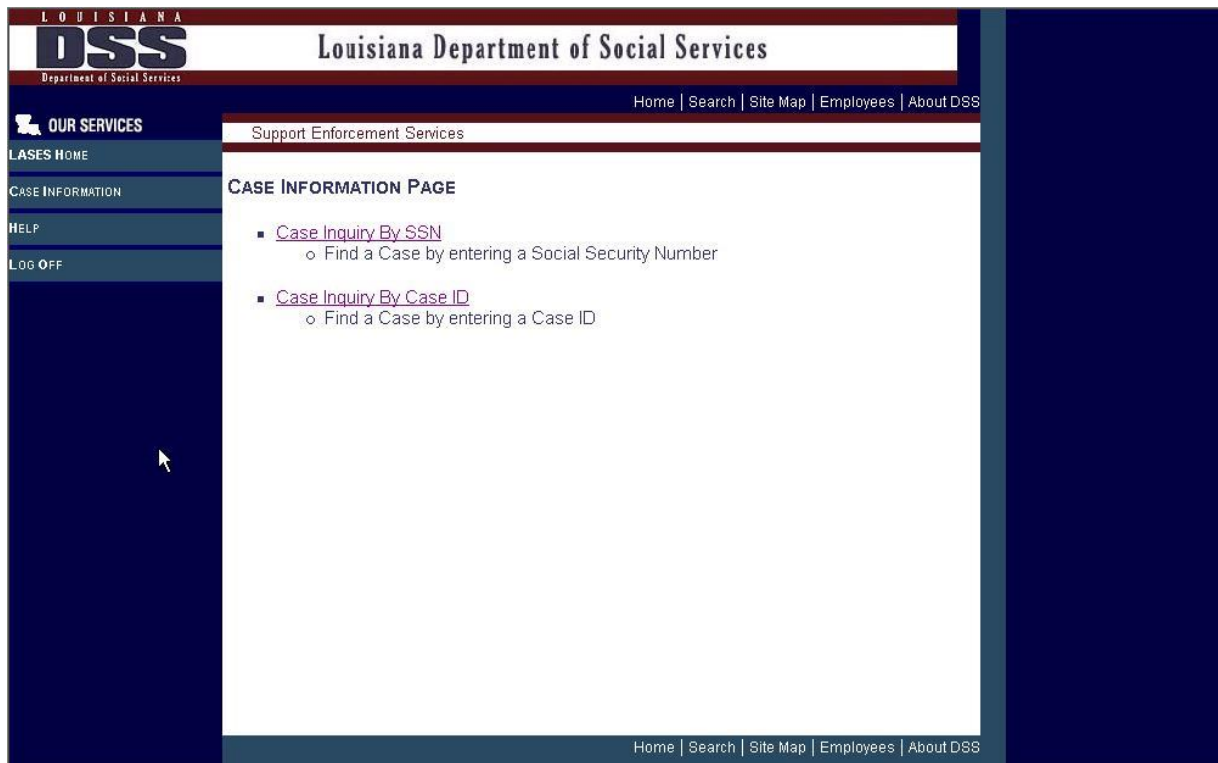
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This page will be displayed from either the primary LASES Home Page menu or by using the Navigation Bar selection item “Case Information”.


Action Links

- [Case Inquiry By SSN](#)

