-8"?>
<table name="FILTEREVIDENCELINK">
  <column name="FILTEREVLINKID" type="id" />
  <column name="FILTERNAME" type="text" />
  <column name="EVIDENCETYPECODE" type="text" />

```

```

<row>
  <attribute name="FILTEREVLINKID">
    <value>175</value>
  </attribute>
  <attribute name="FILTERNAME">
    <value>CitizenBoughtCar</value>
  </attribute>
  <attribute name="EVIDENCETYPECODE">
    <value>ET10081</value>
  </attribute>
</row>
</table>

```

## Using Pre-Packaged View Processors

Up to this point has focused on how Transforms can be used turn Evidence data into Data store XML for use in a life event Script. However there are other important pieces of information that are not represented as Evidence. In general the life event author must develop custom Java code in order to populate any information that is not represented as evidence. Using Java it is possible to develop *View Processors* which can be used to extract non-evidence data and translate this data into data store xml. By associating these View Processors with the right Data Hub Context, they can add their information into the data store in addition to the data put there by the transforms. The life events Broker ships with some pre-packaged View Processors that are capable of inserting certain frequently used non Evidence Data.

- Household View Processor
- The Person Address View Processor

The Household View Processor will find all Persons related to the currently Logged in user and pull them into the data store along with information on how they are related to the logged in Citizen. This information is based on the IBM Cúram Social Program Management Platform ConcernRoleRelationship entity.

The Person Address View Processor populates the most important details of the logged in Citizen, such as name and Social Security Number. It also pulls in the Residential and Mailing addresses of the logged in Citizen. Both the Household View processor and the Person Address View Processor can be used together in the same life event Context but the Person Address View Processor should be run after the Household View Processor. The excerpt below shows how to configure these two View Processors to execute for the "CitizenBoughtCar" life event.

```

<?xml version="1.0" encoding="UTF-8"?>
<table name="VIEWPROCESSOR">
  <column name="VIEWPROCESSORID" type="id" />
  <column name="LOGICALNAME" type="text" />
  <column name="CONTEXT" type="text" />
  <column name="VIEWPROCESSORFACTORY" type="text" />
  <column name="RECORDSTATUS" type="text" />
  <column name="VERSIONNO" type="number" />
<row>
  <attribute name="VIEWPROCESSORID">
    <value>4</value>
  </attribute>
  <attribute name="LOGICALNAME">
    <value>CitizenLostJob0</value>
  </attribute>
  <attribute name="CONTEXT">
    <value>CitizenBoughtCar</value>
  </attribute>
  <attribute name="VIEWPROCESSORFACTORY">
    <value>
      curam.citizen.datahub.internal.impl.
      +HouseholdCustomViewProcessorFactory
    </value>
  </attribute>
  <attribute name="RECORDSTATUS">
    <value>RST1</value>
  </attribute>
  <attribute name="VERSIONNO">
    <value>1</value>
  </attribute>
</row>
<row>
  <attribute name="VIEWPROCESSORID">

```



