



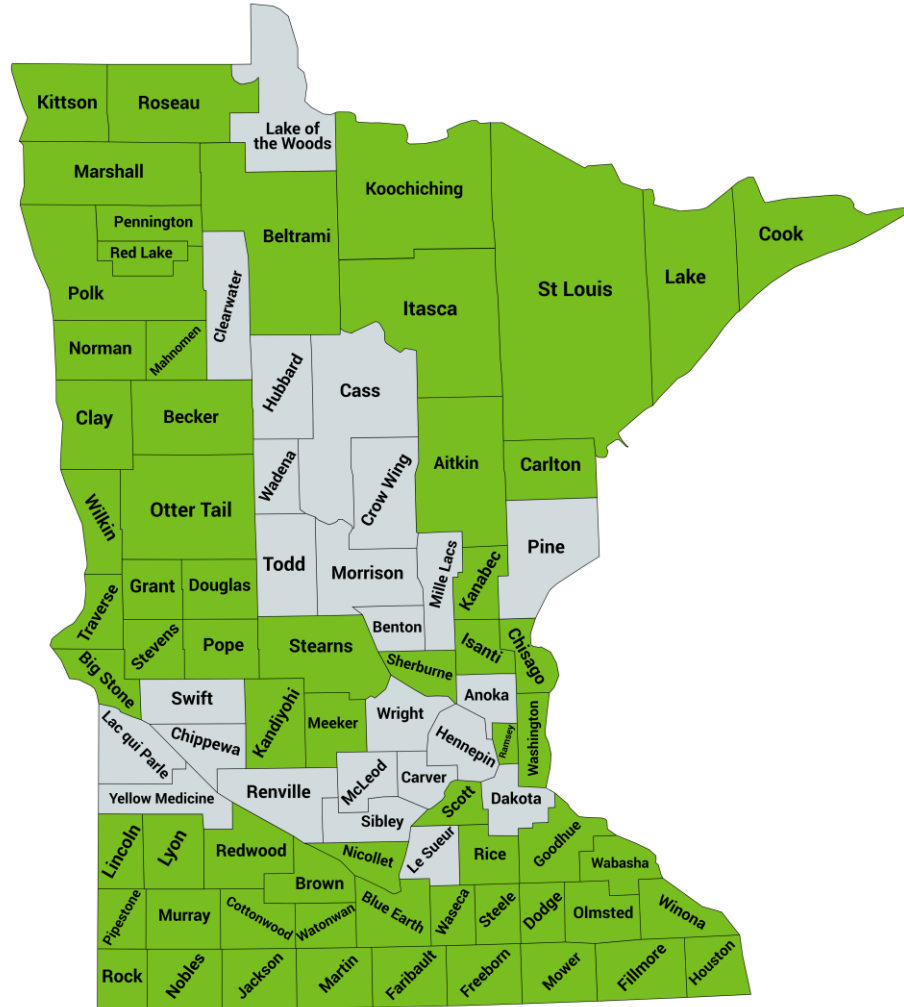
CaseWorks™

Advanced Document & Process Management

User Manual



The 63 CaseWorks™ Counties



This is a CaseWorks County Map list only and should not be used as a list for Case Transfers.

- Aitkin
- Becker
- Beltrami
- Big Stone
- Blue Earth
- Brown
- Carlton
- Chisago
- Clay
- Cook
- Cottonwood
- Dodge
- Douglas
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Grant
- Houston
- Isanti
- Itasca
- Jackson
- Kanabec
- Kandiyohi
- Koochiching
- Kittson
- Lake
- Lincoln
- Lyon
- Mahnomen
- Marshall
- Martin
- Meeker
- Mower
- Murray
- Nicollet
- Nobles
- Norman
- Olmsted
- Otter Tail
- Pennington
- Pipestone
- Polk
- Pope
- Ramsey
- Red Lake
- Redwood
- Rice
- Rock
- Roseau
- Scott
- Sherburne
- Steele
- Stearns
- St. Louis
- Stevens
- Traverse
- Wabasha
- Waseca
- Washington
- Watonwan
- Wilkin
- Winona

Using the CaseWorks User Manual

Purpose of this Document

This User Manual was created for CaseWorks Users to provide step-by-step instructions for features used *across all CaseWork's Editions*. It is a consolidated and comprehensive version to include materials covered in each of the previously used Edition Specific User Manuals.

The first portion of the User Manual includes basic features that are shared across editions. The latter portion of the User Manual includes a section for each CaseWorks Edition to instruct on specific features and nuances that are found within that CaseWorks Edition.

Table of Contents

By hovering over each topic in the User Manual Table of Contents, you can skip to that section. To get back to the Table of Contents, click on the footer link [Back to Top](#) located on the bottom left of each page.

Hyperlinks

In this document, you will see hyperlinks in [blue underlined font](#). This indicates that there is related content that is located in another section of the document. Click on the [blue underlined link](#) to go to that section of the document.

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User Manual Revision History

| Date | Version | Description of Revision | Author |
|------|---------|-------------------------|--------|
|------|---------|-------------------------|--------|

| | | | |
|----------|-----|--|---------------------------|
| 05.01.23 | 1.0 | This User Manual is a consolidated version of each of the previously used Edition Specific Manuals. | Otto & Vang |
| 10.16.23 | 1.1 | Added CaseWorks County Map and minor revisions (updating internal links, wording, etc). Adding Client Portal section. Added auto-pending to Set Pending section, and date stamp feature. | Vang |
| 01.29.25 | 1.2 | Added note for 'Document and Markups' for Print2CW documents, add Relatives Search (SSE), minor ACE updates. Added Complete Forms in Online PDF Editor, and mobile phone number for Resident Public Portal. Added Healthcare Renewals Routing Directly to Renewals DocBox to MSE Specific Edition. Added Knowledge Base information & link. | Livingston, Otto, Vang |
| 4.25.25 | 1.3 | Updated CaseWorks County Map | Otto |

CaseWorks Basics

Map of CaseWorks Home page

The **CaseWorks Home page** is the starting point for all CaseWorks activities.



Open CaseWorks using the shortcut on your desktop or quick launch bar or by entering the URL provided for your county.

You can return to the Home page from anywhere in CaseWorks by clicking on the **Casework's logo**.



Home Page Reference Key

Below is an image of the Caseworks Home page and reference key:

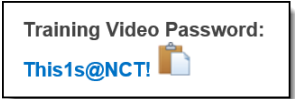
Legend:

- 1 CaseWorks Ribbon - If the CaseWorks logo does not display, click Browse.
- 2 CaseWorks Logo - Refreshes page and navigates to CaseWorks Homepage
- 3 Current Edition of CaseWorks
- 4 Left Navigation Panel
- 5 All Purpose Navigation (APN) - search for clients by name, DOB, SSN, etc.
- 6 My Appointments - Displays Today's appointments assigned to User.
- 7 My DocBox - Documents assigned to User not filed to EFC
- 8 Refresh the current page
- 9 My Working Documents - View Reviewed Documents

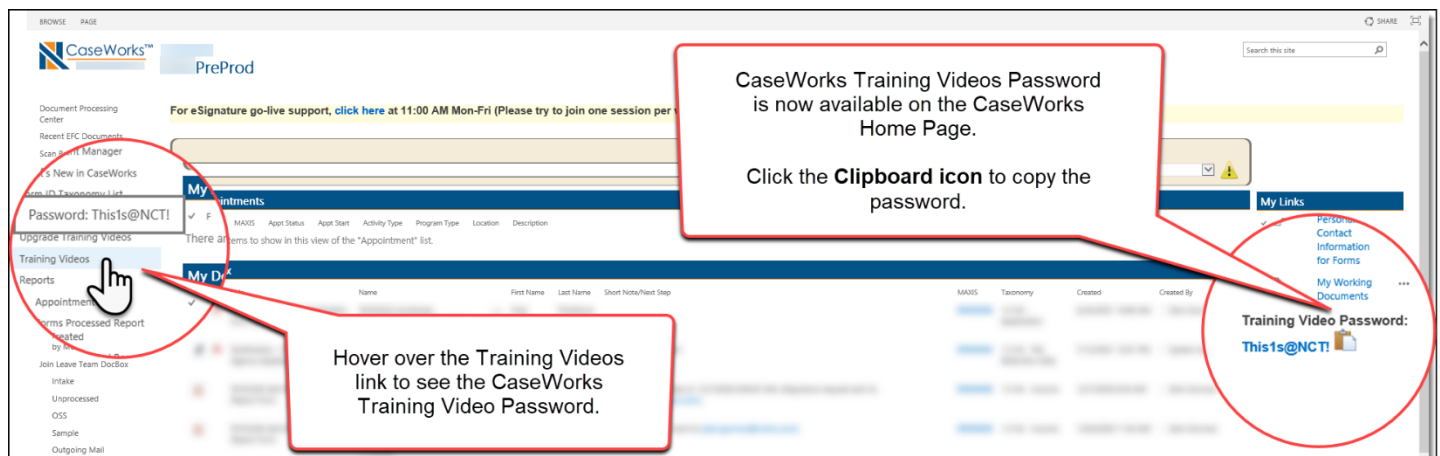
CaseWorks Training Videos Password

The password to the CaseWorks Training Videos Library is available on the CaseWorks Home Page.

Click the **Clipboard icon** under My Links on the right side of your home page to **copy the password**.



Hover over the Training Videos Link in the Left Navigation Panel to see the Training Videos password.

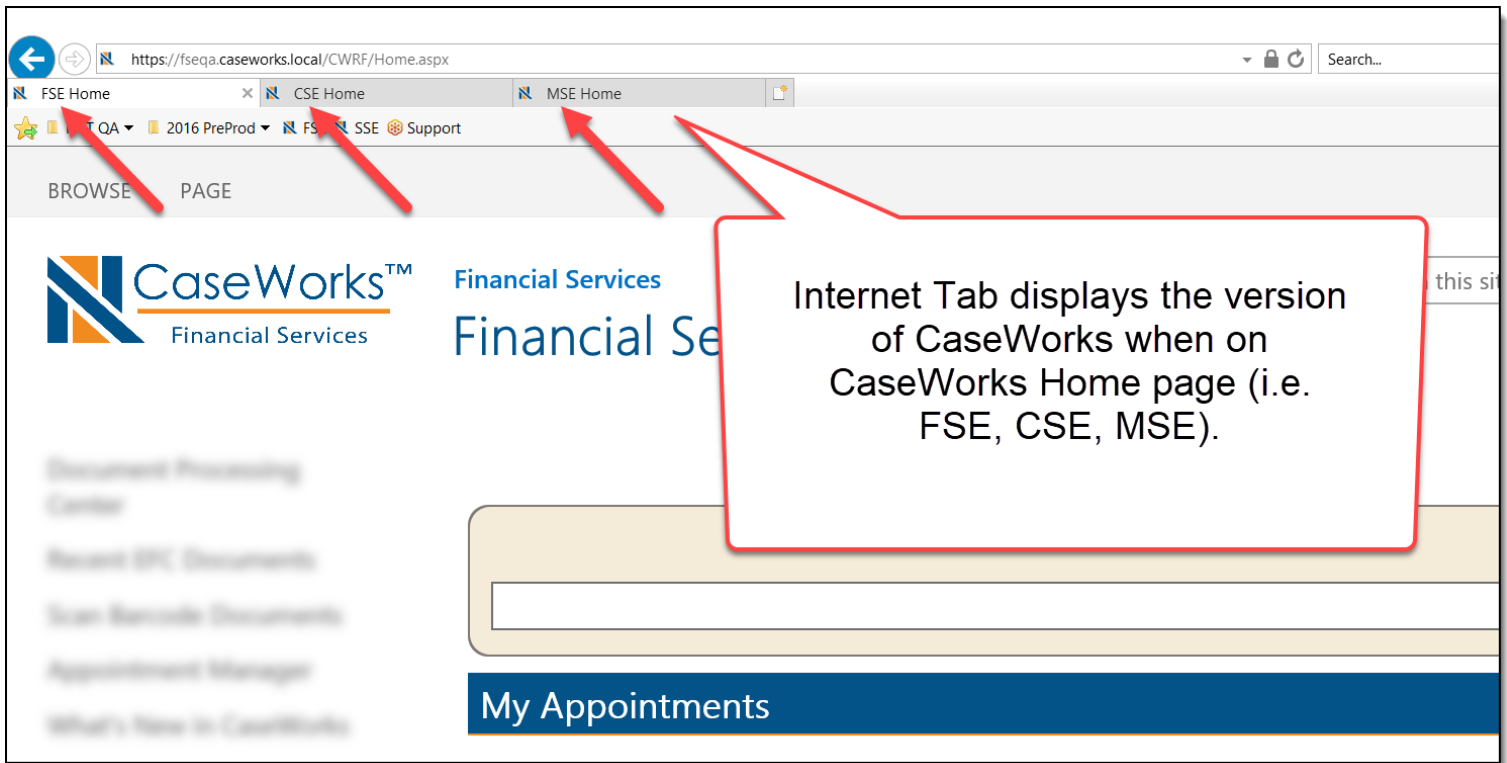


CaseWorks Internet Tabs

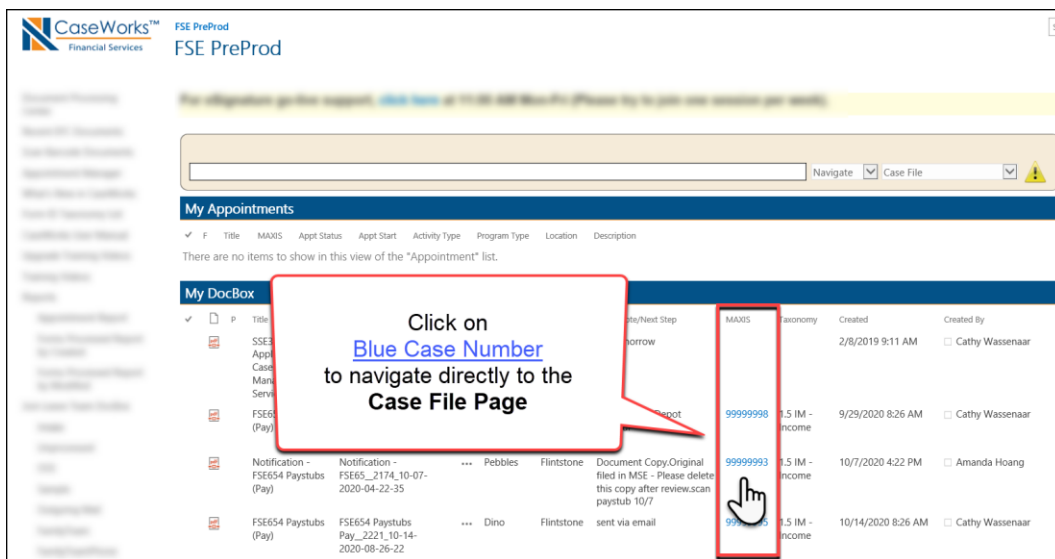
Each Edition of CaseWorks will display on open internet tab(s).

When on the CaseWorks Home page, users will have the ability to distinguish each Edition of CaseWorks on any open tabs.

This allows user to easily switch directly to desired tab when working across Editions.



On the Home Page, click directly on the [Blue Case Number](#) to navigate directly to a Case File Page.



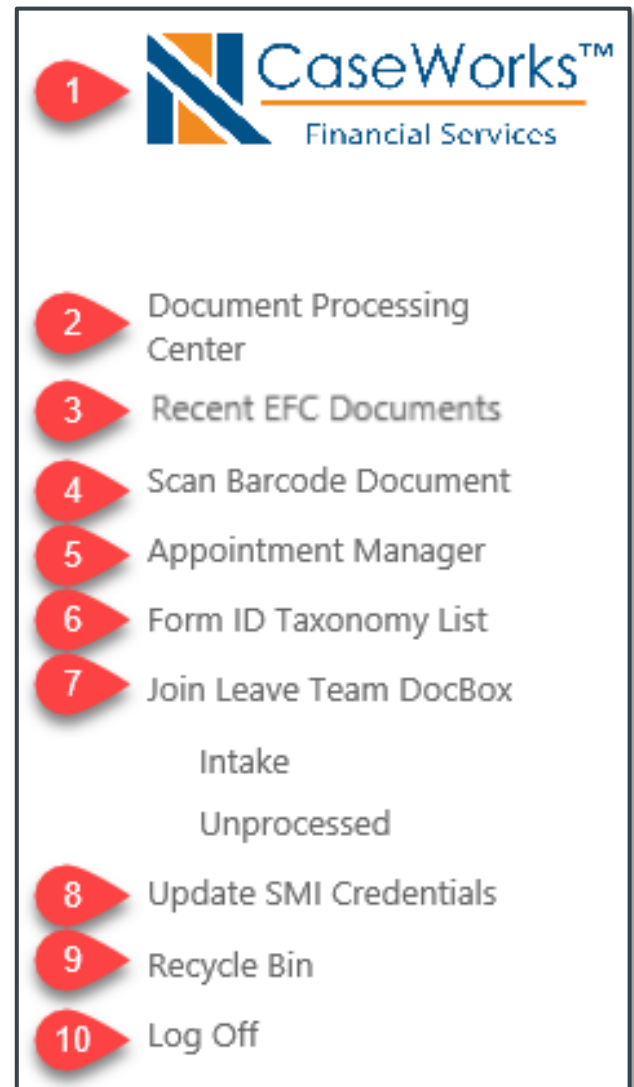
Left Navigation Panel

The CaseWorks homepage displays Quick Links in the **Left Navigation Panel** to make navigating CaseWorks quick and easy.

- **CaseWorks Logo (with Edition Name)** – Clicking the logo navigates to the **CaseWorks Home Page**.
- **Document Processing Center (DPC)** – The **Document Processing Center** is used to temporarily store documents arriving in the county. Individual and team DocBoxes can be viewed and accessed from this link.
- **Recent EFC Documents** – View all documents recently filed to the **EFC** (the most recent documents will display at the top of the page). Search for documents modified (or filed) by a particular worker, or on a particular date, etc.
- **Scan Barcode Document** – Allows user to easily **scan** a CaseWorks-barcoded document without entering information into the **All Purpose Navigation**.
- **Appointment Manager** – View all appointments scheduled. **Note:** you will not see this if your county does not use CaseWorks to record appointment history.
- **Form ID Taxonomy List** – Displays a list of all Form and Document Titles and the Taxonomy to which they are assigned.
- **Join/Leave Groups** – Allows user to join or leave a **Team DocBox** or **Team Appointments**.

CaseWorks User Manual – Access the **CaseWorks User Manual** for step-by-step instructions and screen shots illustrating CaseWorks features and functionality. Click on a section in the Table of Contents to navigate directly to that section in the User Manual.

- **Update SMI Credentials** – (FSE and CSE) Connect directly to the State SMI in order to auto-fill forms, pull in new client information, and more.
- **Recycle Bin** – Allows user to view and restore deleted documents. Deleted documents remain in the **Recycle Bin** for 90 days. If you need to find a document that was deleted more than 90 days ago, ask your Supervisor to contact CaseWorks Support.
- **Log Off** – Allows user to log off CaseWorks. This can be used to log in as a different user.

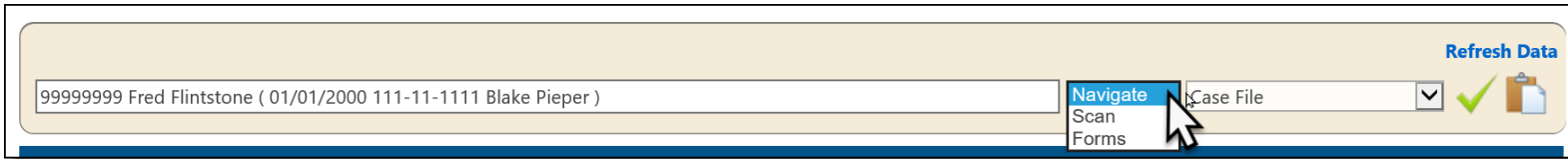


All Purpose Navigation

Uses of the APN

- [Navigate](#) to a Case File

- [Scan](#) a document into CaseWorks
- Create and complete [Forms](#)



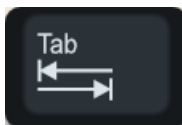
Tips for Caseworks:

When keyboarding using the All Purpose Navigation:

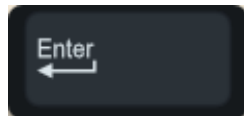
- Use up/down arrow keys on the keyboard to select the correct case or doctype/form



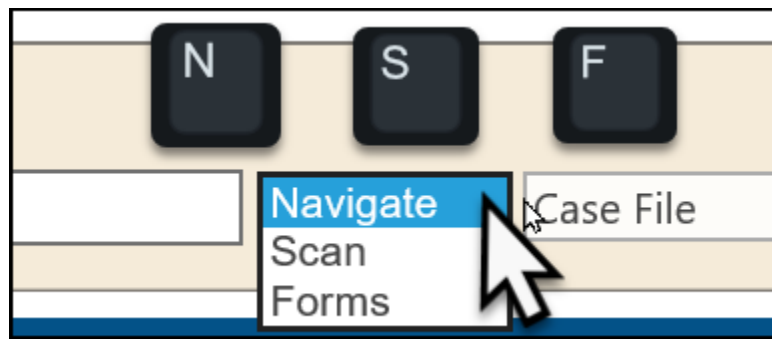
- **Enter** and **Tab** keys provide the same functionality to select and move to next field on the APN.



- Use the **Enter** key to select the **Green Checkmark** when it is outlined to navigate.



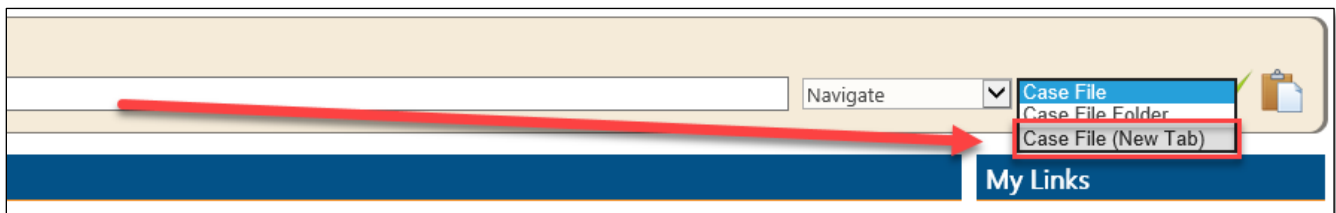
- **Tip:** To select from the **Navigate/Scan/Forms** drop-down, use **N** to select Navigate, **S** to select Scan, or **F** to select Forms.



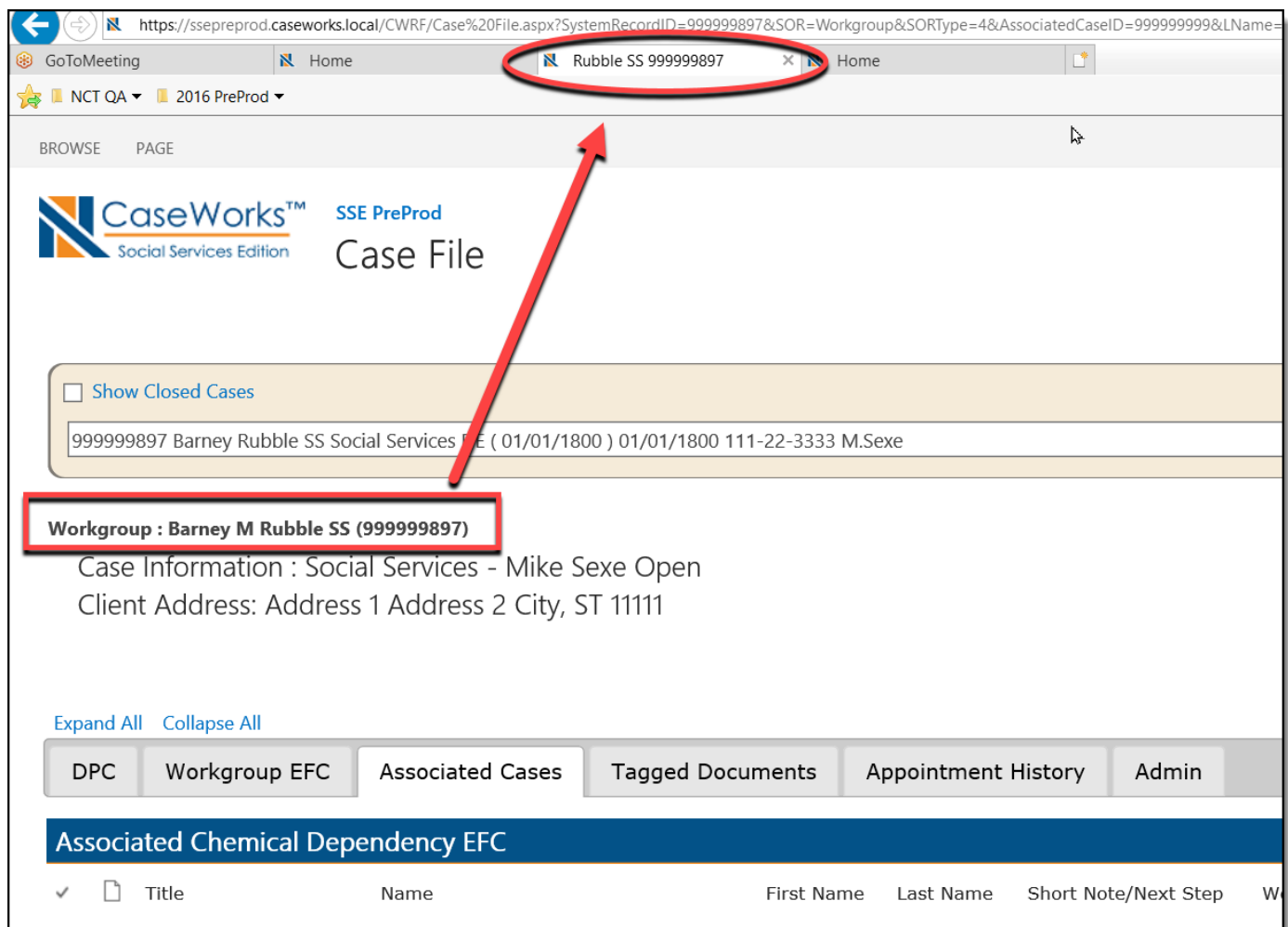
Using the All-Purpose Navigation to Open the Case File Page in a New Tab

In the All Purpose Navigation, select Case File (New Tab) to open the Case File page in a new tab of Edge. This will allow you to have a Case File open on a new tab and keep Caseworks open on a separate tab.

1. Select the client in the client lookup field
2. Select navigate in the drop-down menu
3. Then change the third box to **Case File (New Tab)**. Click the **Green Check Mark** and the Client's electronic case file page will open in a new tab of Internet Explorer.



After navigating to a client's **Electronic Case File** page, the client name and associated **Workgroup number** will appear in the Internet Explorer tab.



Introduction to DocBoxes

DocBoxes are comparable to physical mailboxes in the paper-document world. **My DocBox** is located on the CaseWorks homepage under the **All Purpose Navigation**.

Each CaseWorks user has a **DocBox** as well as each specific team has a **Team DocBox**. Please see the section on [Join/Leave Teams](#) to have a team DocBox included on your Homepage.

A user may view all **DocBoxes** and unprocessed documents by navigating to the **Document Processing Center**.

The screenshot shows the CaseWorks Document Processing Center. The 'My DocBox' section is highlighted with a red box. The interface includes a navigation menu on the left, a search bar at the top right, and a table of documents. The table has columns for Title, Name, First Name, Last Name, Short Note/Next Step, MAXIS, Taxonomy, Created, and Created By. Two document entries are visible, both for 'Fred Flintstone'.

| Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created | Created By |
|---|---|------------|------------|----------------------|----------|----------------------|--------------------|------------|
| DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_1609_04-22-2020-12-51-43 | Fred | Flintstone | Autofill Example | 99999999 | 1.4 IM - Application | 4/22/2020 12:51 PM | Dani Go |
| DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_1610_04-22- | Fred | Flintstone | | 99999999 | 1.4 IM - Application | 4/22/2020 12:52 PM | Dani Go |

DocBoxes display new **documents** that are available for review and processing.

By default, documents in a **DocBox** display in the order they were received (**Oldest-to-Newest**) in order that the documents can be processed in the order in which they were received.

Documents are sent to the **DocBoxes** when documents are scanned, emailed, or otherwise routed into CaseWorks. Documents are routed based on client case number or the worker assigned to the Case File.

To view a document, click on the document **Name**.

The cursor will change to index finger to indicate that one click will open the document.

The screenshot shows a close-up of the 'My DocBox' table. A red circle highlights the 'Name' column of the first document entry. A red callout box with a white arrow points to the highlighted name, containing text that explains how to click on the name to open the document in Adobe Reader.

| Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created | Created By |
|---|---|------------|------------|----------------------|----------|----------------------|--------------------|------------|
| DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_1609_04-22-2020-12-51-43 | Fred | Flintstone | Autofill Example | 99999999 | 1.4 IM - Application | 4/22/2020 12:51 PM | Dani Go |
| DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_1610_04-22- | Fred | Flintstone | | 99999999 | 1.4 IM - Application | 4/22/2020 12:52 PM | Dani Go |

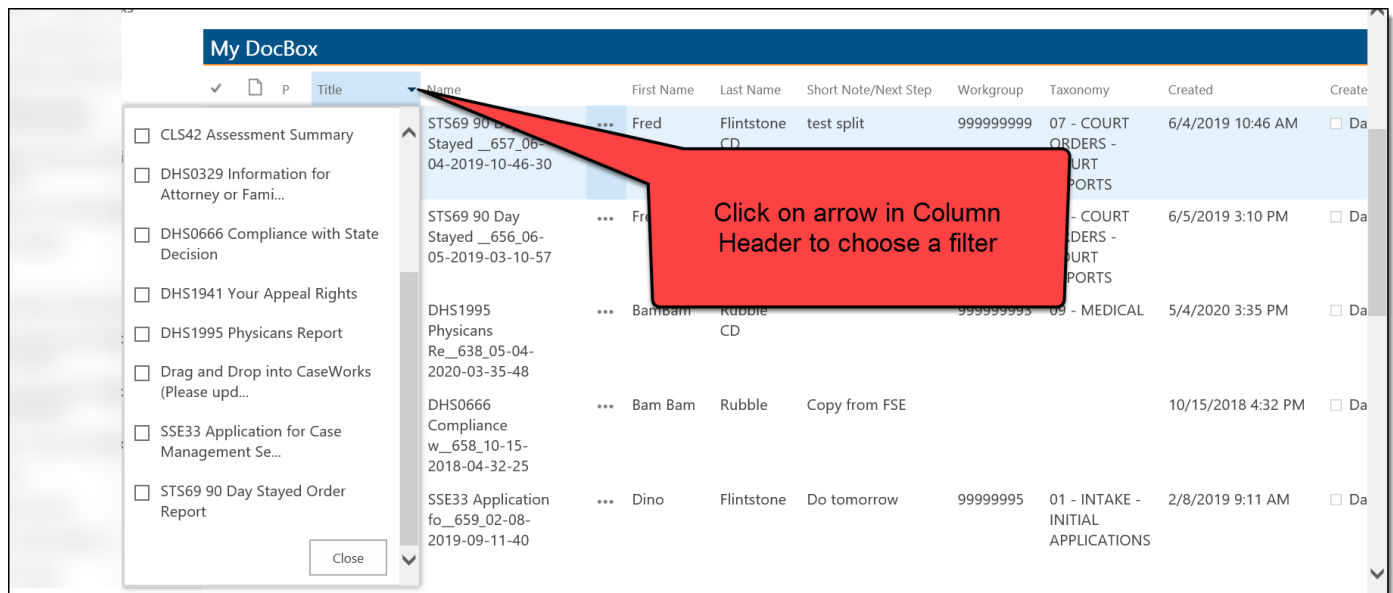
The document will open in **Adobe Reader**.

Filter Documents in a DocBox

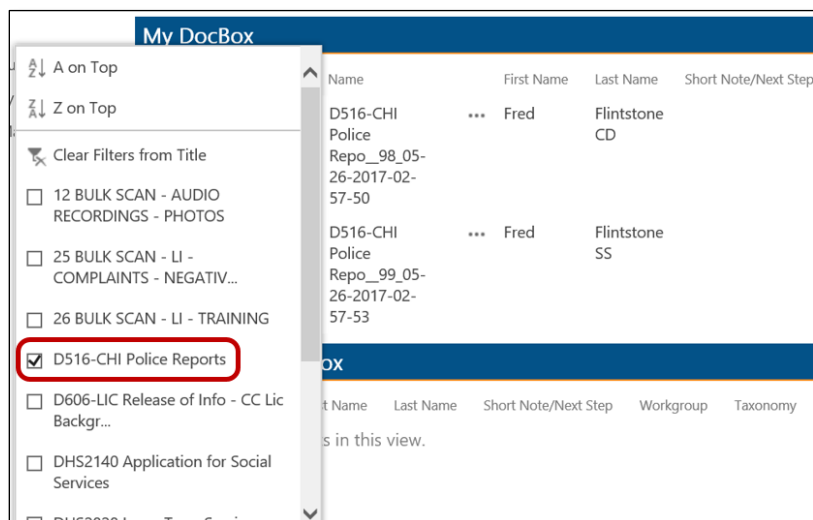
Use filters to search for documents (e.g. time sensitive, high priority items, specific client, etc.)

Filter by hovering the mouse over the column header you wish to **Filter**. More than one column can be filtered for a more focused search.

Click on the drop-down arrow that appears to the right of the column header. In the example below, the Title (also known as **DocType**) is being filtered.




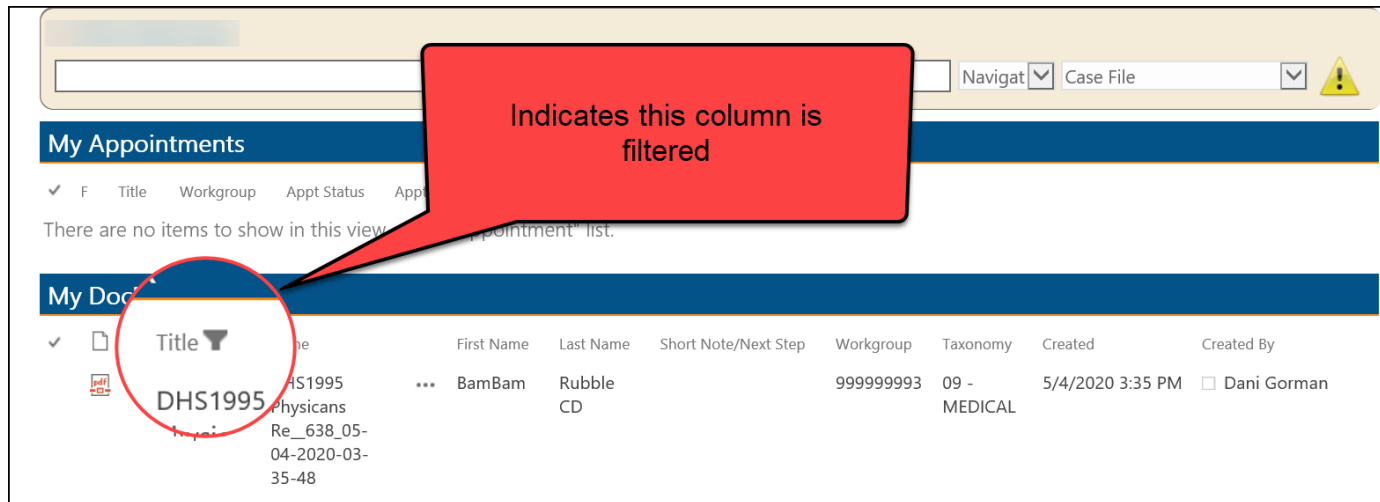
A list of all the items in that column will display. **Select** the type of document(s) you are looking for. In the example below, **Police Reports** have been selected.



CaseWorks will **Filter** all items that do not match the selection and will only display items that equal the selected criteria.

In this example, there are only two Police Reports in the DocBox therefore only two documents will be displayed in this filtered view.

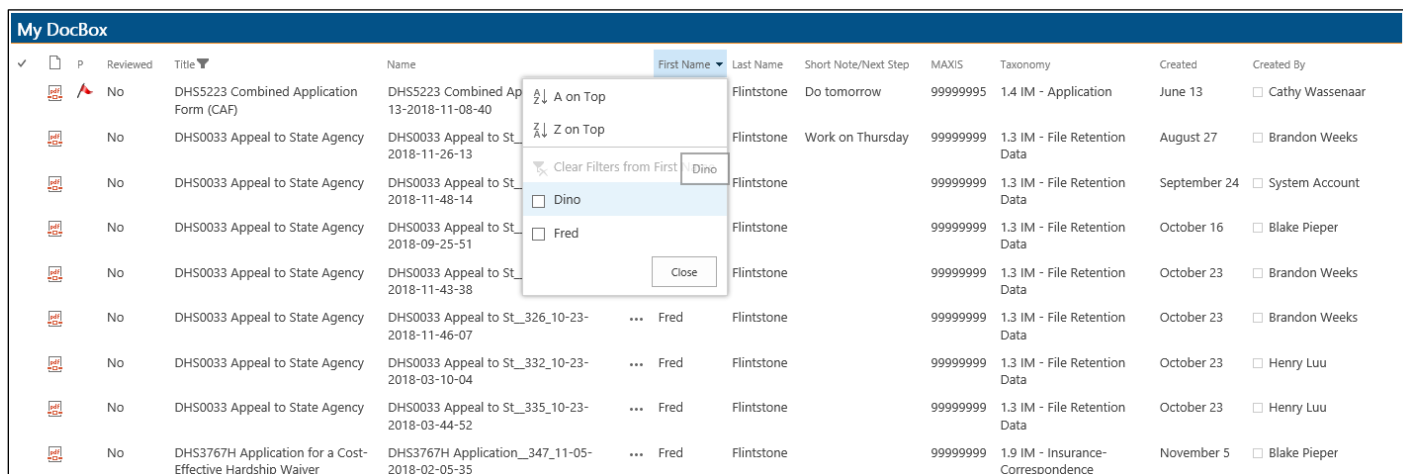
is  **Note:** A small filter icon will display next to the column header to indicate that the data is **Filtered**



Indicates this column is filtered

| Title | ... | First Name | Last Name | Short Note/Next Step | Workgroup | Taxonomy | Created | Created By |
|---------|--------|------------|-----------|----------------------|-----------|--------------|------------------|-------------|
| DHS1995 | AS1995 | BamBam | Rubble | CD | 999999993 | 09 - MEDICAL | 5/4/2020 3:35 PM | Dani Gorman |

Filters can also be used to search for all documents relating to a particular client. Follow the same steps in the example above but **Filter** on the First Name, Last Name, or Case Number column.



| Reviewed | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created | Created By |
|----------|---|--|------------|------------|----------------------|----------|---------------------------------------|--------------|-----------------|
| No | DHS5223 Combined Application Form (CAF) | DHS5223 Combined Ap 13-2018-11-08-40 | Fred | Flintstone | Do tomorrow | 99999995 | 1.4 IM - Application | June 13 | Cathy Wassenaar |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St 2018-11-26-13 | Fred | Flintstone | Work on Thursday | 99999999 | 1.3 IM - File Retention Data | August 27 | Brandon Weeks |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St 2018-11-48-14 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | September 24 | System Account |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St 2018-09-25-51 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | October 16 | Blake Pieper |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St 2018-11-43-38 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | October 23 | Brandon Weeks |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St_326_10-23- 2018-11-46-07 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | October 23 | Brandon Weeks |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St_332_10-23- 2018-03-10-04 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | October 23 | Henry Luu |
| No | DHS0033 Appeal to State Agency | DHS0033 Appeal to St_335_10-23- 2018-03-44-52 | Fred | Flintstone | | 99999999 | 1.3 IM - File Retention Data | October 23 | Henry Luu |
| No | DHS3767H Application for a Cost- Effective Hardship Waiver | DHS3767H Application_347_11-05- 2018-02-05-35 | Fred | Flintstone | | 99999999 | 1.9 IM - Insurance- Correspondence | November 5 | Blake Pieper |

Join/Leave Team DocBoxes

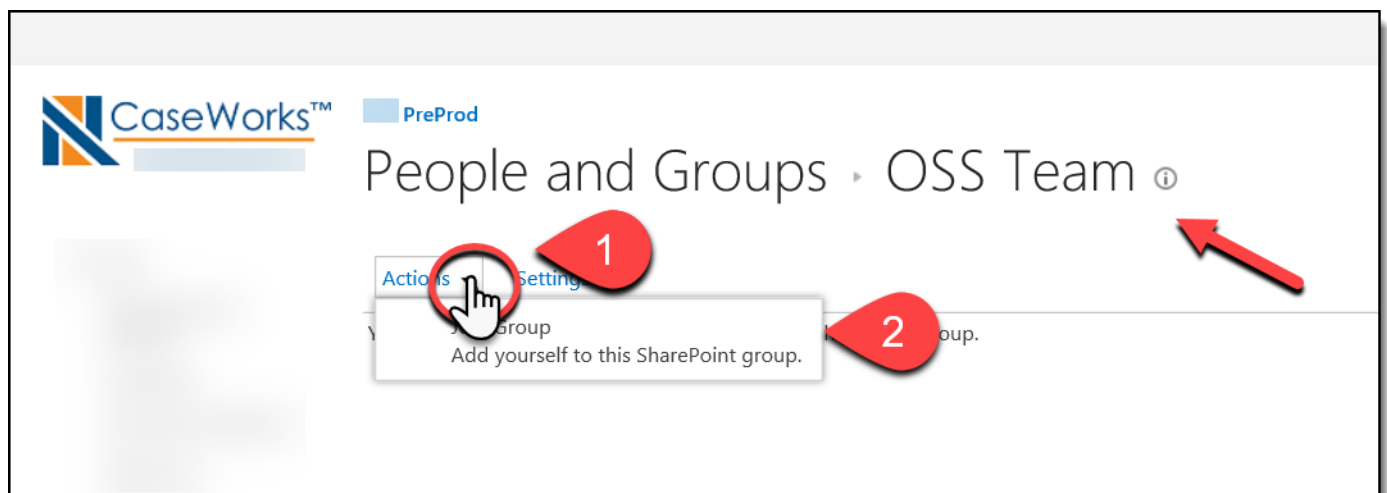
In Caseworks, a Team DocBox allows documents to be scanned or routed into a shared DocBox and be claimed by the person working to process the document(s).

