

The Network's Case Management System

Investigator User Guide

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1.0 Overview

Introduction

The Network's Case Management system centralizes and integrates all aspects of the incident reporting process, from notification to investigation and through resolution, creating a comprehensive historical record of all actions taken to investigate and resolve an incident.

There are two levels of users within the Case Management system:

- Higher-level users called Case Managers have access to more information in the system like the Summary View and Ad Hoc Reports. Additionally, Case Managers have case assignment rights and case closure/approval authority.
- Investigators are users to whom cases are assigned and who are primarily responsible for performing and documenting investigations, and sending cases for approval.

This document provides a User Guide for Investigator level users. A similar User Guide for Case Manager level users is available in a separate document. Contact your Program Manager at The Network to obtain a copy of the Case Manager User Guide.

Features

The application was designed with the following elements in mind in order to create an intuitive workflow management tool.

- Internet Enabled
The application was built to allow users to securely access and manage their incidents from anywhere via the Internet.
- Case Administration
The Case Management system enables users to manage the full life cycle of an incident, from initial notification, to the assignment of an Investigator, to the documentation of the investigation, through the resolution and closure of the case.
- Historical Record
Actions on each case are recorded with a date/time/user stamp in the Case Log, creating an historical record of every action taken to investigate and resolve each case.
- On-line access to Ad Hoc Reports
Case Manager Users have online access to standard management reports as well as the ability to create a new report covering a custom date range.
- Search and Sort Capabilities
Users have the ability to search through case data by selecting one or more of nine different filters to locate information related to an individual case and/or cases that match specified criteria.
- Access Security
The system's security measures ensure that each user can access and work on only those cases to which he/she has been granted rights. Access rights are determined based on the type of incident that occurred and/or the location of the incident.
- Communication with Anonymous Callers
Through the Callback functionality, the system provides a mechanism for communicating with anonymous callers.

1.1 Field types and Navigation

There are four types of fields in the Case Management application:

- Text Fields
- Numeric Fields
- Drop Down Fields
- Navigation Buttons

Text Fields

Text Fields require textual information to be entered such as names, address, and descriptive information.

Numeric Fields

Numeric Fields require numeric information to be entered such as dates and dollar amounts.

- Dates:
 - The format is mm/dd/yyyy - 01/01/2002
 - All date fields require the month, day and year. The field will not accept 10/99; it must have a complete date.
 - If you enter only the month/day and press TAB to move to the next field, the year will default to the current year
 - The following characters are accepted in the date field:
 - Forward slash "/" 01/01/2002
 - Back slash "\" 01\01\2002
 - Space 01 01 2002
 - Comma "," 01,01,2002
 - Hyphen "-" 01-01-2002
 - Period "." 01.01.2002
- Dollar Amounts:
 - It is only necessary to enter the decimal (.) if the amount has cents associated with it.

Drop Down Fields

Drop down menus provide the user with a specific set of choices defined by the client. Dropdowns are used to provide potential choices related to the following:

- Incident Type
- Priority
- Resolution Status
- Actions
- Report Date

There are four methods for using a drop down box.

- Use the mouse to activate the dropdown and make the selection.
- Type the first letter of the option for which you are looking. This will take you to that specific option. If there are two options that start with the same letter, then press the same letter a second time to go to the second option. Once you have selected the appropriate choice, TAB away from the field.
- Use the up and down arrow keys to navigate through the list of options in the drop down box. Once you have highlighted the appropriate choice, TAB away from the field.

- Press "Alt+Down Arrow" simultaneously to view all the options in the drop down menu. You can then either press the first letter of the option, or use your arrow keys to select the appropriate option. Once you have highlighted the appropriate choice, TAB away from the field.

Navigation Buttons

- **Back Button:**
The Back Button takes the user to the previous screen, without saving any changes made on the current screen.
 - Note: neither the Backspace key nor the Back button in your browser are supported in the Case Management system. These buttons will take you to the previous page without saving your changes.

- **Save Button:**
The Save Button will save all of the changes that have been made and will keep the user on the current screen.

- **Finish Button:**
The Finish Button will save all of the changes that have been made and will take the user to his/her default view within the Case Management system:
 - Case Managers will be taken to the Summary View
 - Investigators will be taken to the Incident Queue.

Common Keyboard Shortcuts

Primarily using the keyboard will assist the user in efficiently navigating through the application and allow the user to take full advantage of the features of the application.

ACTION REQUIRED	KEYSTROKE
Move Forward	TAB
Move Backward	SHIFT + TAB (All can be done with the Right Hand)
Activate a Dropdown	Dropdown boxes can be activated in three manners. The three options are listed in preferential order. <ol style="list-style-type: none"> 1. Type the first letter of the item want to select. 2. Use the UP and DOWN ARROW keys to navigate in the dropdown. 3. ALT+DOWN ARROW will display the contents of the dropdown.
Activate a Button	ENTER
Make a Selection	ENTER

Module 2.0

2.0 Investigator User Experience

The Investigator user has access to the following screens within the Case Management system:

- Incident Queue screen
- Reminders screen
- Case Management screen
- CallBack Information screen

The following modules in this section provide an overview of each of the screens, a description of the various data fields, and a description of the possible values for each field.

Module 2.1

2.1 Login Screen



1. System News

This field displays information regarding the Link2 system. If there are any problems with the system or upcoming scheduled downtime for system maintenance, the user will be notified by a message that will scroll in this field.

2. Login ID and Password

- Login Field
 - The user will enter his/her Link2 user ID in the Log In field to access the system.
- Password Field
 - The user will enter his/her password to access the Link2 system.
 - The user's password is case-sensitive.
 - Note: The Network recommends the use of a "strong" password – i.e., a password that is at least 8 characters long and that uses a combination of alphabetical and numeric characters.

3. Action Buttons

- Login Button
 - After entering his/her correct Login ID and password, the user will access the system by clicking on this button.
- Clear Button
 - The *Clear Button* enables the user to clear any text entered in the Login ID and/or Password fields.
- Help Button
 - The *Help Button* will provide the user with application-specific help.

Module 2.2

2.2 Welcome Screen



1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen:

- **Home**

By clicking on *Home*, the user is taken back to the Log In screen.

- **Admin**

Based on your rights, this action button may or may not be available.

- **Log Out**

By clicking on *Log Out*, the user exits the Case Management system.

- **Help**

The feature is not active.

Upper left side of the screen:

2. Welcome/listing of system rights

This field welcomes the user and displays the name of the environment (Production / QA / Training) system.

3. Change My Password link

By clicking on this link, the user will be able to change his/her password used to log in to the system.

4. System News

This field displays information regarding the ReportLine 3.0 system. If there are any problems with the system or upcoming scheduled downtime for system maintenance, the user will be notified by a message that will scroll in this field.

5. Reminders Summary Table

If the user is the author or recipient of any Reminder Notifications, they will be listed in the Reminders Summary Table. The Hyperlink will take the user to the Reminders Tab.