```

    <value>5</value>
  </attribute>
  <attribute name="LOGICALNAME">
    <value>CitizenLostJob1</value>
  </attribute>
  <attribute name="CONTEXT">
    <value>CitizenBoughtCar</value>
  </attribute>
  <attribute name="VIEWPROCESSORFACTORY">
    <value>
      curam.citizen.datahub.internal.impl.
      +CustomPersonAddressViewProcessorFactory
    </value>
  </attribute>
  <attribute name="RECORDSTATUS">
    <value>RST1</value>
  </attribute>
  <attribute name="VERSIONNO">
    <value>1</value>
  </attribute>
</row>
</table>

```

The CONTEXT field links the ViewProcessor to the "CitizenBoughtCar" life event Context. This ensures that this ViewProcessor is called whenever the "CitizenBoughtCar" Data Hub Context is called. Notice also the use of a logicalName which uniquely distinguishes each View Processor. View Processors for a given Data Hub Context are executed in lexical order, so a View Processor name with a logicalName of "AAA" for the DataHubContext "CitizenBoughtCar" will be executed before one with a logicalName of "AAB".

#### *Driving updates from life events*

A description of the artifacts that need to be developed to process the data submitted from a life event script.

### **How the Data Hub Works for Updating**

Just as the Citizen Data Hub has a notion of Data Hub Context for reading so also does it have Data Hub Contexts for updating. Life events typically use the same Data Hub Context name for the read and updates associated with the same life event, so the "CitizenBoughtCar" context describes, not only, a set of artifacts for pre-populating a "CitizenBoughtCar" life event script but also a set of artifacts for handling updates to the Citizen's data when the "CitizenBoughtCar" life event script is complete.

An update operation for a given Citizen Data Hub Context can lead to many different individual entities being updated in a single transaction. The artifacts, provided to a Data Hub following a script submission are:

- A Data Store root entity
- A Difference command
- A Data Hub Context Name

The Data Store root entity is the root of the data store that has been updated via the life events IEG script. The Difference Command is an entity that describes how this data store is different to the one that was passed to the IEG script before it was launched. In other words it describes how the user has changed the data as a result of executing the life event script. These differences are broken down into three basic types:

- Creations - The user has created a data store entity as a result of running the IEG script
- Updates - The user has updated an entity as a result of running the IEG script
- Removals - The user has removed an entity as a result of running the IEG script

Of these three, Creations and Updates are the most common. Allowing users to remove items in life events scripts should generally be considered bad practice. Standard life events tend to be characterized by a number of Creations whereas Round Tripping life events tend to be a mixture of Creations and Updates. The Difference Command is generated automatically by the life event Broker after a life event is submitted.

To turn a Data Hub Update Operation into automatic updates to evidence entities on the Holding Case we need to specify a Data Hub Update Transform. In cases where there is a requirement to update non-evidence entities, an Update Processor must be developed. These Update Processors involve Java code development.

### Writing Transforms for Updating

Update Transforms, like Read Transforms are specified using a simple XSLT syntax. In order to write update Transforms, the author must understand both the input XML, and the output Evidence XML format. The following examples are built around a "CitizenHavingABaby" life event. This life event allows the user to report that they are due to have a baby. They can enter a number of unborn children to indicate, for example, that they are expecting twins. The user can also enter a due date and they can nominate a father for the unborn child. The father can be an existing case participant or someone else entirely. In the latter case they must enter name, address, Social Security Number etc. This life event is not a "Round Tripping" life event, it is concerned with the creation of new Evidence rather than the update of existing Evidence. The input to an Update Transform is an XML-based description of the Data Store Difference Command. A sample difference command XML for the "CitizenHavingABaby" is depicted below:

```
<update>
  <diff diffType="NONE" entityType="Application">
    <diff diffType="NONE" entityType="Person" identifier="102">
      <diff diffType="CREATE" entityType="Pregnancy">
        <attribute name="numChildren">1</attribute>
        <attribute name="dueDate">20110528</attribute>
        <attribute name="curamDataStoreUniqueID">385</attribute>
      </diff>
    </diff>
    <diff diffType="UPDATE" entityType="Person" identifier="101">
      <attribute name="isFatherToUnbornChild">true</attribute>
      <attribute name="curamDataStoreUniqueID">399</attribute>
    </diff>
  </diff>
</update>
```

The difference command XML corresponds node-for-node with the data store XML. Each *diff* node describes how the corresponding data store entity has been modified by the execution of the IEG script. The *curamDataStoreUniqueID* attribute identifies which data store entity has changed. The *diffType* attribute identifies the nature of the change, for example CREATE, UPDATE, NONE or REMOVE. Attributes that are listed are those that have changed or been added to each data store entity. In the above example, the user has registered a pregnancy to Linda Smith (concern role ID 102) with one unborn child, due on May 28<sup>th</sup> 2011. The father is listed as being James Smith (concern role ID 101). For more information on

difference command XML please see the schema in Difference Command XML Schema section. There are a couple of additional attributes and elements used when updating XML that are illustrated below:

```
<?xml version="1.0" encoding="UTF-8"?>
  <client-data>
    <client localID="102">
      <evidence>
        <entity type="ET10074" action="CREATE" localID="">
          <attribute name="numChildren">1</attribute>
          <attribute name="dueDate">20110528</attribute>
          <entity-data entity-data-type="role">
            <attribute type="LG"/>
            <attribute roleParticipantID="102"/>
            <attribute
              entityRoleIDFieldName="caseParticipantRoleID"/>
          </entity-data>
        </entity>
        <entity-data entity-data-type="role">
          <attribute type="FAT"/>
          <attribute roleParticipantID="101"/>
          <attribute participantType="RL7"/>
          <attribute
            entityRoleIDFieldName="fahCaseParticipantRoleID"/>
        </entity-data>
        <entity type="ET10125" action="CREATE">
          <attribute name="comments">Unborn child 1</attribute>
          <entity-data entity-data-type="role">
            <attribute type="UNB"/>
            <attribute roleParticipantID="102"/>
            <attribute
              entityRoleIDFieldName="caseParticipantRoleID"/>
          </entity-data>
        </entity>
      </evidence>
    </client>
  </client-data>
```

Figure 9: Evidence XML with Updates

Note the use of the action attribute which describes the action to be taken to the underlying evidence, for example, to create the evidence or to update existing evidence. The next section will discuss the meaning of the <entity-data> element. An example of the XSLT used to transform the above difference XML into the above Evidence XML is depicted below:

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- This script plucks out and copies all resource-related -->
<!-- entities from output built by the XMLApplicationBuilder -->
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform"
  xmlns:x="http://www.curamssoftware.com/
  schemas/DifferenceCommand"
  xmlns:fn="http://www.w3.org/2006/xpath-functions"
  version="2.0">
  <xsl:output indent="yes"/>
  <xsl:strip-space elements="*" />
  <xsl:template match="update">
    <xsl:for-each select="./diff[@entityType='Application']">
      <xsl:element name="client-data">
        <xsl:apply-templates/>
      </xsl:element>
    </xsl:for-each>
  </xsl:template>
  <xsl:template match="diff[@entityType='Person']">
    <xsl:element name="client">
      <xsl:attribute name="localID">
        <xsl:value-of select="./@identifier"/>
      </xsl:attribute>
      <xsl:element name="evidence">
        <xsl:apply-templates/>
      </xsl:element>
    </xsl:element>
  </xsl:template>
  <xsl:template match="diff[@entityType='Pregnancy']">
    <xsl:element name="entity">
      <xsl:attribute name="type">ET10074</xsl:attribute>
      <xsl:attribute name="action">
        <xsl:value-of select="./@diffType"/>
      </xsl:attribute>
```

```

<xsl:attribute name="localID">
  <xsl:value-of select="./@identifier"/>
</xsl:attribute>
<xsl:for-each select="./attribute">
  <xsl:copy-of select="."/>
</xsl:for-each>
<xsl:element name="entity-data">
  <xsl:attribute name="entity-data-type">
    role
  </xsl:attribute>
  <xsl:element name="attribute">
    <xsl:attribute name="type">LG</xsl:attribute>
  </xsl:element>
  <xsl:element name="attribute">
    <xsl:attribute name="roleParticipantID">
      <xsl:value-of select="./@identifier"/>
    </xsl:attribute>
  </xsl:element>
  <xsl:element name="attribute">
    <xsl:attribute name="entityRoleIDFieldName">
      caseParticipantRoleID
    </xsl:attribute>
  </xsl:element>
</xsl:element>
<xsl:element name="entity-data">
  <xsl:attribute name="entity-data-type">
    role
  </xsl:attribute>
  <xsl:element name="attribute">
    <xsl:attribute name="type">FAT</xsl:attribute>
  </xsl:element>
  <xsl:for-each select=
    "../..//diff[@EntityType='Person']/attribute[
      @name='isFatherToUnbornChild'
      and ./text()='true']">
    <!-- Copy the participant id if a family -->
    <!-- member is the father -->
    <xsl:element name="attribute">
      <xsl:attribute name="roleParticipantID">
        <xsl:value-of select="
          ../@identifier"/>
      </xsl:attribute>
    </xsl:element>
  </xsl:for-each>
  <!-- Copy details of absent parent -->
  <xsl:call-template name="absentFather"/>
  <xsl:element name="attribute">
    <xsl:attribute name="entityRoleIDFieldName">
      fahCaseParticipantRoleID
    </xsl:attribute>
  </xsl:element>
</xsl:element>
<xsl:variable name="numBabies">
  <xsl:value-of select="attribute[
    @name='numChildren'
  ]/text()"/>
</xsl:variable>
<xsl:call-template name="unbornChildren">
  <xsl:with-param name="count" select="$numBabies"/>
</xsl:call-template>
</xsl:element>
</xsl:template>

<xsl:template name="unbornChildren">
  <xsl:param name="count" select="1"/>
  <xsl:if test="$count > 0">
    <xsl:element name="entity">
      <xsl:attribute name="type">ET10125</xsl:attribute>
      <xsl:attribute name="action">
        <xsl:value-of select="./@diffType"/>
      </xsl:attribute>
      <xsl:element name="attribute">
        <xsl:attribute name="name">
          comments
        </xsl:attribute>
        Unborn child <xsl:value-of select="$count"/>
      </xsl:element>
      <xsl:element name="entity-data">
        <xsl:attribute name="entity-data-type">
          role
        </xsl:attribute>
      </xsl:element>
    </xsl:element>
  </xsl:if>
</xsl:template>