Joining or Leaving a Team DocBox

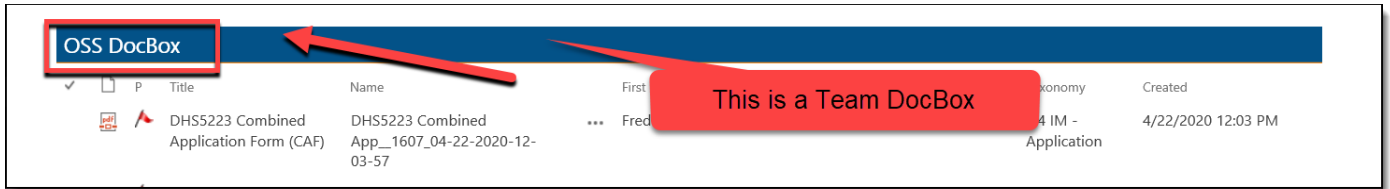
On the Left Navigation Panel under Join Leave team DocBox, choose the team that you want to join or leave based on your process.



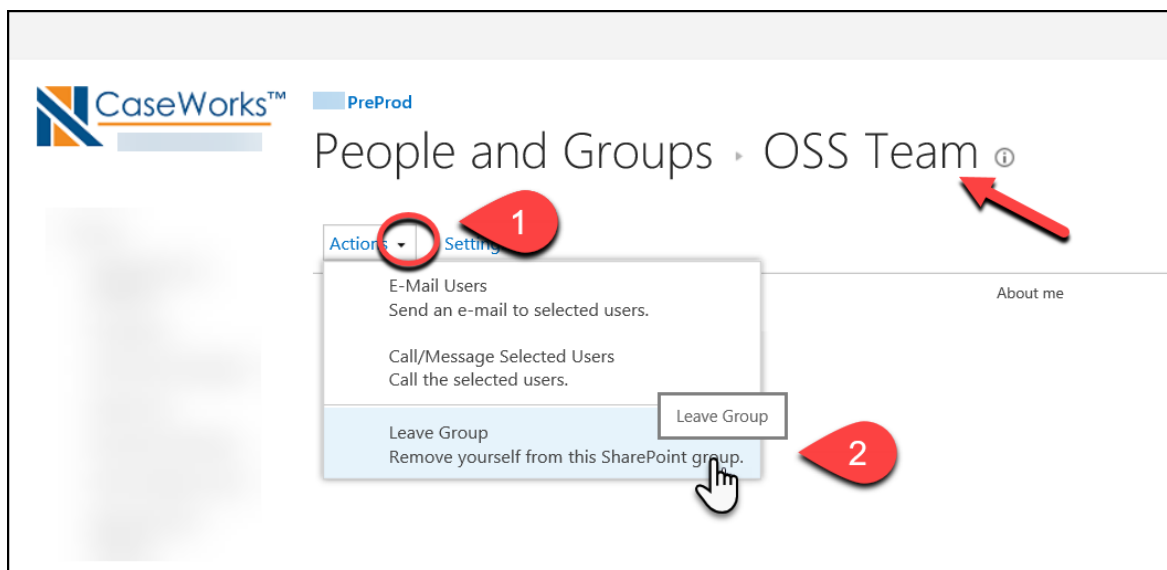
1. On the **People and Groups** page, click on the arrow next to the **Actions** button.
2. Then click on Join group. You will be given immediate access to the **Team DocBox** on your Home page and can claim documents from that team DocBox.



On your Home page, you will see Team DocBoxes that have been added. They will appear below your My DocBox on the page.



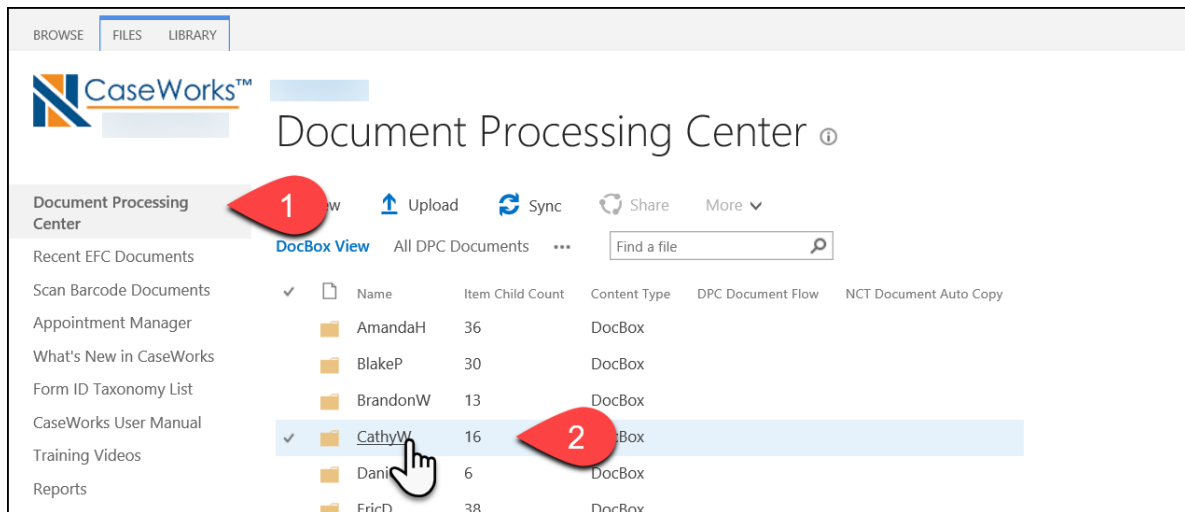
1. To leave the Team DocBox, click on the team that you want to leave and click the arrow on the **Actions** button.
2. Click **Leave Group**. When you go back to your Home page, you will no longer see the Team DocBox.



Claim Selected Document(s)

Claiming documents moves them from their current location to your My DocBox for processing. In this example, documents are being claimed from the **Document Processing Center (DPC)**.

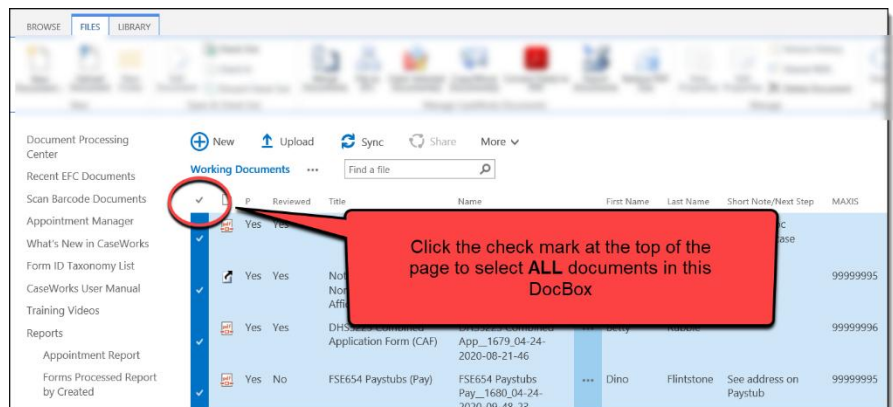
1. To claim document(s), navigate to the **Document Processing Center**. For more information about the DPC, please refer to the next section [Document Processing Center](#).
2. Navigate to the DocBox from which you wish to claim documents.
Note: For Case Banking, please see section on [Claim a Case](#).



1. Select the documents that you are claiming by clicking the check mark to the far left of the document. The document(s) selected will be highlighted in blue.

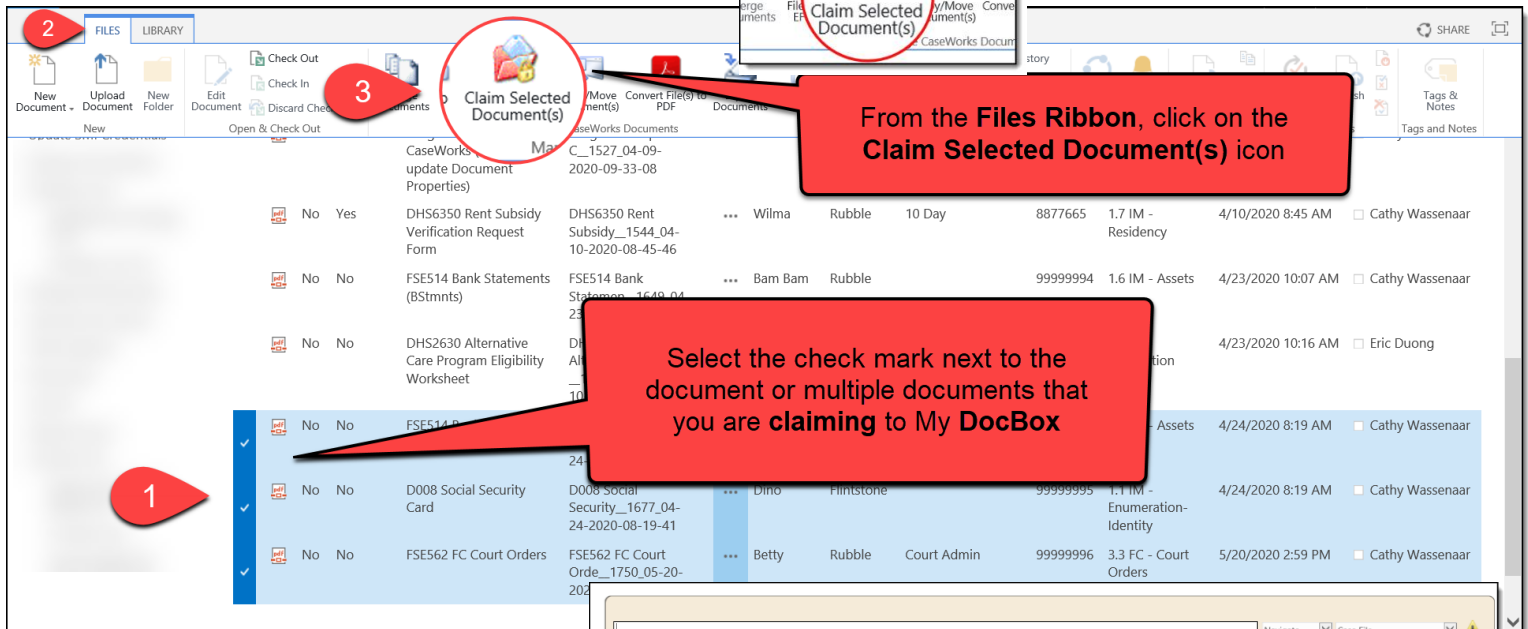
Note: To select all documents, click the check mark at the top of the column (see image).

2. The **Files Ribbon** will appear once the document(s) are selected.



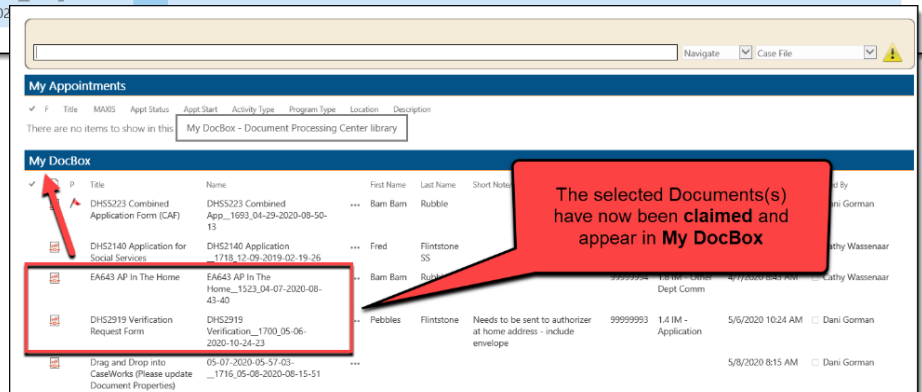
3. Click on the **Claim Selected Document(s)** Ribbon.

Document(s) icon in the Files



The CaseWorks page will refresh, and the claimed documents will appear in your **My DocBox** on the Caseworks Home page.

Note: If you are a county that uses Case Banking and want to claim all unprocessed documents for a specific client, please see the next section on [Claiming a Case](#).

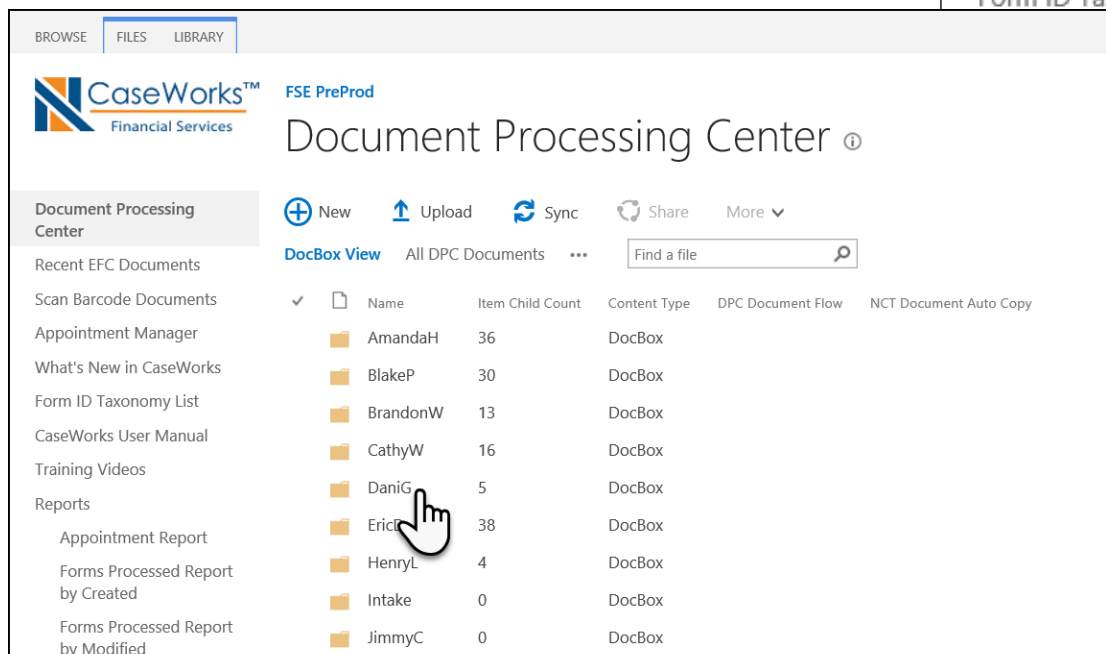
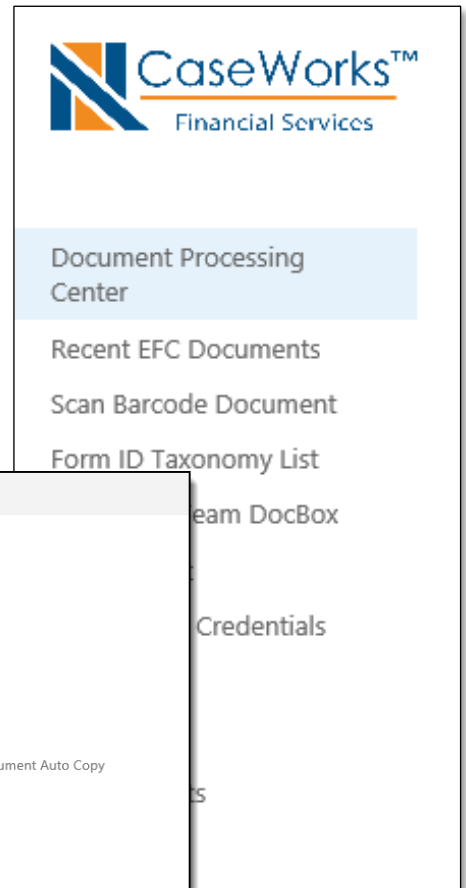


Document Processing Center (DPC)

All unprocessed documents (not yet filed down) can be found in the Document Processing Center. The **Document Processing Center** can be accessed via the link located on the **Left Navigation Panel** of the CaseWorks Home page.

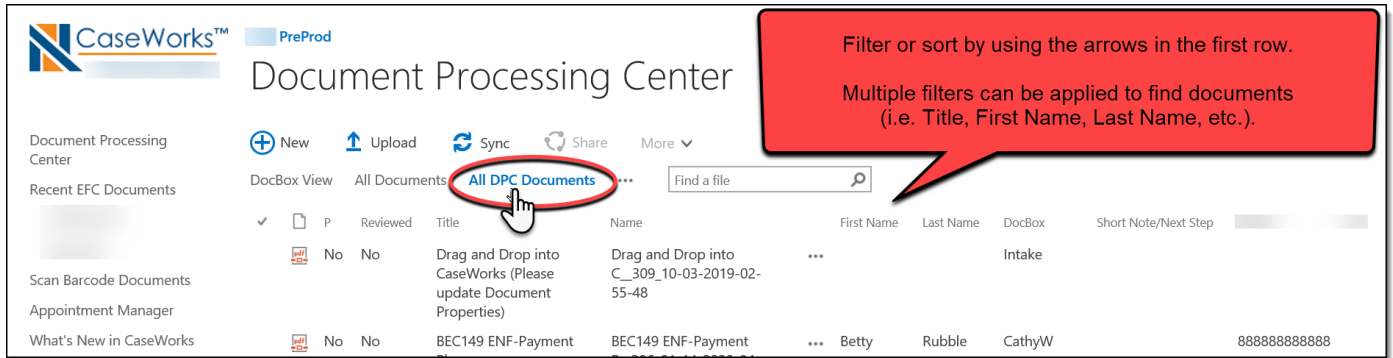
View the DocBox of Another Team or Individual

1. Select **Document Processing Center** from the Left Navigation Panel.
2. Click on the individual or team name of the **DocBox** you wish to view.

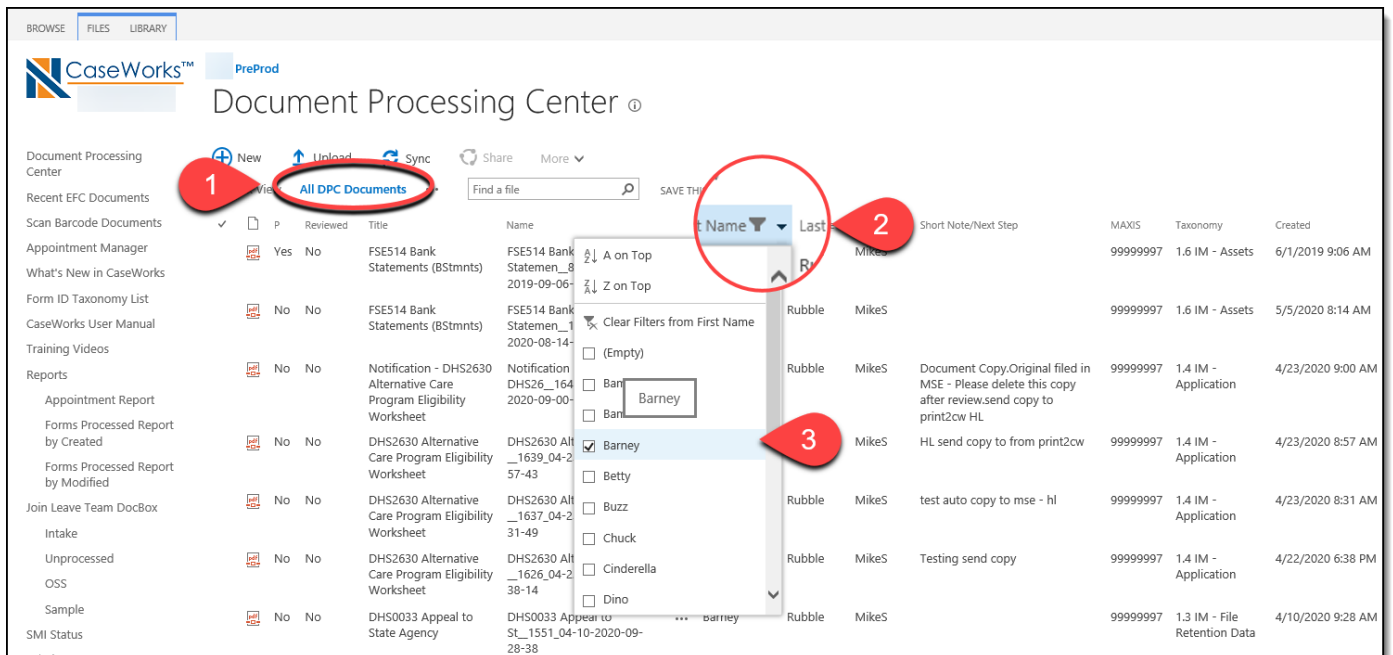


Filter Documents in the DPC

Documents in the DPC can be filtered to find a document for a particular case or to find a specific document type (Title). Multiple filters can be used to find documents. Documents can also be sorted by clicking on the items in the first column (Title, First Name, Last Name, etc.).



1. To sort or filter results in the DPC, click on All DPC Documents.
2. Click on the arrow of the column you desire to apply a filter to for searching.
3. Select the search criteria.

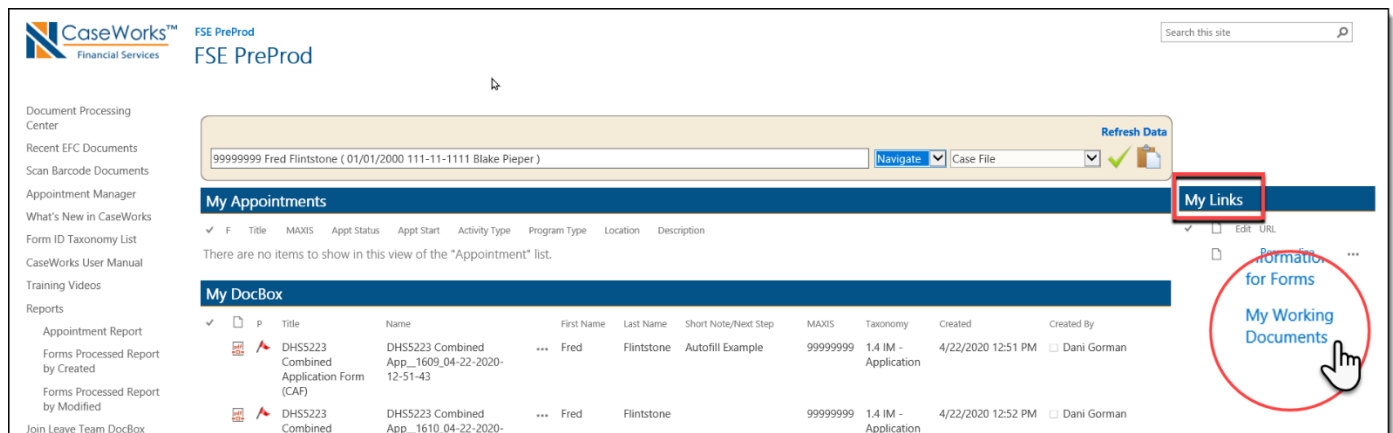


Mark a Document as Reviewed (My Working Documents)

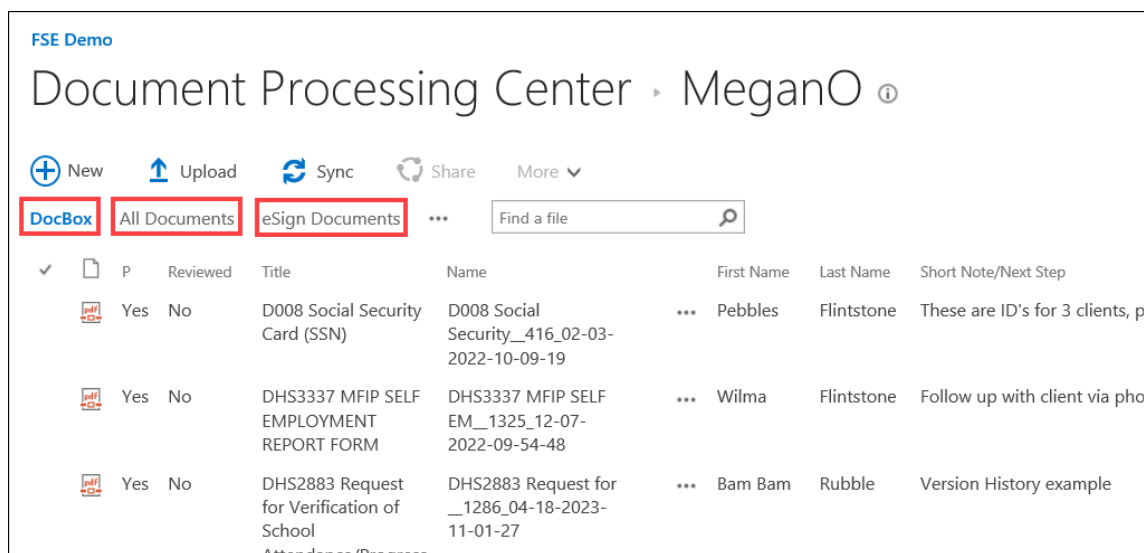
The Reviewed feature in CaseWorks is a legacy feature that has been largely replaced by the Set Pending feature. However, this tool is still available in CaseWorks as it is useful to some Counties' specific business processes. Marking a document as Reviewed moves it to the My Working Documents view.

Navigate to My Working Documents

- Click the link in **My Links** on the home page.



- **My Working Documents** includes three tab views:
 - DocBox (shows documents in My DocBox)
 - All Documents (shows all documents, including those Marked as Reviewed)
 - eSign Documents

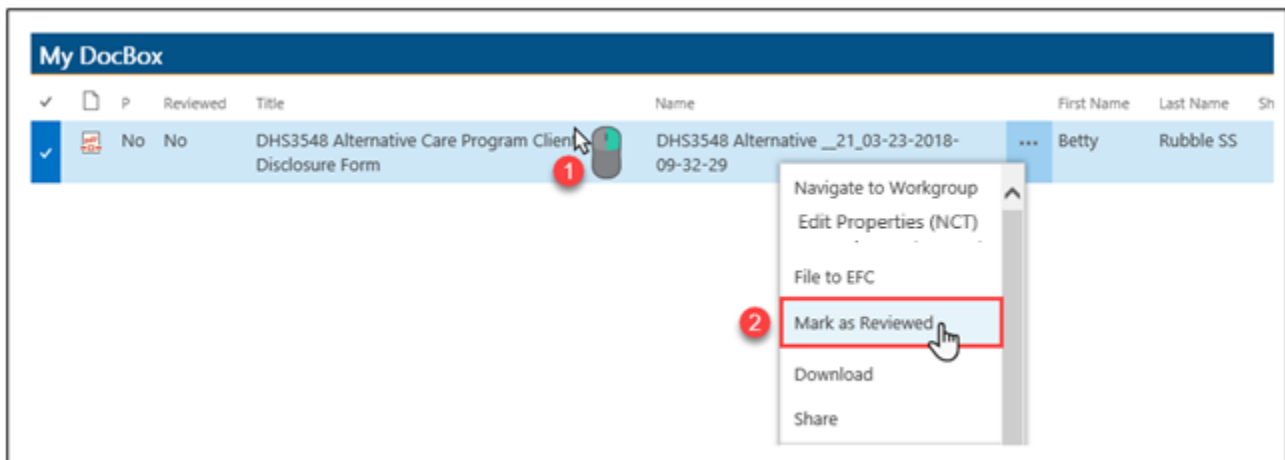


Mark a Document as Reviewed

1. Right-click on the document to be marked as **Reviewed**

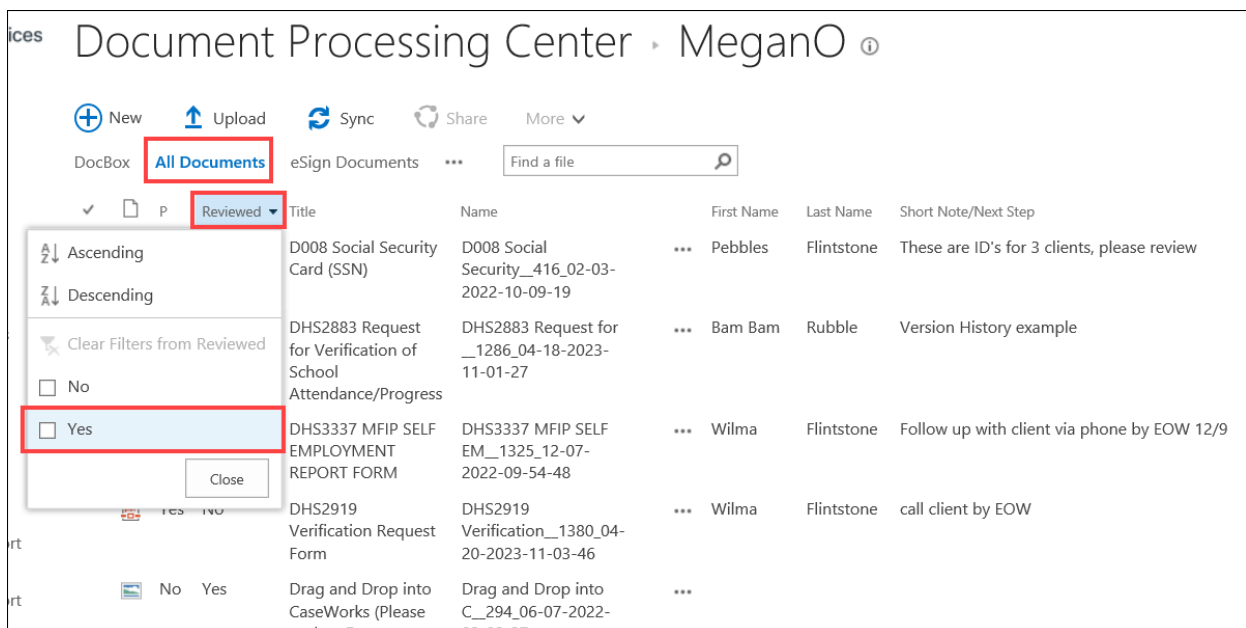
2. Select **Mark as Reviewed** from the context menu.

Tip: Documents can also be **Marked as Reviewed** in the **Edit Properties (NCT)** Interface.

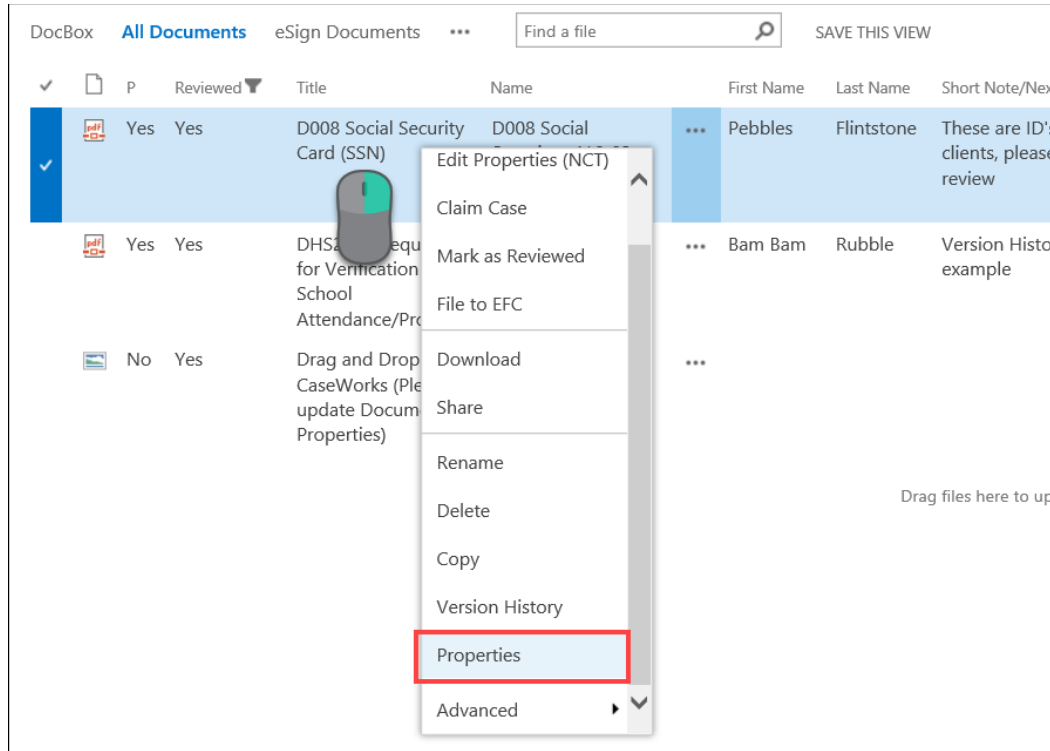


Remove a Document from the My Working Documents View

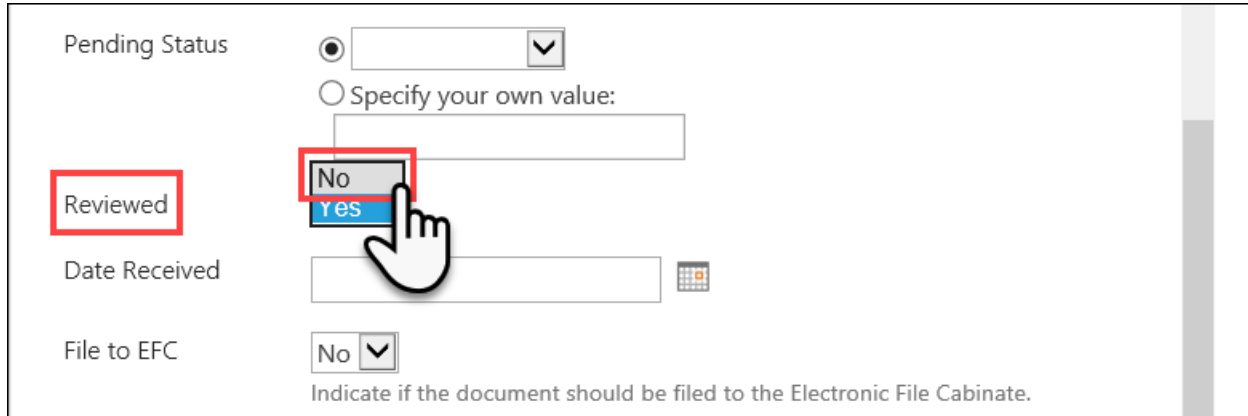
1. Navigate to My Working Documents using the ‘My Working Documents’ link noted above.
2. Select the ‘All Documents’ tab view.
3. Documents marked as Reviewed are indicated by showing ‘Yes’ in the Reviewed Column. Filter this column to show all documents marked as reviewed- ‘Yes’.



4. Right click the document you wish to remove from the My Working Documents View and select Properties.



5. Change Reviewed to 'No' and click Save.

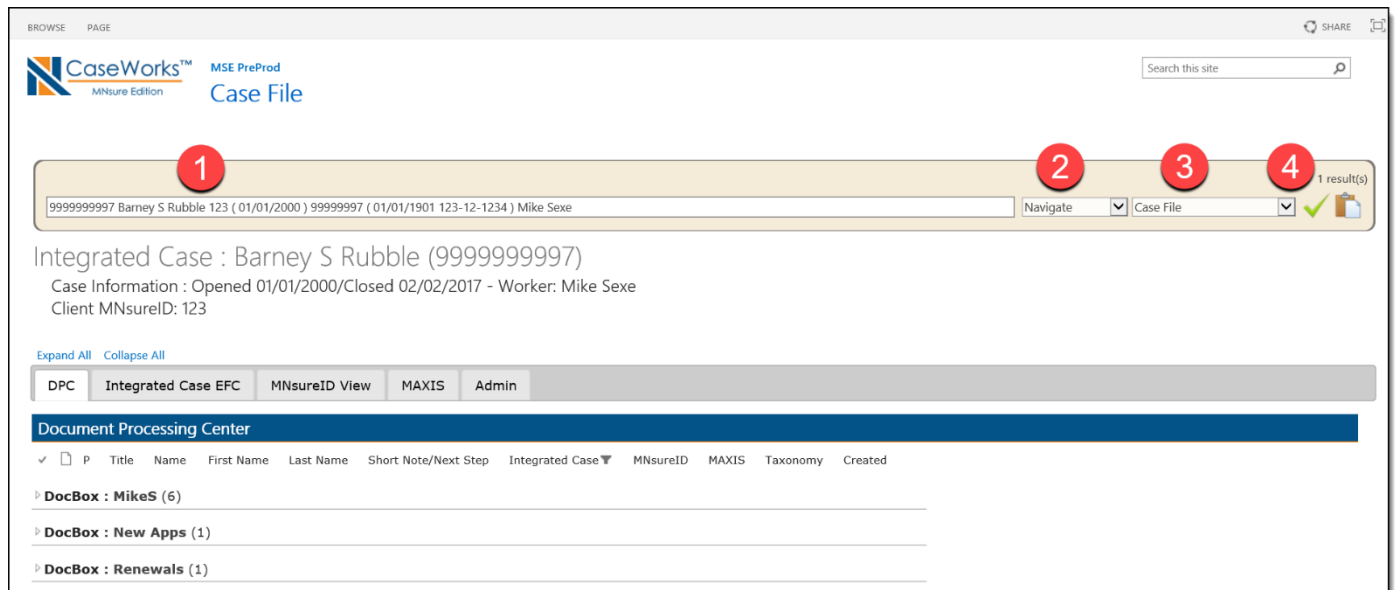


6. Navigate to your homepage DocBox and refresh your page to view the document.

Navigating to a Case File

Using the APN to Open a Case File

1. Enter any searchable client information (Case Number, client name, SSN, etc) into the All Purpose Navigation and select the client.
2. Then select **Navigate** from the drop-down menu in the next field.
3. From the next drop-down menu, select **Case File**
4. Click on the **Green Check Mark**.

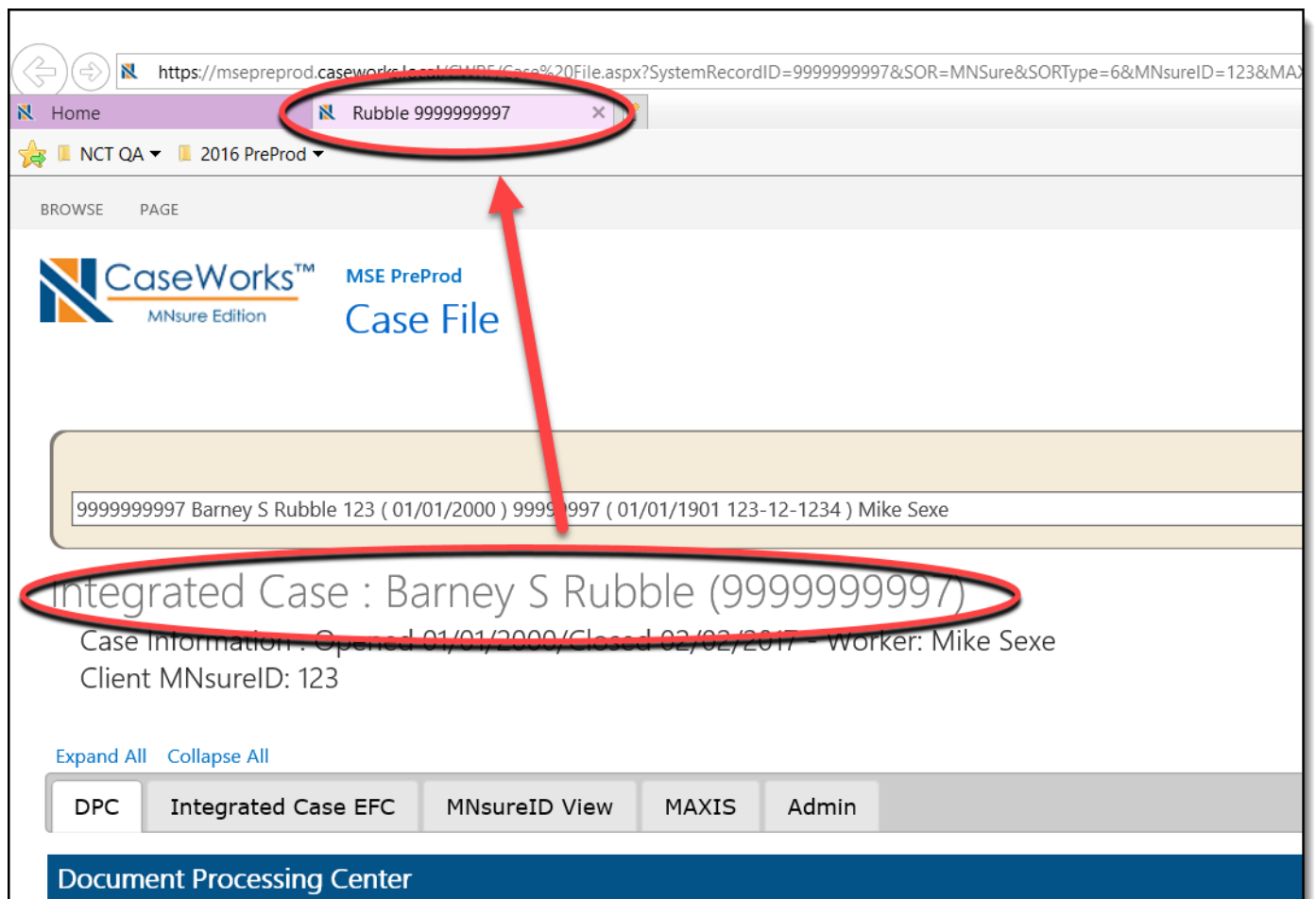
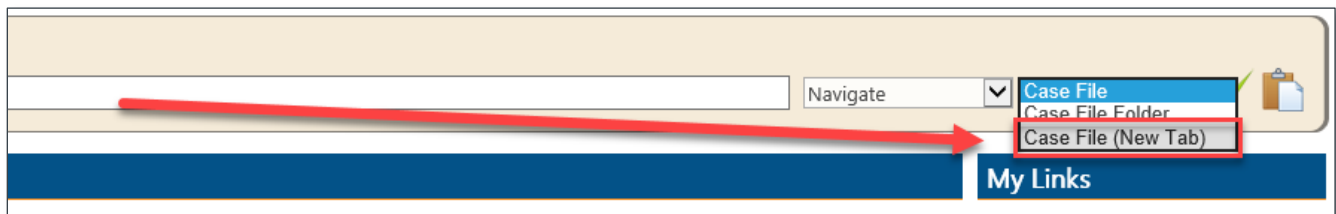


Please utilize the [Table of Contents](#) at the beginning of this user manual to locate your specific Edition’s section detailing the casefile page for more information.