6. Enter an Incident Button

If the user has function rights to enter incidents directly into the ReportLine 3.0 system, this action button will be available to him/her. If the user does not have the function right to enter an incident, then this action button will not appear on the screen.

Note: The instructions for how to "Enter an Incident" are not included in this document. Please contact your Program Manager if you would like more information regarding the ability to enter incidents into the ReportLine 3.0 system.

7. Case Management Button

After entering his/her correct Login ID and password, the user will enter the Case Management system by clicking on this button. If the user does not have the right to work in Case Management, then this action button will not appear on the screen

8. Reporting Portal Button

After entering his/her correct Login ID and password, the user will enter the Reporting Portal system by clicking on this button. If the user does not have the right to enter an incident, then this action button will not appear on the screen.

2.3 Incident Queue Screen

The screenshot shows the Incident Queue screen with the following elements:

- 1**: Upper Menu Bar containing HOME, SEARCH, LOG OUT, and CONTACT US.
- 2**: Incident Queue and Reminders tabs.
- 3**: Search filters including Incident #, Due Date, Location ID, Report Date, Incident Type, Last Name, Investigator, Priority, Approver, and Resolution Status.
- 4**: Pagination (First, Prev, 1-13 of 13, Next, Last) and EXPORT button.
- 5**: Incident list table with columns: Incident #, Incident Type, Report Date, Location, Approver, and Investigator.

Incident #	Incident Type	Report Date	Location	Approver	Investigat
812240175 View PDF	Wage-Hour Issues	12/24/2008 5:32 AM	336 - 6370 Ridgewood Court Jackson MS 39211	WASHBURN JOAN	ARCHER LI
809101471 View PDF	Theft of Cash	9/10/2008 11:30 AM	511 - 3898 Atlanta Hwy Bogart GA 30622	ADAMS WILL	ARCHER LI
810292502 View PDF	Theft of Time	10/29/2008 2:19 PM	UNK	WASHBURN JOAN	ARCHER LI

1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen:

- **Home**

By clicking on *Home*, the user is taken back to the Log In screen.

- **Search**

Based on your rights, this action button may or may not be available.

- **Log Out**

By clicking on *Log Out*, the user exits the Case Management system.

- **Contact Us**

By clicking on *Contact Us*, the user's default email system will open and the email address will appear in the TO field. The user can send any questions, concerns or suggestions to this address

Upper left side of the screen:

2. Tab Headings

Other than the Incident Queue tab (the current screen), the Case Investigation has access to the Reminders Queue.

- **Reminders Tab**

By clicking on the Reminders Tab, the user is taken to the Reminders Queue where the user has access to all of the non-cleared Reminders for which the logged-in user is the author or recipient.

3. Filters

The Filters section contains a multitude of criteria by which the user can search to find specific incident report information. The user can refine his/her search by selecting one or multiple values in each of the filters listed below.

- **Incident #** - Incident Report #.
 - Search for a specific incident by typing in the Incident Report # and then clicking on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.

NOTE: If the user searches by Incident Report #, then no other filter criteria can be used.

- **Due Date** – The date on which the investigation should be completed. This date is selected by the Case Manager as part of the process of assigning an Investigator.
 - Search for reports that are due on a specific date by entering that date in this field and then clicking on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.
- **Location ID** – The location identification number of the client’s location where the incident took place.
 - Search for incidents that have taken place at a particular location by entering a specific Location ID and then clicking on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.
- **Report Date** – The date on which an incident was reported.
 - Search for reports that took place on a specific date or dates by performing the following steps:
 - Click on the drop down arrow and select one of the following options:
 - *Today* – will return all incidents reported on the current day
 - *Last 7 Days* – will return all incidents reported in the last 7 days
 - *Last 30 Days* – will return all incidents reported in the last 30 days
 - *This Year* – will return all incidents reported in the current calendar year
 - *Last Year* – will return all incidents reported in the last calendar year
 - *Specific Date* – will return all incidents reported on a specific date
 - Enter a specific date using the MM/DD/YYYY format
 - *Custom Date Range* – will return all incidents reported during a specified date range
 - Enter a specific date in the “From” field using the MM/DD/YYYY format
 - Enter a specific date in the “To” field using the MM/DD/YYYY format
 - *All Dates* – will return all incidents that have been reported
 - Click on the *Find* button.
 - To clear the value entered in the filter, click on the *Clear* button.
- **Incident Type** – The type of incident reported.
 - Search for a specific incident type or types by selecting one or multiple incident types and then clicking on *Find*.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.
- **Last Name** – The last name of any person listed in the Caller, Reported Party, Management Notified, or Involved/Aware Party section of the incident report.

- Search for all incidents involving or reporting a specific individual by entering that person's last name and then clicking on the *Find* button.
- To clear the value entered in the filter, click on the *Clear* button.
- **Investigator** – The Investigator to which an incident has been assigned.
 - Since an Investigator has access to only those cases assigned to him/her, this filter is read-only and is inactive.
- **Priority** – The priority of an incident report.
 - Search for all incidents that have a particular priority or priorities by selecting one or multiple priorities listed in the drop down and then clicking on the *Find* button.
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.
- **Approver** – The Case Manager with approval authority for a particular case.
 - Since an Investigator has access to only those cases assigned to him/her, this filter is read-only and is inactive.
- **Resolution Status** - This field displays the number of cases with a Resolution Status of Approved/Closed. The Case Manager has approved the Investigator's work and has closed the case.
 - Search for all incidents that have a particular resolution status or statuses by selecting one or multiple statuses listed in the drop down and then clicking on the *Find* button.
 - Potential values in this filter include:
 - All Statuses
 - New/Unassigned
 - Assigned/In Progress
 - Awaiting Approval
 - Approved/Closed
 - To select multiple values in this filter, select the first value, press and hold the Control Key, then select the next desired value. Repeat as necessary until all desired values are selected.
 - To clear the value or values entered in the filter, click on the *Clear* button.

4. Export

The export to Excel button allows a user to create a Microsoft Excel spreadsheet of aggregate case information as a result of filters run on the Incident Queue. Details of this functionality are covered in Module 2.7

5. Incident Queue Listing

The Incident Queue is listed beneath the Filters section. If no filters are applied, then the table displays all active cases, i.e., ones with a Resolution Status of *other than* Approved/Closed.

Note: You can hide the Filters section altogether by clicking on the Hide button near the word *Filters*.

The Incident Queue is displayed in a table format and is pre-sorted by Due Date. The Incident Queue can be sorted by each of the column headings simply by clicking on the desired column heading.

If a column heading shows an up arrow or down arrow, then the table is currently sorted by the data in that column.

If an incident is shown in **Bold Red** text, there is a past due Reminder associated with the case.