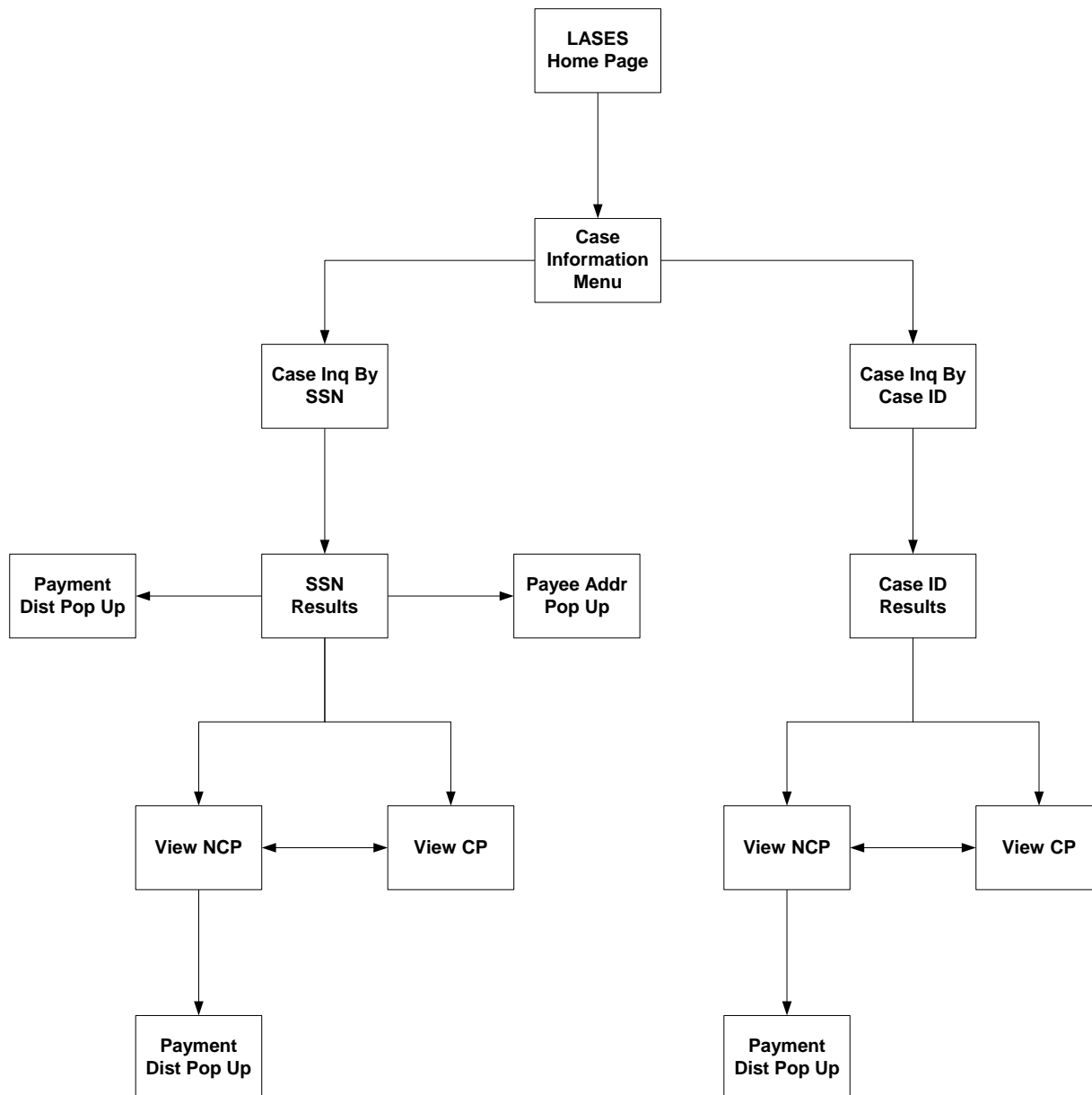
Clicking on this link will take the User to the Case Inquiry By SSN Search page.


- [Case Inquiry By Case Id](#)

Clicking on this link will take the User to the Case Inquiry By Case ID Search page.

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The following diagram represents the Case Information navigation from web page to web page.



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W-311 CASE INQUIRY BY SSN

The “Case Inquiry By SSN” function allows users to search for Cases related to a client's SSN. Summary information is displayed and the ability to drill down to see additional Case information is provided.

W-311-1 Search Page




The Search Page provides Users the ability to enter a Client's SSN. This SSN will be used to find related Cases and Case information.

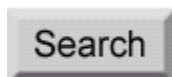
Field Descriptions

SSN

Social Security Number. Enter the SSN used to find associated cases. Valid input formats: 999-99-9999 and 999999999.

Action Buttons

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Pressing this button will display the results (Result Page) of the Case search using the SSN that was entered.


W-311-2 Invalid Client SSN

If the Client SSN is not found in LASES the following will be displayed:

CASE INQUIRY BY SSN

SSN: <input type="text" value="111-11-1111"/> <input type="button" value="Search"/>

No LASES Member found with the SSN: 111-11-1111

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W-311-3 Result Page



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CASE INQUIRY BY SSN

SSN:

Member ID	Name	SSN	Family Violence
3544	LEE, JEFFREY		

[Create Case Log](#)


Address Type	Start Date	Address	Verified
Foreign	03/03/2004	910 BULTER STREET HAVANA72,	W
Residential	07/26/2004	345 MAIN STREET NEW ORLEANS, LA 11111	NV
Service	07/26/2004	123 MAIN STREET (11) NEW ORLEANS, LA 11111	W

Case Number	Assistance Type	Status	Member Relationship	Office	Caseload	Caseworker Contact Info
3543 01	FA	ATV	AP	5	523	
Caseworker: Vacant, Vacant						
Custodial Parent:		3543	BUTLER, JACQUELINE Y	View CP		
Non-Custodial Parent:		3544	LEE, JEFFREY	View NCP		
Create Case Log (CP)				Create Case Log (NCP)		
View Case Logs						

Receipt Number	Amount	Date Posted	MP	#	Source
12003021402916	48.05	02/14/2003	CH	STX8855	ST

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The Result Page displays information obtained from using the input SSN. This includes Member information, related Cases, Case information, and information specific to each Case based on the Members relationship to that Case.

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W-311-3-1 Member Information

Member information comes from identifying the LASES Member using the input SSN.