Using the All Purpose Navigation to Open the Case File Page in a New Tab

In the All Purpose Navigation, select Case File (New Tab) to open the Case File page in a new tab.

1. Select the client in the client lookup field
2. Select navigate in the drop-down menu
3. Then change the third box to **Case File (New Tab)**. Click the **Green Check Mark** and the Client's electronic case file page will open in a new tab of Internet Explorer.
4. After navigating to a client's **Electronic Case File** page, the client name and associated case number will appear in the Internet Explorer tab.



Working with Documents

There are many ways to interact with documents in CaseWorks. Below is a list of CaseWorks features and a quick **How to:** reference for each feature.

More detailed step by step instructions with images are included in following sections of the User Manual.

Reminder: The document **Drop-Down Menu** is accessible by **right-clicking** on a document in CaseWorks.

When working with documents, a CaseWorks user can:

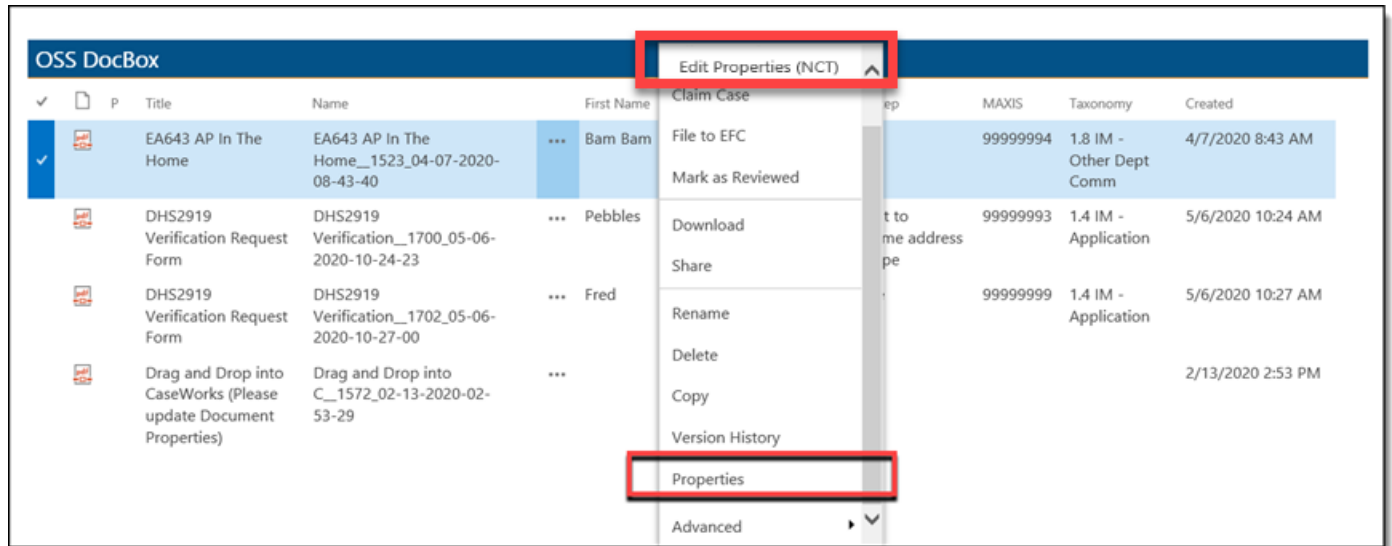
- ✓ **View documents** – Click directly on the document name to view document in Adobe Reader or select **Edit Properties (NCT)** from the document drop-down menu to view in the scanner interface.
- ✓ **Mark documents as Reviewed** – Click [Mark as Reviewed](#) in the document drop-down menu.
- ✓ **Filter documents** – Hover mouse over column headers and click the desired name, title, date, etc.
- ✓ **Edit document properties** – right-click on a document and select **Properties** from the drop-down menu to edit any key values as necessary.
- ✓ **Add a Short Note/Next Step** - right-click on a document and select **Properties** from the drop-down menu to add the desired note in **Short Note/Next Step** field.
- ✓ **Route a document to a co-worker** – right-click on a document and select **Properties** from the drop-down menu to update the DocBox field to the desired coworker.
- ✓ **File documents to EFC** – right-click on a document and select **File to EFC** from the drop-down menu or select multiple documents and click on the **File to EFC icon** in the toolbar ribbon.
- ✓ **Claim documents** – To move any selected documents to your DocBox, select the **Claim Documents** icon in the toolbar. To move all documents for a case to your DocBox, right-click a document and select [Claim Case](#) from the drop-down menu.
- ✓ **Move/Copy documents** - select documents and click on the **Move/Copy Documents** in the toolbar ribbon.
- ✓ **Split documents** - select **Edit Properties (NCT)** from the drop-down menu and split the selected pages by clicking the [Split icon](#) in toolbar.
- ✓ **Add pages to a document** - select **Edit Properties (NCT)** from the drop-down menu and click the **Scan** icon (if adding via scan) or the **Upload** icon (if adding via upload) on the toolbar. Click **Add to Existing**.
- ✓ **Rotate and delete pages within a document** - select **Edit Properties (NCT)** from the drop-down menu and click the **Delete** page or **Rotate** icons in the toolbar to manipulate selected pages.
- ✓ **Redact information** - select **Edit Properties (NCT)** from the drop-down menu and click on the **Black Redact** icon in the toolbar. Drag cursor over information to be redacted.

- ✓ **Annotate on a document** - select **Edit Properties (NCT)** from the drop-down menu and click the **Text Box** icon in the toolbar. Drag the cursor to place text box and add desired annotation.

Edit Properties in a Document

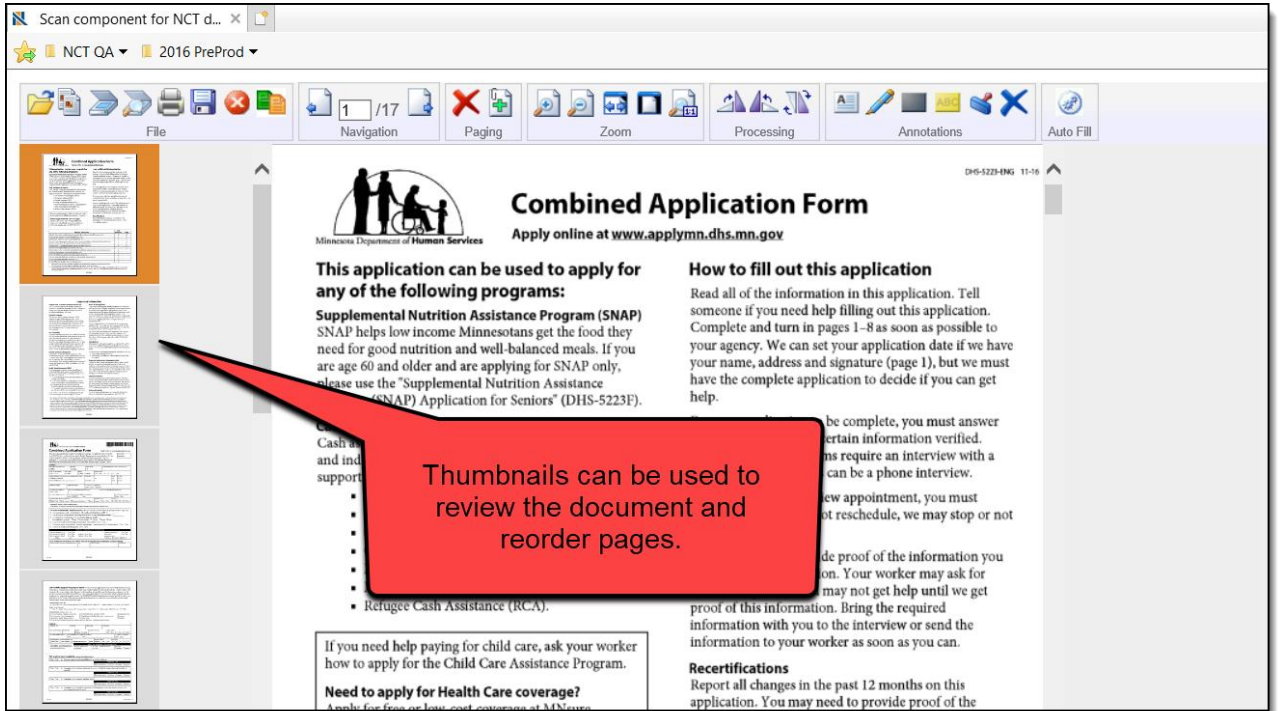
Document properties include case and document information (e.g. case number, document title, Taxonomy) that is stored with the document.

1. Locate the desired document using one of the methods discussed earlier in this manual (e.g. search using the APN or select a document in **My DocBox**).

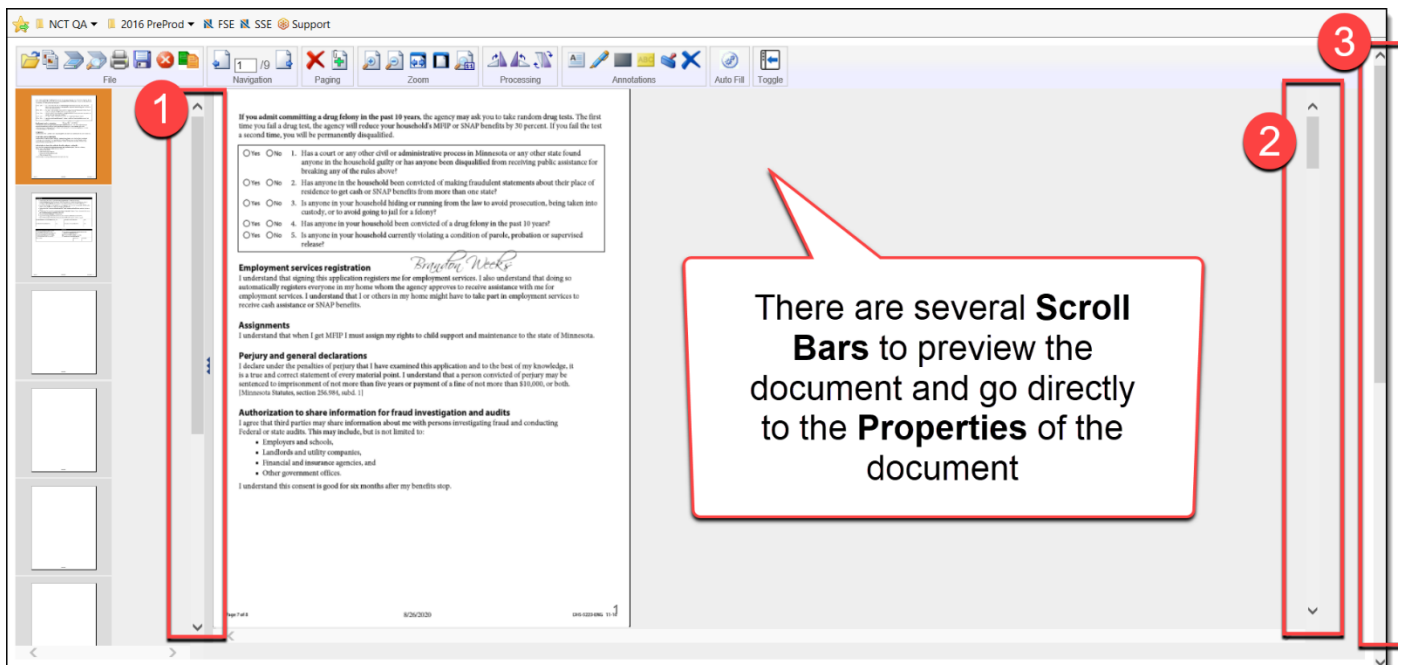


2. Right-click anywhere on the document and select **Edit Properties (NCT)** or **Properties** from the context menu
3. A scanned image of the document will appear. On the left, thumbnails of that scanned document will show to preview the entire document.





Instructions on modifying scanned or uploaded documents can be found in the [Modify a Document](#) section of the user manual.



There are several Scroll Bars to preview the document thumbnails (1), preview the pages of the document (2) and to go directly to the Properties of the document (3).



- 4. To change the properties of the document as appropriate, scroll all the way to the bottom of the scanned document the Edit Properties (NCT).
- 5. Change any properties of the document, then click **Save**.

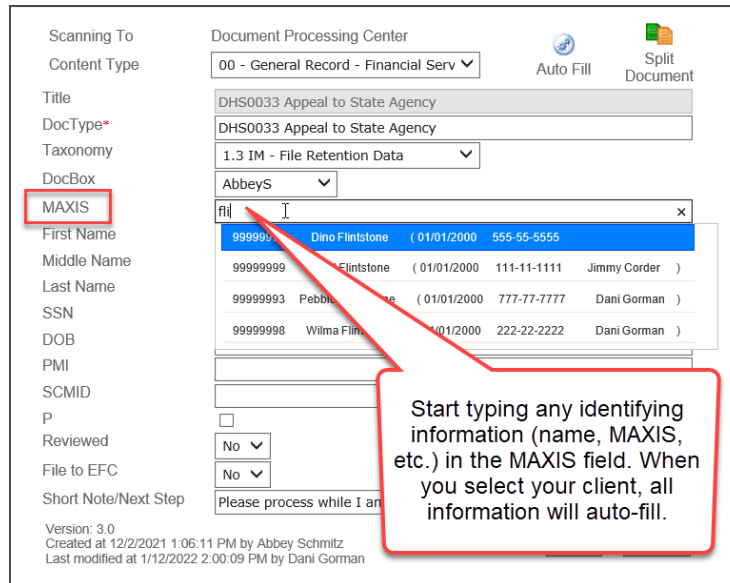
| | | | |
|---|---|---|---|
| Scanning To | Document Processing Center |  |  |
| Content Type | 00 - General Record - Financial Serv ▼ | Auto Fill | Split Document |
| Title | DHS5223 Combined Application Form (CAF) | | |
| DocType* | DHS5223 Combined Application Form (CAF) | | |
| Taxonomy | 1.4 IM - Application ▼ | | |
| DocBox | Outgoing Mail ▼ | | |
| Document Owner(s) | Cathy Wassenaar   | | |
| First Name | Fred | | |
| Middle Name | M | | |
| Last Name | Flintstone | | |
| SSN | 111-11-1111 | | |
| DOB | 1/1/2000 | | |
| MAXIS | 99999999 | | |
| SCMID | | | |
| PMI | | | |
| P | <input checked="" type="checkbox"/> | | |
| Reviewed | No ▼ | | |
| File to EFC | No ▼ | | |
| Short Note/Next Step | Document Signed on 10/13/2020 11:33:01 AM. eSignature request sent | | |
| Version: 3.0 Created at 9/3/2020 11:41:18 AM by Dani Gorman Last modified at 10/13/2020 11:35:54 AM by System Account | | | |
| | | <input type="button" value="Save"/> | <input type="button" value="Cancel"/> |

Type-Ahead Search in the Case Number Field

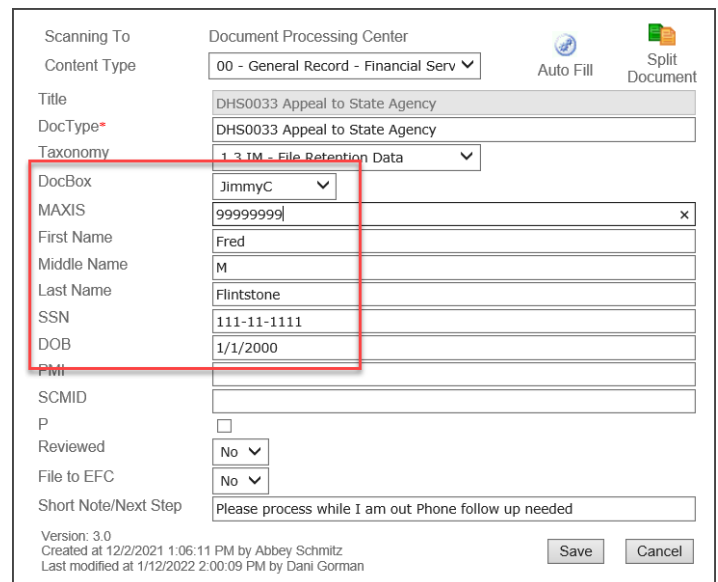
The Case Number field (MAXIS, PRISM, Integrated Case, Workgroup, Vendor #, or WF1CaseID) will auto-populate as you begin to type in the field. Begin typing case related information in this field and select the client in the Edit Properties (NCT) or in the Properties Menu from the Drop Down.

For example, you can search a client on Case number, Client Name, Case Owner Name, or any other information that is included in the APN search.

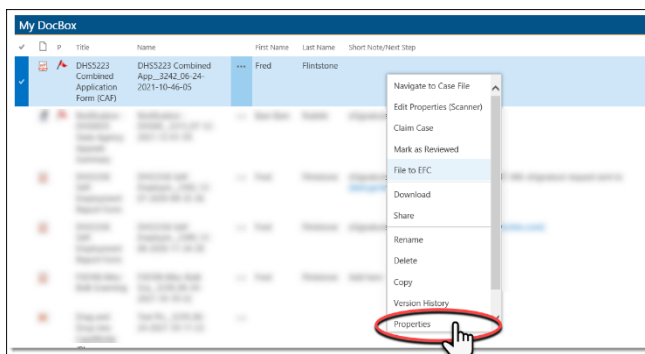
In the Scan Interface Document Properties:



Once the case is selected, the Document Properties that are case related will auto-populate.



Note: You can also use this Type-Ahead feature in the Properties menu from the Document








Dropdown. Simply left click on a document and select Properties.

Quick Reference Guide: Properties

Document Processing Center - DHS5223 Combined App_846_1... ✕

EDIT

 Save  Cancel  Paste  Cut  Copy  Delete Item

Commit Clipboard Actions

Content Type: ▼
Default content type for Financial Services

Title:

DocType*:

Taxonomy: ▼

DocBox: ▼

Document Owner(s): ✕

MAXIS:

First Name:

Middle Name:

Last Name:
Used to allow the user to specify the Last name to be used for Auto Fill when they want something different than what is listed in the nctUser list.

SSN:

DOB:

PMI:


SCMID:

P:

Priority

Pending Status: ▼
 Specify your own value:

Reviewed: ▼

Date Received: 

File to EFC: ▼
Indicate if the document should be filed to the Electronic File Cabinet.

Short Note/Next Step:

Version: 8.0
Created at 10/11/2022 9:25 AM by Megan Otto
Last modified at 5/3/2023 10:46 AM by Xou Le Vang

- ✓ **Title** – The **DocType** of the document.
- ✓ **DocType** – The **DocType** of the document. This matches the DocType selected when scanning.
- ✓ **Taxonomy** – **Taxonomy** associated with the **DocType** in the **Form ID Taxonomy List**.
- ✓ **DocBox** – **DocBox** associated with this document. If the document **has not been filed to EFC**, the document is available in this user’s **DocBox**.
- ✓ **Document Owner(s)** – Generally, this is the **User** who scanned the document.
- ✓ **Case Number** – **Maxis, Integrated Case, PRISM, Workgroup, WF1CaseID, or Vendor #**, depending on your CaseWorks Edition.

Note: Auto-Fill pulls information by the **Case #**.



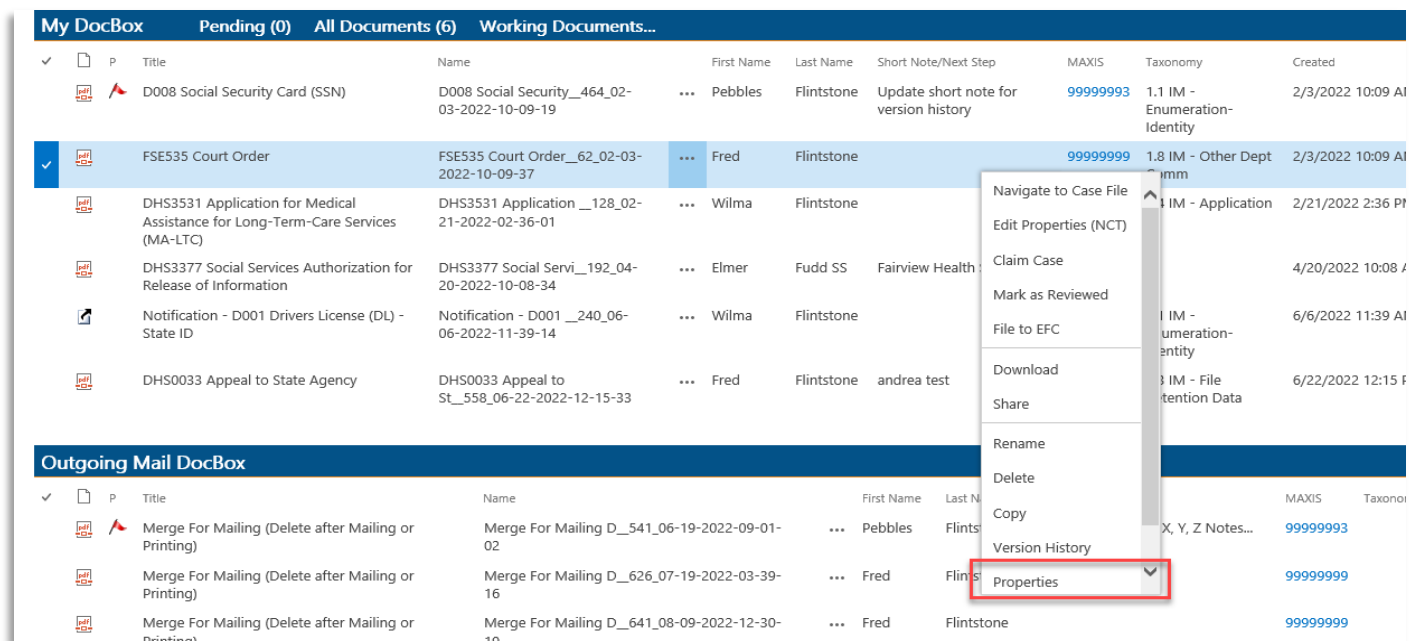
Auto Fill

- ✓ **First Name** – **First Name** Associated with the **Case number**.
- ✓ **Middle Name** – **Middle Name** Associated with the **Case number**.
- ✓ **Last Name** – **Last Name** Associated with the **Case number**.
- ✓ **SSN** – The **Social Security Number** associated with the **Case number**.
- ✓ **DOB** – **Date of Birth** associated with the **Case number**.
- ✓ **PMI** – CaseWorks does not autofill PMI.
- ✓ **SCMID** – CaseWorks does not autofill SCMID
- ✓ **P – (Priority)** – Marking as **Priority** moves the document to the top of the **DocBox**.
- ✓ **Pending Status** – Marking **Pending Status** moves the document out of view until the date arrives to work on the document.
- ✓ **Reviewed** – Marking as **Reviewed** moves the document to the ‘My Working Documents’ view.
- ✓ **Date Received** – Selecting a **Date Received** when the document was brought into CaseWorks and will not be displayed in any views except for Edit Properties NCT or the Scan page.
- ✓ **File to EFC** – Marking **Yes** will file this document to the **Electronic Filing Cabinet**.
- ✓ **Short Note/Next Step – Comments** attached to the document. This may be used like an ‘**electronic Sticky Note**’ or save information specific to the document.

Reminder: To **finalize** changes to the document Properties, click **Save**.

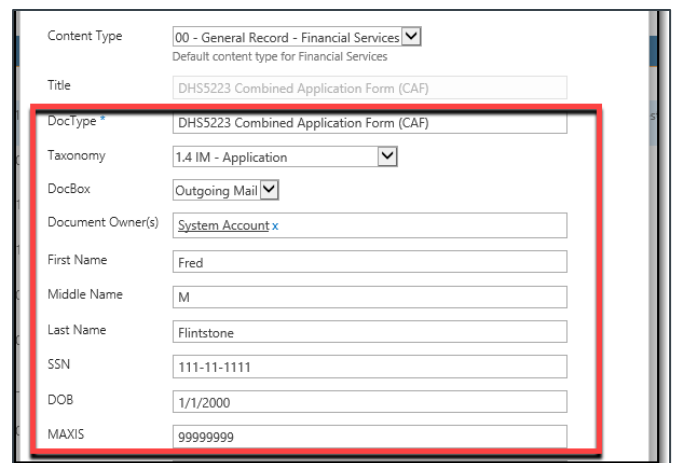
Edit Document Properties

1. Hover over a document and right click to open the **Menu**. Select **Properties** to view and edit the document's properties.



3. The resulting screen has the following functions:

- Change the **DocType** (from Misc. to a specific document for example)
- Change the **Taxonomy**
- **Route** document to any DocBox
- Add/modify client data and case data
- Mark a document as **Priority**
- **File** a document to the EFC



- Add a **Short Note/Next Step**

To modify or add data, select desired information from respective drop-down list or enter desired values in respective fields.

Click **Save** to apply changes.

The screenshot shows a form with the following fields and values:

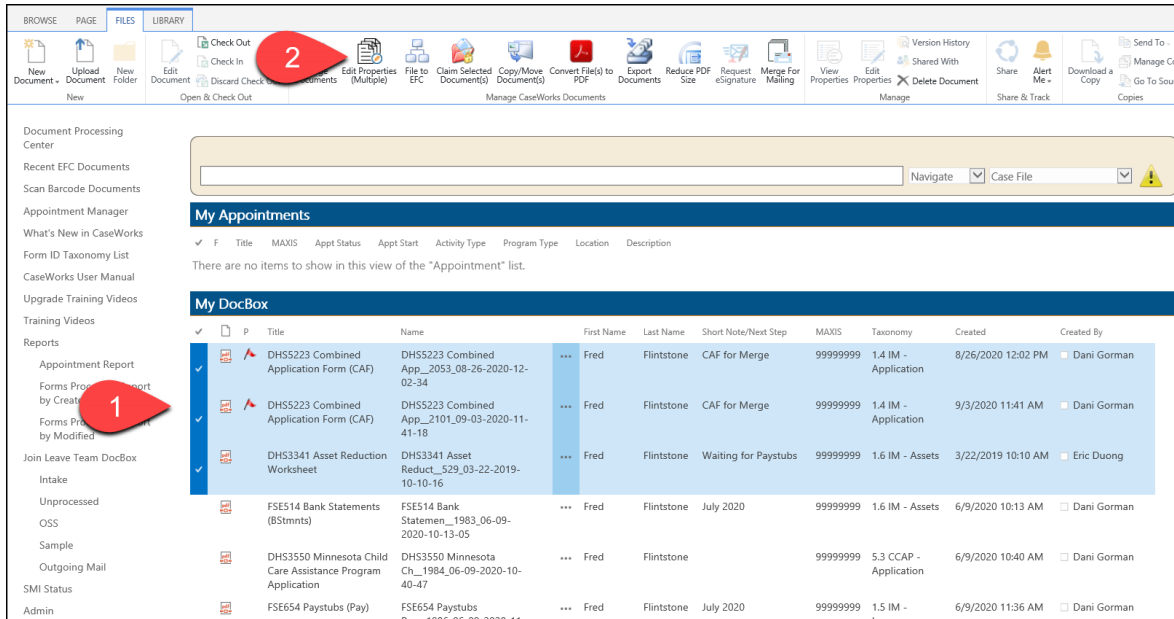
- Priority: (checked)
- Reviewed: No (dropdown menu)
- File to EFC: No (dropdown menu)
- Short Note/Next Step: Document Signed on 10/13/2020 11:33:01 AM. eSignature request : (text input field)

Below the form, there are two buttons: **Save** and **Cancel**. A red arrow points to the **Save** button.

Edit Properties on Multiple Documents

In CaseWorks, you may edit select Properties for multiple documents at the same time.

1. Select the documents for which you are editing Properties.
2. From the Files Ribbon, select **Edit Properties (Multiple)**.



You can edit **select properties** for multiple documents simultaneously.

- Edit the Case Number for documents.
- Update the DocType and Taxonomy for documents.
- Edit the DocBox that the documents are located.
- Mark documents as Priority.
- Mark documents as Reviewed (documents will move to the My Working Documents Link on the right side of the CW Home Page under My Links).
- File documents to the EFC.
- Replace or make an addition (append) to the current Short Note/Next Steps on all the selected documents.

The 'Edit Properties (Multiple)' dialog box is shown. It contains the following fields and options:


- MAXIS: [Text Input]
- DocType: [Text Input]
- Taxonomy: [Dropdown Menu]
- DocBox: [Dropdown Menu]
- Priority: [Dropdown Menu]
- Reviewed: [Dropdown Menu]
- File to EFC: [Dropdown Menu]
- Short Note/Next Step:
 - Replace Current Short Note
 - Append to Current Short Note
 - [Text Input]

Buttons: Save, Cancel

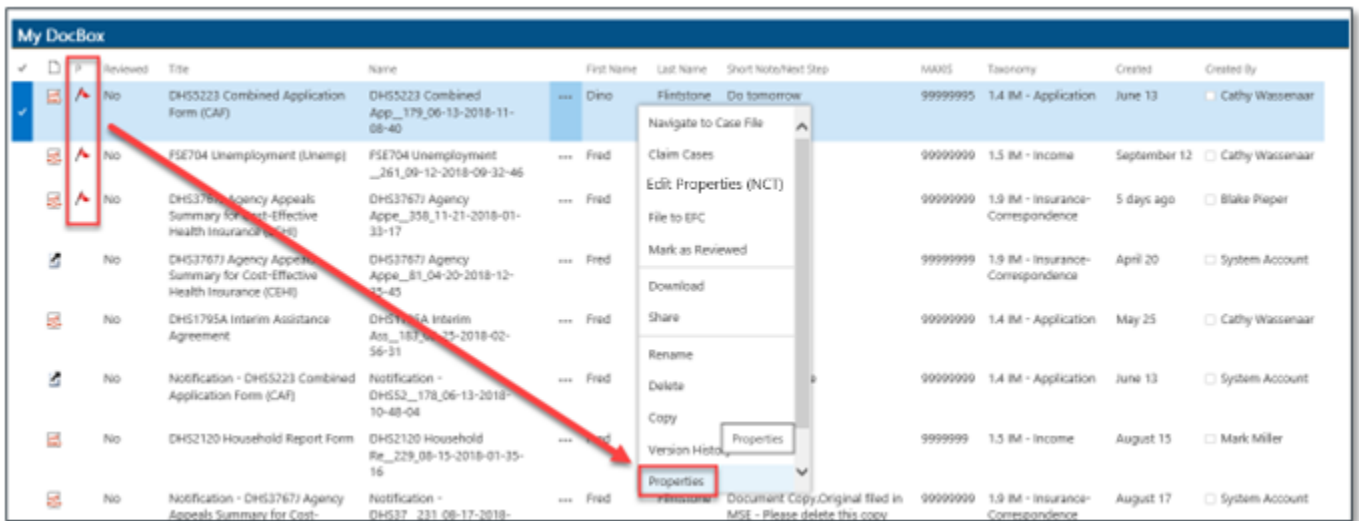
Mark Documents as Priority

Marking documents as **Priority** in CaseWorks ensures that the document will appear at the top of the **DocBox**.

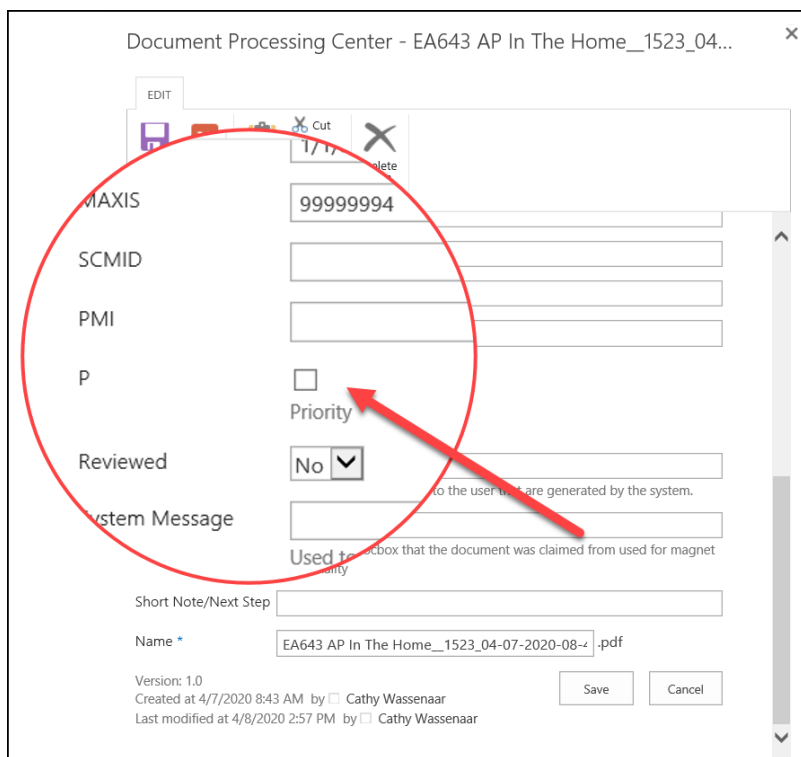
Priority documents will be shown as a 'Yes' under the "P" column so it can be easily differentiated in the Document Processing Center.

On your CaseWorks Home page, the documents will have the Priority  flag

1. To mark a document as **Priority**, right-click on the document and select **Properties** from the dropdown.

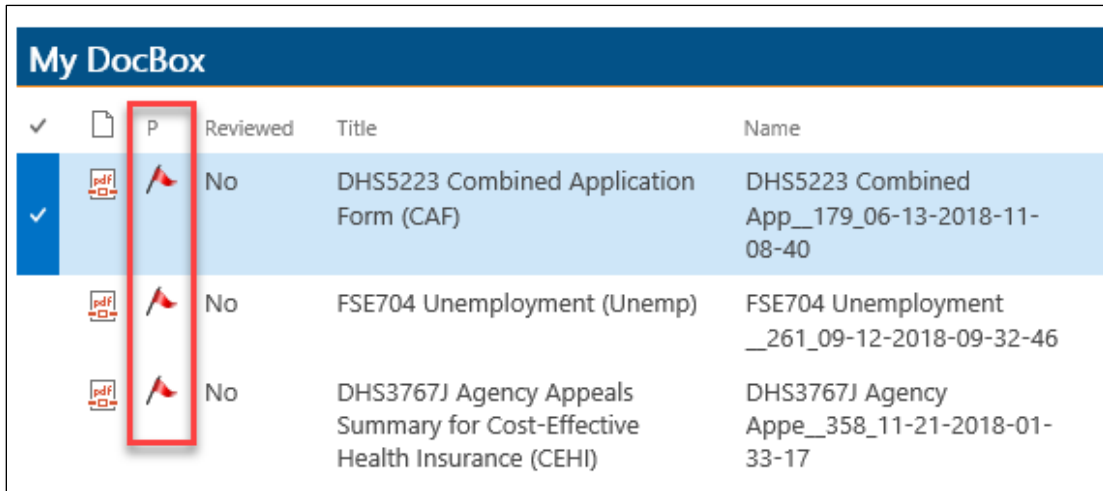


2. In the **Properties** dialog, place a check in the checkbox beside **Priority**.






- 3. The document will now appear at the top of the **DocBox** and the “P” column now displays with a Red Flag.

Simply uncheck **Priority** in **Properties** to remove the **Priority** status.

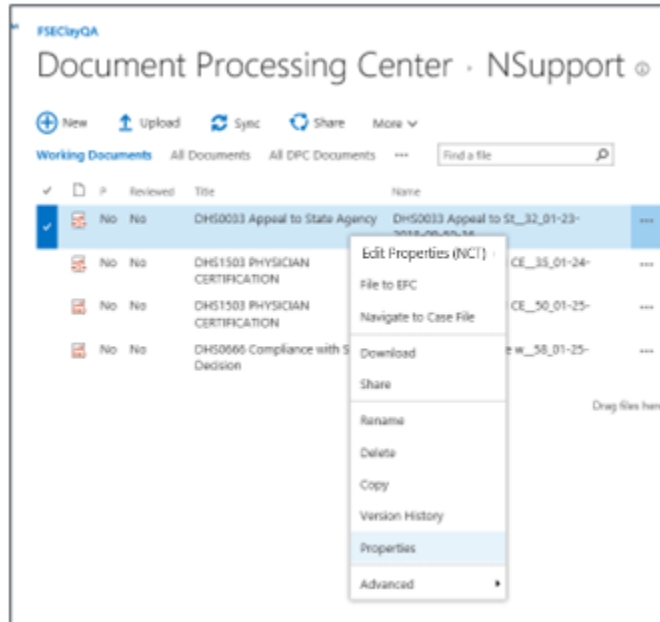


The screenshot shows a 'My DocBox' interface with a table of documents. A red box highlights the 'P' column, which contains a red flag icon for each document. The table has columns for 'Reviewed', 'Title', and 'Name'. The first document is 'DHS5223 Combined Application Form (CAF)' with a 'Reviewed' status of 'No'. The second is 'FSE704 Unemployment (Unemp)' with a 'Reviewed' status of 'No'. The third is 'DHS3767J Agency Appeals Summary for Cost-Effective Health Insurance (CEHI)' with a 'Reviewed' status of 'No'.

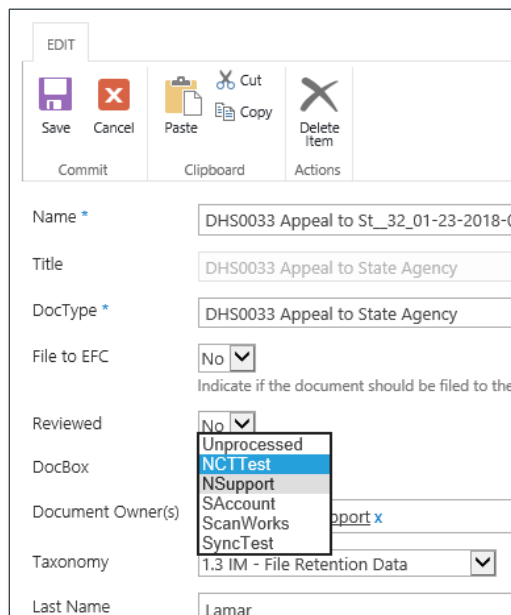
| ✓ | P | Reviewed | Title | Name |
|---|---|----------|--|---|
| ✓ |  | No | DHS5223 Combined Application Form (CAF) | DHS5223 Combined App__179_06-13-2018-11-08-40 |
| |  | No | FSE704 Unemployment (Unemp) | FSE704 Unemployment __261_09-12-2018-09-32-46 |
| |  | No | DHS3767J Agency Appeals Summary for Cost-Effective Health Insurance (CEHI) | DHS3767J Agency Appe__358_11-21-2018-01-33-17 |

Move a Document from one DocBox to Another DocBox

1. Identify the document that you wish to route.
2. Right-click on the document. This will bring up the drop-down menu. Select **Edit Properties (NCT)** or **Properties**.



3. Click on the drop-down menu for **DocBox**, select the new **DocBox**'s name, and click **Save**. In the example below, the document was in NSupport and we are moving the document to NCTTest.