- **Action** – Drop down listing of the various actions that a user can take to navigate to more information related to a particular incident.
 - **View PDF** – The user can view a full-length pdf of the original incident report by performing the following:
 - Select *View PDF* in the Action drop down.
 - Click on the *Green Arrow*.
 - When the user is finished viewing the full-length pdf of the original incident report, he/she closes the popup window.
 - **Summary** – The user can view the *Incident Summary Report*, a compilation of information related to the original incident report including: caller information, user information, Callback information, incident type, incident description, transaction history and dissemination history. The user can access this by performing the following:
 - Select *Summary* in the Action drop down.
 - Click on the *Green Arrow*.
 - When the user is finished viewing the Incident Summary Report, he/she closes the popup window
 - **View Case** – The user can view the *Case Management* screen for a particular case by performing the following:
 - Select *View Case* in the Action drop down.
 - Click on the *Green Arrow*.
 - NOTE: When selecting this option, the user will navigate to the Case Management screen for this incident, but will be in “view” mode, meaning he/she will only be able to perform the following actions:
 - Adding an entry in the Case Log
 - Printing the log by selecting the *Print Log* button
 - Printing the case by selecting the *Print Case* button
 - **Manage Case** – The user can go to the Case Management screen for this particular incident by performing the following:
 - Select *Manage Case* in the Actions drop down.
 - Click on the *Green Arrow*.
 - NOTE: if a user attempts to select this option when another user already “owns” this case, he/she will receive an alert message stating that the action cannot be completed because some other user already “owns” the case. The user will be given the option to select the *View Case* option if so desired.
 - **Callbacks** – The user can go to the Callback Diary screen by performing the following:
 - Select *Callbacks* in the Action drop down.
 - Click on the *Green Arrow*.
 - When the user is finished with the Callback Diary screen, he/she hits OK and is taken back to the Incident Queue.

By clicking on the Incident # hyperlink for a particular incident, the user is presented with the Incident Short Summary, a high-level overview of that incident's details.

The screenshot shows a web application interface for incident management. At the top, there are navigation links: HOME, SEARCH, LOG OUT, and CONTACT US. The user's name, LEW ARCHER, is displayed in the top right corner. The main content area is titled "Incident Queue" and includes a "Reminders" tab. Below the tabs are filter options: "Show | Hide". The filter section contains several input fields and dropdown menus: Incident #, Due Date, Location ID, Report Date, Last Name, Investigator, Priority (All Priorities), Approver (All Approvers), Incident Type (All Incident Types, Accounting/Audit Irregularities, Conflicts of Interest, Customer Relations), and Resolution Status (All Statuses, All Active Cases, New/Unassigned, Assigned/In Progress). There are "FIND" and "CLEAR" buttons. Below the filters is a pagination bar: "First Prev 1-13 of 13 Next Last" and an "EXPORT" button. The main table has columns: Incident #, Incident Type, Report Date, Location, Approver, and Investigator. The first row is highlighted and has a "6" in a box next to its Incident #, 812240175. Below the table, there is a section titled "Incident Short Summary for Incident# 812240175" with fields for Who (FALZONE), What (Wage/Hour Issues), When (10/18/2008-11/3/2008 (EXACT DATE UNKNOWN)), and Where (336 - 6370 Ridgewood Court Jackson MS 3). Below this summary is another table with three rows of incident data, each with a "View PDF" button.

Incident #	Incident Type	Report Date	Location	Approver	Investigator
812240175	Wage/Hour Issues	12/24/2008 5:32 AM	336 - 6370 Ridgewood Court Jackson MS 39211	WASHBURN JOAN	ARCHER LI
809101471	Theft of Cash	9/10/2008 11:30 AM	511 - 3898 Atlanta Hwy Bogart GA 30622	ADAMS WILL	ARCHER LI
810292502	Theft of Time	10/29/2008 2:19 PM	UNK	WASHBURN JOAN	ARCHER LI

6. Incident Short Summary

The Incident Short Summary displays the following information:

- **Who** - This field displays the Reported Party associated with this incident.
 - If there is more than one Reported Party, all Reported Parties will be listed.
- **What** - This field displays the incident type classification for this incident.
- **When** - This field displays the time period when this incident occurred.
- **Where** - This field displays the specific place within the client's location (e.g., break room, sales floor, etc) where this incident occurred.
- **View PDF Button** – By clicking on this button, (located on the right side of the Short Summary, the user may need to scroll to the right to view the button) the user is presented with a popup window containing a full-length pdf of the original incident report.
 - After viewing the full-length pdf, the user can close the popup window.
- **Manage This Case Button** – By clicking on this button, (located on the right side of the Short Summary, the user may need to scroll to the right to view the button) the user is taken to the Case Management screen for this incident.

HOME SEARCH LOG OUT CONTACT US

Incident Queue Reminders

Filters Show | Hide

Incident # 812240175 Last Name [] Priority All Priorities

Due Date [] Investigator All Investigators Approver All Approvers

Location ID [] Report Date All Dates

Incident Type All Incident Types Accounting/Audit Irregularities Conflicts of Interest Customer Relations

Resolution Status All Statuses All Active Cases New/Unassigned Assigned/In Progress

FIND CLEAR

First Prev 1-1 of 1 Next Last

EXPORT

Incident #	Location	Approver	Investigator	Resolution Status	Due Date	Last Case Update	DBA	Pr
812240175 View PDF	Wood Court Jackson MS 39211	WASHBURN JOAN	ARCHER LEW	Assigned/ In Progress		1/1/2009 3:04 AM	Acme USA	1

HIDE INCIDENT SHORT SUMMARY

VIEW MANAGE CASE

What Wage/Hour Issues

Where 336 - 6370 Ridgewood Court Jackson MS 39211

Scroll Bar

The user can hide the Incident Short Summary at any time by clicking on *Hide Incident Short Summary*.

Module 2.5

2.5 Case Management Screen (screenshot 1 of 3) - Case Administration section

1

2

3

THE NETWORK
LEW ARCHER

HOME SEARCH LOG OUT CONTACT US

ACME - Incident: 812240175 Case Administration Reminders, Investigation Resolution

Case Administration Information Case Edit Mode: Manage Case Incident Queue Reminder Queue TOP

Actions [dropdown] Priority 1 Assignment Date 1/1/2009
Approver WASHBURN, JOAN Due Date [calendar]
Investigator ARCHER, LEW Resolution Status Assigned/In Progress

Show Incident Short Summary

Reminders TOP

SELECT ALL DESELECT ALL CLEAR SELECTED SET REMINDER

All Open (Non-Cleared) Reminders View All Reminders

First Prev 1 of 2 Next Last

Clear	Reminder #	Status	Reminder Date	Follow-up Date	Author	Recipient(s)	Subject	Reminder
<input type="checkbox"/>	22972	Past Due	01/03/2009	01/03/2009	System	LEW ARCHER(Past Due as of 01/04/2009)	enter callbacks	submit questions
<input type="checkbox"/>	23128	Past Due	01/14/2009	01/03/2009	System	LEW ARCHER(Past Due as of 01/15/2009)	Verify caller CB	Please verify whether the caller called back after the CB date.

1. Upper Menu Bar

The Menu Bar at the top of the screen contains the buttons which enable the user to navigate to other parts of the system or to exit the system altogether.

Upper left side of the screen

- **Home**

By clicking on *Home*, the user is taken back to the Log In screen.

- **Log Out**

By clicking on *Log Out*, the user exits the Case Management system.