```

```

        <xsl:attribute name="type">
            UNB
        </xsl:attribute>
    </xsl:element>
    <xsl:element name="attribute">
        <xsl:attribute name=
            "roleParticipantID">
            <xsl:value-of select=
                ../@identifier"/>
        </xsl:attribute>
    </xsl:element>
    <xsl:element name="attribute">
        <xsl:attribute name=
            "entityRoleIDFieldName">
            caseParticipantRoleID
        </xsl:attribute>
    </xsl:element>
</xsl:element>
</xsl:element>
<xsl:call-template name="unbornChildren">
    <xsl:with-param name="count" select="$count - 1"/>
</xsl:call-template>
</xsl:if>
</xsl:template>

<xsl:template name="absentFather">
    <xsl:element name="attribute">
        <xsl:attribute name="participantType">
            <xsl:text>RL7</xsl:text>
        </xsl:attribute>
    </xsl:element>

    <xsl:if test="attribute[@name='fahFirstName']">
        <xsl:element name="attribute">
            <xsl:attribute name="firstName">
                <xsl:value-of select="attribute[
                    @name='fahFirstName'
                ]/text()"/>
            </xsl:attribute>
        </xsl:element>
    </xsl:if>

    <!-- etc. map other personal details such as -->
    <!-- SSN, date of birth -->

    <xsl:if test="diff[@entityType='ResidentialAddress']">
        <xsl:if test="diff[
            @entityType='ResidentialAddress']/attribute[
                @name='street1']">
            <xsl:element name="attribute">
                <xsl:attribute name="street1">
                    <xsl:value-of select=
                        "diff[
                            @entityType='ResidentialAddress'
                        ]/attribute[
                            @name='street1']/text()"/>
                </xsl:attribute>
            </xsl:element>
        </xsl:if>
        <!-- etc. map other parts of residential address -->
    </xsl:if>
</xsl:template>

<xsl:template match="*">
    <!-- do nothing -->
</xsl:template>
</xsl:stylesheet>

```

## Writing Transforms that create new case participants

Readers who are familiar with Evidence will know that Evidence Entities frequently refer to third parties. For example, Pregnancy evidence refers to the father via a Case Participant Role. The associated father can be a Person or a Prospect Person. Other evidence types such as Student may refer to a School which is entered as a Representative Case Participant Role.

The Evidence XML schema provides a generic element called <entity-data> which can be used to provide special handling instructions to the Citizen Data Hub. The type of handling depends on the

<entity-data-type> specified. Cúram provides a special processor for the entity-data-type role. This role entity data processor can be used to create new Case Participant Roles or reference existing Case Participant Roles for existing Case Participants. Referring to the Evidence XML output in listed in the previous section the attribute denoted by type is used to denote the Case Participant Role Type e.g. FAT for Father or UNB for Unborn Child. The value provided here should be a codetable value from the CaseParticipantRoleType code table. The roleParticipantID denotes the ConcernRoleID of an existing participant on the system. If this is supplied then the system will not attempt to create a new Case Participant, rather it will reuse a case participant with this id. The entityRoleIDFieldName is the field name in the corresponding Evidence Entity. In the case of the Pregnancy evidence entity for example, the name of this field is fahCaseParticipantRoleID. In the case where a new participant needs to be created the following fields are supported by the Role Entity Data Processor.

- participantType - this is a code table entry from the ConcernRoleType code table. For example, use RL7 to create a new Prospect Person
- firstName
- middleInitial
- lastName
- SSN
- dateOfBirth
- lastName
- lastName
- street1
- city
- state
- zipCode

### **Updating Non Evidence Entities**

Previous Sections have illustrated how it is possible to configure life events to automatically map updates through to Evidence Entities on multiple integrated cases. Sometimes life events will be required to update non-Evidence entities such as a Residential Address, Employment or some other customer specific non-Evidence entity. Typically these entities will be shared across multiple cases. It is also typical that these entities would not follow the same controlled Life Cycle as evidence entities. Evidence has many advantages:

- It is temporal
- It is case specific, with sharing of updates between cases being controlled through the Evidence Broker
- Caseworkers can veto acceptance of updates that come from external sources like IBM Cúram Universal Access
- It has an in-edit/approval cycle
- It has support for verifications

Non evidence entities have none of these advantages and safeguards. A decision by analysts to update non-evidence entities based on life events should be made with due care, especially if the changes can be applied simultaneously across multiple cases. It is possible to update non Evidence entities but this will always involve custom code. It is strongly recommended that the design of such functionality includes safeguards to ensure that at least one Agency worker gets to manually approve the changes before they are applied to the system.

### Configuring the evidence broker for use with the holding case

The Holding Case is only a holding area for Evidence before it is sent somewhere else. Normally, after data is updated on the Holding Case, the goal is to broker these updates to Integrated Cases so that caseworkers can evaluate the changes and apply them to the relevant cases.