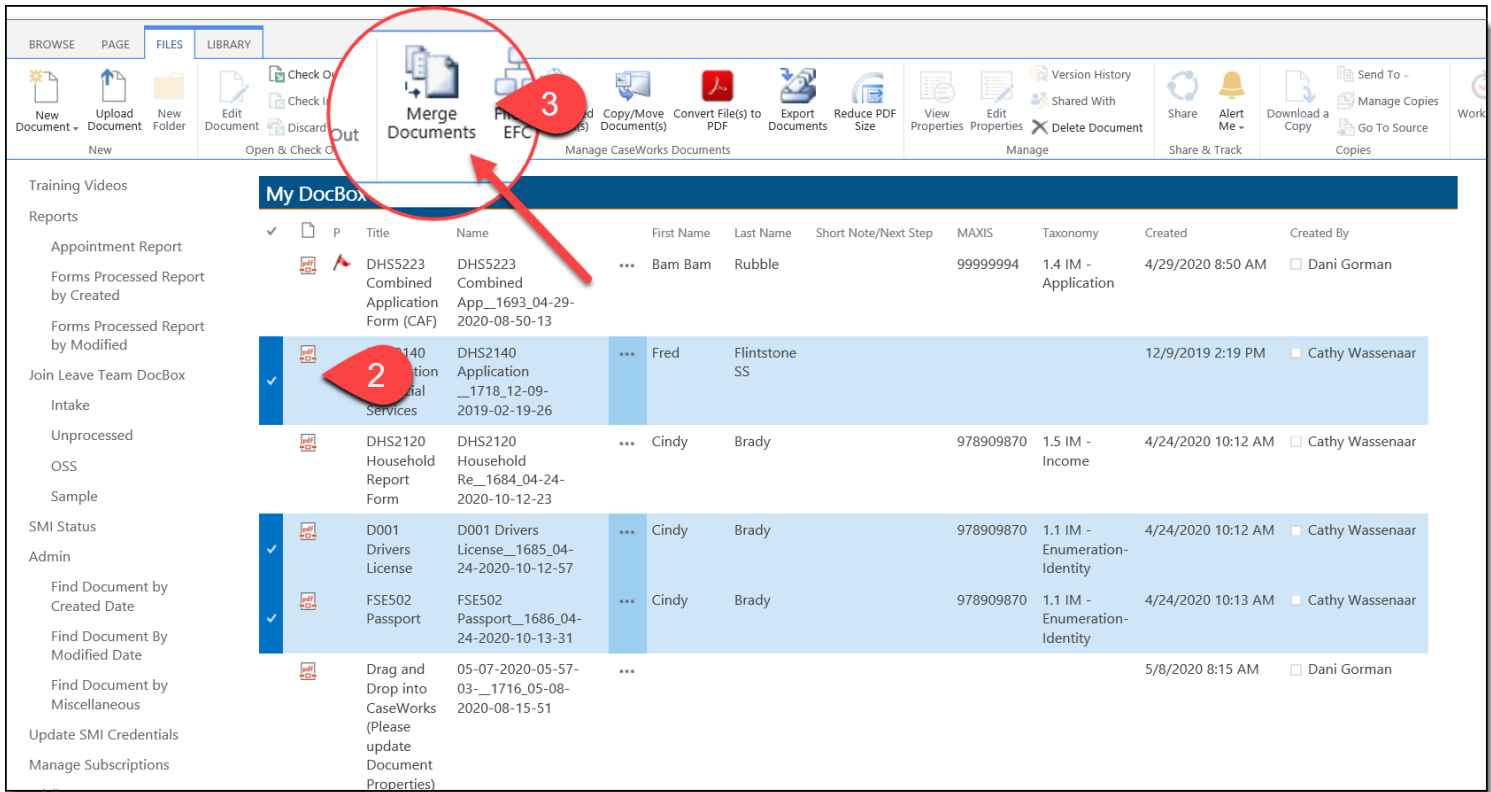


The document will now be available in the selected **DocBox**.

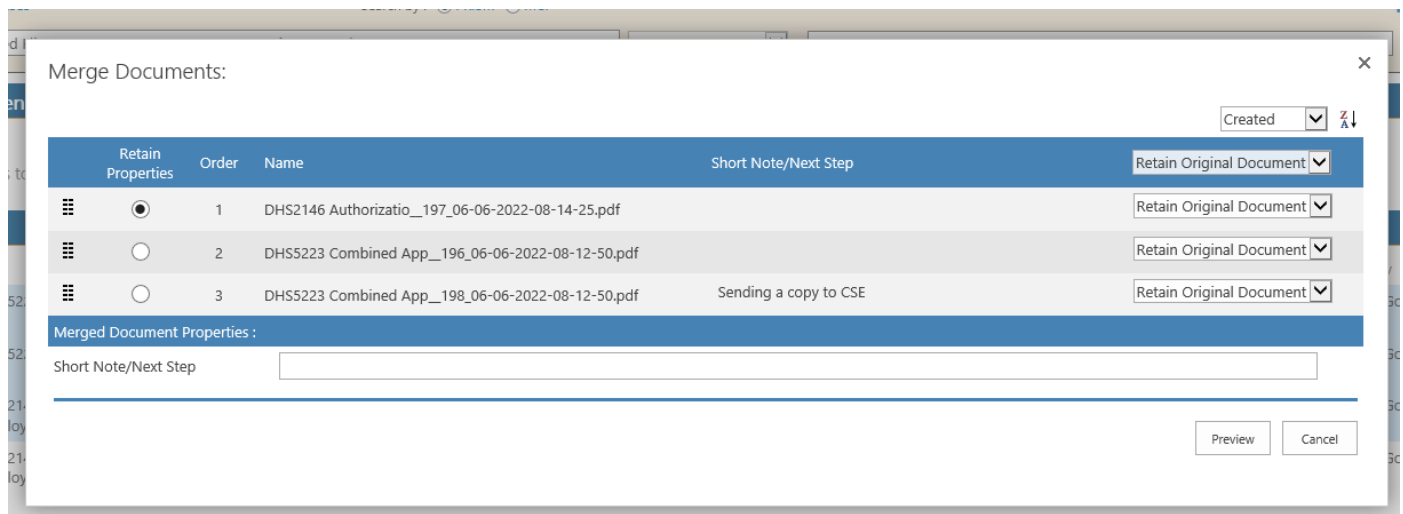
Using the File Ribbon Icons

Merge Documents

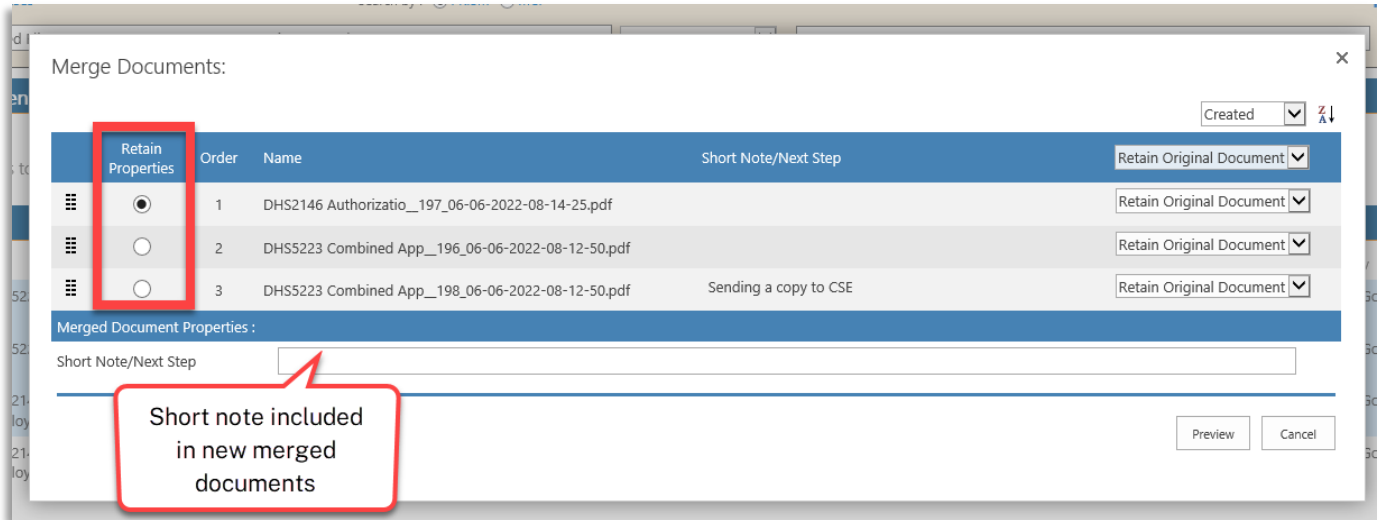
1. Navigate to the **DocBox** or **Case File** that contains the documents to be merged.
2. Select **two or more documents** that are being merged from this location by hovering on the document(s) and select the **check mark** to the left of the document.
3. Click on the **Merge Documents** icon in the Top Ribbon Toolbar.



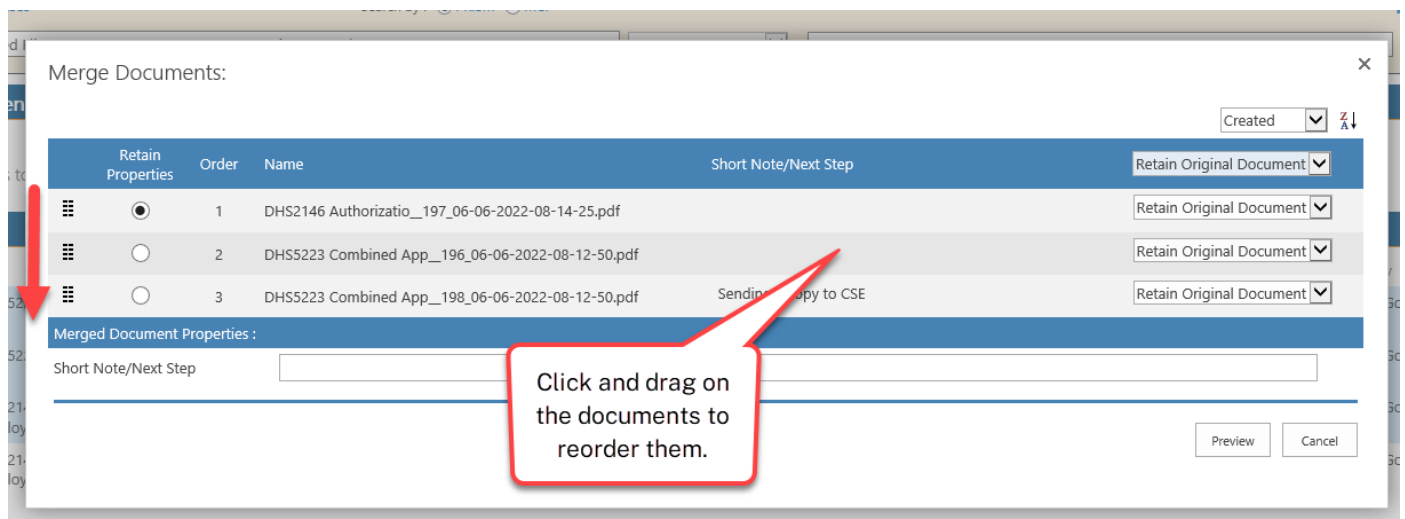
4. A dialog box will appear that lists the selected documents by Created Date (newest to oldest). You will see the Short Note/Next Step to help sort if needed.



- 5. Workers have the option to select which document's properties they would like to apply to the merged document. A Short Note/Next Step can be included if desired and will be added with the new merged document.

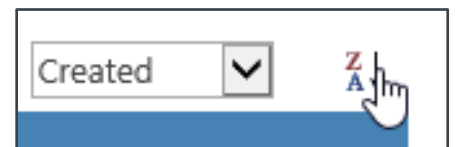
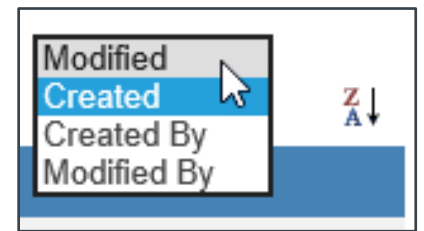
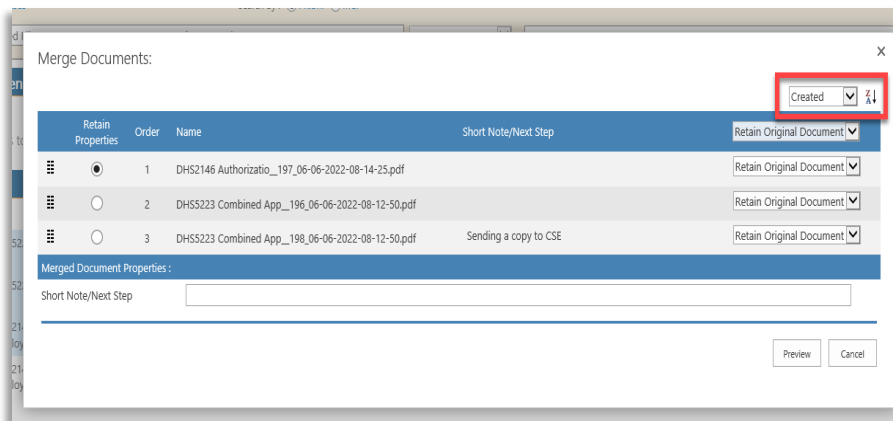


- 6. Click and drag a document to the desired order.

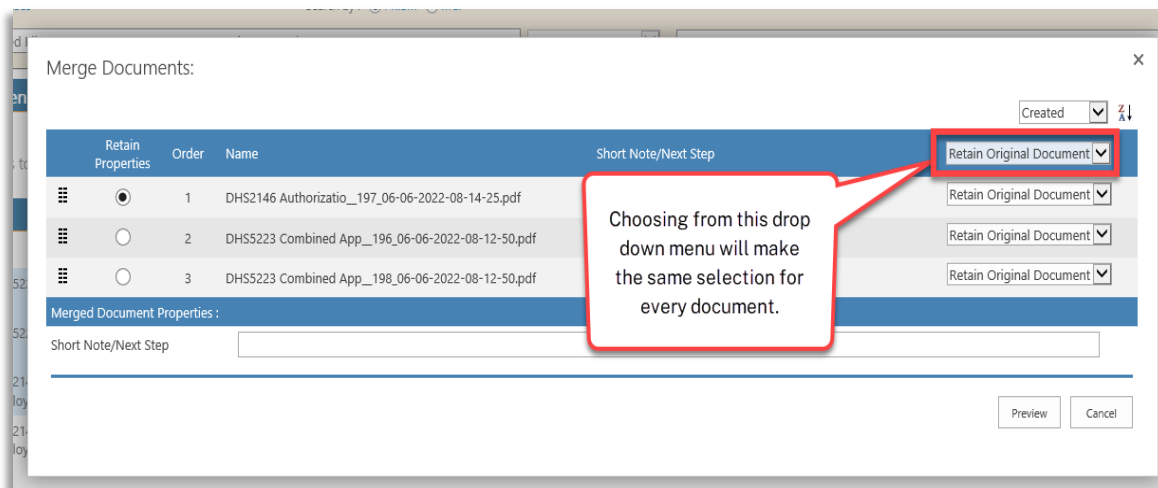


- 7. Merge order may also be changed by adjusting the sort. Select the dropdown list in the top right corner to adjust sort by **Modified Date**, **Created Date**, **Created By** or **Modified By**. You may also sort in **alphabetical descending or ascending order** by clicking the alpha icon.

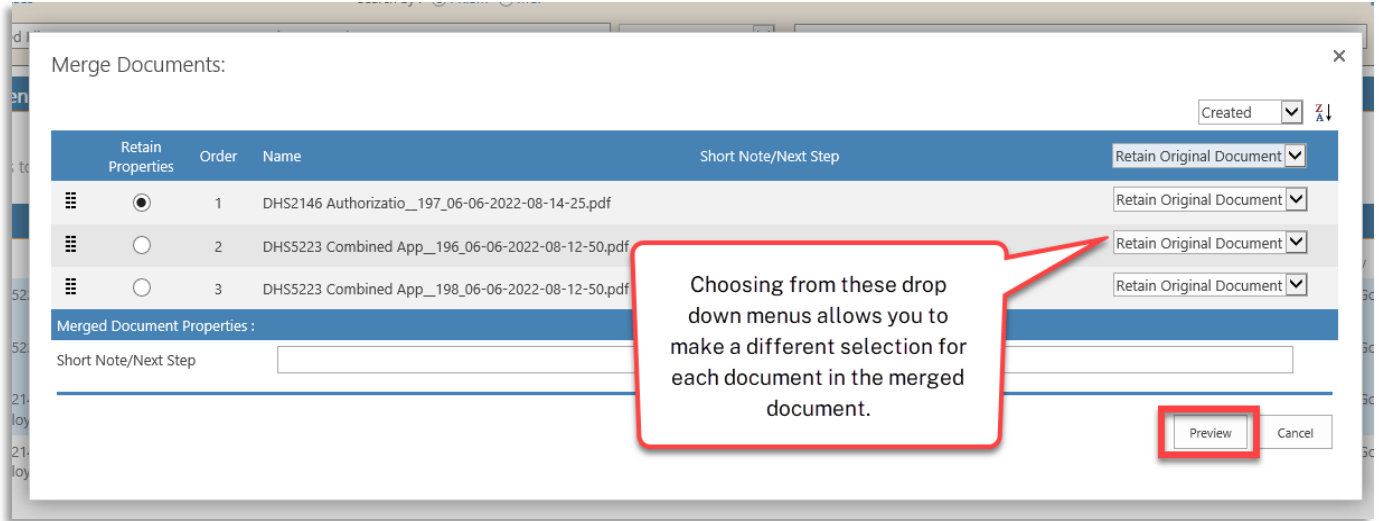
Note: If merging documents from different cases, the case from the first document (Order = 1) will be applied to the merged file; you may adjust it once it is merged another case should be applied to the new document.



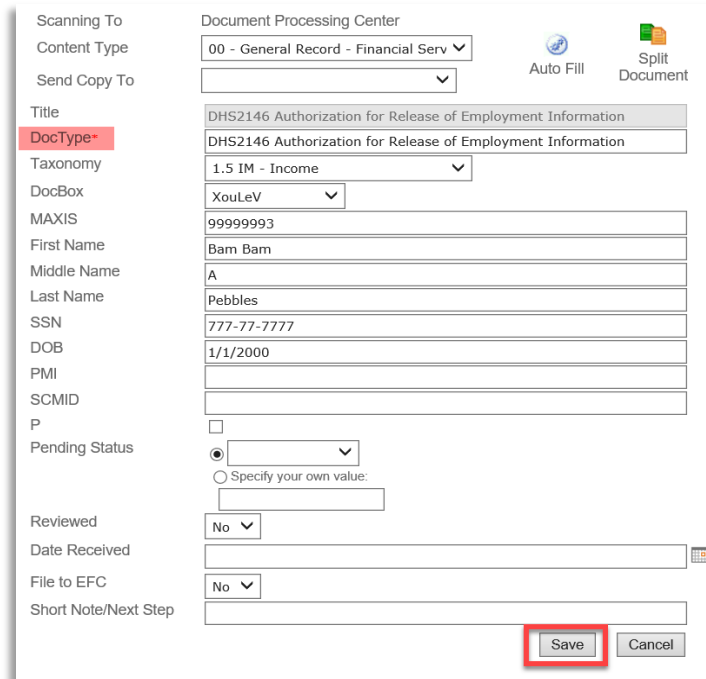
- 8. You can specify to Delete, Retain, or File to EFC for each original document of the merged file.
 - You can make the same selection for all documents using the top drop-down.



- Or you can make different selections on each document with the drop-down menus next to each document.



9. Select the Preview button to merge the documents and view in the scan interface.
10. The Edit Properties (NCT) interface opens. The newly merged document's properties reflect that of the document selected to retain properties. Click save.



Note: A new document will be created with the selected documents and the **Properties** you define. The original documents will be deleted, retained, or filed to the EFC as the user indicates in the dialogue box.

Merge for Mailing

The **Merge for Mailing** function in CaseWorks generates a new merged document from the original documents selected. It can be used from the DPC or EFC.

This merged document **includes a cover page** with the client's address. A blank page is added to the end of each odd numbered document, so that any mailed documents do not start on the back of a 2-sided page.

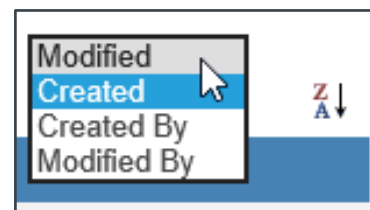
1. On the Caseworks Home page, select documents to be merged for mailing.
2. In the File Ribbon, choose **Merge for Mailing**.

The screenshot shows the CaseWorks interface with the 'Merge for Mailing' icon highlighted in the File Ribbon. A red callout box points to the icon with the text "Select the Merge for Mailing icon from the File Ribbon". Another red callout box points to the checkmarks in the 'My DocBox' table with the text "Select the documents that you want to Merge for Mailing by clicking on the check on the left of each document." The 'My DocBox' table contains the following data:

| ✓ | F | P | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created | Created By |
|---|---|---|--|--|------------|------------|-----------------------|----------|-----------------------|--------------------|-------------|
| | | | DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_1693_04-29-2020-08-50-13 | Bam | Rubble | | 99999994 | 1.4 IM - Application | 4/29/2020 8:50 AM | Dani Gorman |
| ✓ | | | DHS2630 Alternative Care Program Eligibility Worksheet | DHS2630 Alternative _1769_04-23-2020-10-16-09 | Betty | Rubble | Merge & Mail 6/3/2020 | 99999996 | 1.4 IM - Application | 4/23/2020 10:16 AM | Dani Gorman |
| ✓ | | | FSE562 FC Court Orders | FSE562 FC Court Orde__1771_05-20-2020-02-59-00 | Betty | Rubble | Merge & Mail 6/3/2020 | 99999996 | 3.3 FC - Court Orders | 5/20/2020 2:59 PM | Dani Gorman |
| | | | DHS2919 Request Form | DHS2919 Request Form_1760_06-31-2020 | Fred | Flintstone | | 99999999 | 1.4 IM - Application | 5/21/2020 12:35 PM | Dani Gorman |
| | | | DHS1941 Your Appeal Rights | DHS1941 Your Appeal Rights_1760_06-31-2020 | | | | | | | |

A **Merge for Mailing** popup menu will appear.

3. To reorder the documents that you have selected to merge, click on one of the documents and drag to the order for the merged document.
4. Confirm the Mailing Label Details for the Merged Document.
5. Select the DocBox that you would like to send the Merged Document to. It will default to Outgoing Mail, but can be changed if needed. Add a Short Note/Next Step to the Merged Document.
6. Sort documents if needed by categories: **Created**, **Modified**, **Created By**, or **Modified By**. Click the Created drop-down menu.





7. Choose an option with what to do with your documents after merge for mail: Retain Original Documents, Delete Original Documents, or File to EFC.
 - a. **Retain Original Documents:** the original documents will remain in DocBox after clicking on Merge and Save to DocBox or Merge and Print.
 - b. **Delete Original Documents:** the original documents will be deleted after clicking on Merge and Save to DocBox or Merge and Print.
 - c. **File to EFC:** the original documents will be filed to the client’s case file after clicking on Merge and Save to DocBox or Merge and Print.

8. Add any Instructions to Client. These instructions will be printed on the first page of the document (the Mailing Lable Page).

3 Drag to reorder

4 Confirm mailing label details

5 Select a DocBox other than Outgoing Mail (if needed) and add a Short Note/Next Step for the new merged document

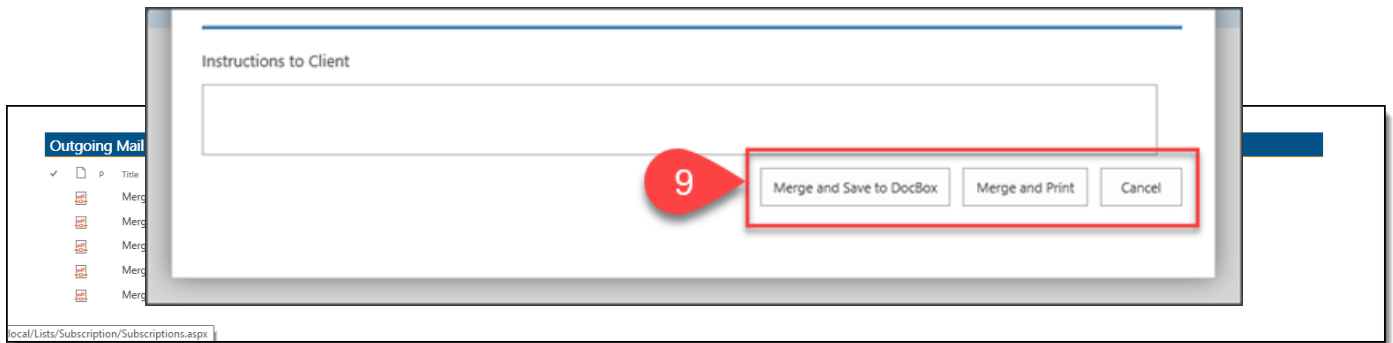
6 Sort documents by categories

7 Choose what to do with your documents after merge for mail

8 Add instructions to client
These instructions will be included on the first page (mailing label page) of the new merged document

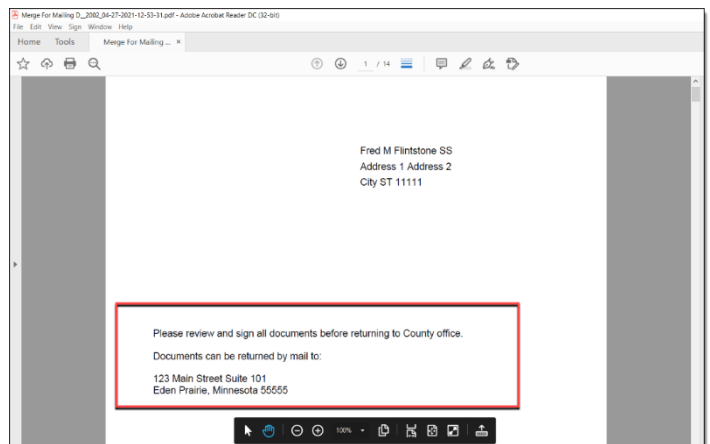
9. Next, click on one of the available options in the popup menu to create a new merged document for mailing.
 - a. **Merge and Save to DocBox**– the merged document will be sent to the selected DocBox. **Note:** If you do not have an Outgoing Mail DocBox available on your Home Page or in the Join/Leave Teams link, please contact our support portal.
 - b. **Merge and Print** – an Adobe PDF will open with the merged document for

printing.



10. Once the document has been Merged for Mailing, the merged document has a new “Merge for Mailing (Delete after Mailing or Printing) DocType in the OutgoingMail DocBox.

Note: **Instructions to Client** will display on the first Mailing Label Page of the document.

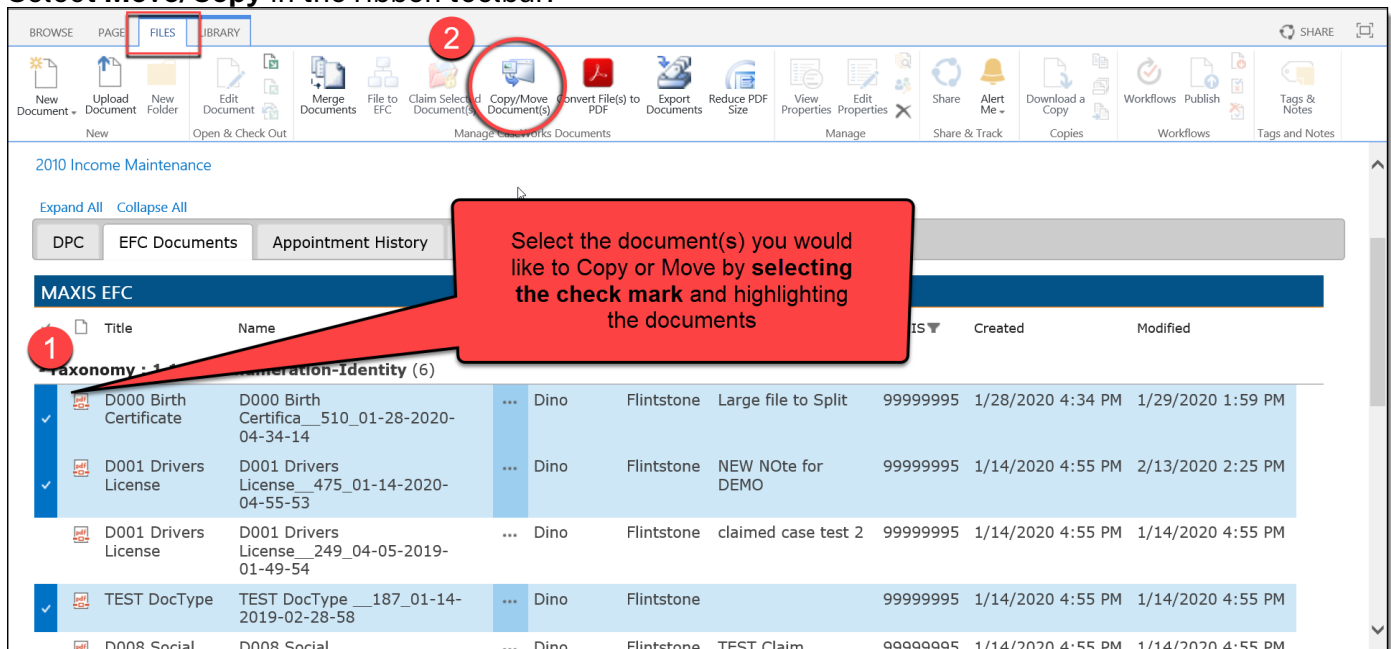


Copy/Move Documents

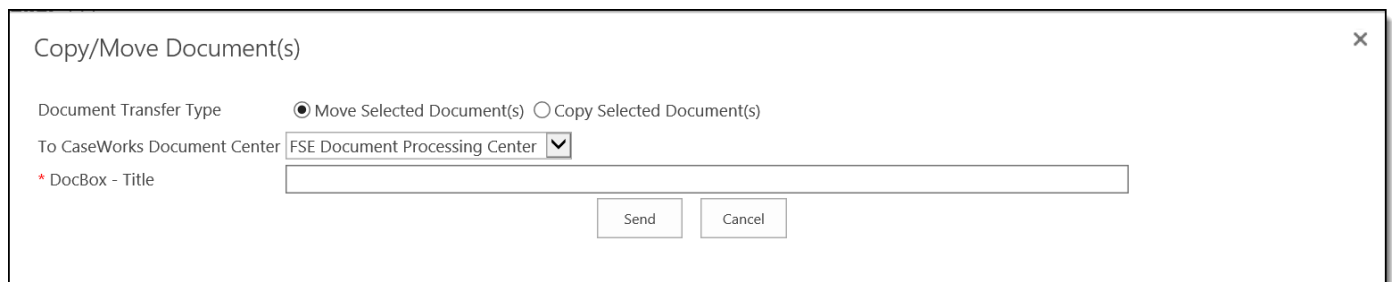
Another way to route documents is to **Copy or Move** them.

Copy/Move allows documents to be copied or moved to a **DocBox** locally or to another edition. (e.g. Child Support, MNsure).

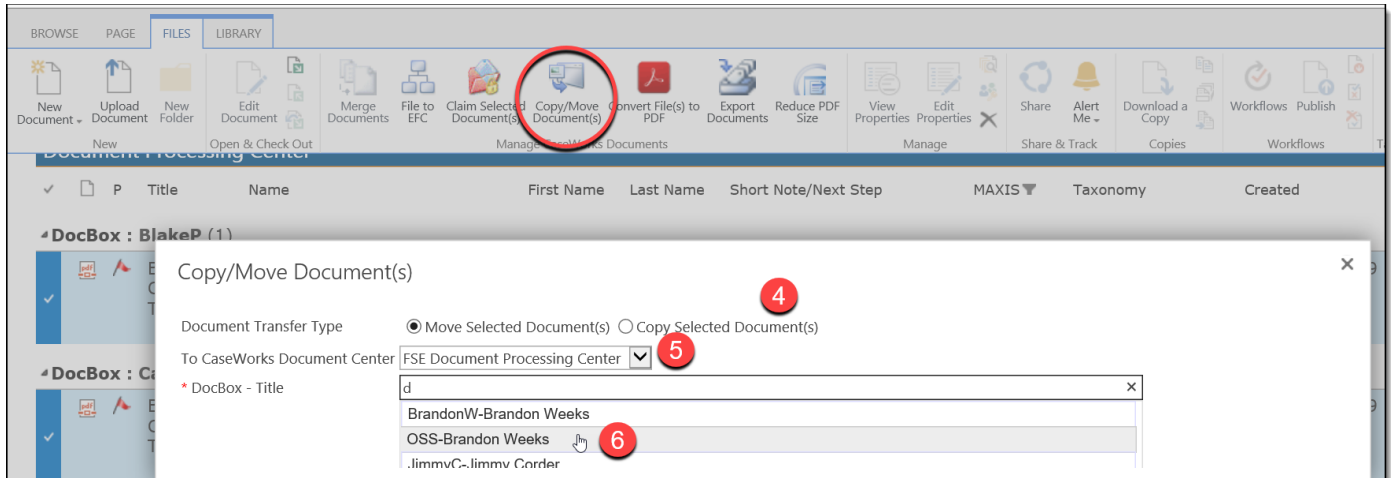
1. To **Copy or Move** documents, select one or more documents from a **DocBox**. The Files ribbon will show once selected.
2. Select **Move/Copy** in the ribbon toolbar.



3. The following dialog appears:



4. Select **Move** or **Copy**.
 - Move** transfers the document(s) to the selected edition and/or **DocBox**.
 - Copy** places a copy of the document(s) in the selected product and/or **DocBox**.
5. Select the correct **Document Processing Center (DPC)**
6. Select the **Individual or Team DocBox** where the document is to be transferred.



7. Click **Send** to **Copy or Move** the document(s).

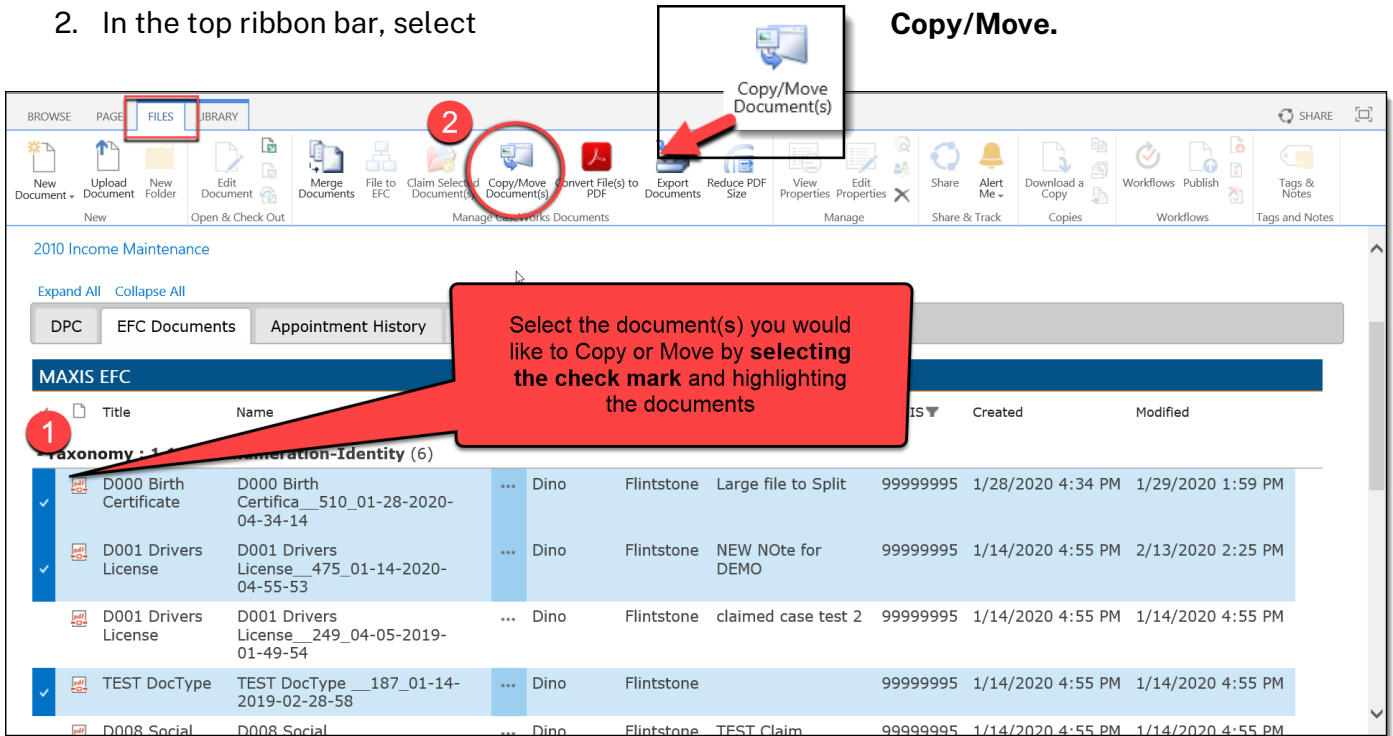
Note: This Copy/Move feature can also be used in the **EFC tab**. Please see the following sections below on Copy/Move for further instruction.

Note: When copying or moving documents from one DocBox to another, the “Reviewed” section changes from “Yes” to “No” and will be visible in the DocBox that was selected during Copy/Move.

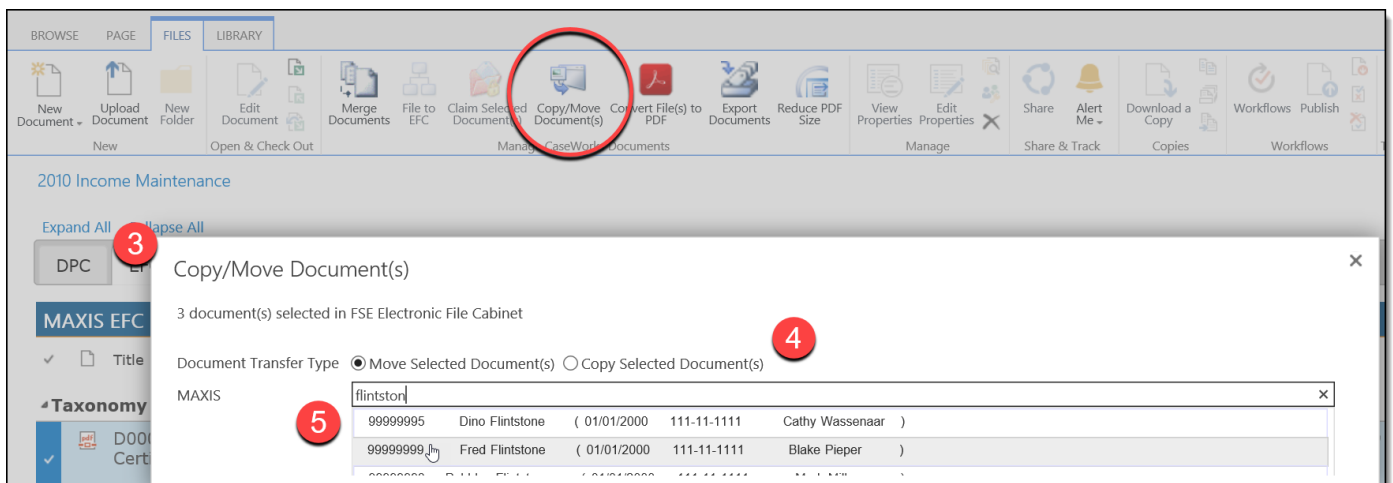
Copy/Move Document(s) from One Case File to Another within an Edition

CaseWorks can **Copy or Move** documents in the **Electronic Filing Cabinet (EFC)** from one case file to another case file.

1. Begin by selecting the check mark(s) next to the document(s) to copy/move.
2. In the top ribbon bar, select **Copy/Move**.



3. In the pop-up window, select whether to **Move** or **Copy** the document(s).
4. Next, enter in the identifying information for the case file to be or copied to and select it from



the list.

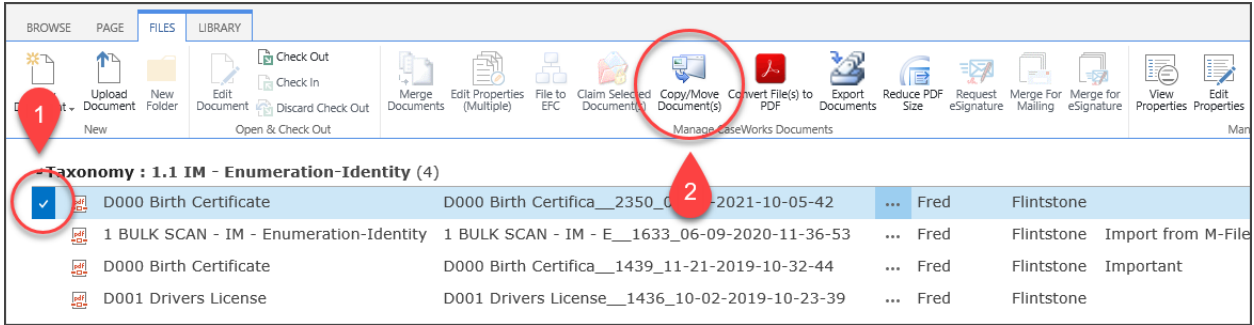
Click **Send** and the documents will be moved or copied to the new **Case File** page.

Copy/Move from EFC to Another Edition's DPC

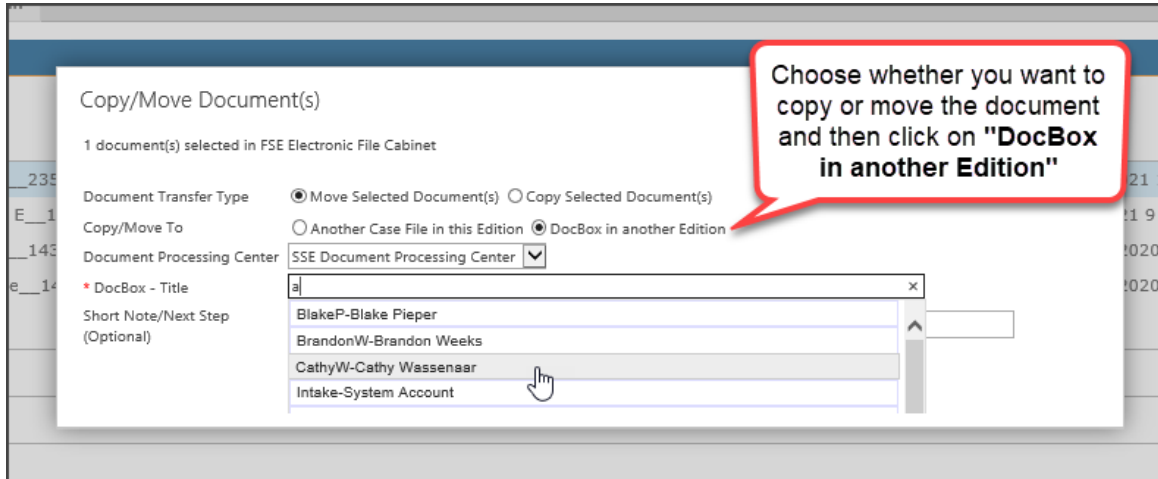
Workers can use Copy/Move to copy or move documents from one edition's EFC to a DocBox in another edition's DPC.

To do this, navigate to the EFC.