Field Descriptions

Member Panel

- Member ID
- Name - Formatted: Last Name, First Name Middle Suffix.
- SSN
- Family Violence Indicator

Member Address Panel

The Member Address panel only displays current active addresses that are either “VV” or “NV”.

- Address Type
- Start Date
- Address
- Verified


W-311-3-2 Case Information

Case information is displayed for each Case that is related to the LASES Member identified by the input SSN.

Field Descriptions

Case Panel

- Case Number
- Assistance Type
- Status
- Relationship
- Office

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- Caseload
- Caseworker Contact Info - Telephone Number and Extension
- Caseworker - Formatted: Last Name, First Name Middle.
- Caseworker Email Address
- Custodial Parent
- Non-Custodial Parent

Custodial Parent Panel

The Custodial Parent Panel appears as part of the Case panel when the LASES Member identified by the input SSN has a Case relationship type of “AR”.

The checks displayed represent checks within the last 3 months. If there are no checks in the prior 3 months, the last check issued (if any) is displayed.

The >> field next to the Payee Address field indicates that it is a link that can be selected to display the Payee Address Pop Up window that will display the entire check address.


- Check#
- Amount
- Check Date
- Type
- Status
- Payee
- Payee Address

Non-Custodial Parent Panel

The Non-Custodial Parent Panel appears as part of the Case panel when the LASES Member identified by the input SSN has a Case relationship type of “AP”.

Clicking on the Amount field will display the Payment Amount Pop Up window.

- Receipt Number
- Amount
- Date Posted
- MP - Method of Payment
- # - Receipt Number

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- Source

Action Links

Create Case Log

Create Case Log (using LASES Member identified by SSN). This functionality is defined in W-312-2.

Start Date

Clicking on this link will take the User to the Member Address Update page described in W-415.

Create Case Log (CP)

Create Case Log (using LASES Member who is CP on this Case) as defined in W-313-2.

Create Case Log (NCP)

Create Case Log (using LASES Member who is NCP on this Case) This functionality is defined in W-312-2.

View Case Logs

View Case Logs (for this Case) as defined in W-312-4.

View CP

Clicking on this link will take the User to the Custodial Parent Detail Page.

View NCP

Clicking on this link will take the User to the Non-Custodial Parent Detail Page.

Email address

Clicking on this link will open the default mail program (GroupWise) and create an email message dialog box. The email message "To:", "From:", subject, and body will be automatically populated.

>>

Clicking on this link will open the Payee Address Pop Up window described in W-311-6.


Amount

Clicking on this link will open the Payment Amount Pop Up window described in W-311-7.

Action Buttons




Pressing this button will display the Result Page of the search using the specified SSN. This will allow you to inquire on another SSN while remaining on the Result Page.

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Add New Address

Pressing this button will take the User to the Member Address Add page. This functionality is described in W-311-3-1.

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W-311-4 Custodial Parent Detail Page


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CUSTODIAL PARENT DETAIL

Case Information

Case Number: 3543 01	Office: 5
Assistance Type: FA	Caseload: 523
Status: ATV	
Custodial Parent: 3543 BUTLER, JACQUELINE Y	
Non-Custodial Parent: 3544 LEE, JEFFREY	View NCP

[View Case Logs](#)

Member Information

Member ID: 3543	SSN: [REDACTED]
Name: BUTLER, JACQUELINE Y	Family Violence: <input type="checkbox"/>

[Create Case Log](#)

Member Address Information

Address Type	Start Date	Address	Verified
Foreign	03/03/2004	839 SIGAMORE HAVANA,	YY
Mailing	07/09/2004	123 main street BR, LA 11111	NY
Residential	07/26/2002	2121 N LOBDELL APT 712 BATON ROUGE, LA 70806	YY

Add New Address

Participating Children

Member ID	Name	SSN	DOB	Race	Sex	Family Violence
3546	BUTLER, MICHAEL	[REDACTED]	[REDACTED]	B	M	N


Financial Information
MTH OBL: 0.00
Arrears: 0.00

Check Information

Check Number	Amount	Check Date	Type	Status	Payee
6658415	50.00	10/04/1996	M	IS	JACQUELINE Y BUTLER 3127 PAMPAS APT. A BATON ROUGE, LA 70805

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The Custodial Parent Detail Page displays Custodial Parent information related to a specific Case. This includes Case information, Custodial Parent Member information, participating children, CSENET information, Tax Cases, and Check information.

Field Descriptions

Case Information Panel

- Case Number
- Assistance Type
- Status
- Office
- Caseload
- Custodial Parent
- Non-Custodial Parent

Member Information Panel


- Member ID
- Name - Formatted: Last Name, First Name Middle Suffix.
- SSN
- Family Violence

Address Information Panel

The Member Address panel only displays current active addresses that are either “VV” or “NV”.