For example, after the data is accepted on Integrated Cases, a user can see the positive impact of submitting a life event because the updated data has an impact on the user's benefits. The bridge between the Holding Case and the Integrated Cases is crossed only if the appropriate Evidence Broker configuration is defined. For more information about the Evidence Broker, see the *Evidence Broker Developers Guide*.

### Configuring sharing from the Holding Case

An evidence configuration for sharing of Pregnancy evidence from the Holding Case to an Integrated Case is shown in the following example:

```
<?xml version="1.0" encoding="UTF-8"?>
  <table name="EVIDENCEBROKERCONFIG">
    <column name="EVIDENCEBROKERCONFIGID" type="id" />
    <column name="SOURCETYPE" type="text" />
    <column name="SOURCEID" type="id" />
    <column name="TARGETTYPE" type="text" />
    <column name="TARGETID" type="id" />
    <column name="SOURCEEVIDENCETYPE" type="text" />
    <column name="TARGETEVIDENCETYPE" type="text" />
    <column name="AUTOACCEPTIND" type="bool" />
    <column name="WEBSERVICESIND" type="bool" />
    <column name="SHAREDTYPE" type="text" />
    <column name="RECORDSTATUS" type="text" />
    <column name="VERSIONNO" type="number" />
  <row>
    <attribute name="EVIDENCEBROKERCONFIGID">
      <value>10003</value>
    </attribute>
    <attribute name="SOURCETYPE">
      <value>CT10301</value>
    </attribute>
    <attribute name="SOURCEID">
      <value>10330</value>
    </attribute>
    <attribute name="TARGETTYPE">
      <value>CT5</value>
    </attribute>
    <attribute name="TARGETID">
      <value>4</value>
    </attribute>
    <attribute name="SOURCEEVIDENCETYPE">
      <value>ET10000</value>
    </attribute>
    <attribute name="TARGETEVIDENCETYPE">
      <value>ET10074</value>
    </attribute>
    <attribute name="AUTOACCEPTIND">
      <value>0</value>
    </attribute>
    <attribute name="WEBSERVICESIND">
      <value>0</value>
    </attribute>
    <attribute name="SHAREDTYPE">
      <value>SET2002</value>
    </attribute>
    <attribute name="RECORDSTATUS">
      <value>RST1</value>
    </attribute>
    <attribute name="VERSIONNO">
      <value>1</value>
    </attribute>
  </row>
</table>
```

When evidence is shared from the Holding Case to another Integrated Case, the source type needs to be CT10301 and the source ID needs to be set to 10330. The source evidence type needs to be set to ET10000, which is the code for all Evidence that is stored in Holding Cases. Evidence of this type is known as Holding Evidence. The target evidence type in this case is ET10074. In Cúram Common Evidence,

this particular designation identifies Pregnancy Evidence. The evidence sharing type needs to be set to SET2002, which is the code for Non-Identical Sharing.

**Note:** The AUTOACCEPTIND is set to 0. Always set this value to 0 when it is shared from a Holding Case to an Integrated Case. This setting means that a caseworker always sees any changes that come from the citizen's Holding Case.

If the caseworker agrees with the changes, the **Incoming Evidence** link of the **Integrated Case Evidence** page can be used to synchronize the data from the Holding Case in the normal way.

To establish Evidence Broker Configuration for a custom component, a DMX file must be created that contains the configuration that follows the previous example, for example, %SERVER\_DIR%\components\Custom\data\initial\EBROKER\_CONFIG.dmx

In sharing Holding Evidence to a Standard Evidence Entity like a Pregnancy, the Evidence Broker copies the Holding Evidence that contains the Pregnancy data into a new Pregnancy Evidence Record in the target Integrated Case. Holding Evidence is not standard Evidence. Holding Evidence is stored in an XML representation, so while the Holding Evidence is copied to the Target Evidence type, the Evidence Broker converts the XML data into standard Evidence data. To assist with this conversion process, it is necessary to supply metadata. An example of this metadata is illustrated in the following code block:

```
<?xml version="1.0" encoding="UTF-8"?>
<data-hub-config>
  <evidence-config package="curam.holdingcase.evidence">
    <entity name="HoldingEvidence" ev-type-code="ET10000">
      <attribute name="entityStruct">
        curam.citizen.datahub.holdingcase.holdingevidence.struct.
        +HoldingEvidenceDtls
      </attribute>
    </entity>
    <entity name="Pregnancy" ev-type-code="ET10074">
      <attribute name="entityStruct">
        curam.evidence.entity.struct.PregnancyDtls
      </attribute>
      <related-entity>
        <case-participant-role>
          <attribute name="linkAttribute">
            fahCaseParticipantRoleID
          </attribute>
        </case-participant-role>
        <case-participant-role>
          <attribute name="linkAttribute">
            caseParticipantRoleID
          </attribute>
        </case-participant-role>
      </related-entity>
    </entity>
  </evidence-config>
</data-hub-config>
```

The metadata describes each of the entities that can be copied to and from the Holding Case and an Integrated Case. The metadata describes the dtls structs that are used to build the target evidence. It also describes which of the attributes in Case Evidence refer to case participant roles. This information ensures that when the Holding Evidence is copied, it does not blindly copy case participant role identifiers from Holding Evidence. Instead, it looks for the equivalent case participant role ID on the target case and, if it does not exist, creates one.