Upper right side of the screen

- **Contact Us**

By clicking on *Contact Us*, the user is presented with a pop up window that initializes his/her email application so that he/she can send an email to The Network regarding any issues, ideas or concerns related to the Case Management system.

2. Navigation Links – Case Administration, Reminders, Investigation and Resolution

- **Case Administration**

By clicking on the words *Case Administration* in the upper middle of the screen, the user is taken to the Case Administration Information section of the screen.

- **Reminders**

By clicking on the word *Reminders* in the upper middle of the screen, the user is taken to the *Reminders* section in the middle of the screen.

- **Investigation**

By clicking on the word *Investigation* in the upper middle of the screen, the user is taken to the Investigation Information section in the middle of the screen.

- **Resolution**

By clicking on the word *Resolution* in the upper middle of the screen, the user is taken to the Resolution Information section at the bottom of the screen.

- **Incident Queue**

By clicking on the words *Incident Queue* located in the Case Administration Section, the user is taken to the Incident Queue screen.

- **Reminder Queue**

By clicking on the words *Reminder Queue* in the upper right of the screen, the user is taken to the Reminder Queue screen.

- **Top**

By clicking on the word *Top*, the user is taken to the top of the screen.

3. Case Administration Information

The Case Administration section is comprised of the following information:

- **Actions** – Drop down listing of the various actions that a user can take with respect to the assignment and/or transfer of a particular case for investigation and resolution.

The role of the user (either Case Manager or Investigator), as well as the actions that have already been completed on the case, will dictate which options appear at any given time. The seven options for Case Managers include: (details about each option are listed below)

- Blank – no action
- Assign Inv – Assign Investigator
- Transfer to New Inv – Transfer to new Investigator
- Transfer to New CM – Transfer to new Case Manager
- Send for Approval – Send back to the Case Manager for approval
- Return Back to Inv – Return back to Investigator for further work
- Approve/Close – Approve the investigation/resolution and close the case

NOTE: All of the other fields in this section are dependent upon the option selected in the *Actions* drop down. When a particular action is selected, certain fields will be available that were read-only before that particular action was selected.

- **Blank** – No action selected. This is the default value for this drop down.
- **Assign Inv**
 - Only Case Managers have the right to perform this action.
 - This action is completed by performing the following steps:
 - Select Assign Inv in the Actions drop down.
 - Select an Investigator in the Investigator drop down.
 - Fill in a valid date in the Due Date field.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Transfer to New Inv**

- Either Case Managers or Investigators who have been granted rights to do this can perform this action.
- This action is completed by performing the following steps:
 - Select Transfer to New Inv in the Actions drop down.
 - Select a new Investigator in the Investigator drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Transfer to New CM**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Transfer to New CM in the Actions drop down.
 - Select a Case Manager in the Case Manager drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Return to Inv**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Return to Inv in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Send for Approval**
 - Only Investigators can perform this action.
 - This action is completed by performing the following steps:
 - Select Send for Approval in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- **Approve/Close**
 - Only Case Managers can perform this action.
 - This action is completed by performing the following steps:
 - Select Approve/Close in the Actions drop down.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.

- **Priority – The priority of the incident.**
 - This field is customizable, so the client can choose whatever schema (e.g., numbers, colors, etc) to differentiate priorities that it would like to use.
 - The default for this field is the highest priority for the client.
 - If the client uses a numbering system from 1 to 5 with 1 being the highest priority and 5 being the lowest priority, then this field will default to 1.
 - The user can change the value in this field by performing the following steps:
 - Click on the Priority drop down arrow.
 - Select the desired priority designation.
 - Click on Save or Finish on the bottom of the screen.
 - Clicking on Save will save all information entered and keeps the user on this screen.
 - Clicking on Finish will save all information entered and will take the user back to the Summary View screen.

- **Approver – The Case Manager with approval authority for this case.**
 - After a case is assigned, this field will be read-only and will contain the name of the Case Manager that assigned the case to an Investigator.
 - The only time the value in this field will change is when a Case Manager decides to transfer a case to a new Case Manager.

- **Investigator – The Investigator to which this incident could be assigned.**
 - As part of the implementation process, the client will provide a listing of potential Investigators, including the locations and the incident types he/she is authorized to access.
 - These values will populate the drop down list of potential Investigators that the Case Manager will choose from in assigning the case.
 - After a case is assigned, this field will be read-only and will contain the name of the Investigator to which the case has been assigned.
 - The only time the value in this field will change is when the case is transferred to a new Investigator.

- **Assignment Date – The date on which this case was assigned.**
 - The value in this field is read-only and is automatically populated when the action of *Assign Inv* is completed.

- **Due Date – The date on which the investigation must be completed.**
 - The Case Manager enters this date, usually as part of the process of assigning an Investigator.

- **Resolution Status – The current Resolution Status for this case.**
 - The value in this field is read-only and is determined by what actions have been completed on this case.
 - New/Unassigned
 - When the case has not yet been assigned.
 - Assigned/In Progress
 - When the Assign Inv action has been completed, the Resolution Status will automatically change from New/Unassigned to Assigned/In Progress.
 - Awaiting Approval
 - When the investigation has been documented and the Send for Approval action completed, the Resolution

Status will automatically change from Assigned/In Progress to Awaiting Approval.

- Approved/Closed
 - When the Case Manager has reviewed the case and agrees with the Investigator's investigation and resolution recommendations, the Case Manager Approves/Closes the case. When this action is completed, the Resolution Status changes from Awaiting Approval to Approved/Closed.
 - NOTE: if and only if a case is in the status of Approved/Closed, an additional field (Closed Date) will be displayed.
 - The Closed Date field will display the date that the case was approved/closed.

4
Reminders TOP ↑

SELECT ALL DESELECT ALL CLEAR SELECTED SET REMINDER

All Open (Non-Cleared) Reminders | [View All Reminders](#)

First Prev 1 of 2 Next Last

Clear	Reminder #	Status	Reminder Date	Follow-up Date	Author	Recipient(s)	Subject	Reminder
<input type="checkbox"/>	22972	Past Due	01/03/2009	01/03/2009	System	LEW ARCHER(Past Due as of 01/04/2009)	enter callbacks	submit questions
<input type="checkbox"/>	23128	Past Due	01/14/2009	01/03/2009	System	LEW ARCHER(Past Due as of 01/15/2009)	Verify caller CB	Please verify whether the caller called back after the CB date.

4. Reminders Section

The Reminders Section allows Users to set individual Reminder Notifications for the Case. Please see the Reminder Notifications section (Module 2.10) for further detail on the use of this feature.