Participating Children Panel

- Member ID
- Name
- SSN
- DOB
- Race
- Sex
- Family Violence Indicator

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Case CSENET Information Panel

- LA I/R - Initiating/Responding
- Contact - Formatted: Last Name, First Name Middle Suffix.
- Contact Address
- Phone

Financial Information Panel

- MTH OBL

The total of the monthly obligation amount for all active debts whose debt type is CS, MS, MX or SS for the case.

- Arrears Total

Arrears total = sum of PAA arrears amt + NAA arrears amt + CAA arrears amt + OSA arrears amt + IVE arrears amt + OFC arrears amt + Medical arrears amt


Tax Cases Panel

- Federal Tax Case line (Federal/State=F).
- Case Number
- Status
- Status Date
- Certified AFDC
- Certified NON-AFDC
- Total
- State Tax Case line (Federal/State=S).
- Certified AFDC
- Certified NON-AFDC
- Total

Check Information Panel

The checks displayed represent checks within the last 3 months. If there are no checks in the prior 3 months, the last check issued (if any) is displayed.

- Check Number
- Amount

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- Check Date
- Type
- Status
- Payee Name and Address

Action Links

View NCP

Clicking on this link will take the User to the Non-Custodial Parent Detail Page.

View Case Logs

View Case Logs (for this Case) as defined in W-313-4.

Create Case Log

Create Case Log (using LASES Member identified by SSN). This functionality is defined in W-313-2.

Start Date

Clicking on this link will take the User to the Member Address Update page described in W-312-3-1.


Action Buttons

Add New Address

Pressing this button will take the User to the Member Address Add page. This functionality is described in W-312-3-1.

Back

Pressing this button will redisplay the previous results (Result Page) of the Case search.

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W-311-5 Non-Custodial Parent Detail Page


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NON-CUSTODIAL PARENT DETAIL

Case Information
Case Number: 3543 01 Office: 5
Assistance Type: FA Caseload: 523
Status: ATV
Custodial Parent: 3543 BUTLER, JACQUELINE Y [View CP](#)
Non-Custodial Parent: 3544 LEE, JEFFREY
[View Case Logs](#)

Member Information
Member ID: 3544 SSN: XXXXXXXXXX
Name: LEE, JEFFREY Family Violence: XXXXXX
[Create Case Log](#)

Member Address Information

Address Type	Start Date	Address	Verified
Foreign	03/03/2004	910 BULTER STREET HAVANA72,	YY
Residential	07/26/2004	345 MAIN STREET NEW ORLEANS, LA 11111	NV
Service	07/26/2004	123 MAIN STREET (11) NEW ORLEANS, LA 11111	YY

Add New Address

Employer Information
Start Date: 08/04/2004 End Date:
Employer: EMPLOYER NAME ENTERED HERE
CITY: XXXXXXXX,
Phone: (225) 225-2255 Salary: 0.00
Occupation:
EIN State: EIN Federal: 0
Emp Ins: N IA in Effect: N
[Address Change](#) [Leave of Absence](#) [Termination](#)

Add New Employer


Financial Information
MTH OBL: 0.00
Arrears: 0.00

Payment Information

Receipt Number	Amount	Date Posted	MP	#	Source
12003021402916	48.05	02/14/2003	CH	STX8855	ST

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The Non-Custodial Parent Detail Page displays Non-Custodial Parent information related to a specific Case. This includes Case information, Non-Custodial Parent Member information, Employer information, Insurance information, CSENET information, Financial information, Tax Cases, and Payment information.

Field Descriptions

Case Information Panel

- Case Number
- Assistance Type
- Status
- Office
- Caseload
- Custodial Parent
- Non-Custodial Parent

Member Information Panel

- Member ID
- Name - Formatted: Last Name, First Name Middle Suffix.
- SSN
- Family Violence Indicator


Member Address Information Panel

The Member Address panel only displays current active addresses that are either “VV” or “NV”

Employer Information

The Employer Information Panel is repeated for each active employer for an NCP.

- Employer Name and Address
- Phone
- Start Date
- End Date
- Occupation

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- Salary
- EIN State
- EIN Federal
- Emp Ins
- IA in Effect
- The Income Assignment grid is populated with information about all notices that have been sent to the Employer
- Form Number
- Notice Date
- Amt Req

Insurance Information

- Policy #
- Carrier Code
- Insurance Company Name
- Begin Date
- End Date

Case CSENET Information Panel

- LA I/R - Initiating/Responding
- Contact - Formatted: Last Name, First Name Middle Suffix.
- Contact Address
- Phone


Financial Information Panel

- MTH OBL

The total of the monthly obligation amount for all active debts whose debt type is CS, MS, MX or SS for the case.

