Work Item Search Steps:

1. Navigate under Worker Tools and select Work Item Search.
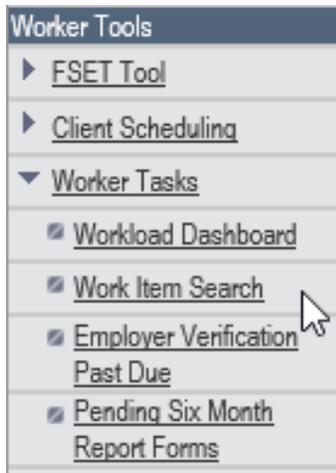
2. Criteria Page *Note: You have the option to Save the Search Criteria at the top left.
   a. Complete the search criteria in locating IM/CC Discrepancies assigned to the W-2 Agency.
      i. Select By Work Item Owner
      ii. Input Assigned Worker ID(s)
      iii. Select Discrepancy as the Category
      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 Completed/ Withdrawn Between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

▼ 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):   X▮▮▮▮▮   🔍

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

Additional Search Criteria

Category: [Discrepancy ▾] 📋

Status:
☑ SELECT ALL
☑ Not Started   ☑ Waiting for Customer Info
☑ Potential Fraud   ☑ Waiting for 3rd Party Ver

Type:
☐ SELECT ALL
☐ W-2 Prisoner   ☐ W-2 SOLQ-I
☐ W-2 SWICA   ☐ W-2 UIB
☑ CC SWICA   ☑ CC Prisoner

Special Attention: ☐ LTC

Due Date:
● [Any ▾]
○ [Before ▾] MM / DD / YYYY 📅
○ Between MM / DD / YYYY 📅 and MM / DD / YYYY 📅

Received Date:
● [Any ▾]
○ [Before ▾] MM / DD / YYYY 📅
○ Between MM / DD / YYYY 📅 and MM / DD / YYYY 📅

Completion Status: [Not Completed ▾] 📋

Completed / Withdrawn Between: MM / DD / YYYY 📅 and MM / DD / YYYY 📅

Work Item Flag:
☑ No Flag   ☑ Escalated Flag   ☑ Other AG Pending Case is Correct Flag
☑ Reviewed Flag   ☑ System Error Reported Flag ☑ VCL Issued Manually Flag
☑ 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

[Go]

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