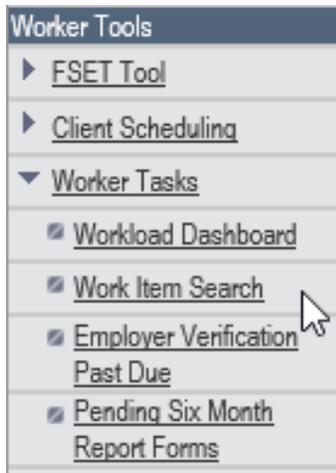


Work Item Search Steps:

1. Navigate under Worker Tools and select Work Item Search.



2. Criteria Page *Note: You have the option to Save the Search Criteria at the top left.
 - a. Complete the search criteria in locating IM/CC Discrepancies assigned to the W-2 Agency.
 - i. Select By Work Item Owner
 - ii. Input Assigned Worker ID(s)
 - iii. Select Discrepancy as the Category
 - iv. Select All statuses
 - v. Under Type, de-select the following:
 1. W-2 Prisoner
 2. W-2 SOLQ-I
 3. W-2 SWICA
 4. W-2 UIB
 - b. The following fields are optional to update on the Criteria Page:
 - i. Due Date
 - ii. Received Date
 - iii. Completion Status
 - iv. Completed/ Withdrawn Between
 - v. Work Item Flag
 - vi. Has related documents? (Only applies to cases)
 - c. Select Go to View and Select to Reassign Work Items meeting the above criteria

Work Item Search

Reset

Criteria

How would you like to search? Restore to Default Search Criteria Save Search Criteria

By IM Consortium, County/Tribe, IM or W-2 Team
 By Work Item Owner
 By Primary Worker or Caseload
 By Case, RFA or ACCESS Tracking Number

Work Item Owner

Assigned Worker ID(s):

Separate Primary Worker IDs by a new line, comma, semicolon or space

Additional Search Criteria

Category:

Status:

<input checked="" type="checkbox"/> SELECT ALL	<input checked="" type="checkbox"/> Waiting for Customer Info
<input checked="" type="checkbox"/> Not Started	<input checked="" type="checkbox"/> Waiting for 3rd Party Ver
<input checked="" type="checkbox"/> Potential Fraud	

Type:

<input type="checkbox"/> SELECT ALL		
<input type="checkbox"/> W-2 Prisoner	<input type="checkbox"/> W-2 SOLQ-I	
<input type="checkbox"/> W-2 SWICA	<input type="checkbox"/> W-2 UIB	
<input checked="" type="checkbox"/> CC SWICA	<input checked="" type="checkbox"/> CC Prisoner	

Special Attention: LTC

Due Date:

Any

Before / /

Between / / and / /

Received Date:

Any

Before / /

Between / / and / /

Completion Status:

Completed / Withdrawn Between: / / and / /

Work Item Flag:

<input checked="" type="checkbox"/> No Flag	<input checked="" type="checkbox"/> Escalated Flag	<input checked="" type="checkbox"/> Other AG Pending Case is Correct Flag
<input checked="" type="checkbox"/> Reviewed Flag	<input checked="" type="checkbox"/> System Error Reported Flag	<input checked="" type="checkbox"/> VCL Issued Manually Flag
<input checked="" type="checkbox"/> Withdraw Requested Flag		

Has related documents? (Only applies to cases):

What would you like to do?

View and Select Work Items meeting the above criteria
 View and Select to Reassign Work Items meeting the above criteria
 Display Counts of Work Items meeting the above Criteria

3. Reassign Work Items Page

- a. Select the Work Item to reassign
- b. Select reassign to Specific Worker ID(s):
- c. Determine if you need to change the selection under “What would you like to do?”
- d. Select Return

 Reassign Work Items

Work Items Search Results										
	ACCESS/RFA/Case	Flag	Primary Worker	Category	Work Item Owner	Received Date	Special Attention	Type	Status	Due Date
<input type="checkbox"/>	Case - [redacted]		X [redacted]	Discrepancy	X [redacted]	10/26/2018		IM SWICA	Not Started	12/10/2018
<input type="checkbox"/>	Case - [redacted]		X [redacted]	Discrepancy	X [redacted]	10/26/2018		IM SWICA	Not Started	12/10/2018
<input type="checkbox"/>	Case - [redacted]		X [redacted]	Discrepancy	X [redacted]	10/26/2018		IM SWICA	Not Started	12/10/2018

Work Items to Reassign										
										<input type="button" value="Reset"/> <input type="button" value="Add"/>
	Work Item ID	ACCESS/RFA/Case	Caseload Owner	Category	Work Item Owner					
<input type="radio"/> Reassign to me <input type="radio"/> Reassign to a Team : <input type="text" value=""/> <ul style="list-style-type: none"> <input type="checkbox"/> Assign to Team Lead <input type="checkbox"/> Assign to Backup Leads <input type="checkbox"/> Assign to Workers <input checked="" type="radio"/> Reassign to Specific Worker ID(s) : <input type="text" value=""/>  <small>Separate Worker IDs by a new line, comma, semicolon or space</small>										
What would you like to do?										
<input checked="" type="radio"/> Reassign Work Items in the 'Work Items to Reassign' Section <input type="radio"/> Reassign All Work Items in the 'Work Items Search Results' Section										

Cancel