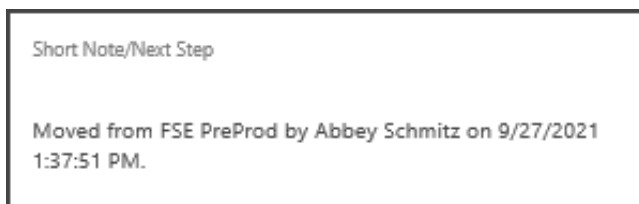
1. Select the document you would like to Copy/Move.
2. Click **Copy/Move Document** from the files ribbon.



3. The Copy/Move pop up window will appear. Select whether you want to copy or move the document and then click on **"DocBox in another Edition"**.
4. A drop-down menu with the other editions will appear. Make your selection in that drop-down menu.
5. Begin typing which DocBox you are intending to send it to.
6. Add a Short Note/Next Step if you would like and then click **"Send"**.



A Short Note/Next Step will be appended to the file in the destination with the action that was taken (see below).



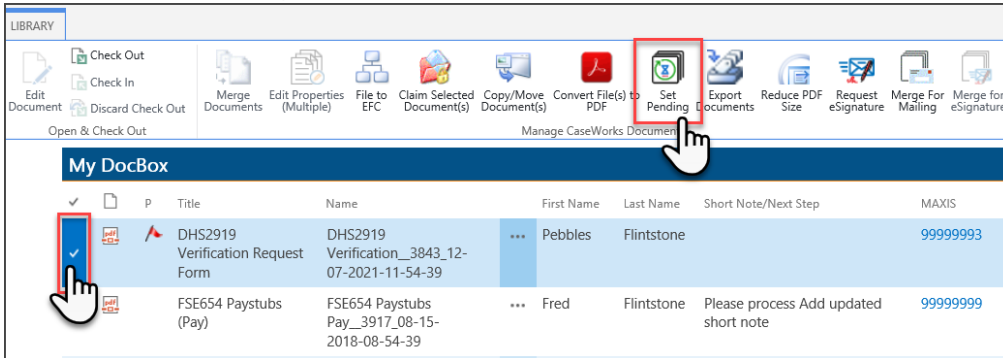
Note: While documents cannot be copy/moved from the EFC to the same edition's DPC, documents can be updated in the Edit Properties (NCT) scan interface when filed to the EFC.

If the document needs to be routed to a DocBox from the EFC, the document can be opened in Adobe and Print2CW to bring it into a DocBox. Please note that the original would remain in the EFC unless deleted.

Set Pending

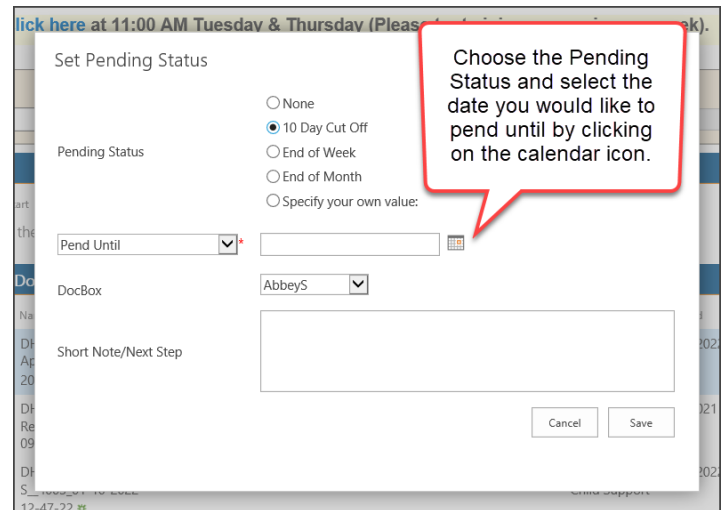
Set a Document to Pend using Files Ribbon Bar

1. Select a document (or multiple) from My DocBox, a team DocBox, a status DocBox, or a coworker's DocBox.
2. Click on **Set Pending** from the Files Ribbon Bar.



3. Choose a Pending Status and select the date that you would like to Pend Until. You can add a Short Note/Next Step, if required.

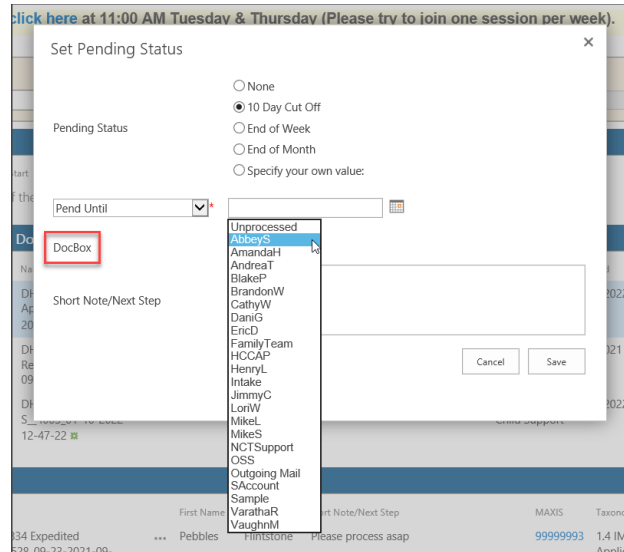
- 10 Day Cut Off will make you select the date.
- End of Week and End of Month will automatically populate the date but can be changed.
- Specify your own value allows you to create your own Pending Status tag and choose the date that you would like to Pend Until.



- Note: You can also select **Pend For** and type in how many days you would like the document to pend instead of choosing a date.

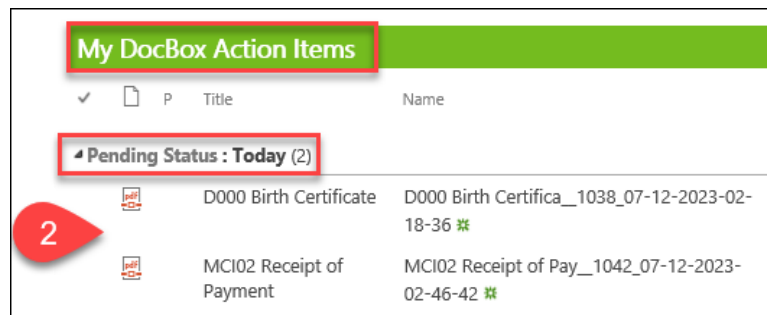


4. If you want to move the document to a different DocBox while you are adding a Pending Status, you can choose a different DocBox from the dropdown. The document will be moved to the selected DocBox and will appear in that DocBox's Action Items on the specified date.
 - For example, if you claimed the document from a Team DocBox but would now like to add a Pending Status for the end of the week back in the Team DocBox, you can adjust the DocBox field to the required Team DocBox at the same time.
 - **Note:** The DocBox field will default to the current DocBox that the document is in.



5. Add a Short Note/Next Step, if required. This will be added to any existing Short Note/Next Step attached to the document.
6. Click **Save**. The document will no longer display in the DocBox on your home page.

A Pending Status and Pend Date of 'Today' will be automatically assigned to new documents if a document is already pending for that case within the same DocBox.



Documents will no longer be auto-pended for a case when all pended documents for the case in the DocBox have been filed down, deleted, or the Pend Status has been removed.

Note: this feature of automatically pending new documents to Pend Status 'Today' may not apply to all counties.

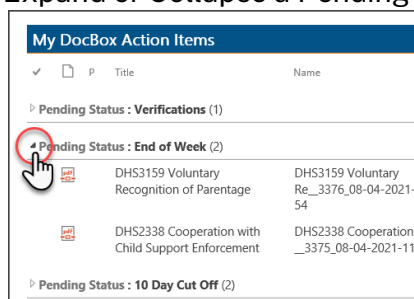
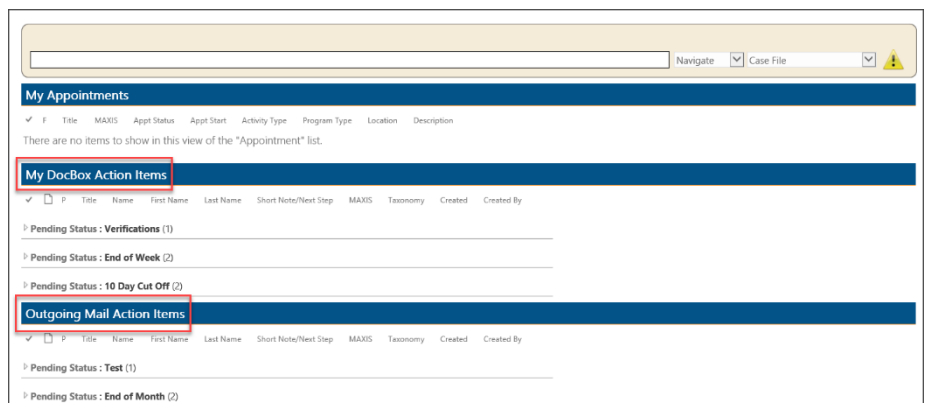
Set a Document to Pend in Edit Properties (NCT)

Workers can also apply Set Pending values directly in Edit Properties (NCT).

View Pending Documents

On Your Home Page

1. Once a document is set to pending, it will not display on the home page until its set pending date has arrived.
2. An **Action Item header** will display under Appointments on your homepage on the date that the document was pending until.
 - a. Note: There is a separate Action Items area for each DocBox you have joined (including one for My DocBox). This area will not be visible unless there is a current action item for that DocBox.
3. Click on the small arrows to Expand or Collapse a Pending Status section.



4. All document processing functionalities are still available when a document is set to pending. Once a document is processed and filed to the EFC, it will no longer display under the Action Item header.
 - a. Note: If a document is not ready to be filed to the EFC, it could be set to pend for a later date. (See [Change Pending Status](#))

Pending Link

1. If you need to view a document before its Set Pending date, you can view it in the **Pending link**. Click the link next to My DocBox.

| My DocBox | | Pending (1) | All Documents (4) | Working Documents... | | | |
|-----------|---|---|---|----------------------|------------|----------------------|----------|
| ✓ | P | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS |
| ✓ | | DHS5223 Combined Application Form (CAF) | DHS5223 Combined App_4003_01-10-2022-12-45-57 | Dino | Flintstone | Example | 99999995 |
| | | DHS3159 Voluntary Recognition of Parentage | DHS3159 Voluntary Re_3376_08-04-2021-09-47-54 | Bam Bam | Rubble | | 99999994 |
| | | DHS1958 Full Child Support (IV-D) Services Application and Information on Child Support | DHS1958 Full Child S_4005_01-10-2022-12-47-22 | Bam Bam | Rubble | | 99999994 |

- In this view, a list of all pending documents in your DocBox will appear along with the Pending Date and Pending Status in the right-most columns.

Document Processing Center · AbbeyS

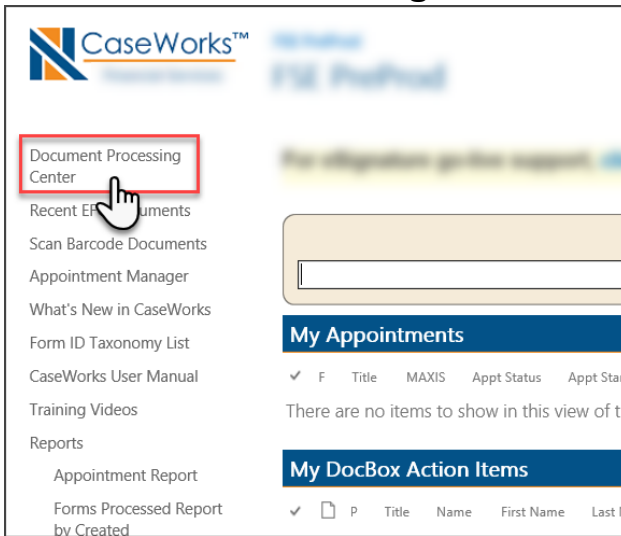
New Upload Sync Share More

DocBox All Documents Pending Status Find a file

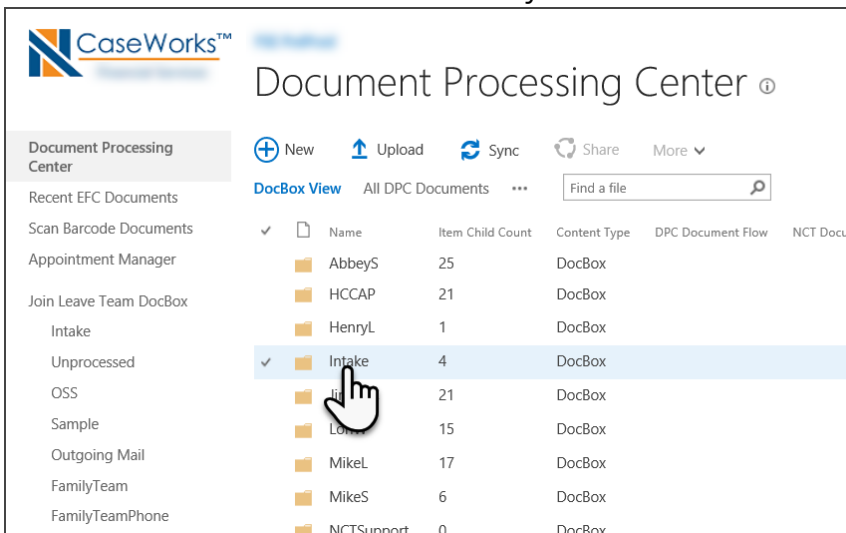
| ✓ | P | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created | Created By | Pend Date | Pending Status |
|---|-----|---|--|------------|------------|---|------------|--------------------------|--------------------|-----------------|------------|----------------|
| | Yes | DHS2919 Verification Request Form | DHS2919 Verification_3843_12-07-2021-11-54-39 | Pebbles | Flintstone | | 99999993 | 1.4 IM - Application | 12/7/2021 11:54 AM | Abbey Schmitz | 1/2/2022 | 10 Day Cut Off |
| | No | DHS3444 Minnesota Health Care Programs Medicare Application Referral Letter | DHS3444 Minnesota He_3834_08-20-2020-02-04-15 | Fred | Flintstone | | 99999999 | 1.8 IM - Other Dept Comm | 8/20/2020 2:04 PM | Cathy Wassenaar | 12/14/2021 | 10 Day Cut Off |
| | No | DHS3336 Self-Employment Report Form | DHS3336 Self-Employem_3470_12-08-2020-11-34-28 | Fred | Flintstone | eSignature request sent to (dani.gorman@nctinc.com) | 99999999 | 1.5 IM - Income | 12/8/2020 11:34 AM | Cathy Wassenaar | 12/14/2021 | 10 Day Cut Off |
| | No | DHS3159 Voluntary Recognition of Parentage | DHS3159 Voluntary Re_3376_08-04-2021-09-47-54 | Fred | Flintstone | | | 1.81 IM - Child Support | 8/4/2021 9:47 AM | Dani Gorman | 12/14/2021 | End of Week |
| | No | DHS2338 Cooperation with Child Support Enforcement | DHS2338 Cooperation _3375_08-04-2021-11-44-30 | | | | 9999999991 | 1.81 IM - Child Support | 8/4/2021 11:44 AM | Dani Gorman | 12/14/2021 | End of Week |
| | No | DHS2992 Authorization to Share Information | DHS2992 Authorizatio_3457_08-23-2021-02-32-54 | Pebbles | Flintstone | | 99999993 | 1.8 IM - Other Dept Comm | 8/23/2021 2:32 PM | Abbey Schmitz | 12/14/2021 | Verifications |

In the DPC (Viewing a Coworker's or Team DocBox's Pending Documents)

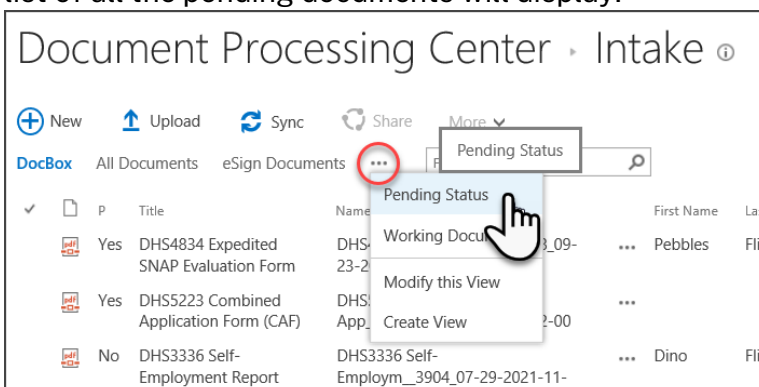
1. Click on **Document Processing Center** in the Left Navigation Panel.



2. Click on the **name of the DocBox** that you would like to view.

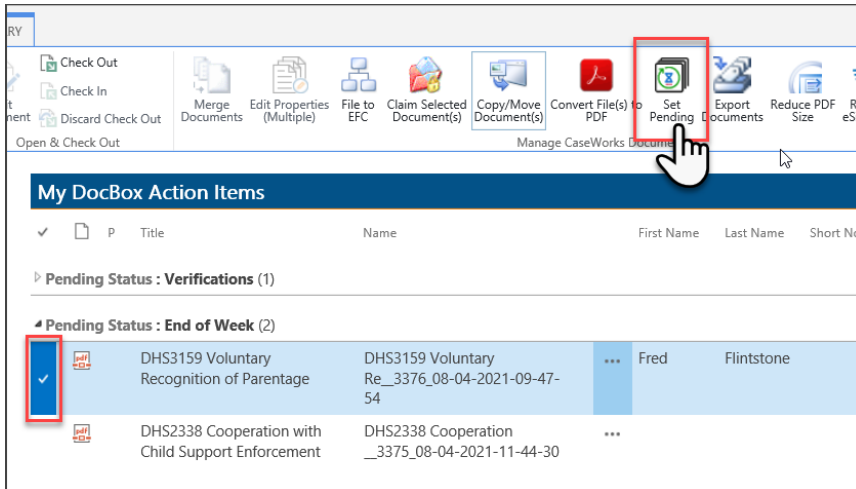


3. When the DocBox opens, click on the three dots along the top and select **Pending Status**. A list of all the pending documents will display.

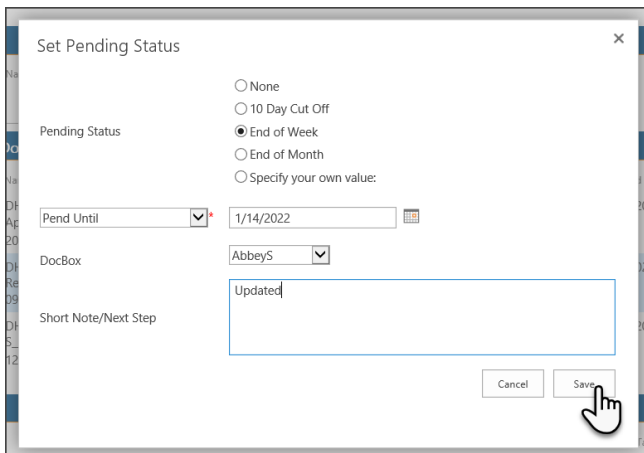


Change or Remove Pending Status

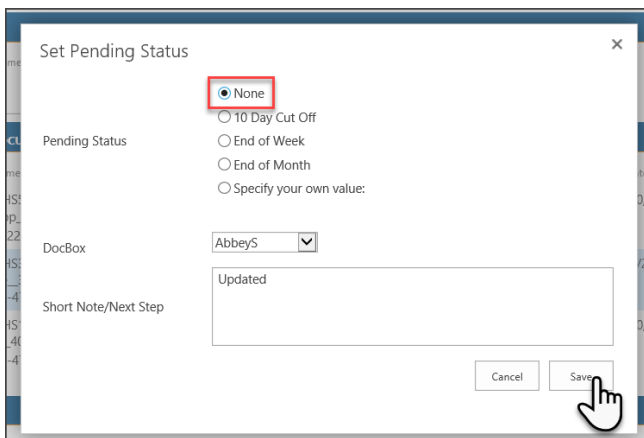
1. Select the document that you would like to change or remove pending status by clicking on the check mark on the left side of the document.
2. Click on **Set Pending** from the Files ribbon bar.



3. To **change**, select your new Set Pending settings and click Save.



4. To **remove**, select **None** and click Save.



Managing Documents in the Electronic Filing Cabinet (EFC) and the Document Processing Center (DPC)

File a Document to the EFC

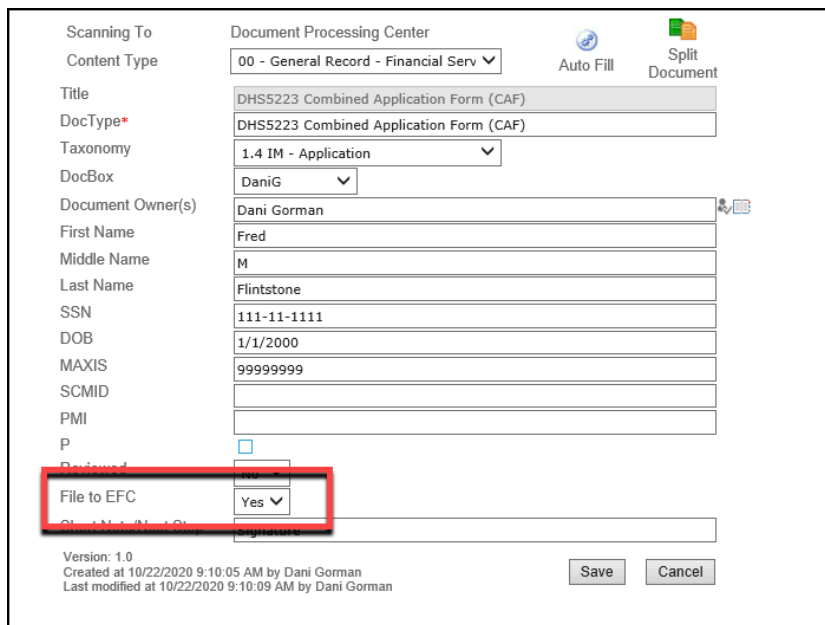
The **Electronic File Cabinet (EFC)** is comparable to a file cabinet. It is where each document is filed when a case document review is completed, the document is processed filed to the client Case File.

1. Right-click on the document to be filed to the **EFC**.
2. Select **File to EFC** on the document pop-up menu.

Alternatively, select **Edit Properties (NCT)** or **Properties**.

Next to the **File to EFC** field, select **Yes**.

Then **Save**.

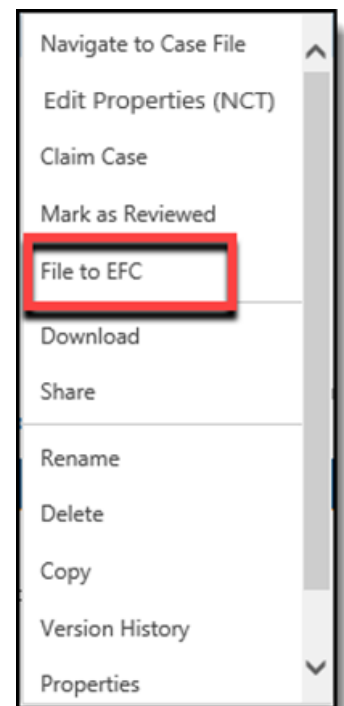


The screenshot shows the Document Processing Center (DPC) form. The 'File to EFC' field is highlighted with a red box and set to 'Yes'. The form contains the following information:

| | | | |
|-------------------|---|-----------|----------------|
| Scanning To | Document Processing Center | Auto Fill | Split Document |
| Content Type | 00 - General Record - Financial Serv | | |
| Title | DHS5223 Combined Application Form (CAF) | | |
| DocType* | DHS5223 Combined Application Form (CAF) | | |
| Taxonomy | 1.4 IM - Application | | |
| DocBox | DaniG | | |
| Document Owner(s) | Dani Gorman | | |
| First Name | Fred | | |
| Middle Name | M | | |
| Last Name | Flintstone | | |
| SSN | 111-11-1111 | | |
| DOB | 1/1/2000 | | |
| MAXIS | 99999999 | | |
| SCMID | | | |
| PMI | | | |
| P | <input type="checkbox"/> | | |
| Reserved | <input type="checkbox"/> | | |
| File to EFC | Yes | | |
| Signature | | | |

Version: 1.0
Created at 10/22/2020 9:10:05 AM by Dani Gorman
Last modified at 10/22/2020 9:10:09 AM by Dani Gorman

Save Cancel



Search for a Document

If a document has been incorrectly routed or filed, navigate to the areas below to locate the document.

- **Client's Casefile Page**
- **All DPC Documents**
- **Recent EFC Documents**
- **My Working Documents**
- **A Document has Become 'Checked Out'**

Searching the Client's Casefile Page:

If the client is known for the document you are searching for, navigate to the client's casefile page. All documents for a client, whether in process (in DocBoxes in the DPC) or filed down (in the EFC) can be viewed in this one location by viewing the DPC and EFC tabs. For information on navigating to the casefile page, review [this section](#). For detailed information on your specific edition's casefile page, please utilize the [Table of Contents](#) at the beginning of this user manual to locate your specific Edition's section.

Searching All DPC Documents:

Documents that are still in process in CaseWorks are located in the **Document Processing Center** (which consists of all **DocBoxes**). To view a list of all DPC Documents:

1. Select **Document Processing Center** on the left navigation panel.
2. Click **All DPC Documents**. This will list all documents that have not been filed to the **EFC**.

The screenshot displays the CaseWorks Document Processing Center interface. On the left, the navigation menu includes 'Document Processing Center' (highlighted), 'Recent EFC Documents', 'Scan Barcode Document', 'Form ID Taxonomy List', 'Join Leave Team DocBox', 'SyncTest', 'Update SMI Credentials', 'Recycle Bin', 'Log Off', 'Site Contents', and 'Help Tool'. The main content area is titled 'Document Processing Center' and features a toolbar with 'New', 'Upload', 'Sync', 'Share', and 'More' options. Below the toolbar, there are tabs for 'DocBox View', 'All Documents', and 'All DPC Documents' (highlighted with a red box). A search bar labeled 'Find a file' is also present. The main area displays a table of DocBoxes:

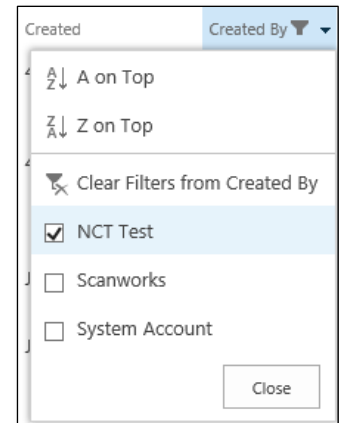
| Name | Modified | Modified By |
|-------------|-------------------|----------------|
| NCTTest | December 28, 2017 | System Account |
| NSupport | December 14, 2017 | System Account |
| SAccount | December 14, 2017 | System Account |
| ScanWorks | January 24 | System Account |
| SyncTest | January 26 | System Account |
| Unprocessed | January 16 | System Account |

At the bottom of the main content area, there is a prompt: 'Drag files here to upload'.

- 3. Filter the columns, if necessary, to locate the mis-filed document.

Note: Filtering by your own name can be helpful.

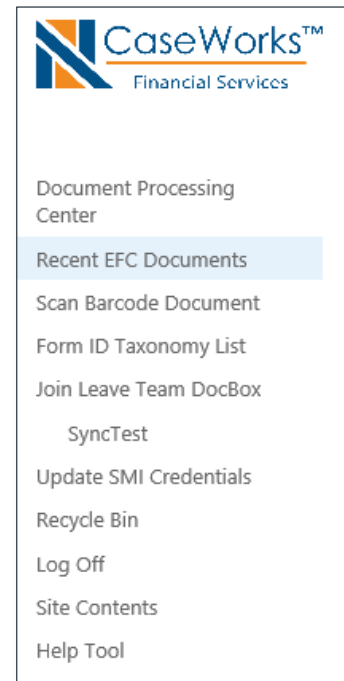
- a. To filter the columns, hover the cursor over the column name and click the arrow next to the name.
 - b. Select the parameters for the filter. CaseWorks will automatically update.
- 4. If the document was filed to the incorrect **DocBox**, right-click on the document, select 'Properties', and update the **DocBox**.



If the document is not located in the **Document Processing Center**, it was likely filed to the incorrect **Electronic Filing Cabinet**.

Searching Recent EFC Documents:

Documents that have been processed and filed down are located in EFC. To view a list of all Recent EFC Documents:

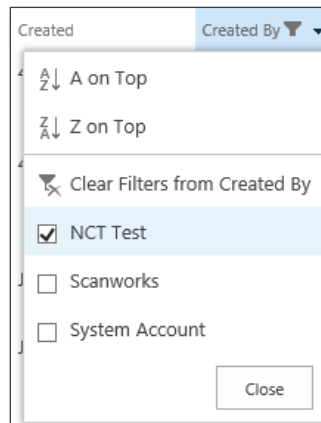


the

1. Select **Recent EFC Documents** in the left navigation panel.
2. Filter the columns to locate the mis-filed document.

Note: Filtering by your own name can be helpful.

- a. To filter the columns, hover the cursor over the column name and click the arrow next to the name.
 - b. Select the parameters for the filter. CaseWorks will automatically update.
1. Update the document **Properties** to file the document with the appropriate document details.



Searching My Working Documents:

The My Working Documents view includes documents that have been **Marked as Reviewed**. For information on viewing My Working Documents and how to remove documents from this view, please review the section by following [this link](#).

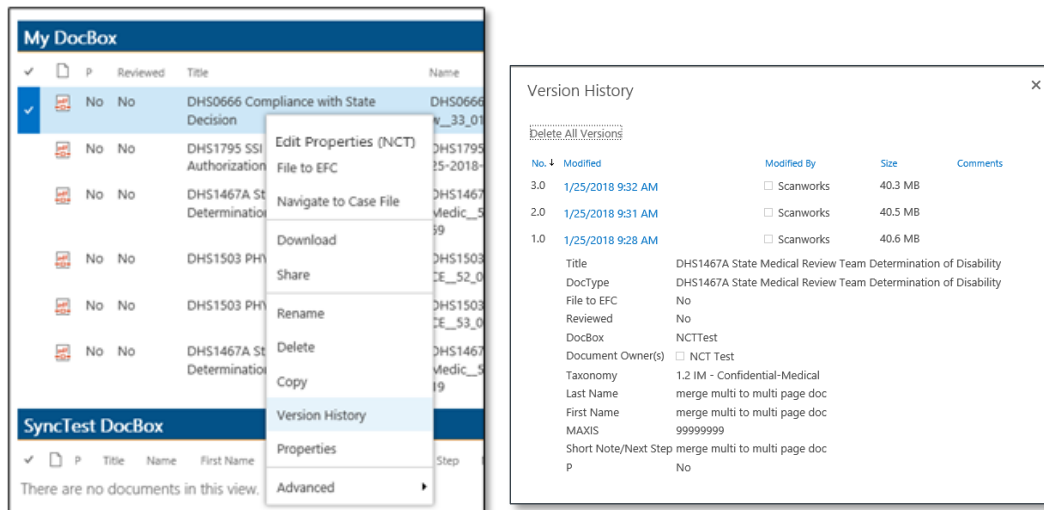
A Document has Become 'Checked Out':

If you recently Dragged and Dropped a document into a DocBox on your homepage and are not seeing it appear, it could be that the workflow was interrupted and the document has become 'checked out'. To locate the document and check it back in, follow the steps listed [here](#).

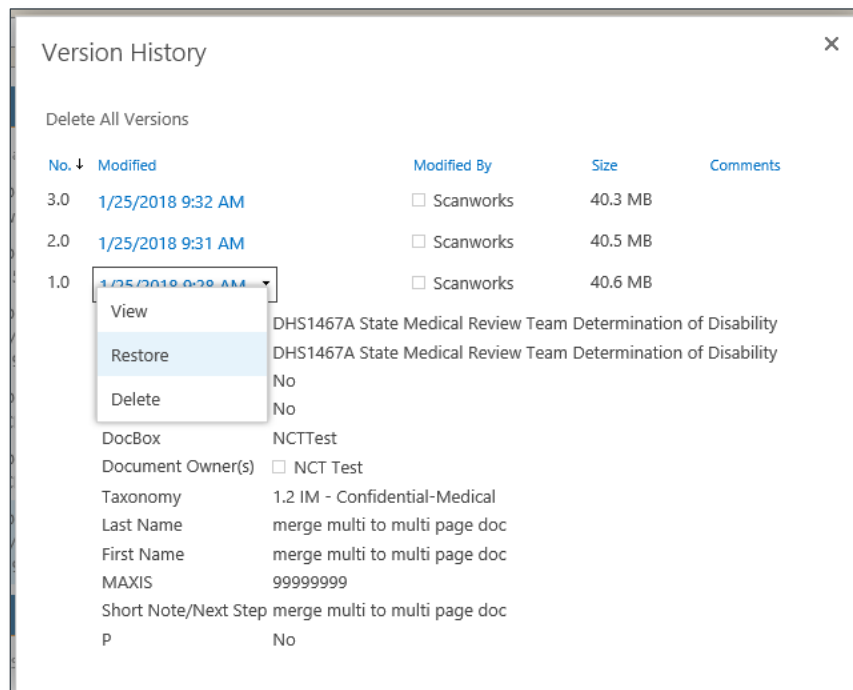
Access Version History

CaseWorks tracks the version history of documents when changes are made.

1. To access the **Version History**, right-click on the document and select **Version History** in the drop-down menu.



2. To restore an earlier version of the document, click on the drop-down menu to the right of the version to which you wish to restore and select **Restore**.
3. The restored version now displays as the current version of the document.

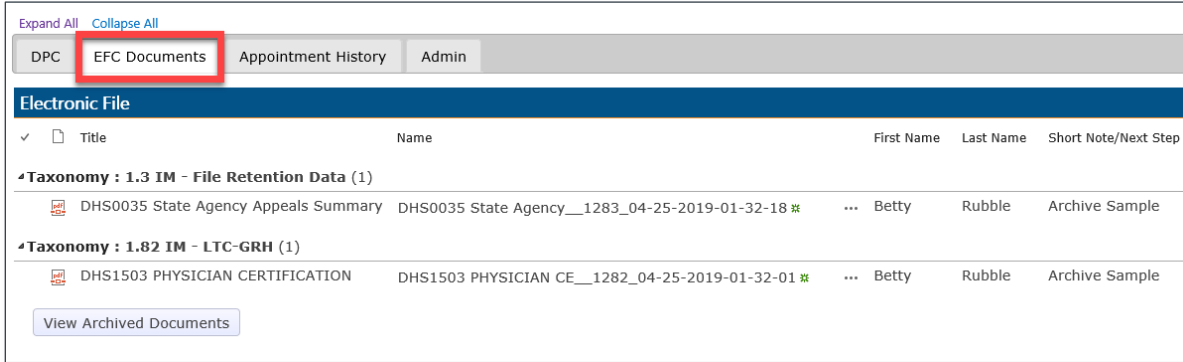


Note: In the DPC you can view unlimited versions, but once a document is filed down to the EFC, the last 3 versions will be available to view immediately.

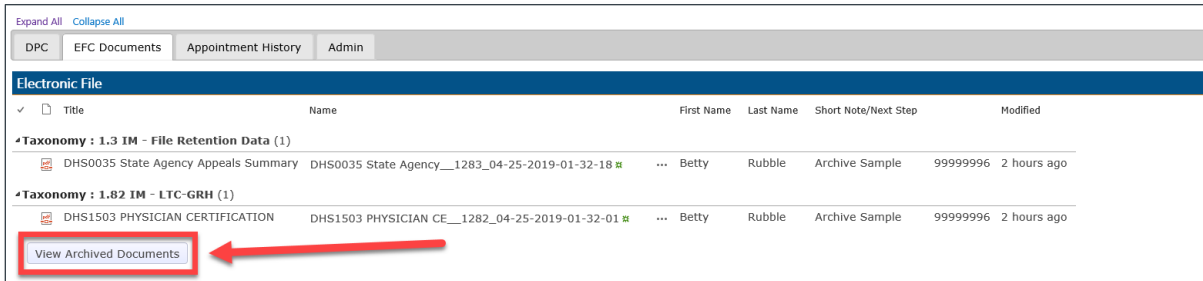
Archived Documents

View Archived Documents in the Electronic Filing Cabinet

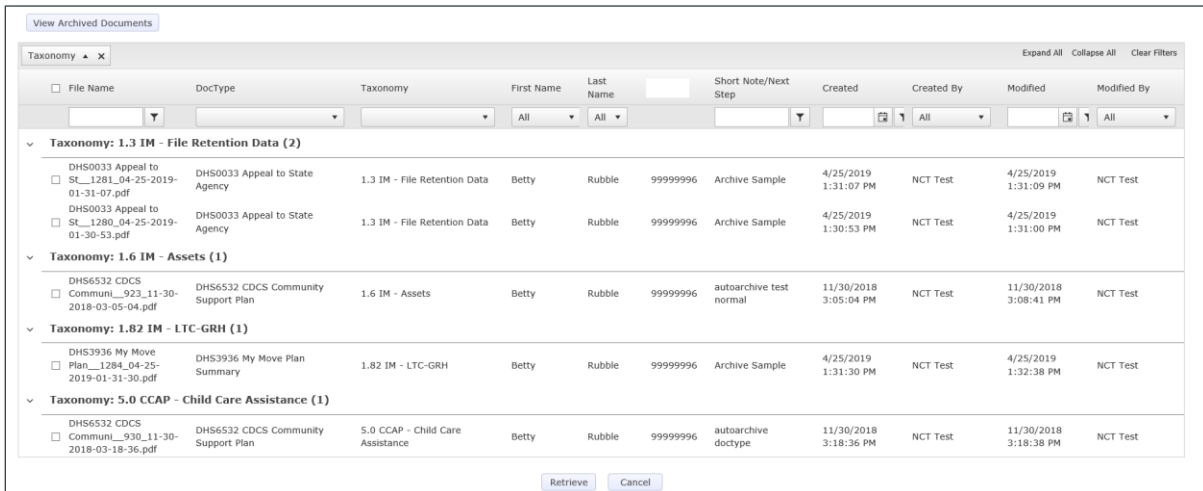
1. Using the All Purpose Navigation, enter in the client’s identifying information,
2. Select **Navigate** and select the **Green Check Mark** to proceed.
3. On the **Case File** page, select the appropriate **EFC Documents** tab.



4. At the bottom of the EFC Documents tab select View Archived Documents.



5. Any documents in Archive will now appear.



- To filter on DocType, Taxonomy, First Name, Last Name, Created By, or Modified By, select the triangle to open the drop-down menu then select the filter criteria.

The screenshot shows the 'View Archived Documents' interface. At the top, there are buttons for 'Expand All', 'Collapse All', and 'Clear Filters'. Below these are filter columns: File Name, DocType, Taxonomy, First Name, Last Name, Short Note/Next Step, Created, Created By, Modified, and Modified By. Red arrows point to the dropdown triangles for DocType, Taxonomy, First Name, Last Name, and Created By. A red box highlights the 'DHS6532 CDCS Community Support Plan' option in the DocType dropdown menu.

| DocType | Taxonomy | First Name | Last Name | Short Note/Next Step | Created | Created By | Modified | Modified By |
|-------------------------------------|------------------------------|------------|-----------|-------------------------|-----------------------|------------|-----------------------|-------------|
| DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:31:07 PM | NCT Test | 4/25/2019 1:31:09 PM | NCT Test |
| DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:30:53 PM | NCT Test | 4/25/2019 1:31:00 PM | NCT Test |
| DHS6532 CDCS Community Support Plan | 1.6 IM - Assets | Betty | Rubble | autoarchive test normal | 11/30/2018 3:05:04 PM | NCT Test | 11/30/2018 3:08:41 PM | NCT Test |

- To filter on File Name or Short Note/Next Step, enter in the desired filter criteria and click the funnel icon. Select Contains and the filter will be applied.

The screenshot shows the 'View Archived Documents' interface with a filter applied to the 'Short Note/Next Step' column. The filter value is 'sample'. A red arrow points to the funnel icon, and a red box highlights the 'Contains' filter option in the dropdown menu.

| File Name | DocType | Taxonomy | First Name | Last Name | Short Note/Next Step | Created | Created By | Modified | Modified By |
|--------------------------------|--------------------------------|------------------------------|------------|-----------|----------------------|----------------------|------------|----------------------|-------------|
| DHS0033 Appeal to State Agency | DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:31:07 PM | NCT Test | 4/25/2019 1:31:09 PM | NCT Test |
| DHS0033 Appeal to State Agency | DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:30:53 PM | NCT Test | 4/25/2019 1:31:00 PM | NCT Test |

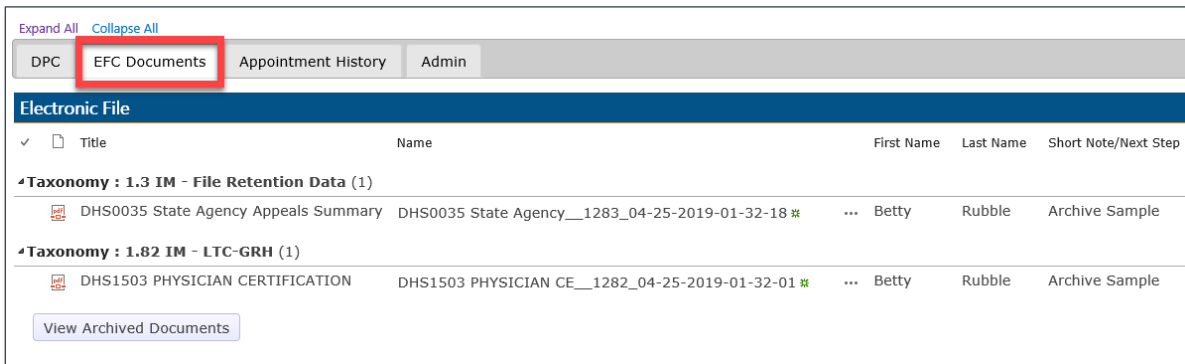
- Select Clear Filters to clear any previously select filter criteria.