This metadata is stored in an AppResource resource store key. The resource store key is identified by the Environment Property `curam.workspaceservices.datahub.metadata`. The initially configured value for this variable defaults to the value `curam.workspaceservices.datahub.metadata`. This variable points to default Holding Evidence Data Hub metadata. You can use the following steps to replace the default Holding Evidence Data Hub metadata with a custom version to support all Evidence Types that need to be brokered from the Holding Case to all Integrated Cases:

- Copy the contents of %SERVER\_DIR%\components\WorkspaceServices\data\initial\clob\DataHubMetaData.xml to %SERVER\_DIR%\components\Custom\data\initial\clob\CustomDataHubMetaData.xml



- Edit the contents of CustomDataHubMetaData.xml to describe all the Evidence Entities that need to be updated by the Data Hub.
- Create a file %SERVER\_DIR%\components\Custom\data\initial\APP\_RESOURCES.dmx. Add an entry to this file as shown as follows:

```
<?xml version="1.0" encoding="UTF-8"?>
<table name="APPRESOURCE">
  <column name="resourceid" type="id" />
  <column name="localeIdentifier" type="text"/>
  <column name="name" type="text"/>
  <column name="contentType" type="text"/>
  <column name="contentDisposition" type="text"/>
  <column name="content" type="blob"/>
  <column name="internal" type="bool"/>
  <column name="lastWritten" type="timestamp"/>
  <column name="versionNo" type="number"/>
</table>
<row>
  <attribute name="resourceID">
    <value>10700</value>
  </attribute>
  <attribute name="localeIdentifier"> <value/>
  </attribute>
  <attribute name="name">
    <value>custom.datahub.metadata</value>
  </attribute>
  <attribute name="contentType">
    <value>text/plain</value>
  </attribute>
  <attribute name="contentDisposition"> <value>inline</value>
  </attribute> <
  attribute name="content"> <value> ./Custom/data/initial/clob/CustomDataHubMetaData.xml </
value>
  </attribute> <attribute name="internal"> <value>0</value> </attribute>
  <attribute name="lastWritten"> <value>SYSTIME</value>
  </attribute> <attribute name="versionNo"> <value>1</value>
  </attribute>
</row>
</table>
```

- Create or append to the file %SERVER\_DIR%\components\Custom\properties\Environment.xml adding an entry along the following lines:

```
<environment>
  <type name="dynamic_properties">
    <section code="WSSVCS"
      name="Workspace Services - Configuration">
      <variable name="curam.workspaceservices.datahub.metadata"
        value="custom.datahub.metadata" onlyin="all"
        type="STRING">
      <comment>
        Identifies an AppResource used to configure DataHub
        meta-data.
      </comment>
      </variable>
    </section>
  </type>
</environment>
```

## Round tripping and configuring sharing to the Holding Case

The previous section described how data is shared from the Holding Case to Integrated Cases. Analysts also might want to consider whether evidence needs to be transferred in the opposite direction - that is, from the Integrated Cases to the Holding Case. When sharing is configured from the Integrated Case to the Holding Case, changes made by the caseworker to selected evidence can be propagated back to the Holding Case. This process is essential for life events that need to pre-populate data from Evidence Entities in existing Integrated Cases. This example shows how to configure Pregnancy Evidence for Sharing to the Holding Case.

```
<?xml version="1.0" encoding="UTF-8"?>
<table name="EVIDENCEBROKERCONFIG">
  <column name="EVIDENCEBROKERCONFIGID" type="id"/>
  <column name="SOURCETYPE" type="text" />
  <column name="SOURCEID" type="id" />
```

```

<column name="TARGETTYPE" type="text" />
<column name="TARGETID" type="id"/>
<column name="SOURCEEVIDENCETYPE" type="text"/>
<column name="TARGETEVIDENCETYPE" type="text"/>
<column name="AUTOACCEPTIND" type="bool"/>
<column name="WEBSERVICESIND" type="bool"/>
<column name="SHAREDTYPE" type="text"/>
<column name="RECORDSTATUS" type="text"/>
<column name="VERSIONNO" type="number"/>
<row>
  <attribute name="EVIDENCEBROKERCONFIGID">
    <value>2</value>
  </attribute>
  <attribute name="SOURCETYPE">
    <value>CT5</value>
  </attribute>
  <attribute name="SOURCEID">
    <value>4</value>
  </attribute>
  <attribute name="TARGETTYPE">
    <value>CT10301</value>
  </attribute>
  <attribute name="TARGETID">
    <value>10330</value>
  </attribute>
  <attribute name="SOURCEEVIDENCETYPE">
    <value>ET10074</value>
  </attribute>
  <attribute name="TARGETEVIDENCETYPE">
    <value>ET10000</value>
  </attribute>
  <attribute name="AUTOACCEPTIND">
    <value>1</value>
  </attribute>
  <attribute name="WEBSERVICESIND">
    <value>0</value>
  </attribute>
  <attribute name="SHAREDTYPE">
    <value>SET2002</value>
  </attribute>
  <attribute name="RECORDSTATUS">
    <value>RST1</value>
  </attribute>
  <attribute name="VERSIONNO">
    <value>1</value>
  </attribute>
</row>
</table>