- Arrears Total

Arrears total = sum of PAA arrears amt + NAA arrears amt + CAA arrears amt + OSA arrears amt + IVE arrears amt + OFC arrears amt + Medical arrears amt

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Tax Cases Panel

- Federal Tax Case line (Federal/State=F).
- Case Number
- Status
- Status Date
- Certified AFDC
- Certified NON-AFDC
- Total
- State Tax Case line (Federal/State=S).
- Certified AFDC
- Certified NON-AFDC
- Total

Payment Information Panel

- Receipt Number
- Amount
- Date Posted
- MP - Method of Payment
- # - Receipt Number
- Source

Action Links

View CP


Clicking on this link will take the User to the Custodial Parent Detail Page.

View Case Logs

View Case Logs (for this Case) as defined in W-313-4.

Create Case Log

Create Case Log (using LASES Member identified by SSN). This functionality is defined in W-313-2.

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Start Date

Clicking on this link will take the User to the Member Address Update page described in W-415.

Employer Name

Clicking on this link will take the User to the Employer Maintenance page as described in W-411.

Address Change

Clicking on this link will take the User to the Employer Address Change page as described W-412.

Leave of Absence

Clicking on this link will take the User to the Leave of Absence page as described in W-413.

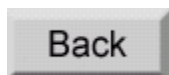
Termination

Clicking on this link will take the User to the Termination of Employment as described W-414.

Amount

Clicking on this link will open the Payment Amount Pop Up window described in W-312-7.

Action Buttons




Pressing this button will redisplay the previous results (Result Page) of the Case search.

Add New Address

Pressing this button will take the User to the Member Address Add page. This functionality described in W-312-3-1.

Add New Employer

Pressing this button will take the User to the Employer Add page. This functionality described in W-411-3-1.

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W-311-6 Payee Address Pop Up Window

Payee Address
Swift, Anne B.
123 Main Street
New Orleans, LA 70053

The Payee Address pop-up window displays the full address details of a Payee. Often the full address is hidden on a results page for readability reasons. This window can be closed by clicking on the “X” at the top right of the popup window.

Field Descriptions

Payee Address Panel

- Payee Name
- Payee Address

W-311-7 Payment Amount Pop Up Window


Member ID	Name	Receipt#	Amount				
334569870	Carlos, Arturo	152003020610606	219.50				
Case ID	AMT DIST	ESC ST	SUS/REF	DB	PG	ART	Docket #
987654321 01	100.00	D		CS	NA	NAA	C-880-996
001288321 01	059.50	D		CS	NA	NAA	2001-4368
882721615 01	060.00	D		CS	NA	NAA	2001-2380

The Payment Amount pop-up window displays the distribution information for a specific receipt. This window can be closed by clicking on the “X” at the top right of the popup window.

Field Descriptions

Payment Header Panel

- Member ID
- Name

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- Receipt#

- Amount

Distribution Panel

- Case ID
- AMT DIST
- ESC ST
- SUS/REF
- DB
- PG
- ART
- Docket #

W-312 CASE LOGS


W-312-1 Case Log Entry Overview

A LASES Case Log message is freeform text associated with a LASES Case. Users are given the ability to enter a Message Type and Message Date.

Message Date is defaulted to the current system date. A User is allowed to override the default Message Date, but it must be a date less than the current system date.

Valid User entered Message Types:

- C - COLLECTIONS; USER GENERATED
- E - ENFORCEMENT; USER GENERATED
- F - INTERSTATE; USER GENERATED
- I - ASSESSMENT; USER GENERATED
- L - LOCATE; USER GENERATED
- O - OBLIGATION ESTABLISHMENT; USER GENERATED
- P - PATERNITY ESTABLISHMENT; USER GENERATED
- S - SERVICE OF PROCESS; USER GENERATED
- T - INTERFACE (TROLLING); USER GENERATED

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W-312-2 Create Case Log Pop Up Window

Member ID	Name	SSN
3543	BUTLER, JACQUELINE Y	[REDACTED]

Message Type	Case Number	Assistance Type	Status	Member Relationship	Office	Caseload
<input type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> I <input type="checkbox"/> L <input type="checkbox"/> O <input type="checkbox"/> P <input type="checkbox"/> S <input type="checkbox"/> T	3543 01	FA	ATV	AR	5	523
	Custodial Parent:		3543	BUTLER, JACQUELINE Y		
	Non-Custodial Parent:		3544	LEE, JEFFREY		
<input type="checkbox"/> C <input type="checkbox"/> E <input type="checkbox"/> F <input type="checkbox"/> I <input type="checkbox"/> L <input type="checkbox"/> O <input type="checkbox"/> P <input type="checkbox"/> S <input type="checkbox"/> T	3543 04	FA	ATV	AR	2	601
	Custodial Parent:		3543	BUTLER, JACQUELINE Y		
	Non-Custodial Parent:		35971	OBEAR, GARY L		

Case Log Information

Date:

Message:

OFC: 02 CLSD: 619 WRKR: JRUETH 01

02

03

04

05

Case Logs will be entered via a pop up window. Using a pop-up window allows messages to be attached to Cases being viewed from other windows without forcing the User to leave the current window.