The screenshot shows the 'View Archived Documents' interface with the 'Clear Filters' button highlighted with a red box. The filter value 'sample' is still present in the 'Short Note/Next Step' column.

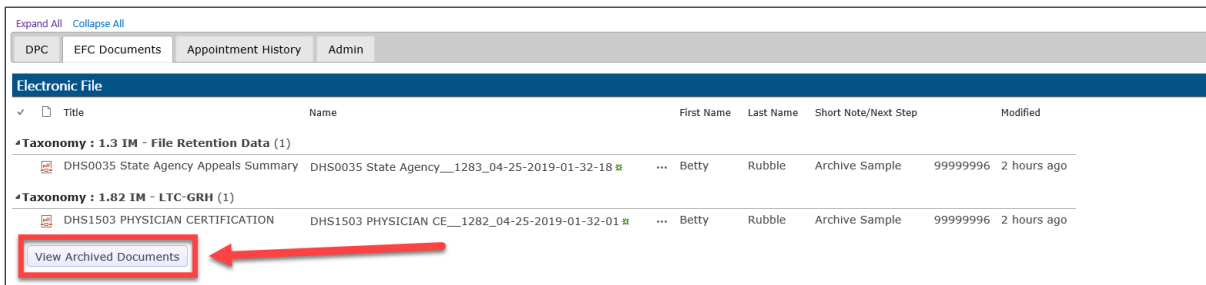
| File Name | DocType | Taxonomy | First Name | Last Name | Short Note/Next Step | Created | Created By | Modified | Modified By |
|--------------------------------|--------------------------------|------------------------------|------------|-----------|----------------------|----------------------|------------|----------------------|-------------|
| DHS0033 Appeal to State Agency | DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:31:07 PM | NCT Test | 4/25/2019 1:31:09 PM | NCT Test |
| DHS0033 Appeal to State Agency | DHS0033 Appeal to State Agency | 1.3 IM - File Retention Data | Betty | Rubble | Archive Sample | 4/25/2019 1:30:53 PM | NCT Test | 4/25/2019 1:31:00 PM | NCT Test |
| DHS3936 My Move Plan Summary | DHS3936 My Move Plan Summary | 1.82 IM - LTC-GRH | Betty | Rubble | Archive Sample | 4/25/2019 1:31:30 PM | NCT Test | 4/25/2019 1:32:38 PM | NCT Test |

Retrieve Archived Documents in the Electronic Filing Cabinet

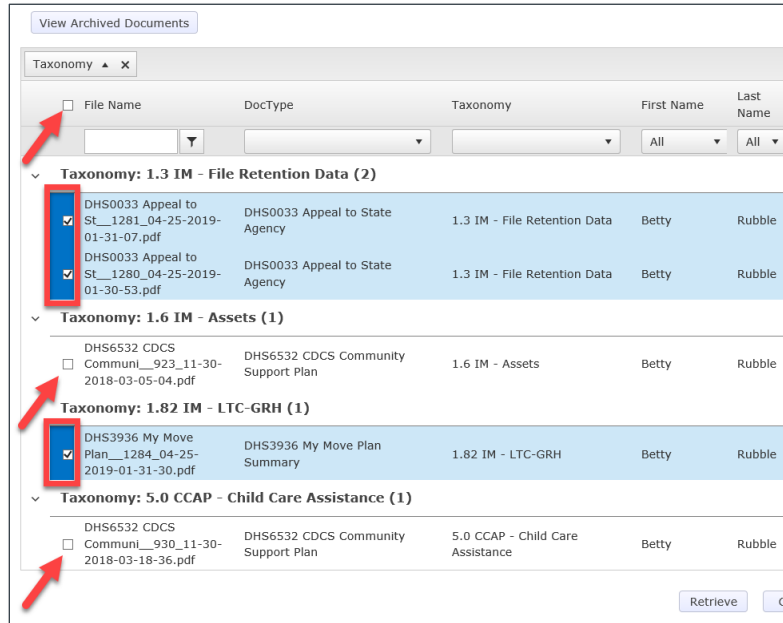
1. Using the All Purpose Navigation, enter in the client’s identifying information.
2. Select **Navigate** and select the **Green Check Mark** to proceed.
3. On the **Case File** page, select the appropriate **EFC Documents** tab.



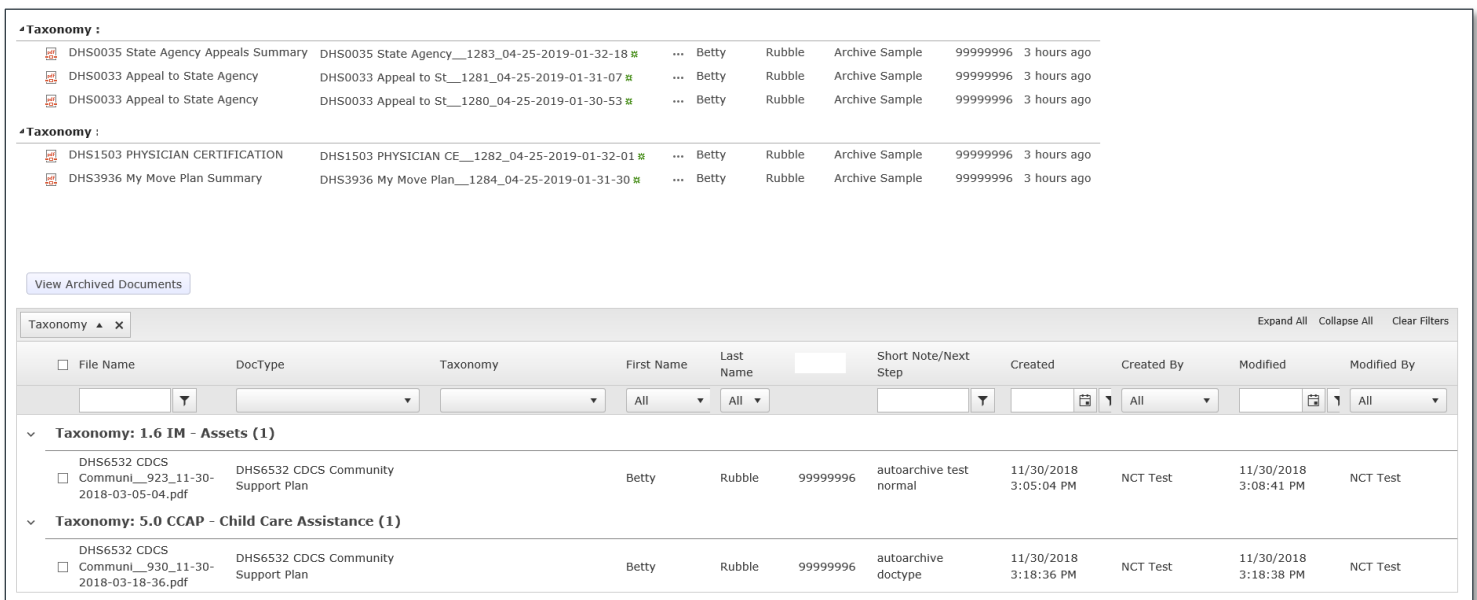
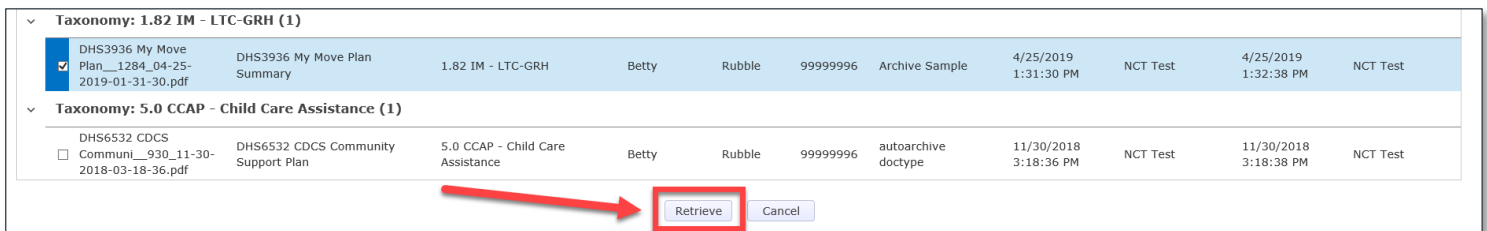
4. At the bottom of the EFC Documents tab select **View Archived Documents**.



5. Check the box next to each desired document or check the box next to the column header **File Name** to select all.



6. Click **Retrieve** to move the selected document(s) from *Archive* to the CaseWorks *Electronic Filing Cabinet*.



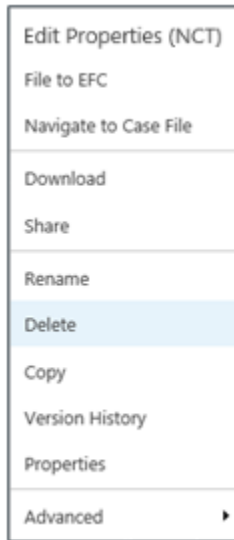
Delete a Document

If a document is no longer needed, it can be deleted. Deleted documents are moved to the CaseWorks Recycle Bin and can be retrieved for 90 days after being deleted.

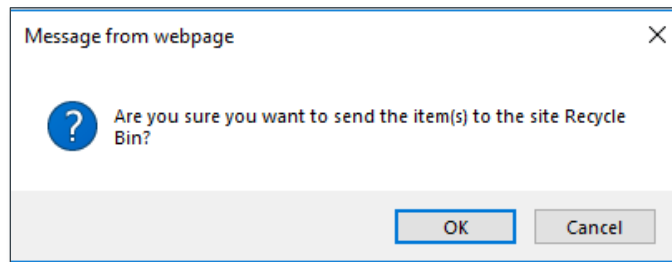
CaseWorks documents that are no longer retained in the Recycle Bin after 90 days can still be retrieved by contacting your System Administrator.

Documents can be deleted from either the **Electronic Filing Cabinet**, or a **DocBox**.

1. Right-click on the document and select **Delete** in the context menu.



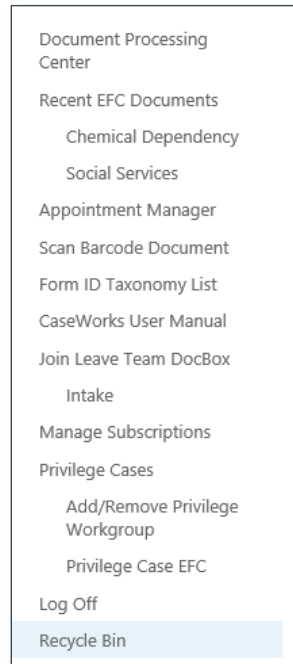
4. Select **OK** in the pop-up to confirm deletion.



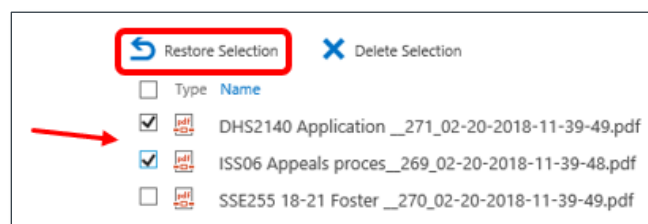
Retrieve a Deleted Document

Documents that you have deleted are retained in the **Recycle Bin** for **90 days** and can be retrieved during this period. If the item is not in the **Recycle Bin** or was deleted by another user, contact your System Administrator.

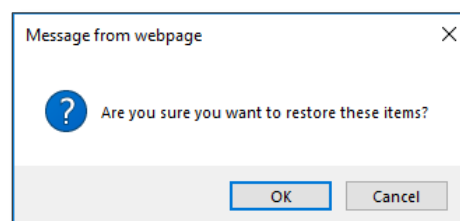
1. Access the **Recycle Bin** in the left navigation bar.



5. Check the box to the left of the documents you wish to restore, click on **Restore Selection**.



6. Click on the **OK** button to confirm the restoration of the document.



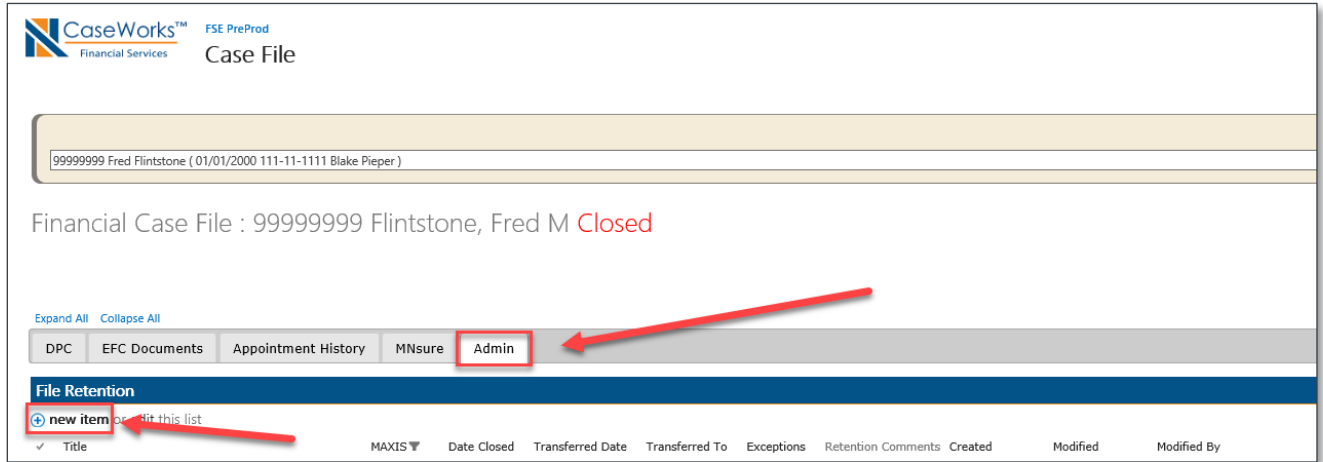
The documents will be Restored to the original location (e.g. **DocBox** or **EFC**).

Note: If the document is restored to a **DocBox**, the document will be sorted in the list based on when the document was originally brought into CaseWorks.

File Retention Records

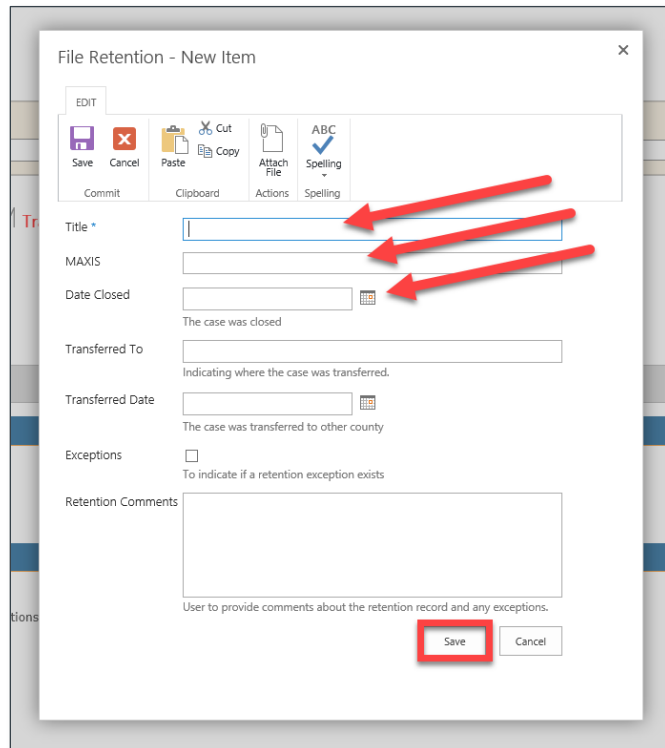
Add a Retention Record

1. On the Case File page, click on Add New Item under the File Retention section in the Admin Tab.

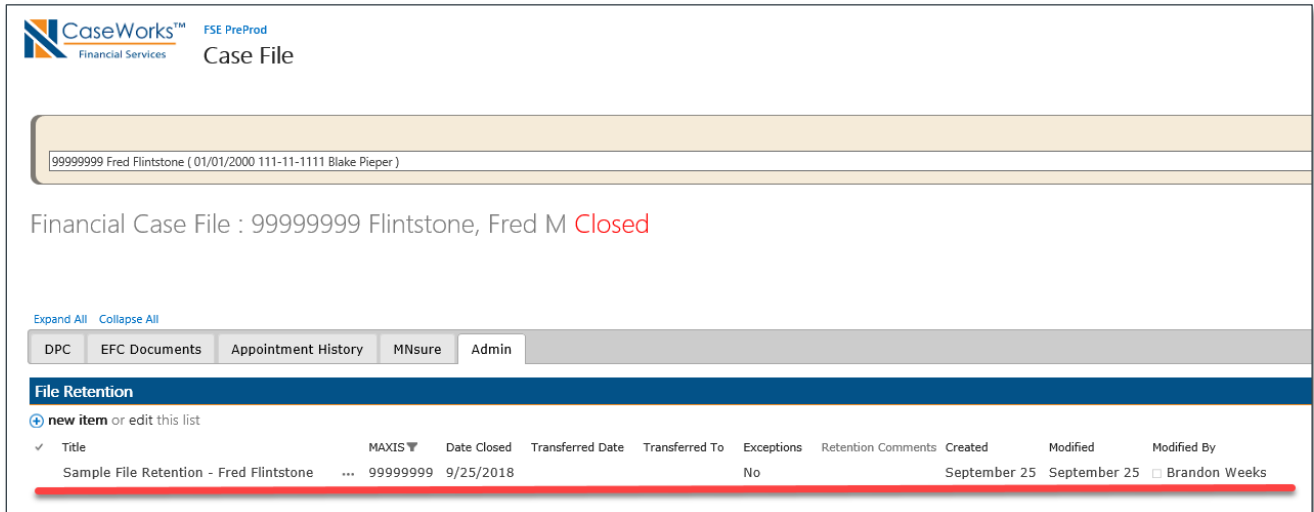


A pop-up window appears as displayed below.

2. Give the **Retention Record** a name (i.e. Client First and Last Name)
3. Enter in the Case Number.
4. Enter in the Date Closed or Date Transferred as applicable.

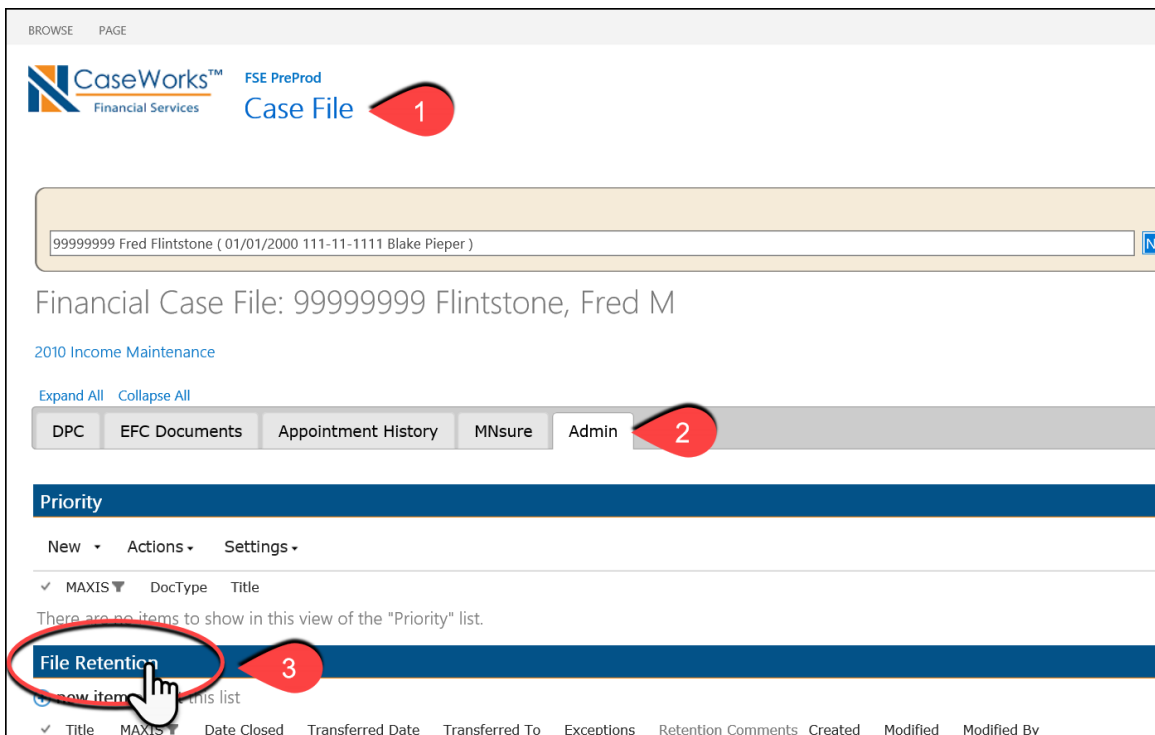


- 5. If there is a retention exception check the box next to Exceptions.
 - a. In the **Retention Comments** section indicate the type of exception (e.g., overpayment or claim)
- 6. Click on **Save** to finish creating a retention record.

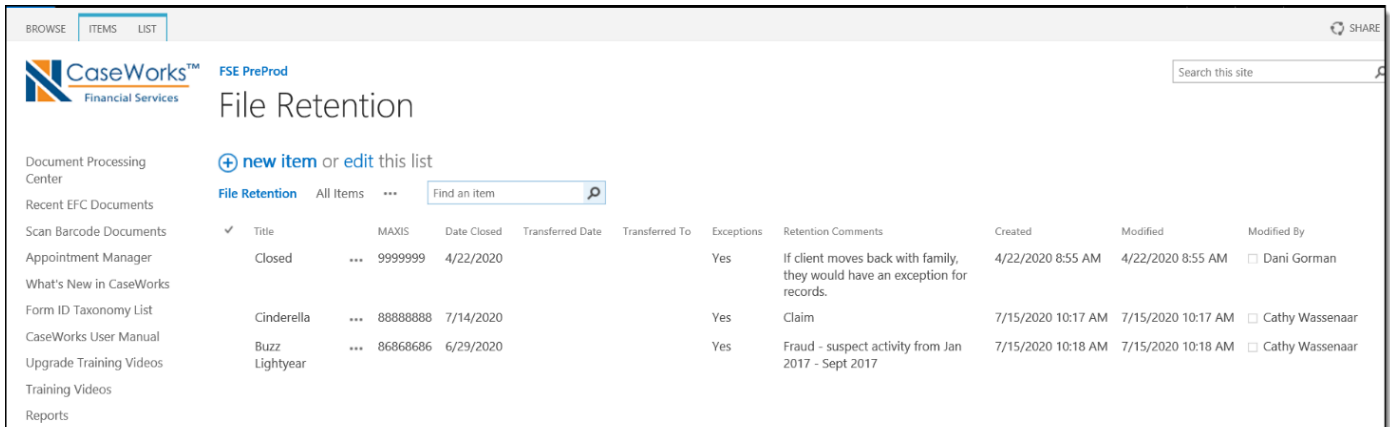


Navigate to a full list of File Retention Records

- 1) Navigate to any Case File in CaseWorks
- 2) Click on the Admin Tab
- 3) Now, click on the title **File Retention**



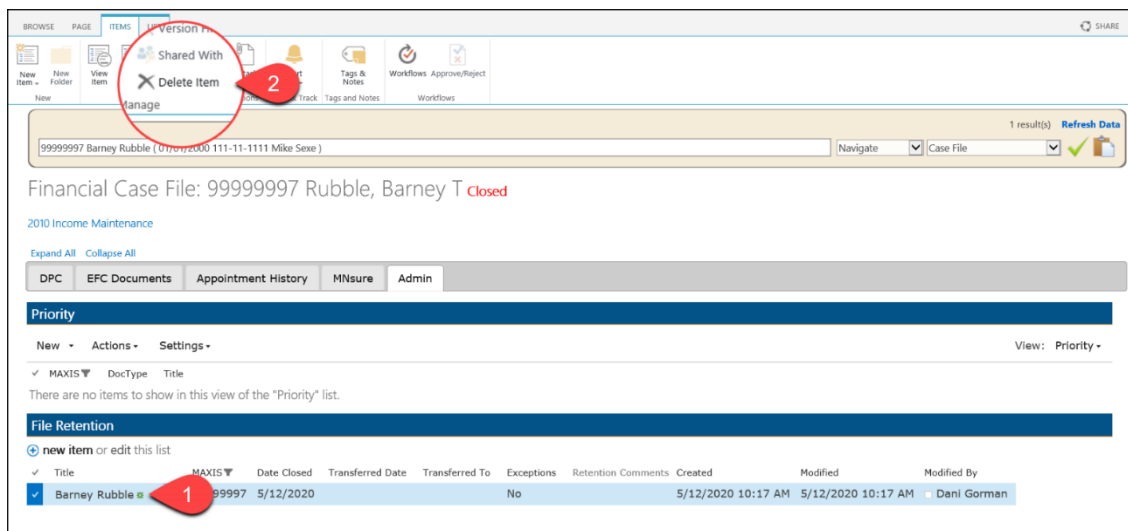
You will be routed to a full list of all File Retention records.



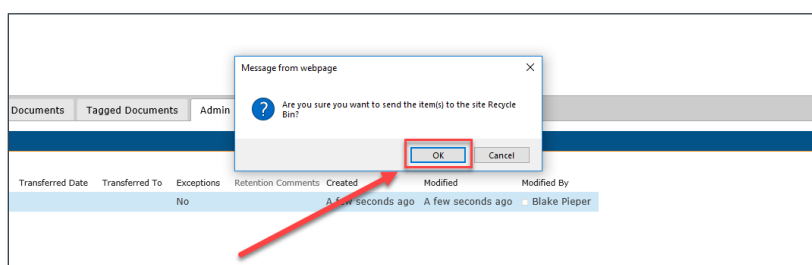
Remove a Retention Record

Removing a Retention Record will make the case open and active in CaseWorks. To remove a Retention Record:

1. Navigate to the **Case File** page by entering the client’s identifying information in the All Purpose Navigation, selecting them from the list, changing the drop-down to **Navigate**, and clicking the **Green Check Mark**.
2. On the Case File Page select the **Admin** tab, click the check mark next to the Retention Record you wish to remove, then select **Delete Item** in the *Items Ribbon Bar*.



3. In the pop-up menu, select **OK** to confirm the removal of the Retention Record for this case.

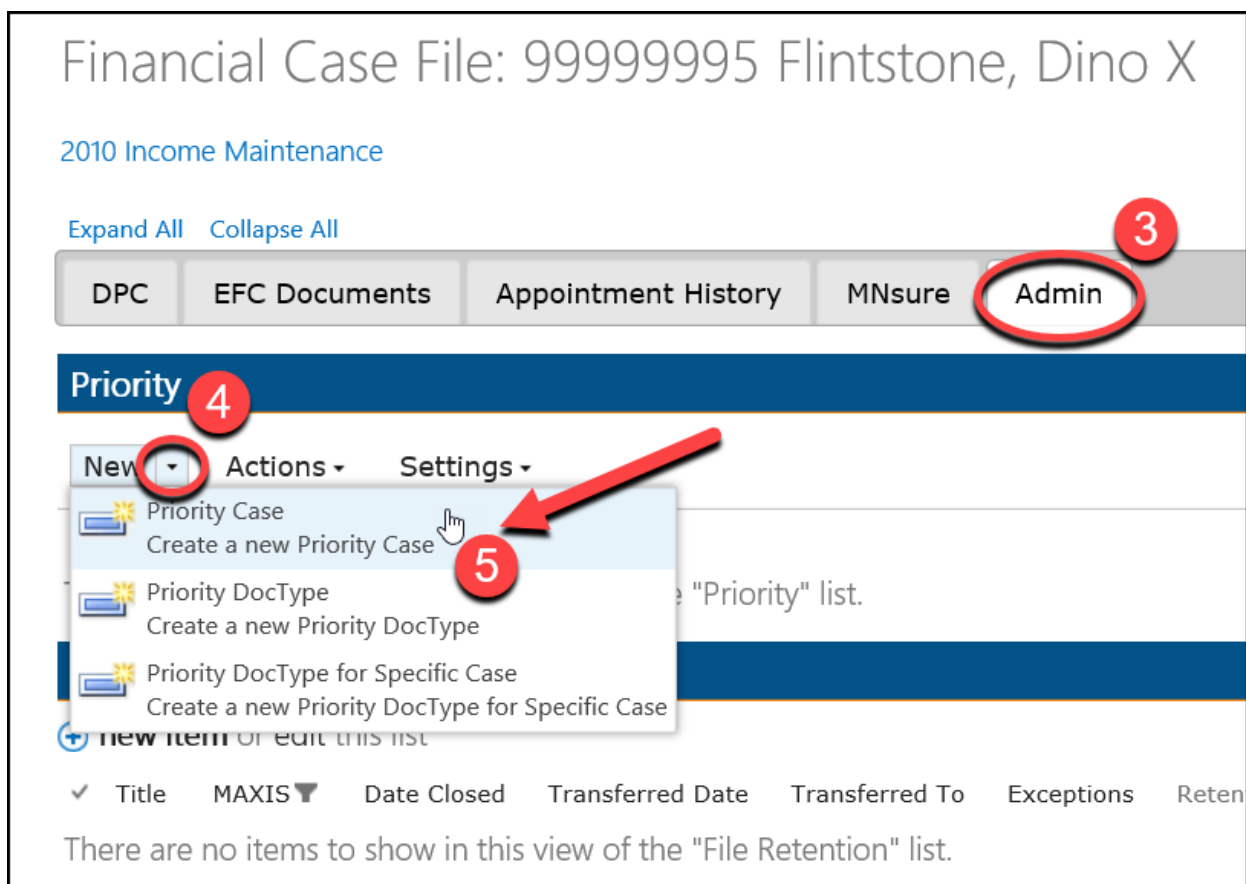


Priority Case Files & Document Types

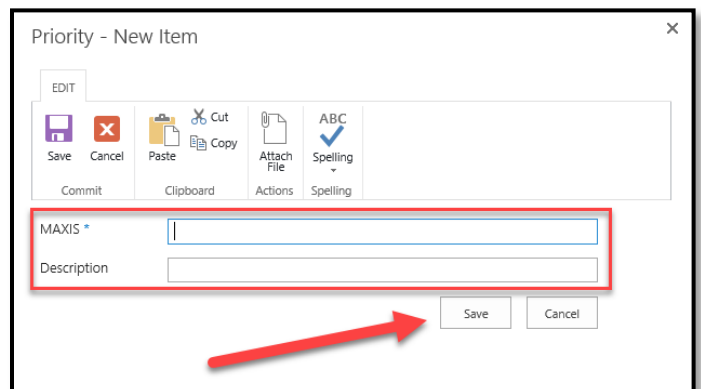
Mark a Case File as Priority

Cases can be marked as **Priority** in the Admin tab on the Case File page. Documents imported into CaseWorks for Priority cases will be marked as Priority.

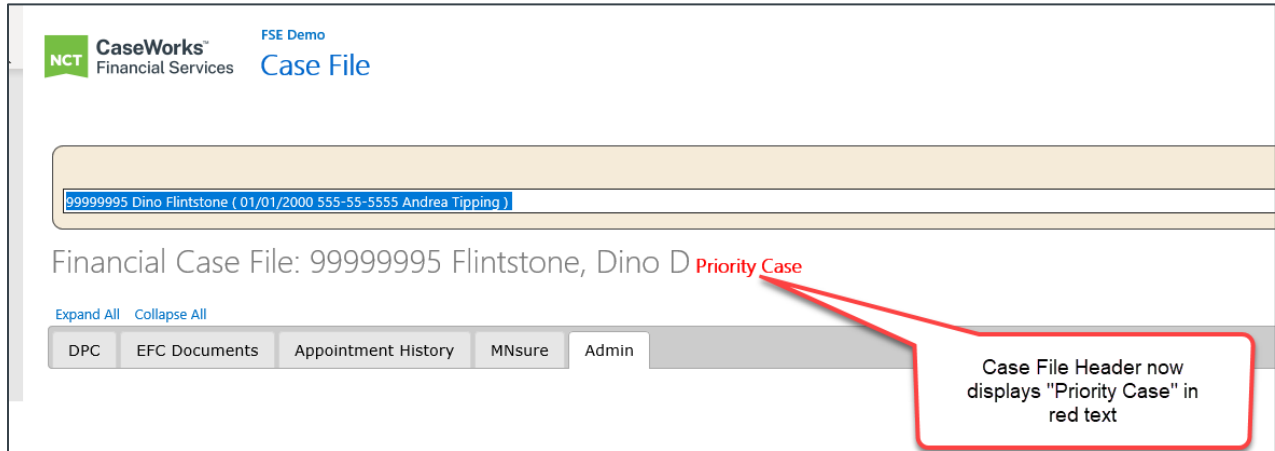
1. Enter in the client’s identifying information in the All Purpose Navigation and select the client from the list.
2. Select **Navigate** and click the **Green Check Mark** to navigate to the Case File page.
3. On the Case File page click on the **Admin** tab.
4. Select **New** under the *Priority* section.
5. Select **Priority Case – Create a New Priority Case**




6. In the pop-up window, enter in the client’s name under title and the case number in the **Case Numer** field (MAXIS, Integrated Case, PRISM, Workgroup, WF1CaseID, or Vendor #). Select **Save** when finished.



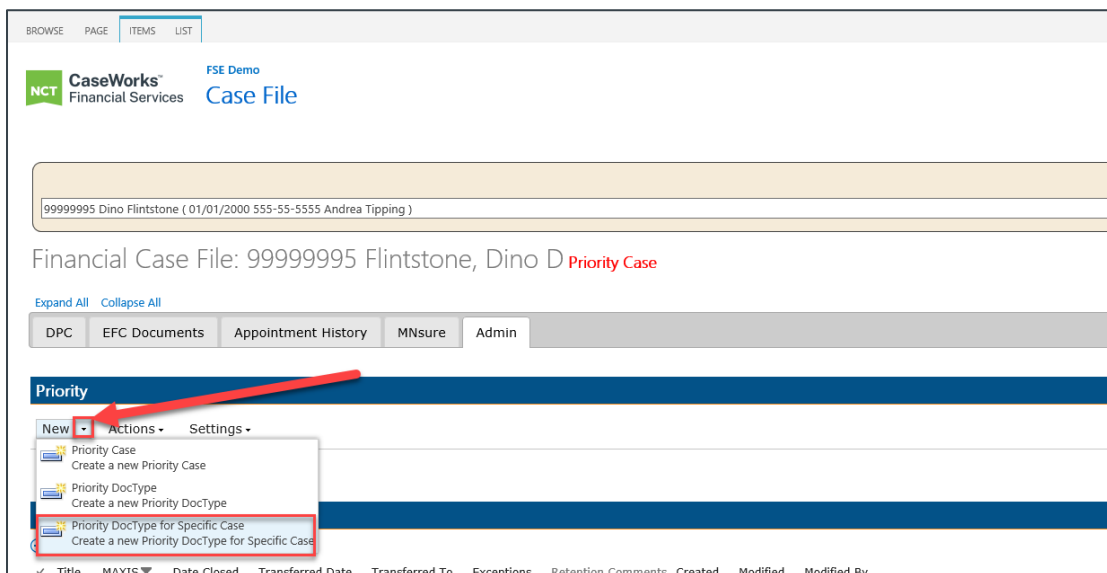
A new header on the Case File page will indicate client is a Priority Case.



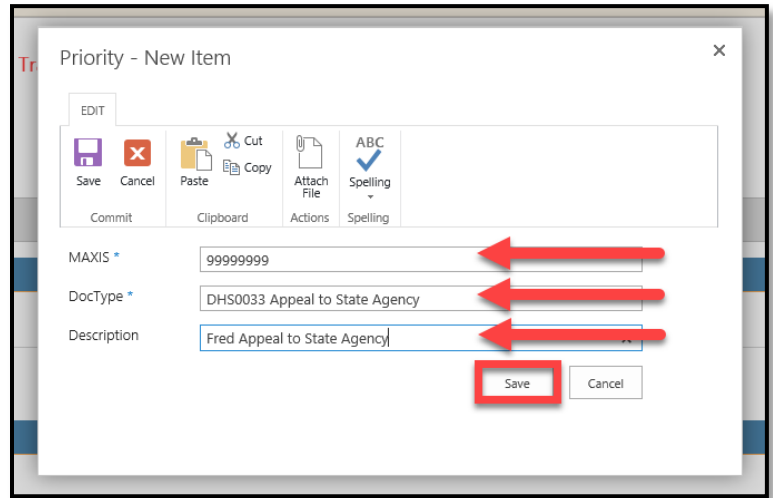
Mark a DocType for a Specific Case as Priority

In CaseWorks, specific **DocTypes** can be marked as Priority for a case in the **Admin tab** on the Case File page. Documents imported into CaseWorks with the corresponding DocType will be denoted with a **Red Flag** and placed at the top of the DocBox they  reside in.

1. Enter in the client’s identifying information in the All Purpose Navigation and select the client from the list.
2. Select **Navigate** and click the **Green Check Mark** to navigate to the Case File page.
3. On the Case File page click on the **Admin tab**.
4. Under the **Priority** header, select the triangle next to *New* then click on **Priority DocType for a Specific Case**.



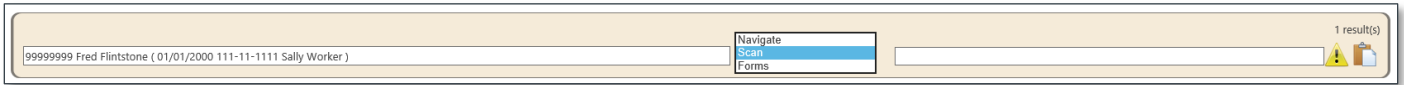
- 5. In the pop-up window:
 - a. Enter in the *Case Number* in the first field.
 - b. In the second field, use the type ahead field to select the desired **DocType**.
 - c. In the **Description** field, enter in the client name and **DocType** then select **Save**.



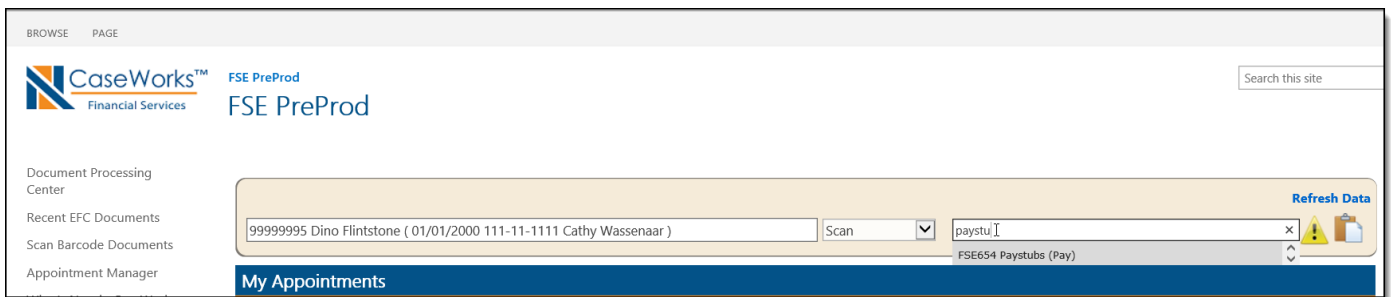
Scanning Documents into CaseWorks

Scan a Document into CaseWorks

1. From the CaseWorks Home page, enter a valid **Case Number** or the client’s **Name** and select **Scan** on the drop-down menu.

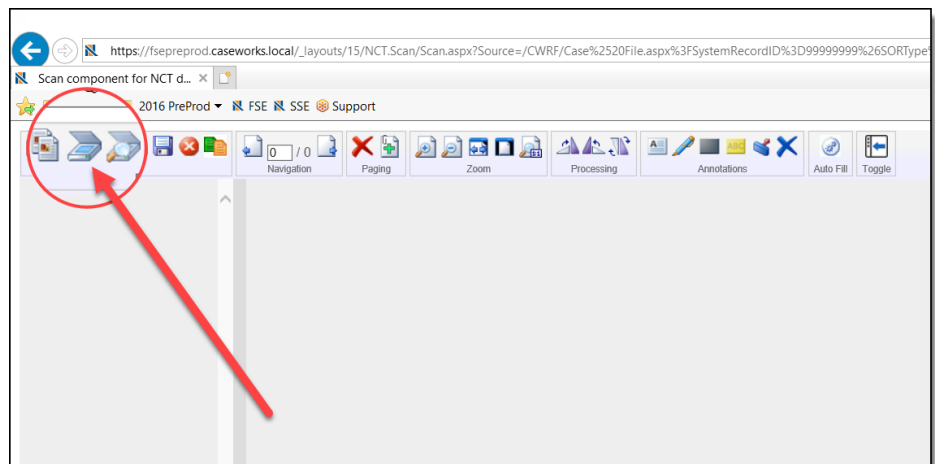


2. Begin to type the name of the document to be scanned, then select the correct document from the drop-down list (e.g. type “pay” and “Paystubs (Pay) will appear).



3. Click on the green check mark after you have selected the correct document type ✓
4. Place the document face down, top first, into the scanner.
5. Click on the **Scan** icon if the scan driver does not appear. Click **Scan** from the scan driver interface after it displays.

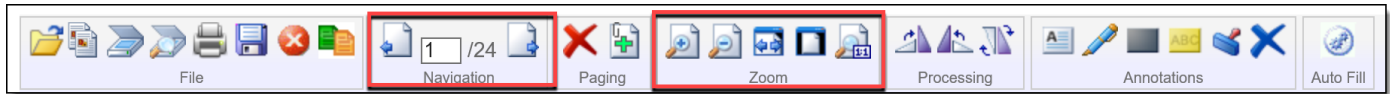
Note: This scan icon can also be used to add pages to an already existing scan.