2.5 Case Management Screen (screenshot 2 of 3) - Investigation Information section

The screenshot shows the 'Investigation Information' section of the Case Management screen. It includes a 'New Case Log Entry' text box (5) and 'CLEAR' and 'SAVE ENTRY' buttons (6). Below this is the 'Case Log' section (7) displaying two entries: '01/15/2009 5:30AM (ET) - System - Reminder Notification (#23128) set to Past Due' and '01/14/2009 6:00AM (ET) - System - Reminder Notification (#23128) set to Act'. The second entry has a 'CALLBACK INFORMATION' button (8) and 'PRINT CASE' and 'PRINT LOG' buttons (9). The 'Attachments' section (10) has an 'ADD ATTACHMENT' button. The 'Additional Information' section contains a note: 'Note: The following are examples of field types that can be inserted in the additional information section:' followed by several form fields: 'Have you completed and attached the investigation form?' (checkbox), 'Who is the Reported Party's Supervisor?' (text box), 'What is the Supervisor's phone number?' (text box), 'Email' (text box), 'In which state does the Reported Party work?' (dropdown), 'On what date was the investigation completed?' (text box), 'Please summarize your investigation (up to 2000 characters)' (text area), and 'How many people from Internal Audit were involved in the investigation of this incident?' (text box).

5. New Case Log Entry Text Box

Any user with access to the Case Management screen for a particular case can create an entry in the Case Log simply by placing his/her cursor in the New Case Log Entry text box and typing the desired text.

6. Case Log Entry Action Buttons

▪ Save Entry Button

- After entering the desired text into the New Entry to Case Log text box, the user can save that entry by clicking on the *Save Entry* Button.
- The user can also save any information entered by clicking on *Save* or *Finish* on the bottom of the screen.
 - Clicking on *Save* will save all information entered and keeps the user on this screen.
 - Clicking on *Finish* will save all information entered and will take the user back to the Summary View screen.
- NOTE: Once a New Entry to the Case Log has been saved, it cannot be edited.

▪ Clear Button

- If, after typing text into the New Entry to Case Log text box, and before saving the entry, the user wants to delete what has been typed, he/she can click on the *Clear* button.
- NOTE: Once a New Entry to the Case Log has been saved, it cannot be deleted.

7. Case Log

The Case Log is an historical record of every action taken in the investigation and resolution of a case. The entries to the Case Log are documented in reverse chronological order, i.e., the most recent action is listed first, followed by the next most recent action, etc.

The following actions are automatically documented in the Case Log with a date/time/user stamp:

- Text entries typed by a user.
- NOTE: all times are denoted in the Case Log as being Eastern Time (ET)
 - Each text entry is limited to a maximum of 8000 characters, but the maximum number of entries to the Case Log is unlimited.
- Any action of assignment or transfer of a case:
 - Assigning an Investigator
 - Transferring a case to a new Investigator
 - Transferring a case to a new Case Manager
 - Sending a case for approval
 - Sending a case back to an Investigator for further investigation
 - Approval/Closure of a case

8. CallBack Information Button

By clicking on the CallBack Information button, the user navigates to the CallBack Information screen and is presented with the CallBack Diary, a listing of all questions and answers between the client and the anonymous caller.

Refer to Module 2.6 for more details regarding the CallBack Information screen.

9. Print Buttons

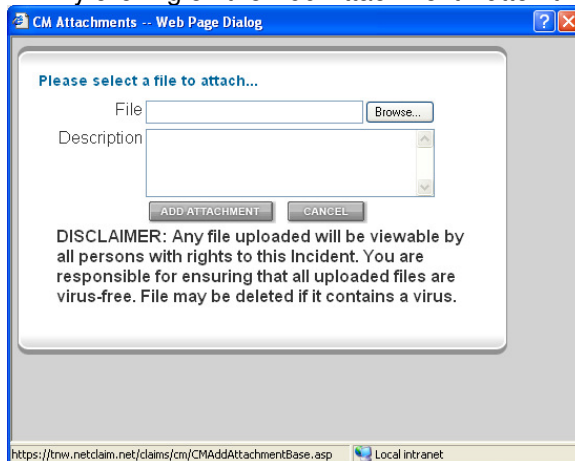
The user can print information related to a particular case by clicking on one of the Print buttons listed below:

- **Print Log Button**
 - The user can print the entire Case Log by clicking on the *Print Log* Button.
- **Print Case Button**
 - The user can print all of the information on the Case Management screen, including the Case Administration Information, the Incident Short Summary, the Case Log, and the Resolution Information, by clicking on the *Print Case* Button.

10. Add Attachments Button

The user can add digital file attachments to the case log by clicking on the *Add Attachments* Button.

- By clicking on the Add Attachment Button the following dialogue box will be displayed:



Multiple files can be attached to the case log. The file size limitation is set at 5 MB per file.

- By clicking on the Browse Button, the user can navigate to the file to be uploaded.

2.5 Additional Information Section

Additional Information

Examples of Field Types

Note: The following are examples of field types that can be inserted in the additional information section:

Have you completed and attached the investigation form?

Who is the Reported Party's Supervisor?

What is the Supervisor's phone number?

Email

In which state does the Reported Party work?

On what date was the investigation completed?

Please summarize your investigation (up to 2000 characters)

The Additional Information section is customized for the program by the administrator of the Case Management program. Any unique questions that are required by your organization are tracked in the Additional Information section. Simply answer the questions presented and hit the Save or Finish button at the bottom of the page to complete the action.

- Questions are required to be answered in the format of the question type. If questions are not answered properly an error message will be displayed showing the validation requirements:
 - Date must be entered in US date format
 - Drop-down lists must be selected from the drop-down list
 - Numbers will be pre-formatted to the proper decimal point
 - Phone numbers must be 7 or 10 digits
 - Zip Codes are for US zip code
 - US currency must show \$0.00
- Always hit Save or Finish at the bottom of the page or the changes made to these fields will be lost.

2.5 Case Management Screen (screenshot 3 of 3) – Resolution Information section

The screenshot shows a web form titled "Resolution Information" with a "TOP" link in the upper right corner. The form contains the following fields:

- Outcome:** A dropdown menu.
- Disposition:** A dropdown menu.
- Amount of Reward:** A text input field with the value "0".
- Message to Caller Once Case is Approved/Closed:** A text area containing the text: "The client has completed their investigation and has marked this issue as resolved. Unfortunately I am unable to provide you with any additional information. If you like I can start a new report for you."

At the bottom of the form are three buttons: "BACK", "SAVE", and "FINISH".

11. Resolution Information Section

The Resolution Information section contains information related to the final outcome of the case and what, if any, action has been taken against the reported party as a result of the incident.

The Resolution Information section is comprised of the following fields:

- **Outcome** – the final outcome of this incident.
 - The options listed in this field are customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed:
 - No Investigation Necessary
 - Corrective Action Taken
 - No Corrective Action Taken
 - Note: The action of Approve/Close cannot be completed without having a value selected in this field.
- **Disposition** – what happened to the reported party or parties as a result of this incident
 - The options listed in this field are customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed:
 - N/A
 - Cleared
 - Disciplined
 - Terminated
 - Prosecuted
 - Note: The action of Approve/Close cannot be completed without having a value selected in this field.
- **Amount of Reward**– if applicable, the dollar amount of reward to be distributed to the caller for reporting this incident.
 - The default value for this field is blank.
 - If you would like to utilize this feature, please contact your Program Manager at The Network to discuss how to set up and execute the distribution of rewards.