Field Descriptions

Member Information Panel


This panel contains identifying Member information. The CALO message created will be added to Cases belonging to this Member.

Case Information Panel

This panel contains details about each of the Member's related Cases (from 1 to *n*).

Message Type

This column is a list of valid CALO messages types. Selecting a message type indicates the type of CALO message created and to which Case Number it will be attached. Multiple message types can be selected for each Case. Multiple Cases may also be selected. At least one Message Type must be selected.

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Case Number

New Case Logs added via this window will be associated to this Case Number. Read Only.

[Remaining Information]

Case details – refer to Case Inquiry for more details about these fields. Read Only.

Case Log Information

Date

LASES Screen: ADCL. Screen Label: “DATE”.

Message

LASES Screen: ADCL. Screen Label: “NARRATIVE”.

Note: The first line of the CALO is READ ONLY and is pre-populated with an indented User’s Name, Office, and Caseload.

Line Number

Identifies the current CALO line numbers being displayed. A total of 20 lines (1 through 20) can be added in a single message, however, because of page space limitations only 5 lines can be displayed at a single time. Action buttons are provided for scrolling and previewing the entire message.

Action Buttons

More >>


Pressing this button will display the next 5 message lines.

<<Back

Pressing this button will display the previous 5 message lines.

Preview

Pressing this button will open a new popup window (Case Log Preview) to display all 20 lines of the message.

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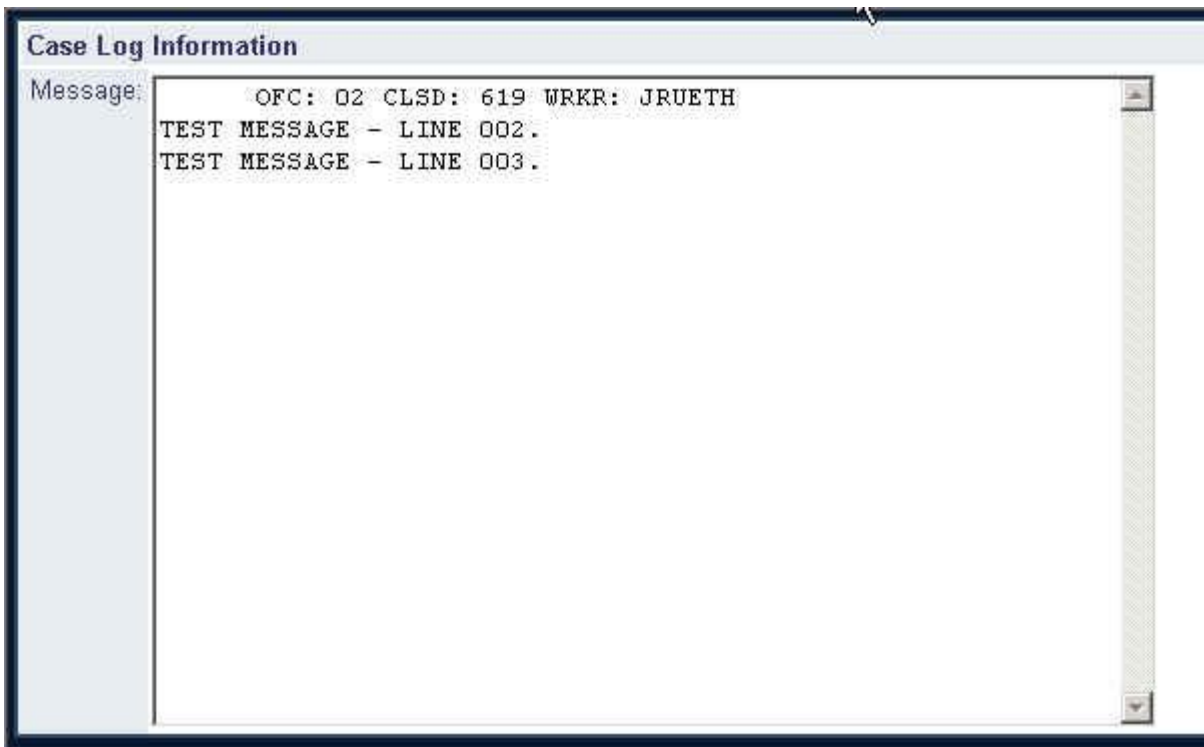
Add New Message

Pressing this button will add a new Case Log message for each of the selected message types for each of the related selected Cases and close the pop-up window.

Cancel

Pressing this button will close the pop up window (no messages will be added).

W-312-3 Case Log Preview Pop Up Window



Case Log Information


Message: OFC: 02 CLSD: 619 WRKR: JRUETH
TEST MESSAGE - LINE 002.
TEST MESSAGE - LINE 003.

Case Log Preview window will allow Users to view all 20 lines of a message. This simulates the way a new message will look in the View Case Logs page.