```

**Note:** Unlike Sharing from Holding Case to Integrated Case, the AUTOACCEPTIND is set to 1. This designation is because the target case is a Holding Case and Holding Cases are designed to operate unattended. It is not expected that caseworkers need to review items that are being shared onto the Holding Case as they come from an authoritative source, for instance, the Integrated Case.

### Issues for consideration

With suitable configuration, It is possible to share data from the Holding Case to many different Integrated Cases. Take the example of two different Integrated Cases (cases A and B) that are configured to share information with a citizen's Holding Case (case H). Both cases A and B separately recorded an Income Evidence record for the citizen. In the citizen's Holding Case, this evidence record shows up as two separate Income Records. As far as cases A and B are concerned, they are two entirely separate records - A's view of the citizen's Income and B's view of the citizen's Income. However, to the citizen, this breakdown might not make much sense. The citizen has only one Income and is using one Portal to communicate with the Social Enterprise Management (SEM) agency or agencies concerned. Why does the citizen see two records for the same Income? In cases where there is sharing to multiple Integrated Cases from a single Holding Case, consideration needs to be given to creating another set of sharing relationships to be established from A to B and B to A. This consideration is an issue that requires proper consideration early on in the project lifecycle.

### *Putting it all together*

Previous topics showed how to create the parts of a life event, this topic discusses how to join all these pieces together to make a completed life event.

New life events can be configured using the life event Administration pages. Using the Administration Pages you can create new life event Types and life event Channels, add rich text descriptions and associate the life events with IEG Scripts and Recommendation Rule Sets. Once all of the required Entities are created, the data can be extracted into a set of DMX files that can be used as a basis for ongoing development. The following set of commands can be used to extract the relevant dmx files:

```
build extractdata -Dtablename=LifeEventType
build extractdata -Dtablename=LifeEventContext
build extractdata -Dtablename=LifeEventCategory
build extractdata -Dtablename=LifeEventCategoryLink
build extractdata -Dtablename=LocalizableText
build extractdata -Dtablename=TextTranslation
```

The LocalizableText and TextTranslation tables contain all of the life event descriptions, but they are also filled with text translations that do not relate to life events. Developers should audit these DMX files removing any entries that do not correspond to the relevant life event descriptions before copying the dmx files to %SERVER\_DIR%\components\Custom\data\initial\.

### **Event APIs for life events**

The life event broker is instrumented with guice events. Developers can write listeners that can be bound to these events. The available events are:

- `PreCreateLifeEvent` - Invoked before launching a life event
- `PostCreateLifeEvent` - Invoked after the life event has been initialized. That is after the Data Hub Transform and View Processors have been executed.
- `PreSubmitLifeEvent` - Invoked after the life event has been submitted but before the Update Processors have been run.
- `PostSubmitLifeEvent` - Invoked after the life event has been submitted.

Note that both the Pre and Post SubmitLifeEvent events are executed from within a Deferred Process so the current user is expected to be SYSTEM. Life events should never attempt to change the contents of the life event. The code extract below shows how a Listener class, `MyPreCreateListener` can be bound to one of these life events:

```
Multibinder<LifeEventEvents.PreCreateLifeEvent>
preCreateBinder =
    Multibinder.newSetBinder(binder(),
        new TypeLiteral<LifeEventEvents.PreCreateLifeEvent>() { /**/
        });

preCreateBinder.addBinding().to(MyPreCreateListener.class);
```

### **Artifacts with limited customization scope**

A description of IBM Cúram Universal Access artifacts that have restrictions on their use. Customers that want to change these artifacts should consider alternatives or request an enhancement to Universal Access.