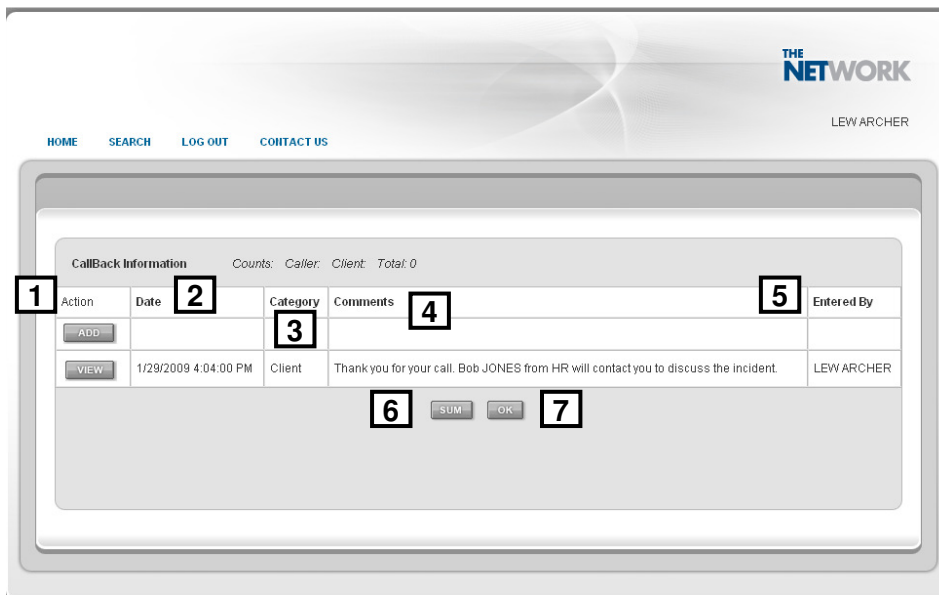
- **Message to Caller Once Case is Approved/Closed**– In the event that an anonymous caller calls back to check on the outcome of an incident after that case has been Approved/Closed, this message will be read, verbatim, to the caller by The Network’s Interview Specialist.
 - The message listed in this field is customizable by client.
 - If the client does not customize the options in this field, the following standard options will be listed: “The client has completed their investigation and has marked this issue as closed. Unfortunately, I’m unable to provide you with any additional information. If you’d like, I can start a new report for you.”

12. Save/Navigation Buttons

The user can perform save and/or navigation actions by clicking on one of the following action buttons:

- **Back Button**
 - By clicking on the *Back* Button, the user is taken to the previous screen without saving any of the changes made on the current screen.
- **Save Button**
 - By clicking on the *Save* Button, the user saves all of the changes made on the current screen and the user will remain on the current screen.
- **Finish Button**
 - By clicking on the *Finish* Button, the user saves all of the changes made on the current screen and then is taken back to the Incident Queue screen.

2.6 CallBack Information Screen



The CallBack Diary screen displays a listing of all CallBack activity related to a particular incident report. The information is displayed in a table with the following fields:

1. Action Field

The user can perform any of the following actions by clicking on the appropriate button:

- Add
The *Add* button allows the user to add a new entry to the CallBack Diary. This entry will be read to the caller if/when the caller calls back. Responses to questions and/or additional information provided by the caller during the callback will be documented in the CallBack Diary.
- View
The *View* button allows the user to access the Client Callback Page in a non-editable version.

2. Date Field

This field displays the date and time the callback was originally added to the CallBack Diary.

3. Category Field

This field displays the originator of the callback information

- *Client* in this field signifies that this information was entered by the Client user
- *Caller* in this field signifies that this information was entered on behalf of the anonymous caller

4. Comments Field

This field displays the text entered by the user (if the entry is a *Client* callback entry) and the answers/comments entered on behalf of the anonymous caller (if the entry is a *Caller* callback entry.)

5. Entered By Field

This field displays the name of the individual that entered the specific Diary entry.

6. Summary Button

By clicking on the Summary button, the user is presented with a popup window containing the Incident Summary Report, a compilation of information related to the original incident report including the following:

- Caller Information
- User Information
- Callback Information
- Incident Type
- Incident Description
- Transaction History
- Dissemination History

7. OK Button

When selected, the OK button closes the CallBack Information popup window and returns the user to the screen on which he/she was working within the Case Management system.

Module 2.7

2.7 Export to Excel

A Case Management user can currently search for specific incident report information on the Incident Queue by using one or more of the filters at that top of the screen.

With the Export to Excel feature, you can now transport the information from the Incident Queue results table, as well as other related incident information, into an Excel spreadsheet that appears in a separate window. The Export to Excel Button is located at the bottom of the Incident Queue, below the results table.

The screenshot shows the 'Incident Queue' interface. At the top right is the logo for 'THE NETWORK' and the user name 'LEW ARCHER'. Below the logo are navigation links: HOME, SEARCH, LOG OUT, and CONTACT US. The main content area is titled 'Incident Queue' and has a 'Reminders' tab. Under the 'Incident Queue' tab, there is a 'Filters' section with a 'Show | Hide' link. The filters include: Incident #, Due Date, Location ID, Report Date, Incident Type (with a dropdown menu showing 'All Incident Types', 'Accounting/Audit Irregularities', 'Conflicts of Interest', and 'Customer Relations'), Last Name, Investigator (with a dropdown menu showing 'All Investigators'), Priority (with a dropdown menu showing 'All Priorities'), Approver (with a dropdown menu showing 'All Approvers'), and Resolution Status (with a dropdown menu showing 'All Statuses', 'All Active Cases', 'NewUnassigned', and 'Assigned/In Progress'). There are 'FIND' and 'CLEAR' buttons below the filters. Below the filters is a pagination bar with 'First Prev 1-14 of 14 Next Last' and an 'EXPORT' button. Below the pagination bar is a table with the following data:

Incident #	Incident Type	Report Date	Location	Approver	Investigator
812240175	Wage Hour Issues	12/24/2008 5:32 AM	336 - 6370 Ridgewood Court Jackson MS 39211	WASHBURN JOAN	ARCHER
809101471	Theft of Cash	9/10/2008 11:30 AM	511 - 3898 Atlanta Hwy Bogart GA 30622	ADAMS WILL	ARCHER

Steps to Complete an Export:

1. Run one filter, or a combination of filters, to produce a results table of cases.
2. Click on the EXPORT TO EXCEL button.
3. Review cases in the pop-up window.
4. Manipulate the spreadsheet as needed to create reports.
5. Save the document by choosing "SAVE AS" and choose Microsoft Excel as the file type or copy and paste the document into a separate Excel Spreadsheet.

Data Elements:

Each incident that is exported will have the following columns of information populated in the Excel spreadsheet.