Field Descriptions

Case Log Information Panel

This panel contains details about a new CALO Message that is about to be created. This window can be closed by clicking the ☒ at the upper right of the preview window.

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Action Buttons

None

W-312-4 View Case Logs Pop Up Window

Case Number	Assistance Type	Status	Office	Caseload
3543 01	FA	ATV	5	523
Custodial Parent:		3543	BUTLER, JACQUELINE Y	
Non-Custodial Parent:		3544	LEE, JEFFREY	

Case Log Information

Date:
Type:

Message:

10/21/2004 DS AP SERVICE ADDRRES HAS BEEN UPDATED ON WEB SCREEN
DS AP MAILING ADDRESS HAS BEEN UPDATED ON WEB SCREEN
09/24/2004 DS AP EMPLOYER INFORMATION UPDATED ON EMDA
DS AP EMPLOYER INFORMATION UPDATED ON EMDA
DS AP EMPLOYER INFORMATION UPDATED ON EMDA
09/08/2004 DS AP EMPLOYER INFORMATION UPDATED ON WEB3
DS LEAVE OF ABSENCE FROM EMPLOYER:TEST EMPLOYER
DS FROM DATE:09/08/2004 TO DATE:09/10/2004
DS AP EMPLOYER INFORMATION UPDATED ON EMDA
DS AP EMPLOYER INFORMATION UPDATED ON WEB3
DS AP EMPLOYER INFORMATION UPDATED ON WEB3
DS EMPLOYMENT TERMINATION RECEIVED:EMPLOYER NAME ENTERED HERE
DS AP EMPLOYER INFORMATION UPDATED ON EMDA
DS AP EMPLOYER INFORMATION UPDATED ON WEB3
DS LEAVE OF ABSENCE FROM EMPLOYER:EMPLOYER NAME ENTERED HERE
DS FROM DATE:09/08/2004 TO DATE:09/10/2004
DS AP EMPLOYER INFORMATION UPDATED ON EMDA
DS AP EMPLOYER INFORMATION UPDATED ON WEB3

Case Logs will be displayed via a pop up window. Using a pop-up window allows messages to be displayed for Cases being viewed from other windows without forcing the User to leave the current window.

Field Descriptions


Case Information Panel

This panel contains identifying Case information. The CALO messages displayed belong to this Case.

Case Log Information

Selection Filters

Input fields used to identify and limit the total number of records displayed.

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Date

Starting search date. Defaulted to the current system date (if none entered), CALO messages that start on or before this date will be displayed.

Type

Case Log Message Types. Only Case Logs with matching Message Types will be displayed. Valid values are retrieved from the mainframe ADABAS file.

Message

The Message text for each CALO found matching the Case and search filter criteria. Each line contains the Date, Type, and Text fields from the retrieved CALO messages.


Action Buttons

Next 25

Pressing this button will retrieve the next 25 CALO lines that match the Case and search filter criteria. A maximum of 25 lines are retrieved each request, so it may be necessary to make multiple requests (button pushes) to retrieve all CALO lines.

Close Window

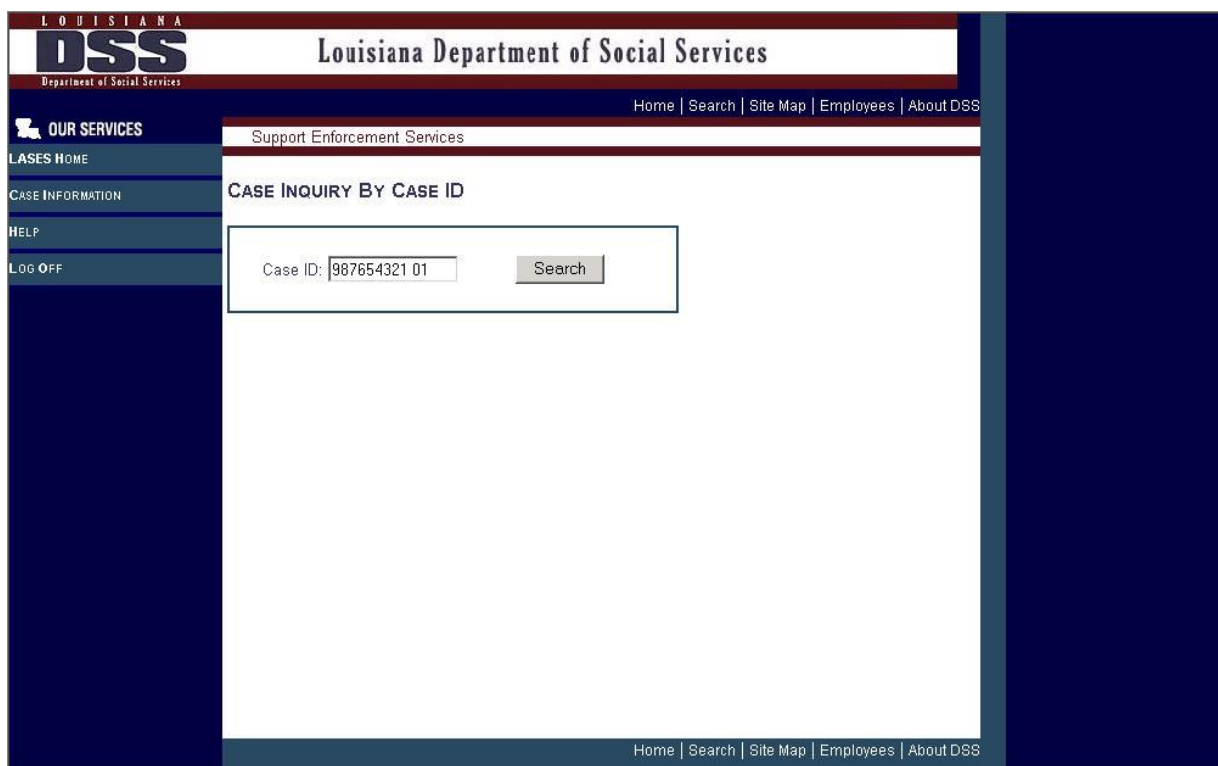
Pressing this button will close the pop up window.