#### **Model**

Customers are not supported in making changes to any part of the Universal Access model. Changes in the model such as changing the data types of domains can cause failure of the Universal Access system and upgrade issues. This applies to the model files in the following packages:

- `WorkspaceServices`
- `CitizenWorkspace`
- `CitizenWorkspaceAdmin`

## Code tables

See *Extending code tables* for a list of restricted code tables.

## Related information

[Extending code tables](#)

## Troubleshooting and support

---

Use this information to help you to troubleshoot issues with the IBM Cúram Universal Access Responsive Web Application or IBM Social Program Management Design System.

The IBM Cúram Social Program Management supported assets can be installed, customized, and deployed separately from IBM Cúram Social Program Management, before being integrated into the system.

When troubleshooting web applications that are integrated with IBM Cúram Social Program Management, use this troubleshooting information in conjunction with the troubleshooting information for IBM Cúram Social Program Management. For more information, see the *Troubleshooting and support* related link.

## Citizen Engagement components and licensing

You can use and customize the new Universal Access web application for your organization, or develop your own custom web applications to complement the standard IBM Cúram Social Program Management web client. Use this information to understand the IBM Cúram Social Program Management components, supported assets, and licenses that you need.

### Installable components

#### IBM Social Program Management Design System supported asset

The design system provides the foundational packages for building accessible and responsive web applications. It consists of a React UI component library, React development resources, and a style guide for creating web applications.

#### Universal Access Responsive Web Application supported asset

The new Universal Access web application, which you can use and customize for your organization. The responsive web application requires the IBM Social Program Management Design System and the Universal Access application module.

#### Universal Access application module

The Universal Access (UA) application module includes REST APIs that expose interfaces to Universal Access and IEG functions for consumption by the Universal Access Responsive Web Application. Universal Access requires the IBM Cúram Social Program Management Platform.

### Licensing Universal Access (New)

To use and customize the new Universal Access web application, customers can buy the Universal Access application module, which entitles the Universal Access Responsive Web Application asset, and IBM Cúram Social Program Management Platform, which entitles the IBM Social Program Management Design System asset. Customers can also buy Citizen Engagement, which includes the Universal Access application module, the IBM Cúram Social Program Management Platform, and the assets.

### Licensing the IBM Social Program Management Design System

To develop custom web applications to complement the standard IBM Cúram Social Program Management web client, customers must buy the IBM Cúram Social Program Management Platform, which entitles the IBM Social Program Management Design System asset.

## Citizen Engagement support strategy

The Citizen Engagement assets are expected to be released monthly, and they can be upgraded independently of the base IBM Cúram Social Program Management product.

### Support strategy for the supported assets

Due to the more frequent release schedule, the support strategy is to maintain a single product line for both new features and maintenance. Where possible, all updates are planned for the latest version of the assets. Security and defect fixes will be delivered in the latest release only. The assets are supported for the lifetime of the latest supported IBM Cúram Social Program Management version available at the time of the asset release.

The assets use [semantic versioning](#). As a general guideline, this means:

- MAJOR version for incompatible API changes
- MINOR version for adding functionality in a backwards-compatible manner
- PATCH version for backwards-compatible bug fixes

The assets will be full releases rather than delta releases regardless of version type.

Although new features (pages) can be delivered in any minor release, new features are typically delivered at the same time as the Universal Access application module release that contains the new APIs for those features.

### Support strategy for the Universal Access application module

Where possible, Universal Access REST API changes are delivered in refresh pack or other impact-free releases that impose no forced upgrade impact.

### Compatibility

You can confirm compatibility between a version of the supported assets and the IBM Cúram Social Program Management software by referring to the asset release notes and documentation.

## Examining log files

Log files are a useful resource for troubleshooting problems.

### Examining the browser console logs

For JavaScript applications, you can examine the browser console logs for errors that might be relevant to investigating problems. For the exact details about how to locate the console logs within the browser, see your browser documentation.

**Note:** When you are developing applications with the IBM Social Program Management Design System, console logging information might also be displayed within the console that runs the start process for the application.

### Examining the HTTP Server log files

When you deploy a built application on an HTTP Server, the built application introduces a new point with which logging is captured in your system topology. The IBM HTTP Server and the Oracle HTTP Server include comprehensive logging system and related information.

For more information about troubleshooting the IBM HTTP Server, see [Troubleshooting IBM HTTP Server](#).

For more information about troubleshooting the Oracle HTTP Server, see [Managing Oracle HTTP Server Logs](#).

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