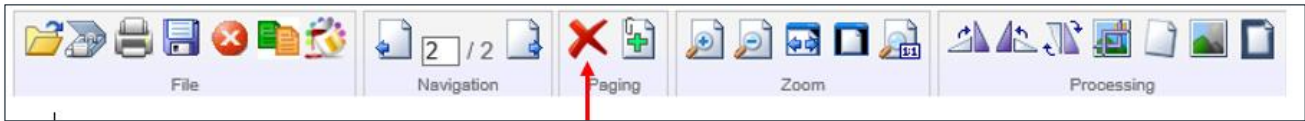
At this point the scanner starts and the documents are scanned. The scanner will scan both sides of the document.

6. Click **Close** when document has finished scanning.

- Modify the way you view the document using icons from the toolbar: *Navigate* through pages, *Zoom* in or out.



- Use the red X icon to **delete** the selected page(s).



- Rotate** the document, if applicable.



The three options, in order of the buttons displayed above, are:



Rotate clockwise



Rotate counter-clockwise



Rotate image 180 degrees

- Once the document’s scan quality is determined to be acceptable, verify the auto-filled document properties by scrolling down to the **Document Properties** section.

Note: If you are working with a long document, you can use the far right scroll bar to go to the end of the document.

Scanning To Document Processing Center

Content Type 00 - General Record - Financial Services

Title DHS0033 Appeal to Stati

DocType* DHS0033 Appeal to Stati

File to EFC No

Reviewed No

DocBox NCTTest

Document Owner(s)

Taxonomy 1.3 IM - File Retention Data

Last Name Flintstone

First Name Fred

Middle Name M

DOB 1/1/2000

SSN 111-11-1111

MAXIS 99999999

Short Note/Next Step

P

SCMID

PMI

System Message

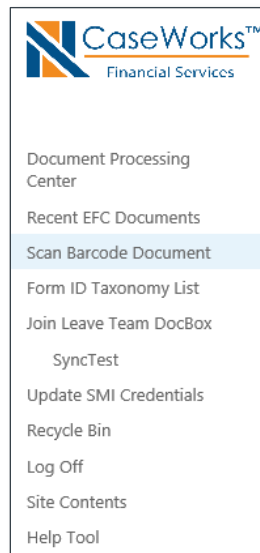
Save Cancel

- Verify that the correct **DocBox** has been selected.
- Verify that the correct **Taxonomy** has been assigned.

- Review remaining information to ensure that all document properties are accurate.
- Click on the **OK** button to complete the scan process.

Scan a Barcoded Document – (CaseWorks Barcode)

1. Load document top down and with the front facing away from you into the scanner.
2. From left-navigation panel, select **Scan Barcode Document**.



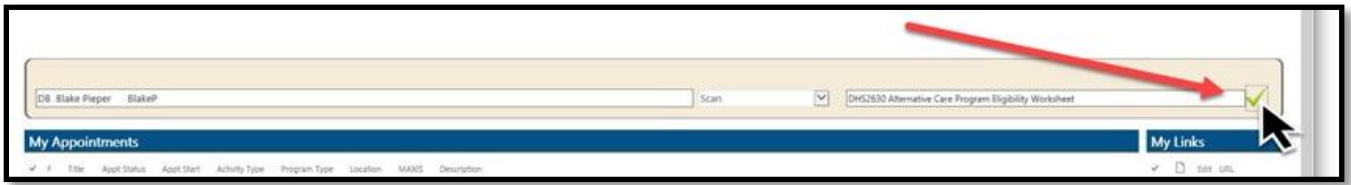
3. Click **Scan**.
4. Visually verify scan quality and properties. CaseWorks will autofill document properties by reading the CaseWorks Barcode. See previous section [Scan a Document into CaseWorks](#) for detailed instructions.

Scan Directly to a DocBox

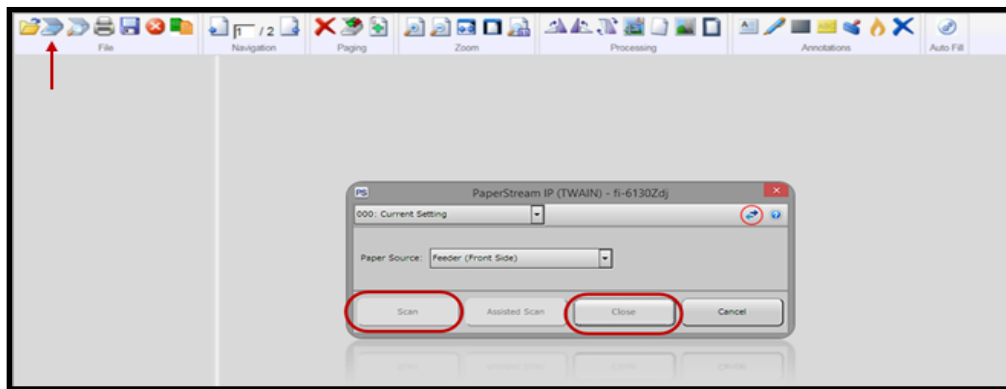
1. Using the *All Purpose Navigation*, enter in “**DB [Space] [DocBox Name]**” and select it from the list.



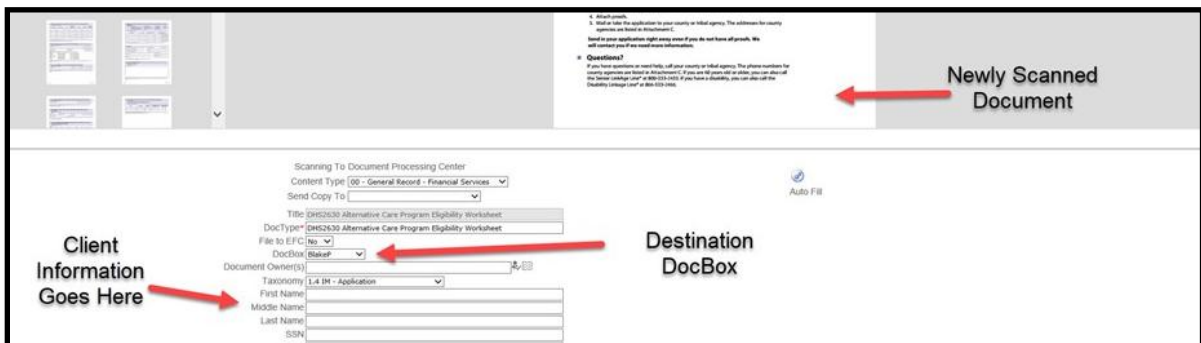
2. The All Purpose Navigation drop-down will default to Scan. Enter in the DocType in the third box of the All Purpose Navigation and select it from the list.
3. Select the **Green Check Mark** to proceed ✓



4. Scan the document in using the pop-up window.



5. Enter in necessary client information.



6. Review the document and document information then select **Save** when finished.

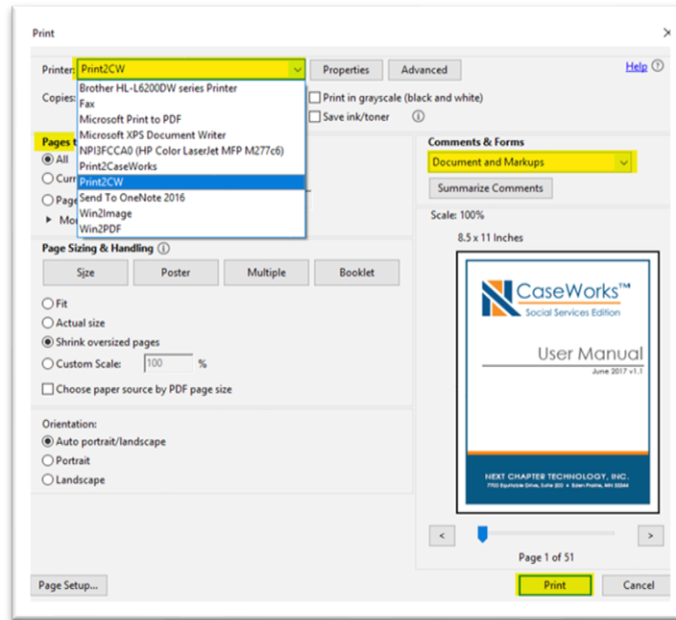
7. After scanning a document directly to a DocBox, the APN will display that DocBox allowing for easy consecutive scanning of documents directly to a DocBox.

Print2CW (P2CW)

Using Print2CW to Send Documents into CaseWorks

Print2CW allows documents to be sent into CaseWorks. Documents can be sent to a **DocBox** or directly to the **Electronic Filing Cabinet (EFC)**.

1. Select “Print” on any document that needs to be sent into CaseWorks.



- a) Select the **Print2CW** printer in the print dialog.
- b) Select which **Pages to Print**.
- c) Ensure **Document and Markups** is selected, if applicable
- d) Click **Print**.

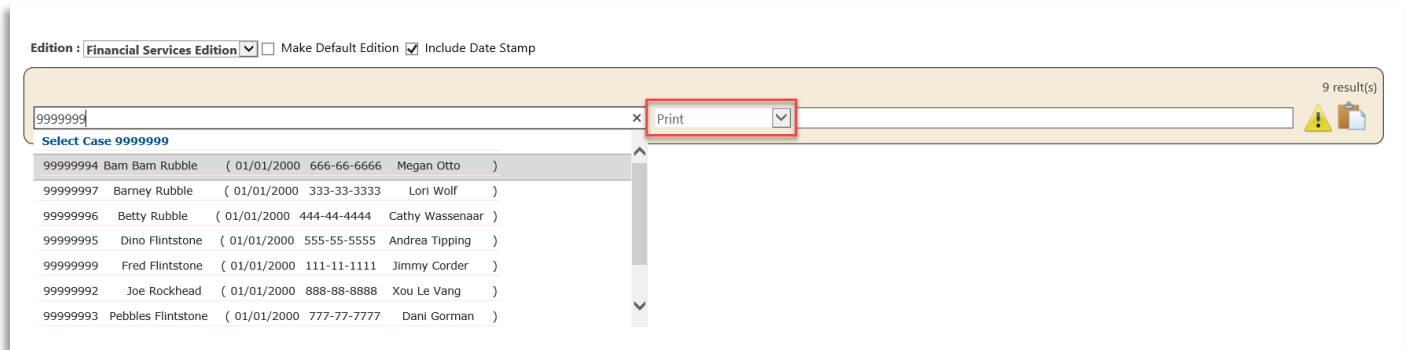
The following page will appear:



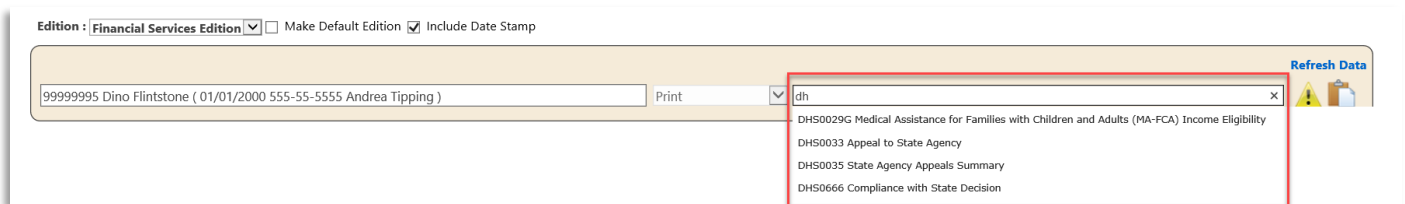
2. Choose the product to connect to (e.g. Financial Services, Child Support, MNSure, etc.)



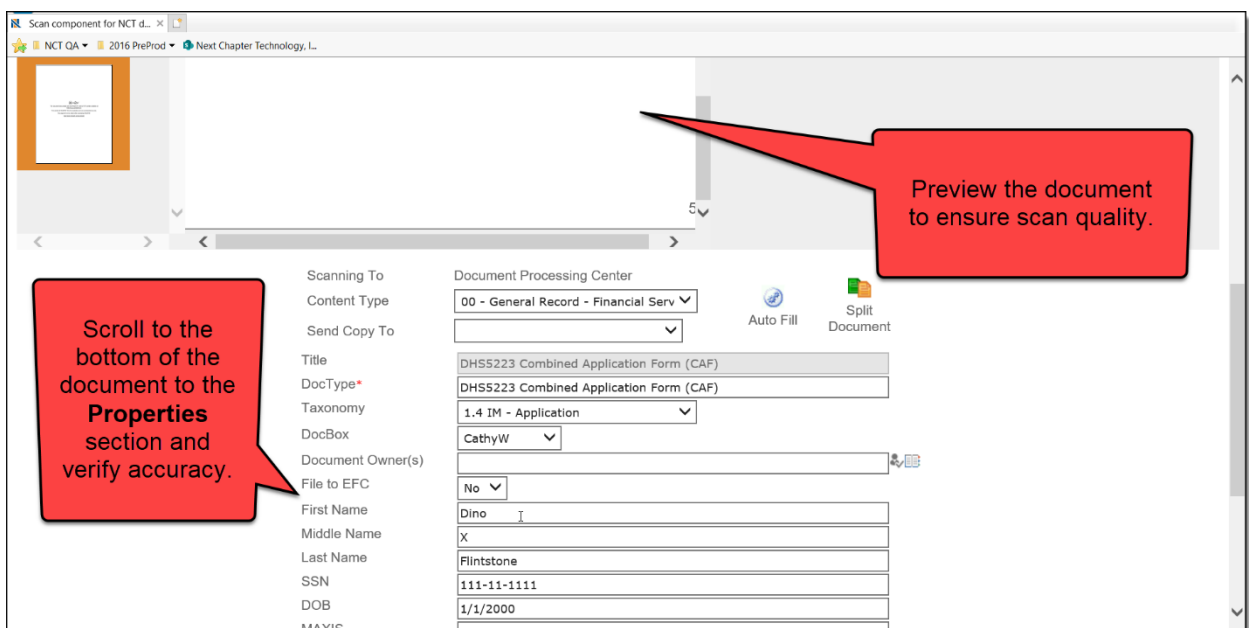
- 3. Enter the client's name or Case Number in the **APN** to search for the desired client. Select their name.
- 4. The default option titled **Print** allows you to send the document to CaseWorks.



a) Choose the **DocType** using type ahead.



- b) Click on the **Green Check Mark** ✓
- c) The document will preview in the CaseWorks scan interface. Verify properties information.
- d) Click on **Save**.



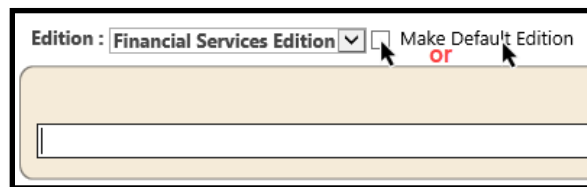
Select a Default Edition for Print to CaseWorks

CaseWorks has the ability to set the default edition that is selected in the drop down for Print to CaseWorks (Print2CW). Every time when using Print2CW, the edition selected will pre-selected in the edition drop-down menu.

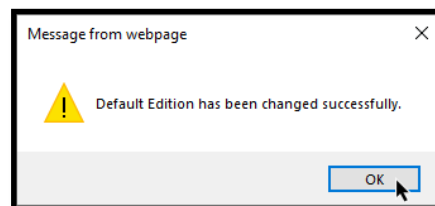
1. Select the primary edition that is used most often



2. Select the checkbox next to *Make Default Edition* or click on *Make Default Edition*,



3. Select *Apply*. A message box appears stating that the "Default Edition has been changed successfully",



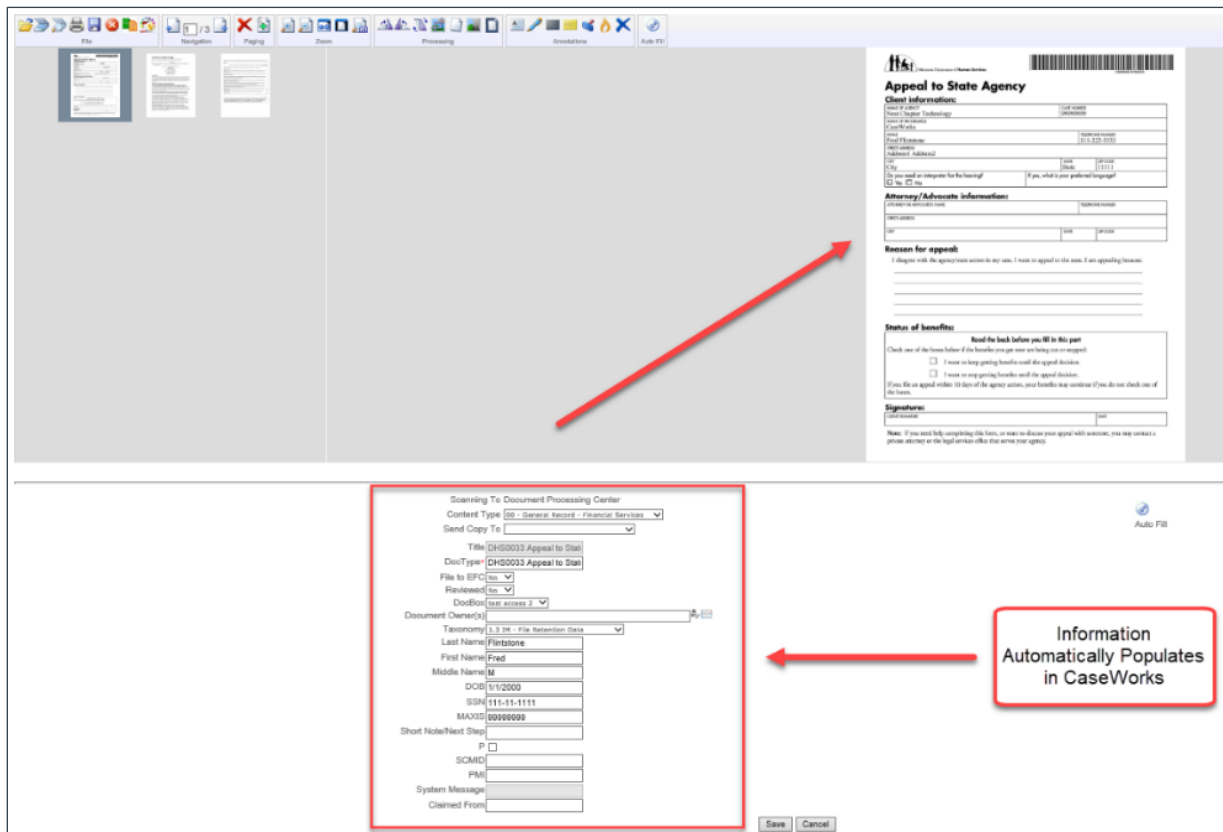
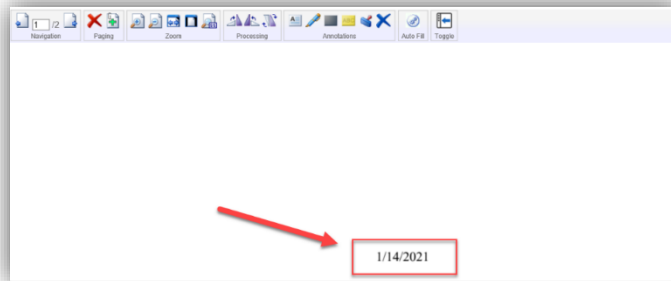
4. Select OK.

Include a Date Stamp on Print2CW Documents

When printing to CaseWorks, a checkbox titled 'Include Date Stamp' is checked by default and adds a date stamp on each page of the document.



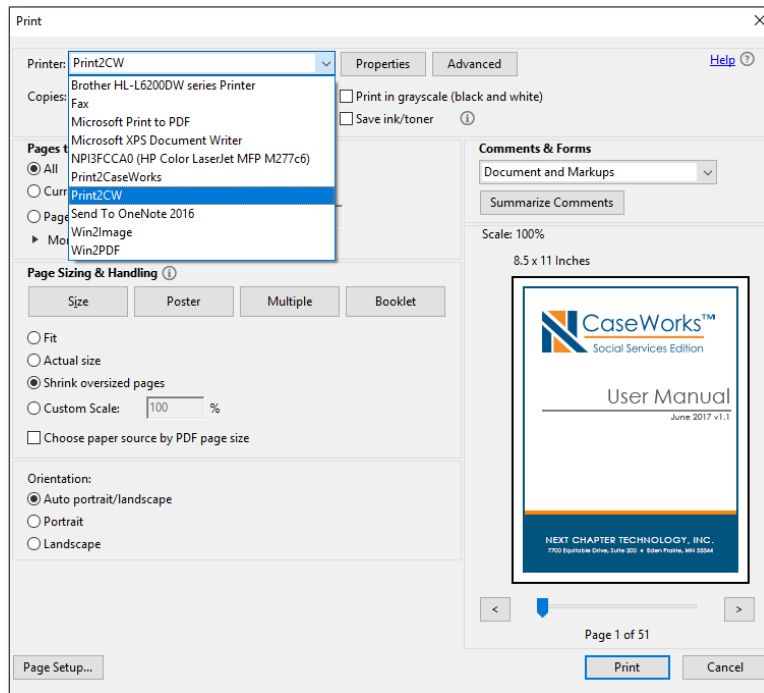
The date will be visible after the document is saved. To view the date stamp, open the document in the Edit Properties (NCT) scan page.



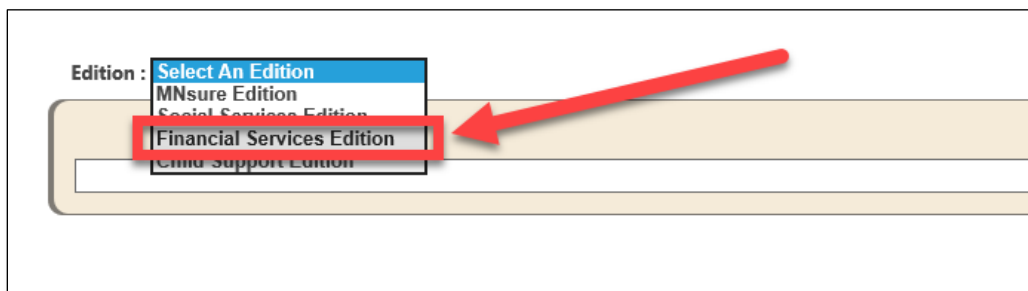
Information
Automatically Populates
in CaseWorks

Print to CaseWorks Directly to a DocBox

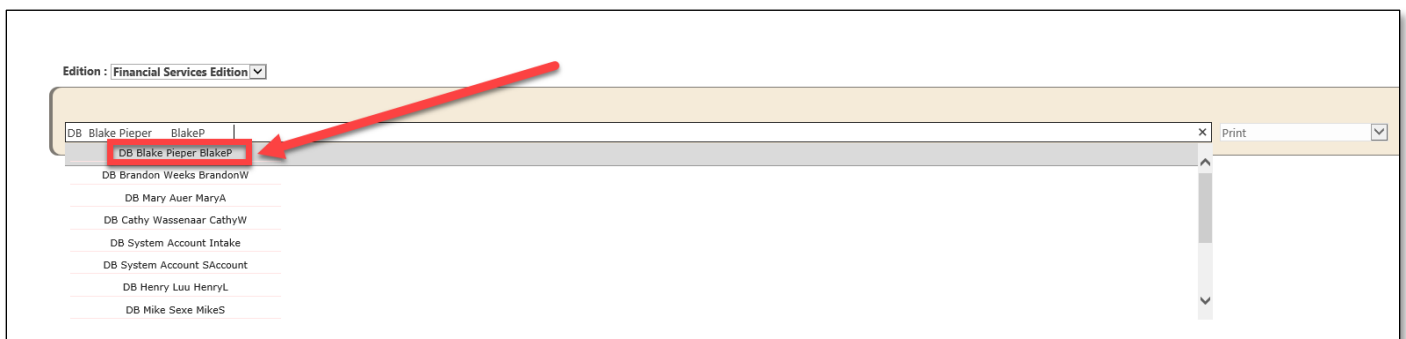
1. Select **File > Print** on the document to be printed.



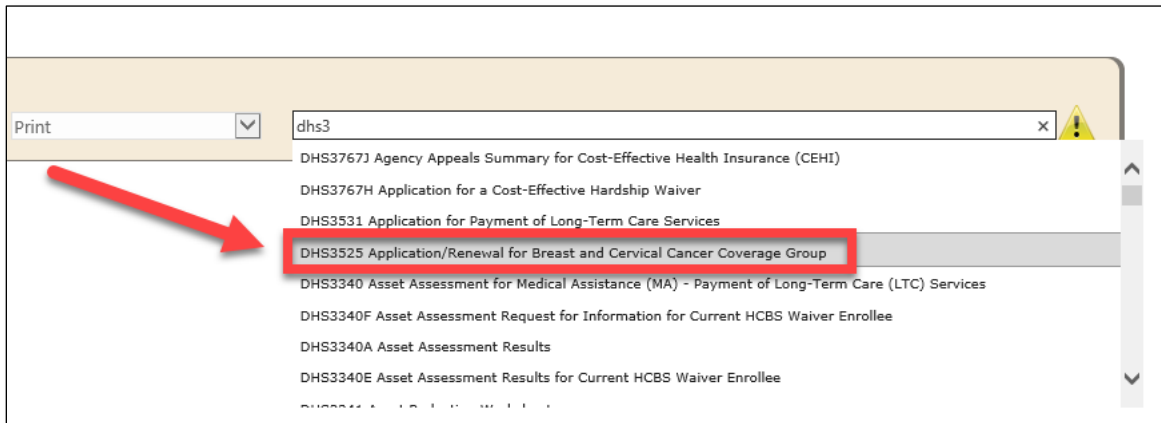
2. Select **Print2CW** as the printer and select **Print**.
3. If a drop-down menu appears next to **Edition**, select the **Edition** of CaseWorks to send the document to.



4. Enter in **“DB [Space] [DocBox Name]”** into the new window in the first box of *the All Purpose Navigation* and select it from the list.



5. Enter in the **DocType** in the third box of the **All Purpose Navigation** and select it from the list.



6. Select the **Green Check Mark** to proceed.



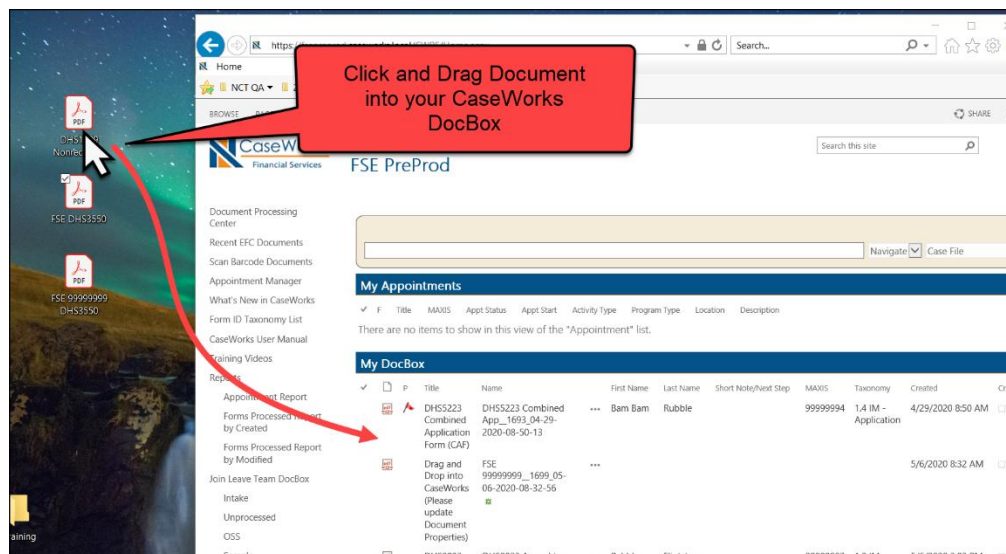
7. Review the document and document properties then select **Save** when finished.

Drag and Drop Documents into CaseWorks

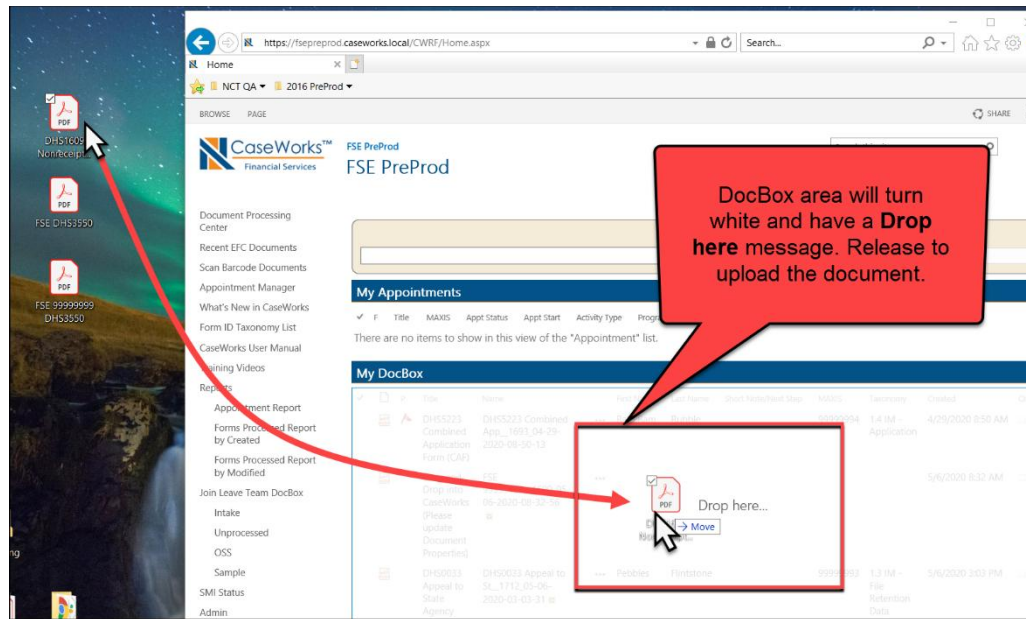
Using Drag and Drop Feature to get Documents into CaseWorks

The Drag and Drop feature can be used to bring one or multiple PDF documents into CaseWorks at a time.

1. Click and hold on the document on your desktop or in file explorer then drag the document onto your homepage My DocBox or homepage Team DocBox.
 - a. Do not drag and drop the document(s) into the DPC or a client's casefile
 - b. Email attachments must be saved to computer prior to dragging into CaseWorks



2. When the PDF is dragged over your CaseWorks homepage, the **DocBox** area will turn white with a **Drop here** message indicating that you can release to upload the document.
 - Note: You can also Drag and Drop documents into any Team DocBox you have joined that displays on your homepage.

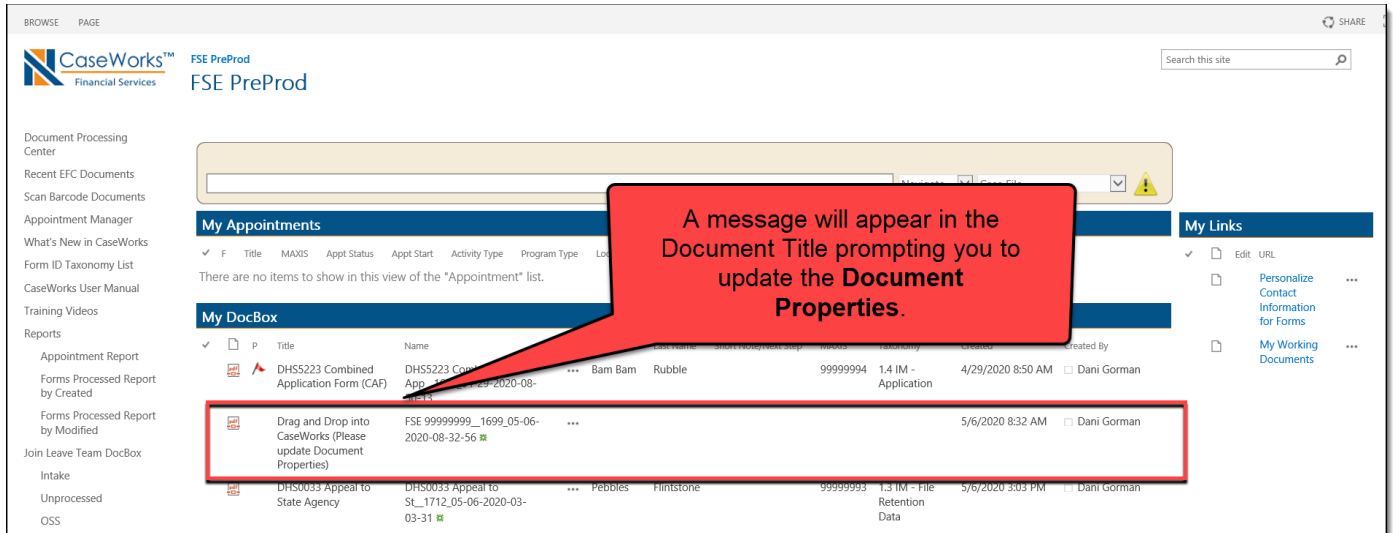


3. **Do not refresh the page** while the workflow is running. CaseWorks will automatically refresh after the workflow is complete.
 - If the workflow is interrupted, the document will become 'checked out' and will not appear in your DocBox. Click [here](#) for steps on Checking in a Document.
 - Note: Documents will also become checked out if the file name includes special characters, such as `&#amp;$,` Please rename the file to remove special characters prior to Dragging and Dropping.

After letting the workflow run, if you are not initially seeing the document appear in your DocBox, a manual refresh is encouraged. Press **F5**, click the CaseWorks logo, or click the refresh icon on your web browser to refresh the page.

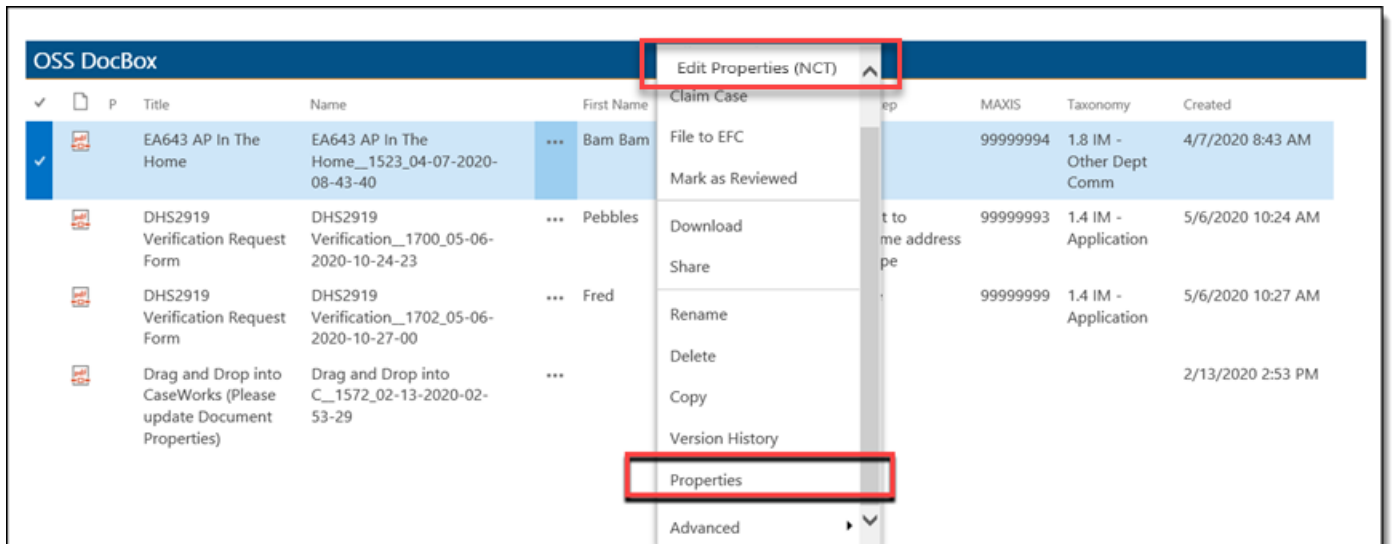
When the Drag and Dropped document displays in the **DocBox**, a message will appear in the **Title** prompting you to update the **Document Properties**.

Note: Only CaseWorks generated forms will be imported with client information using **Drag and Drop**. If a document is Dragged and Dropped that has NOT been generated using the CaseWorks **Forms** function, it will not bring in client information.



Update the **Document Properties** by right clicking anywhere in the blue highlighted document and selecting **Edit Properties (NCT)**.

Properties can also be edited without a preview of the document by selecting **Properties** from the dropdown menu.



Note: Editable Smart forms (also known as LCD or Dynamic forms) that are imported into CaseWorks using Drag and Drop will not be viewable on the CaseWorks Scan Page. Please use Print2CW to import these documents so they become flattened.

- Examples of Smart form features include:
 - Expandable text fields
 - Radio buttons/checkboxes that open different sections after being selected

Use the Auto Fill feature in the Scan interface or the Properties menu to update the client information.

- Type in Case Number
- Select Auto Fill



Scanning To: Document Processing Center

Content Type: 00 - General Record - Financial Serv

Auto Fill

Title: Drag and Drop into CaseWorks (Please update Document Properties)

DocType*: Drag and Drop into CaseWorks (Please update Document Properties)

Taxonomy: [Dropdown]

DocBox: DaniG

Document Owner(s): Dani Gorman

File to EFC: No

First Name: [Empty]

Middle Name: [Empty]

Last Name: [Empty]

SSN: [Empty]

DOB: [Empty]

MAXIS: 99999999

SCMID: [Empty]

PMI: [Empty]

P:

Reviewed: No

System Message: [Empty]

Claimed From: [Empty]

Short Note/Next Step: [Empty]

Version: 1.0
Created at 5/6/2020 8:32:56 AM by Dani Gorman
Last modified at 5/6/2020 8:33:06 AM by Dani Gorman

Save Cancel

1

2

Type in the MAXIS number and use the Auto Fill feature to fill in client information

Scanning To: Document Processing Center

Content Type: 00 - General Record - Financial Serv

Auto Fill

Title: Drag and Drop into CaseWorks (Please update Document Properties)

DocType*: Drag and Drop into CaseWorks (Please update Document Properties)

Taxonomy: [Dropdown]

DocBox: BlakeP

Document Owner(s): Dani Gorman

File to EFC: No

First Name: Fred

Middle Name: M

Last Name: Flintstone

SSN: 111-11-1111

DOB: 1/1/2000

MAXIS: 99999999

SCMID: [Empty]

PMI: [Empty]

P:

Reviewed: No

System Message: [Empty]

Claimed From: [Empty]

Short Note/Next Step: [Empty]

Version: 1.0
Created at 5/6/2020 8:32:56 AM by Dani Gorman
Last modified at 5/6/2020 8:33:06 AM by Dani Gorman

Save Cancel

4. Update the **DocType** to match the type of document. **Taxonomy** will autofill based on DocType.

Scanning To: Document Processing Center

Content Type: 00 - General Record - Financial Serv

Auto Fill

Title: Drag and Drop into CaseWorks (Please update Document Properties)

DocType*: Drag and Drop into CaseWorks (Please update Document Properties)

Taxonomy: [Dropdown]

DocBox: DaniG

Document Owner(s): Dani Gorman

File to EFC: No

First Name: [Empty]

Middle Name: [Empty]

Last Name: [Empty]

SSN: [Empty]

DOB: [Empty]

MAXIS: 99999999

SCMID: [Empty]

PMI: [Empty]

P:

Reviewed: No

System Message: [Empty]

Claimed From: [Empty]

Short Note/Next Step: [Empty]

Version: 1.0
Created at 5/6/2020 8:32:56 AM by Dani Gorman
Last modified at 5/6/2020 8:33:06 AM by Dani Gorman

Save Cancel

3

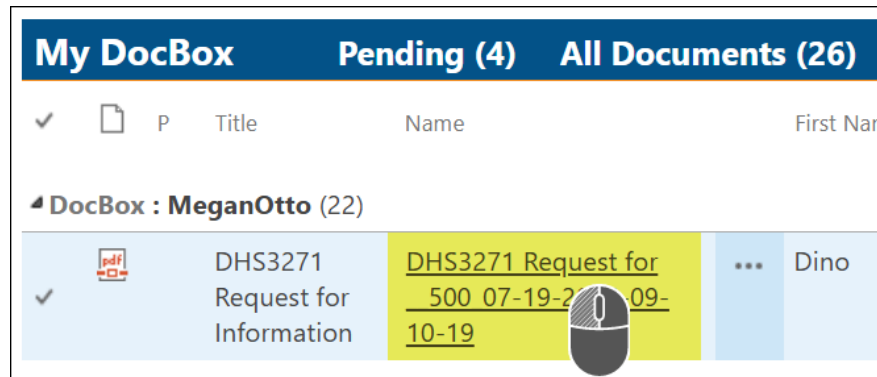
Change the DocType to match the type of document. Taxonomy will autofill.

5. Update any other properties and **Save**.

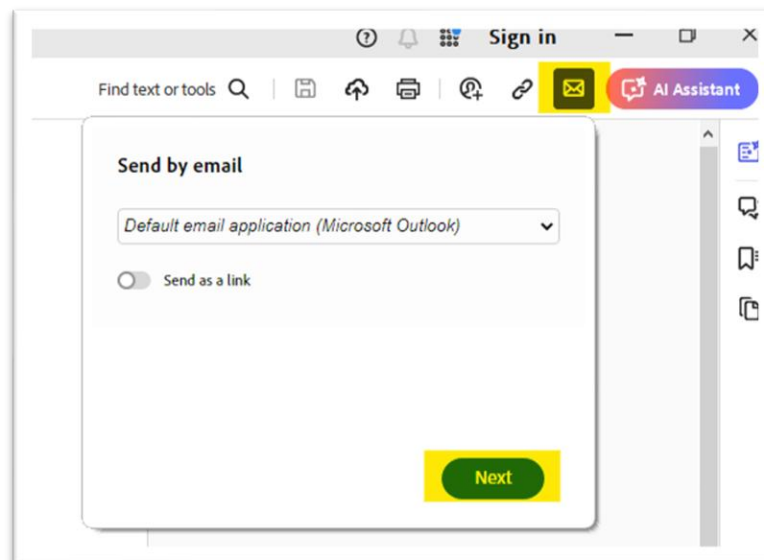
Moving Documents out of CaseWorks

Individual Documents

To easily get *individual* documents out of CaseWorks, click on the document **Name** link. This will open the document in Adobe where it can be printed or saved as needed.