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W-313 CASE INQUIRY BY CASE ID

The “Case Inquiry By Case ID” function allows users to find and display Case Information. Summary information is displayed and the ability to score down to see additional Case information is provided.

W-313-1 Search Page



The screenshot shows the Louisiana Department of Social Services (DSS) website. The header includes the DSS logo and the text "Louisiana Department of Social Services". Below the header is a navigation bar with links: Home | Search | Site Map | Employees | About DSS. On the left side, there is a sidebar with the following links: OUR SERVICES, LASES HOME, CASE INFORMATION, HELP, and LOG OFF. The main content area is titled "CASE INQUIRY BY CASE ID" and contains a search form. The form has a text input field labeled "Case ID:" with the value "987654321 01" entered, and a "Search" button. The footer of the page also includes the navigation links: Home | Search | Site Map | Employees | About DSS.


The Search Page provides Users the ability to enter a Client’s Case ID. This Case ID will be used to find a unique LASES Case.

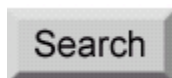
Field Descriptions

Case ID

Enter a valid Case ID. Valid input formats: 999999999999 and 999999999 99.

Action Buttons

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Pressing this button will display the results (Result Page) of the Case search using the inputted Case ID.


W-313-2 Invalid Case Identifier

If the Case ID is not found in LASES the following will be displayed:

CASE INQUIRY BY CASE ID

Case ID: <input type="text" value="123456 78"/>	<input type="button" value="Search"/>
---	---------------------------------------

No LASES Case found for Case ID: 123456 78

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W-313-3 Result Page



Louisiana Department of Social Services

Home | Directory | Search | Site Map | Employees Only | About DSS

Support Enforcement Services (Development 080)

CASE INQUIRY BY CASE ID

Case ID:

Case Number	Assistance Type	Status	Office	Caseload	Caseworker Contact Info
3543 01	FA	ATV	5	523	
Caseworker: Vacant, Vacant					
Custodial Parent: 3543		BUTLER, JACQUELINE Y			View CP
Non-Custodial Parent: 3544		LEE, JEFFREY			View NCP
Create Case Log (CP) Create Case Log (NCP)					
View Case Logs					

Home | Directory | Search | Site Map | Employees Only | About DSS

The Results Page displays information obtained from using the input Case ID.


W-313-3-1 Case Information

Case information is displayed for each Case that is related to the LASES Member (Applicant/Recipient) identified by the input Case ID.

Field Descriptions

Case Panel

- Case Number
- Assistance Type

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- Status
- Office
- Caseload
- Caseworker Contact Info - Telephone Number and Extension
- Caseworker - Formatted: Last Name, First Name Middle.
- Caseworker Email Address
- Custodial Parent
- Non-Custodial Parent

Action Links

View CP

Clicking on this link will take the User to the Custodial Parent Detail Page (described in W-312-4).

View NCP

Clicking on this link will take the User to the Non-Custodial Parent Detail Page (described in W-312-5).

Create Case Log (CP)

Create Case Log (using LASES Member who is CP on this Case) as defined in W-313-2.

Create Case Log (NCP)


Create Case Log (using LASES Member who is NCP on this Case) This functionality is defined in W-313-2 Create Case Log Pop Up Window.

View Case Logs

View Case Logs (for this Case) as defined in W-313-4

Email address

Clicking on this link will open the default mail program (GroupWise) and create an email message dialog box. The email message "To:", "From:", subject, and body will be automatically populated.

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Action Buttons



Pressing this button will display the Result Page of the search using the specified Case ID. This will allow you to inquire on another Case while remaining on the Result Page.