1. Incident Number
2. Incident Type
3. Report Date
4. Priority
5. Location (Location ID - Address 1, City, State, Zip)
6. DBA
7. Approver (Case Manager)
8. Investigator
9. Resolution Status
10. Due Date
11. Last Case Update
12. Origin (of incident report - Phone Call, Fax, Email, Internet)
13. Incident Description
14. Caller Name
15. Reported Party *
16. Members of Management Notified *
17. Involved/Aware Parties *
18. When (Date or time period from the Incident Short Summary)
19. Assignment Date
20. Date Closed
21. Amount of Reward
22. Outcome
23. Disposition
24. Message to Caller When Case Is Approved/Closed
25. File Attachments
26. Additional information section fields (coming soon)

* When there is more than one person named in any of these fields, the cell will contain multiple names (First Last) separated by a soft return.

System Requirements:

In order for the new Export to Excel feature to function properly, the following requirements must be met:

- You must have Microsoft Excel installed on your computer
- Your version of Microsoft Excel must be at least Excel 2000 or later

Errors and Warnings:

In order to protect system performance, the system will only allow exports of up to 1,500 reports. If you try to export a results table of more than 1,500 cases, you will receive the following Warning message:

“There are too many rows selected to perform the Export to Excel function. Please refine your search by using any of the available filters (eg, Date Range, Incident Type, Resolution Status, etc.) and try again.”

Module 2.8

2.8 Reminder Notifications

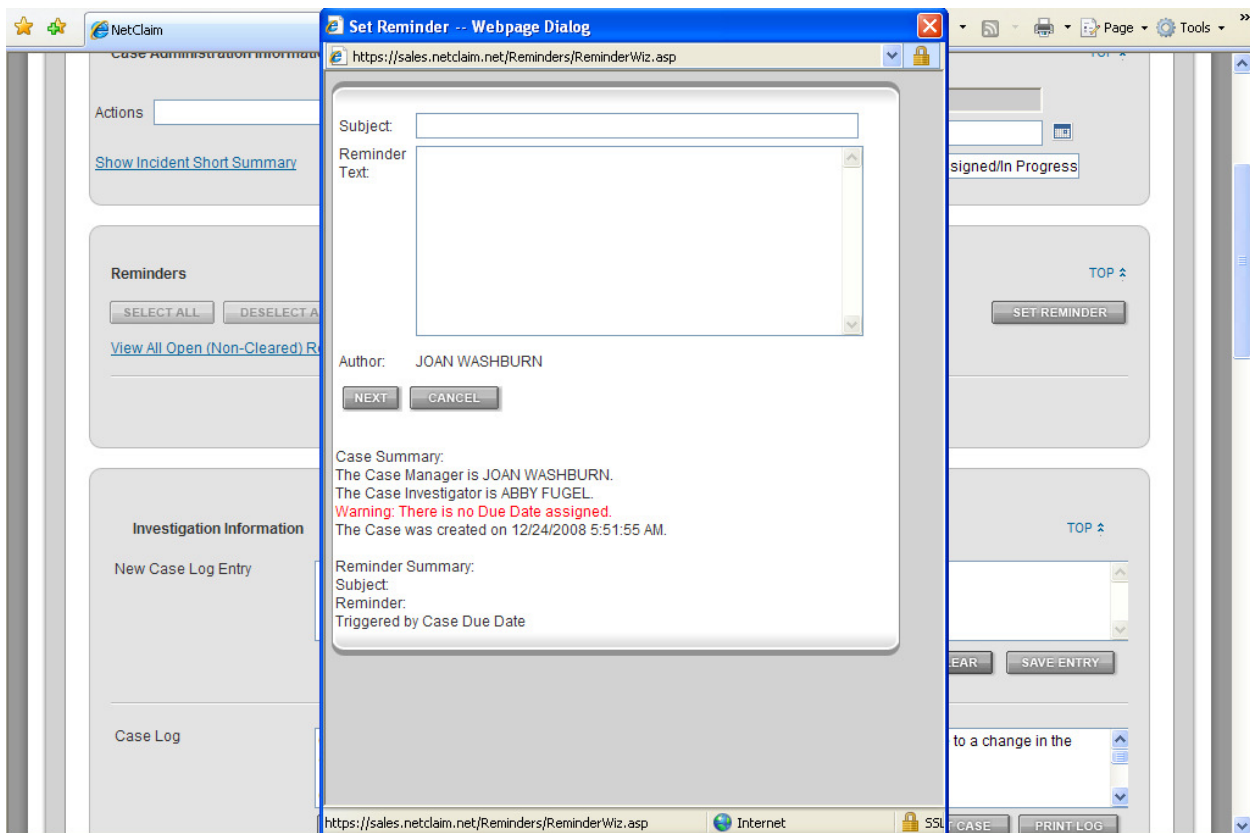
There are two types of Reminder Notifications:

- Individual Reminders – these Reminders can be set up by any Case Management User and can be assigned to Case Manager, Investigators, Super User Case Managers or External Recipients (if the user has the function right to email beyond the named users of the system).
- System Reminders – these Reminders can only be set up by Case Managers with the rights to do so and are triggered on all cases by specific criteria (Incident Create Date or Case Due Date). System Reminders can be set up to be sent to the owning Case Manager or assigned Investigator for a case.

2.8.1 Individual Reminders

Setting an Individual Reminder:

By selecting the SET REMINDER button, the user will be presented with a pop-up window for creating a reminder. The section will allow the user to enter the subject line of the email to be sent and the second section will allow the user to construct the body of the email to be sent. Upon completing this section the user can select NEXT to proceed or CLOSE to cancel.



Upon clicking NEXT, the user will be taken to page where the recipients, scheduling of the Reminder email and the scheduling of the Follow-Up Date are managed.

Recipients can include the following:

- The owning Case Manager
- The assigned Investigator

- Any Super User Case Manager who can access the case
- An external recipient (if the logged-in user has the function right to email to an external recipient – please contact your Program Manager to set up).

The Reminder Date is the date on which the email will fire. Currently, email are scheduled to fire once daily at 6:00 AM ET. Therefore, the earliest a Reminder can be scheduled is for the next calendar day. Reminder Dates can be set three ways:

- A specific date which can be selected by clicking on the calendar
- Days before the established Due Date (if one exists)
- Days After the Due Date (if one exists)

The Follow-Up Date is the date on which the Reminder becomes Past Due if the Reminder has not been cleared. The Follow-Up Date is not required. If none is selected, the Reminder will not display as Past Due. The Follow-Up Date choices include:

- A Specific Date which can be selected from the calendar button
- Day after the Reminder Date
- None - will not have to be cleared

If more than one recipient is needed for the Reminder, the user would select NEXT to select another recipient; otherwise the user would select FINISH to complete the Reminder.

By selecting NEXT, the user can select the next recipient and the specific Reminder Date and Follow up dates for the next recipient.

Upon completion of the Reminder, the screen will refresh and a table of Reminders will be presented on the Case Management page. Included in this table are following fields:

- Clear – selecting this radio button and selecting CLEAR SELECTED will de-activate (or clear) the Reminder
- Reminder # - this is the unique identifier for the Reminder for trouble shooting purposes. If there are any issues to report on the Reminder, please refer to this identifier when communicating with Client Services at The Network.
- Status - there are 4 possible status on Reminders:

- Scheduled – the Reminder has been set up, but the email has not yet been sent
- Active – the Reminder email has been sent, but the Follow-up date has not yet passed and the Reminder has not yet been cleared.
- Past Due – the Reminder has not been cleared and the Follow-up date is in the past.
- Cleared – the Reminder has been cleared and no further action is required
- Reminder Date – the date on which the Reminder email will be sent
- Follow up Date – the date on which the Reminder is schedule to be due. If a Reminder is not cleared by this date it will show as Past Due (**Bold Red**) in the system until it is cleared. If no Follow up is required this will display as “none”.
- Author – the person who created the Reminder
- Recipient(s) - the person/people to whom the Reminder has been assigned
- Subject – the subject line of the Reminder Email
- Reminder – the body of the email and the instructions for the Reminder

HOME ADMIN LOG OUT CONTACT US

ACME - Incident: 811204001 Case Administration Reminders Investigation Resolution

Case Administration Information Case Edit Mode: Manage Case [Incident Queue](#) [Reminder Queue](#) TOP ↑

Actions Priority Assignment Date

Approver Due Date

Investigator Resolution Status

[Show Incident Short Summary](#)

Reminders TOP ↑

All Open (Non-Cleared) Reminders | [View All Reminders](#)

First Prev 1-2 of 2 Next Last

Clear	Reminder #	Status	Reminder Date <input type="text"/>	Follow up Date	Author	Recipient(s)	Subject	Reminder
<input type="checkbox"/>	22666	Past Due	12/16/2008	12/16/2008	System	MAZIE BAILEY(Past Due as of 12/17/2008)	enter callbacks	submit questions

2.8.2 Clearing Reminders

Reminders can be cleared on the individual case or on the Reminders Queue by selecting the appropriate Clear radio button and clicking on the CLEAR SELECTED button. Reminders that are in the Scheduled status and have been cleared will not send an email.

Module 3.0

3.0 Quick Reference Tools

The following tools can serve as quick reference job aids to help you perform actions within the Case Management system.

- Frequently Asked Questions (FAQs)
- Workflow diagram of a case, from notification through the documentation of the investigation and resolution, to the approval and closure of the case

3.1 FAQs

The following table provides a quick reference tool with answers to frequently asked questions.

Questions	Steps to Complete after logging in to the system
1. How Do I log into the Case Management System?	<ul style="list-style-type: none"> ▪ Type the following URL into a browser: https://www.netclaim.net ▪ Enter your login id and password (case sensitive) ▪ Once logged in, click on the “Case Management” button to enter the application.
2. How do I add a question to be asked of an anonymous caller through the callback process?	<ul style="list-style-type: none"> ▪ Select the desired incident report ▪ Click on the Actions drop down arrow and select CallBacks ▪ Click on <i>Go</i> ▪ Review the CallBack Diary information to see what information the caller has already provided ▪ Click on the <i>Add</i> button ▪ Enter the text for your question ▪ Click <i>OK</i> for the spell check ▪ Click on <i>Finish</i> ▪ Close the CallBack screen
3. How do I search for incidents that have taken place over a specific date range?	<ul style="list-style-type: none"> ▪ Click on the Report Date filter drop down ▪ Select Specific Date Range ▪ Enter the appropriate date in the From field (MM/DD/YYYY) ▪ Enter the appropriate date in the To field (MM/DD/YYYY) ▪ Ensure that no other filters are being used ▪ Click on Find
4. How do I print the case information for a particular case?	<ul style="list-style-type: none"> ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Click on the <i>Print Log</i> button to print the Case Log ▪ Click on the <i>Print Case</i> button to print all of the information on the Case Management screen including the Case Administration Information, the Incident Short Summary, the Case Log and the Resolution Information
5. How do I change the Priority for a particular case?	<ul style="list-style-type: none"> ▪ Select the desired incident report and click on the <i>Incident #</i> hyperlink ▪ Click on <i>Manage This Case</i> ▪ Click on the Priority drop down arrow ▪ Select the desired Priority designation ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen
6. How to add notes regarding the investigation to the Case Log?	<ul style="list-style-type: none"> ▪ Select the desired incident report and click on the Incident # hyperlink ▪ Click on <i>Manage This Case</i> ▪ Place your cursor in the <i>New Entry to Case Log</i> text box and type in your investigation notes ▪ Click on <i>Save</i> to save your work and remain on the screen or <i>Finish</i> to save your work and navigate back to the Summary View screen

Questions	Steps to Complete after logging in to the system
<p>7. Which fields are customizable within the Case Management system?</p>	<ul style="list-style-type: none"> ▪ The following fields are customizable by client within the Case Management system: <ol style="list-style-type: none"> 1. Priority <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 2. Outcome <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • No Investigation Necessary • Corrective Action Taken • No Corrective Action Taken 3. Disposition <ul style="list-style-type: none"> ▪ Default options are: <ul style="list-style-type: none"> • N/A • Cleared • Disciplined • Terminated • Prosecuted 4. Message to Caller Once Case is Resolved <ul style="list-style-type: none"> ▪ Default text: The client has completed their investigation and marked this issue as closed. Unfortunately, I'm unable to provide you with any additional information. If you'd like, I can start a new report for you. ▪ NOTE: The potential values for each of the customizable fields must be provided to The Network as part of the client implementation process. If no customized values are provided, the defaults options will be used.
<p>8. What do I do if I get a listing of incidents that are "checked out" on my Welcome Screen</p>	<ul style="list-style-type: none"> ▪ If you have previously been in the system working on cases and you didn't click on the Finish button, then you may not have "checked the incident back in" to the system. ▪ If that is the case, then you'll see a listing of such incidents on your Welcome screen with the heading of "Claims Checked Out." ▪ To "check a claim/incident back in" to the system, simply click on the incident number hyperlink under the heading "Claims Checked Out." <ol style="list-style-type: none"> 1. After clicking on the incident number hyperlink, you will be taken to the Case management screen for that incident. 2. At that time, you can take any actions on the case you need to complete. 3. If you simply want to check the incident back in, click on the Finish button at the bottom of the screen. 4. You will be taken to the Summary View. 5. If there are multiple claims that you have checked out, click on the Home link in the upper left side of the screen to navigate back to the Welcome screen. 6. Complete steps 1-5 listed above until all claims are "checked in."
<p>9. What do I do if I can't access a case because another user has it "checked out?"</p>	<ul style="list-style-type: none"> ▪ Contact the user that has the case checked out and refer them to the action steps listed above in number 7.

3.2 Workflow diagram for the life-cycle of a case

The following diagram depicts the normal workflow of a case from beginning to end, including the following steps:

- Notification to the Case Manager of a new incident
- Assignment of an Investigator
- Notification to the Investigator that he/she has been assigned a new case
- Documentation of the Investigation and Resolution activities
- Sending the case back to the Case Manager for approval/closure
- Notification to the Case Manager that a case is pending his/her approval
- Approval/Closure of the case

Case Management Workflow Diagram