To quickly attach the Adobe document to an email, click the envelope icon in the upper right-hand corner of the Adobe window, make sure 'Send as a link' is toggled off, and click Next. A new Outlook email will open with the document attached.



Multiple Documents

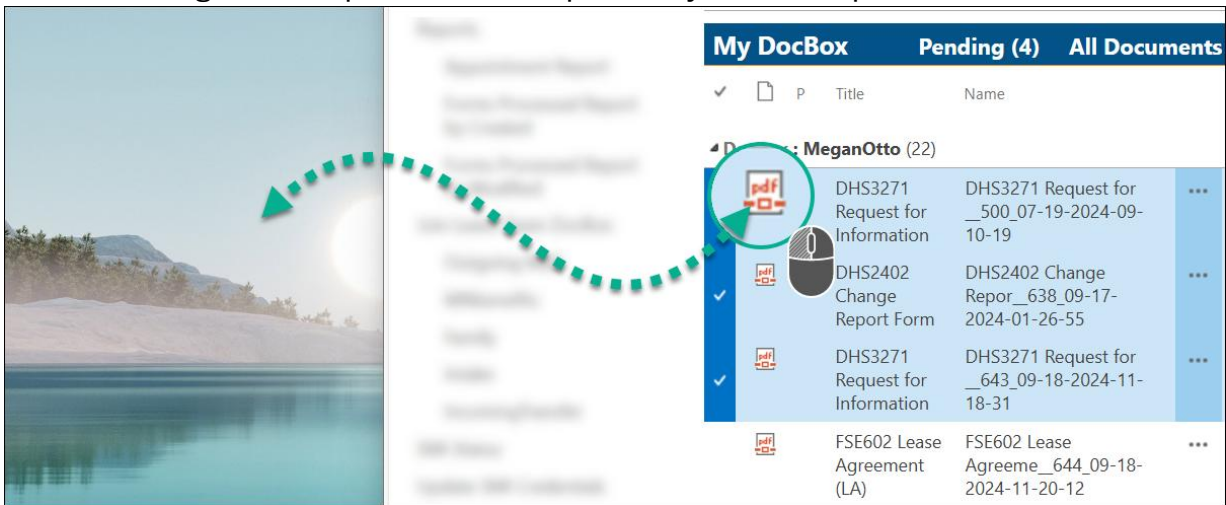
Staff can use **Drag and Drop** or **Export Feature** to quickly get multiple documents out of CaseWorks.

Drag and Drop to Desktop

1. Select the check mark next to any number of desired documents in CaseWorks.

| ✓ | P | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created |
|---|---|-----------------------------------|--|------------|------------|---------------------------------|----------|------------------------------|----------------|
| ✓ | | DHS2919 Verification Request Form | DHS2919 Verification__1999_04-10-2020-09-25-15 | Barney | Rubble | | 99999997 | 1.4 IM - Application | April 10 |
| ✓ | | DHS0033 Appeal to State Agency | DHS0033 Appeal to St_2003_04-10-2020-09-26-42 | Barney | Rubble | | 99999997 | 1.3 IM - File Retention Data | April 10 |
| ✓ | | FSE516 Bulk Scan | FSE516 Bulk Scan__3704_05-01-2020-08-49-00 | Pebbles | Flintstone | This is an NCT testing document | 99999993 | 1.91 IM - Misc-Bulk Scanning | 5 days ago |
| | | | _2020050516152097_3916_05- | | | | | | Yesterday at 4 |

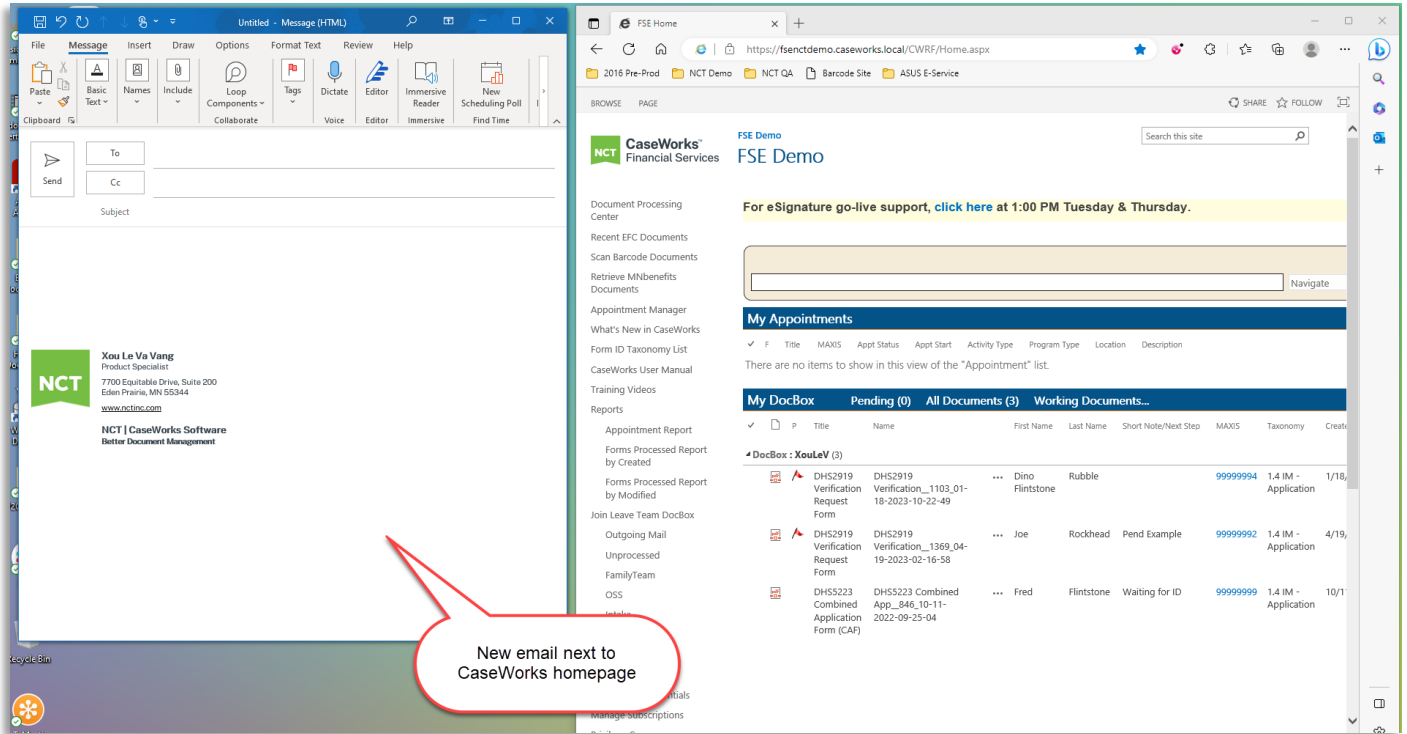
2. Click and drag from the pdf icon and drop it onto your Desktop.



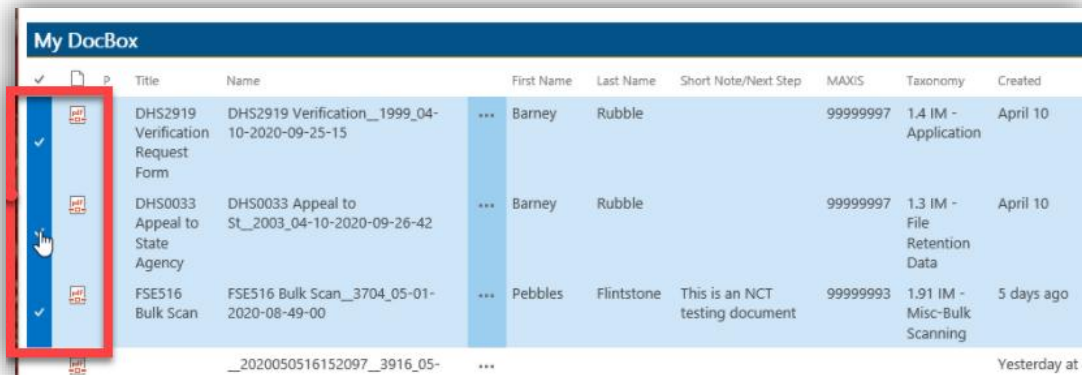
Drag and Drop Directly to an Email

1. Open a new email in Outlook.

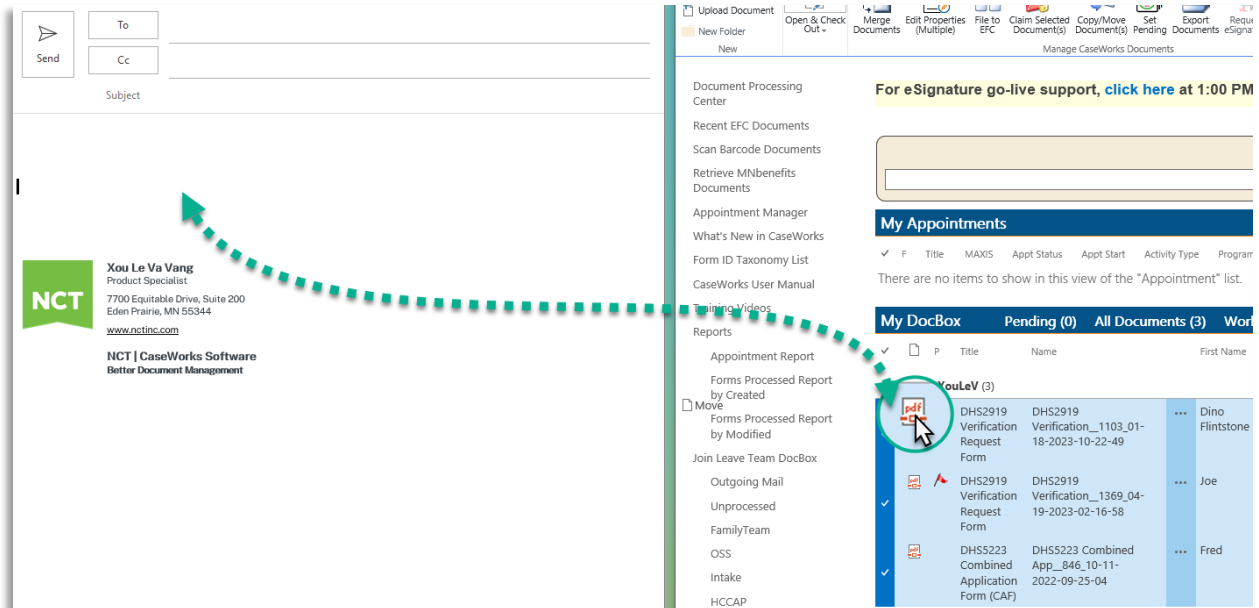
2. New email can be placed side by side to CaseWorks as shown below.



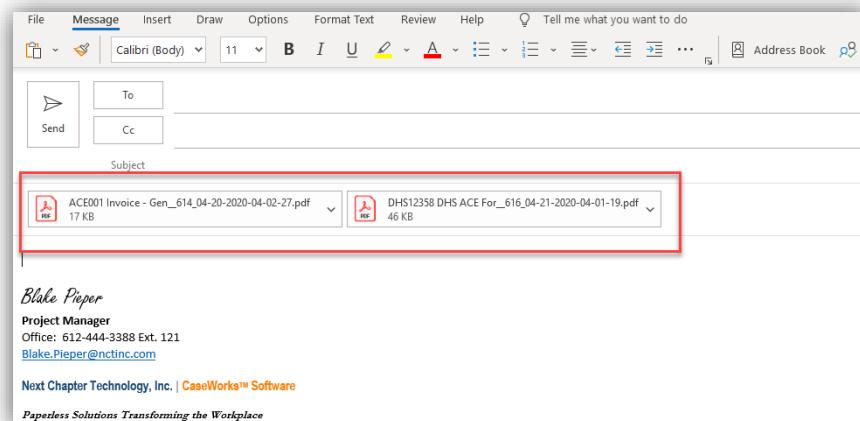
3. Select the check mark next to any number of desired documents in CaseWorks.



- Click and drag from the pdf icon and drop it into the body of the email.



- The email will attach the documents automatically. Enter in the appropriate email details and select Send when finished.

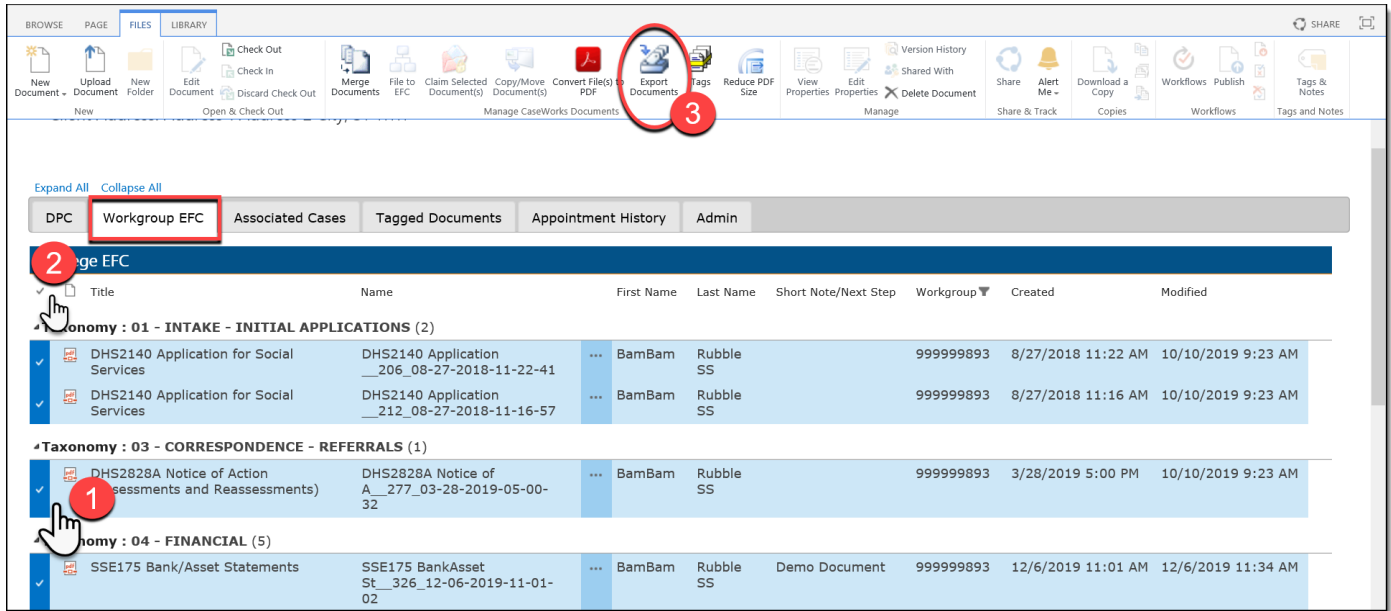


Export Documents

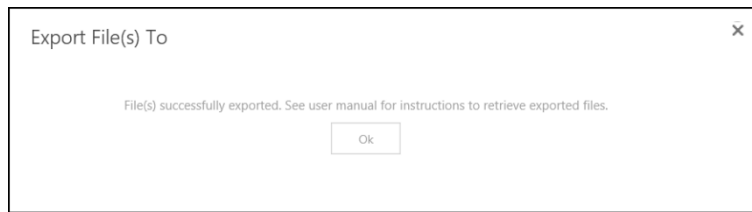
The **Export Documents** tool can be used to export multiple documents outside of CaseWorks at one time. Documents can be exported from the DPC or EFC, homepage or casefile page. First, an Export Folder will need to be set up on your Desktop. Please see [this link](#) for instructions on this one-time setup.

To Export Documents:

- Click on the individual documents that you wish to export.
- If you wish to select all documents, select the **Check Mark** at the top
- Click on **Export Documents** in the Top Ribbon Toolbar.

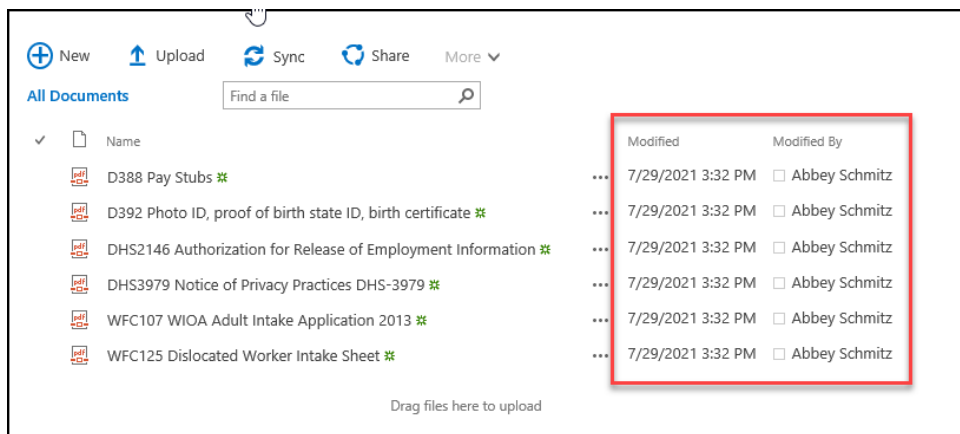


4. Once the Export has processed, click **OK**.



After the documents have been exported, they will be available on the CaseWorks Home page in the Left Navigation Panel link: **Exported Documents**. Exported documents will also display in the **Desktop Export Folder** previously set up (see [here](#) for setup steps).

Note: When documents are exported from CaseWorks, the user that exported the documents will appear as the Last Modified.



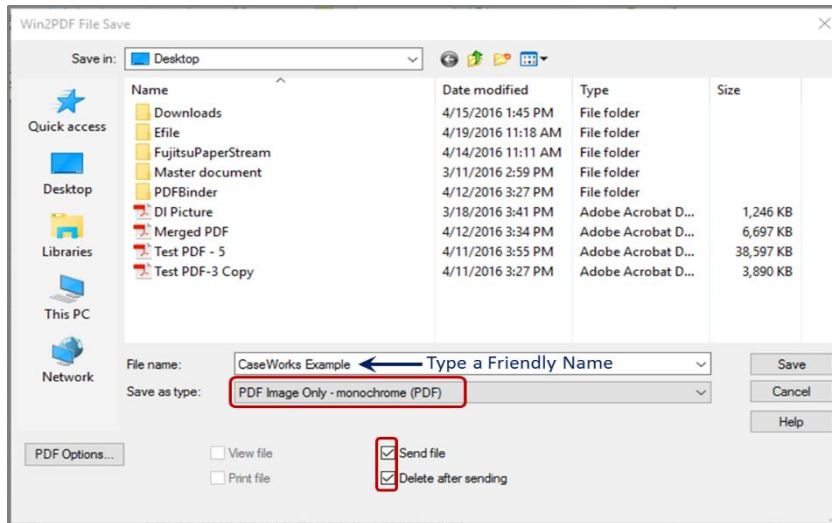
From the **Export Documents folder** on your desktop, you can:

- View the Export Documents for 30 days.
- Attach documents to an email.

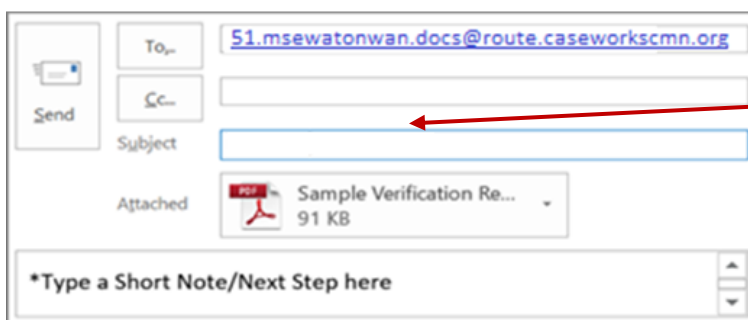
- Copy files to an e-file folder.
- Delete files (Documents deleted in the Export Documents folder do not impact CaseWorks).

Emailing Documents into CaseWorks

1. Open the document, form, or website you wish to email into CaseWorks.
2. Click on the **Print** icon or select **File -> Print** from within the application.
3. Select **Win2PDF** as the *Printer Name* from the drop-down menu and click on the **Print** button.
4. The following Screen will display. n



- a. Give the “File name” a “friendly” name.
 - b. **Select** “PDF Image Only” from the “Save as type” drop down.
 - c. **Check** the “Send file” and “Delete after sending” box then click **Save**.
5. Your Outlook *Compose New Email* screen opens with the PDF attached.
 6. In the “To” field, enter your county-specific email address. If you are unsure of what your county’s email address is, please ask your supervisor. Here is a sample email address: 11.fseyourcounty.docs@route.caseworkscmn.org



Delete text in the subject line and replace with proper encoding as seen in the examples below.

7. Complete the Subject line of the email with proper encoding as provided in examples below.
 - a. **Send to DocBox:** To route document to a DocBox, type the **DocBox Name** [space] **Case Number** (MAXIS, Integrated Case, PRISM, Workgroup, WF1CaseID, or Vendor #) in the Subject Line and click **Send**.

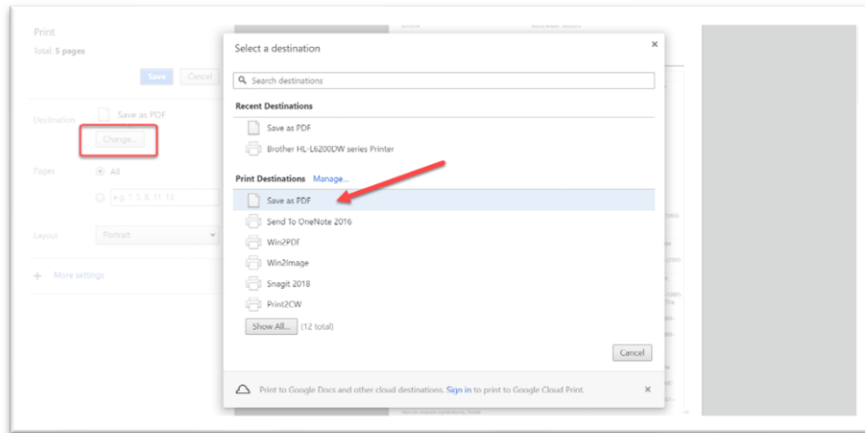
- **Note:** It is not required to provide a Case Number.

| Encoding Options | Result |
|---|---|
| JulieR (DocBox Name) | Document will arrive in designated DocBox (No other identifying information will display) |
| 99999997 (CASE Number Only) | Document will arrive in case owner’s DocBox and will display Client’s Name & CASE# |
| JulieR 99999997 (DocBox & CASE#) | Documents will be routed to the DocBox indicated on the subject line <i>and the</i> Client’s Name and CASE# will display |
| 99999997 DHS5323 (CASE# & DocID) | Document will arrive in case owner’s DocBox and Client Name, CASE#, Document Title & Taxonomy will display. |
| 99999997 DHS5323 F (CASE#, DocID, F) | Document will file directly to EFC provided it has a CASE#, DocID and Uppercase “F”. All three of those items need to be entered or document will not file down. |
| JulieR 99999997 DHS5323 (DocBox, CASE#, DocID) | Documents will be routed to the DocBox indicated on the subject line and the Client’s Name, CASE#, Document Title, and Taxonomy will display. |
| JulieR 00 DHS5323 (DocBox, 00, DocID) | Routes to designated DocBox and populates document title and taxonomy. (<i>The double zeros are a placeholder for the unknown Case#</i>) |
| NOTE: You may choose to leave the subject line blank | This encoding option is configurable per County need. Documents emailed without a subject line will default to the OSS DocBox, however, Counties can specify a different DocBox to default to if needed. |

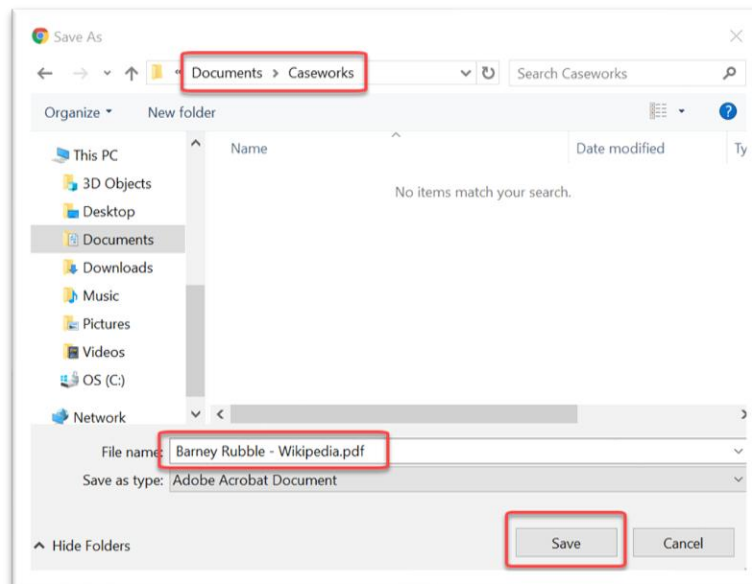
Emailing Multiple Documents into CaseWorks

CaseWorks can receive emails with multiple attachments and automatically add those documents to a DocBox. The documents will be routed to a DocBox based on the Case Number or the name of the worker.

1. Prepare documents to be emailed into CaseWorks (If all the files are in an email that was sent previously, skip to **step 2**)
 - a. Save files to an easy to access location (recommended: create a folder called "CaseWorks" in the "Documents" folder).
 - i. **NOTE:** the documents should be saved in a PDF format.
 - b. For web pages or files that are not saved as PDF files in the "Documents" folder or the desktop, select **File > Print**.
 - i. Select **Save to PDF**.

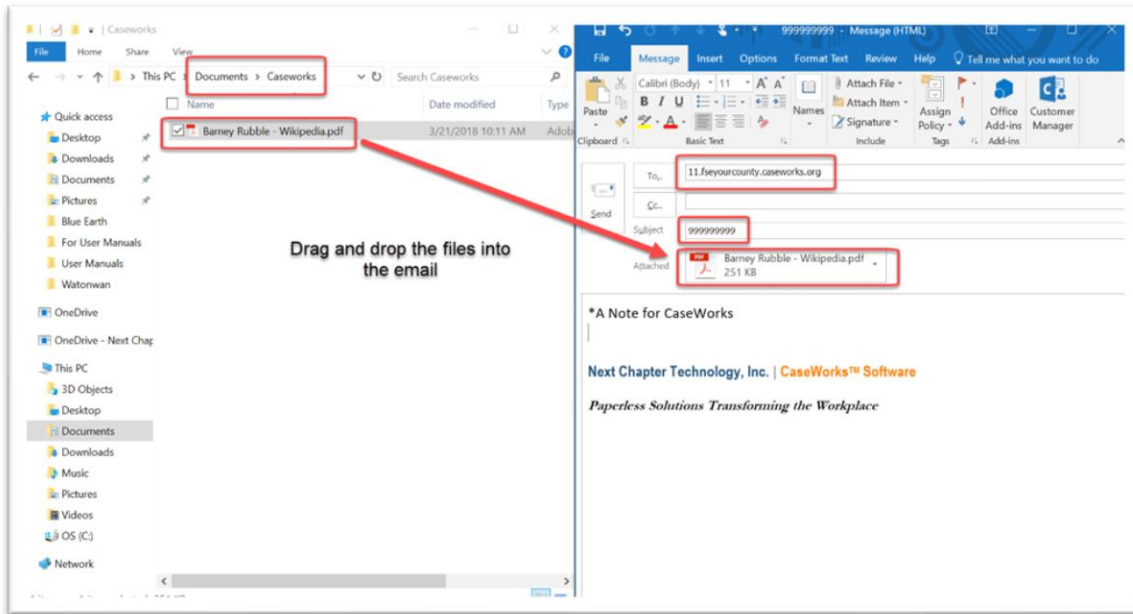


- ii. Select the location to save the document to (Example: the folder titled "CaseWorks").



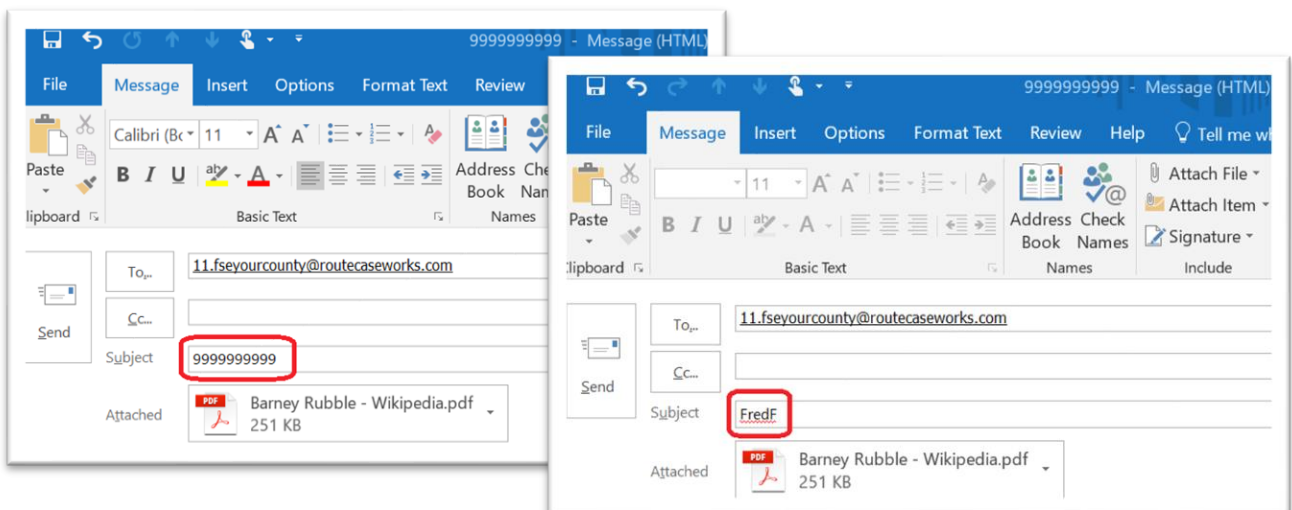
2. Use Outlook to email multiple documents

- a. Create a new email in Outlook (Or select **Forward** in the email containing the documents to be sent into CaseWorks).
- b. In Outlook, enter in the correct email in the "To" field. If you are unsure of what your county's email address is, please ask your supervisor. Here is a sample email address: 11.fseyourcounty.docs@route.caseworkscmn.org

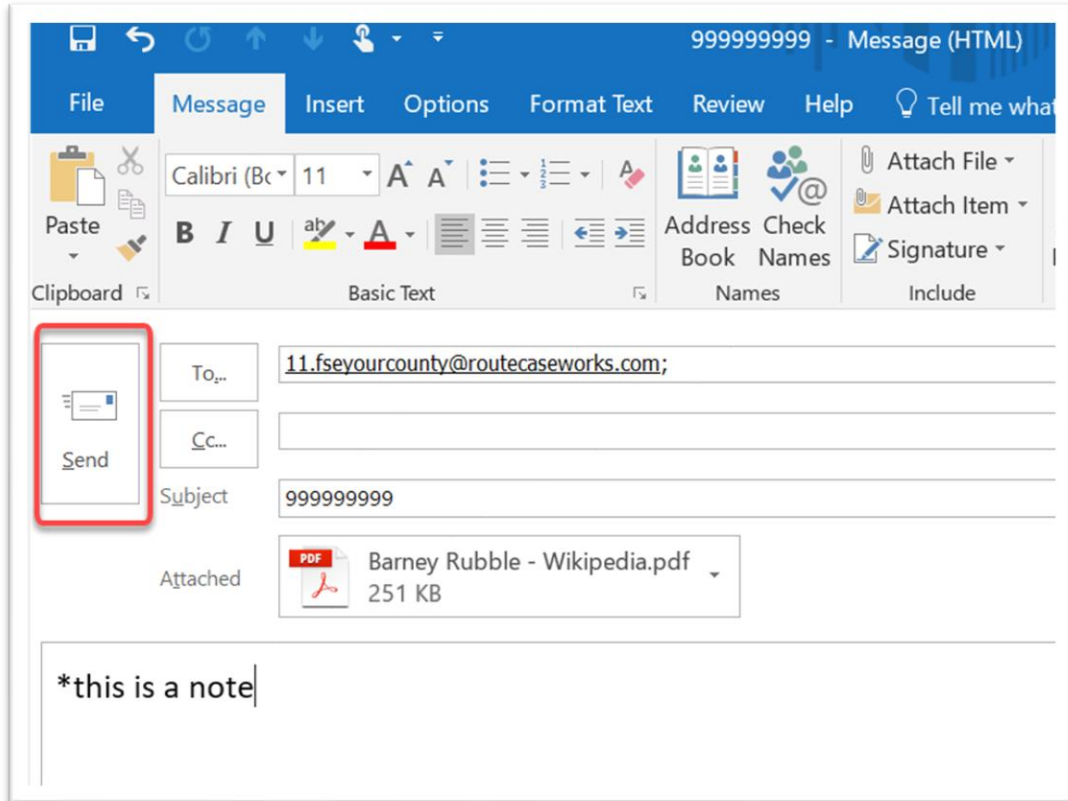


3. Select the location where to send the documents in CaseWorks

- a. CaseWorks will automatically route the documents to the correct DocBox based on Case Number. Simply type the number in the "Subject" line of the email.
- b. To route a document to a specific worker that is not the primary worker on the case, skip **step A** and enter in the **First Name** and **Last Initial** of the individual that should receive the documents.
 - i. Example: to route to **Fred Flintstone**, type **FredF** in the subject line.



- 4. Add in a note for the documents (optional)
 - a. To add a note to the documents, type an asterisk * into the body of the email then enter in the note for the documents.
- 5. Send the email



Modify a Document in the CaseWorks Edit Properties (NCT)

After a document has been scanned and/or stored in CaseWorks, modifications can be made to the documents. This includes documents that are in the DPC, My Working Documents or filed to the EFC.

Edit a Document

You can edit a previously scanned document in the following ways: Delete Pages, Reorder Pages, Rotate Pages, Annotate, Redact.

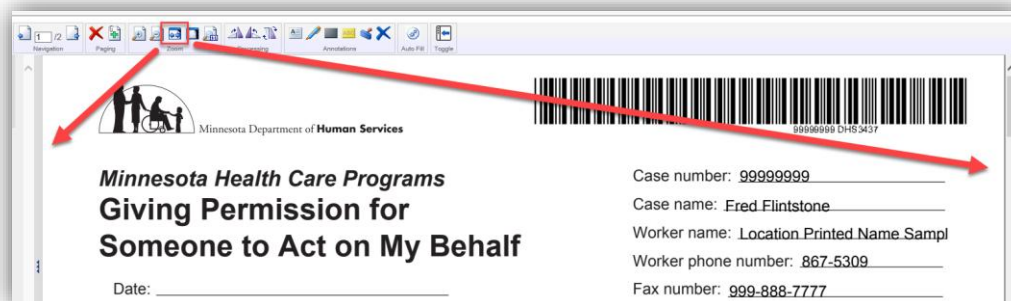
1. Locate the document you wish to modify. Right-click on the document and select **Edit Properties (NCT)**.



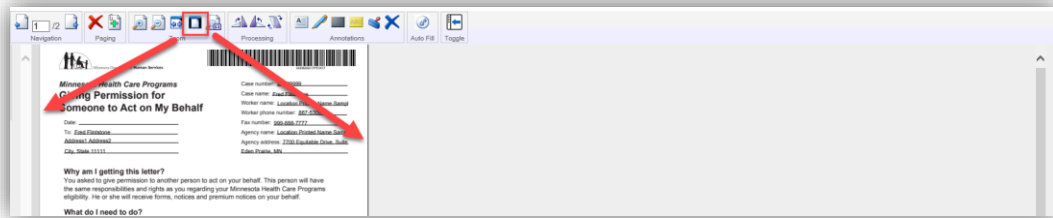
2. Your last selection will be remembered each time you navigate to the Edit Properties (NCT) page to view documents.

Note: Each time you open a document, you will not have to select your preferred view.

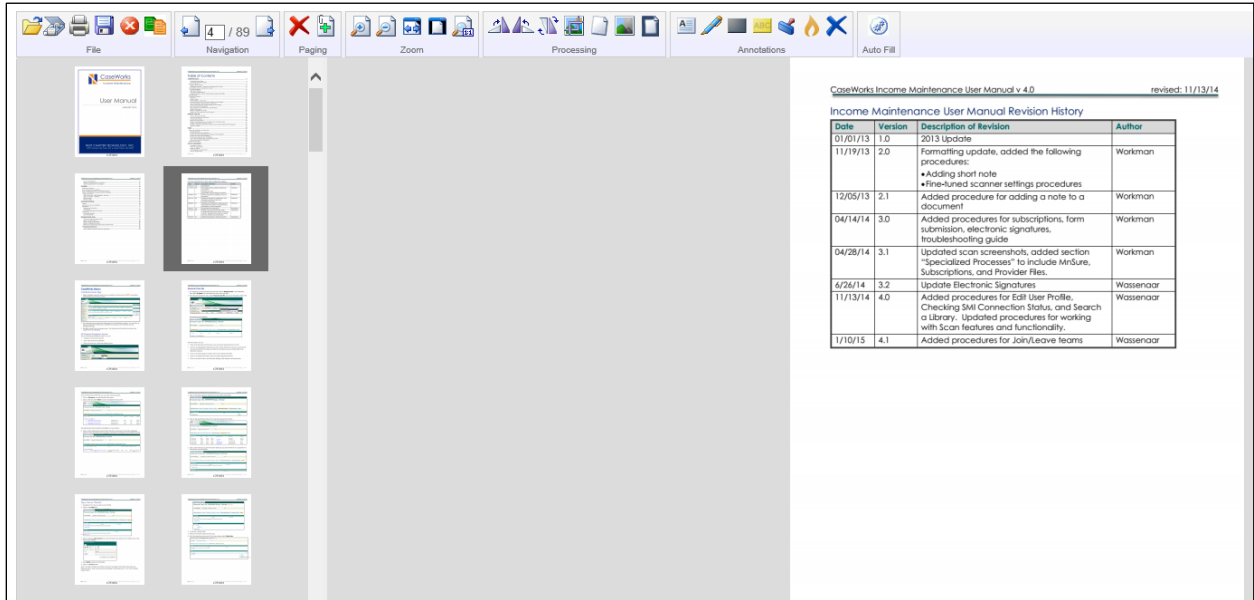
Fit to Width



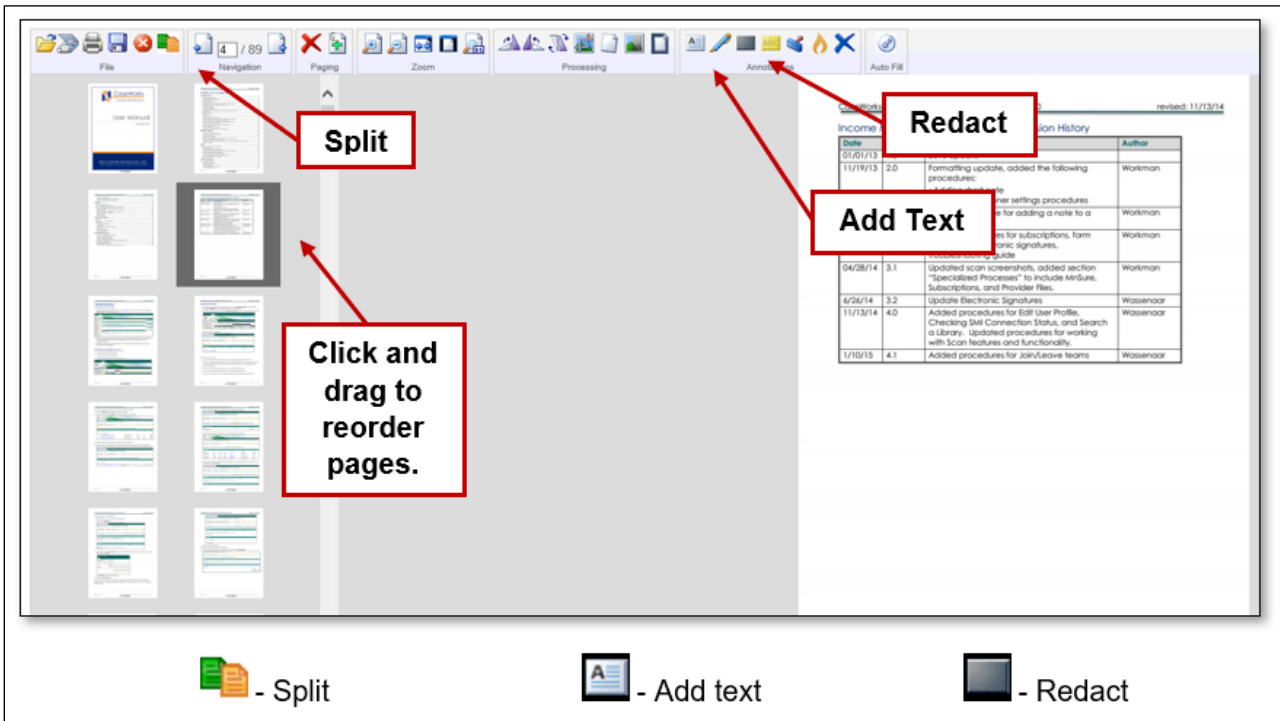
Best Fit




2. Click on the page that you wish to edit.



3. Click on the appropriate icon based on the edit function you wish to use.

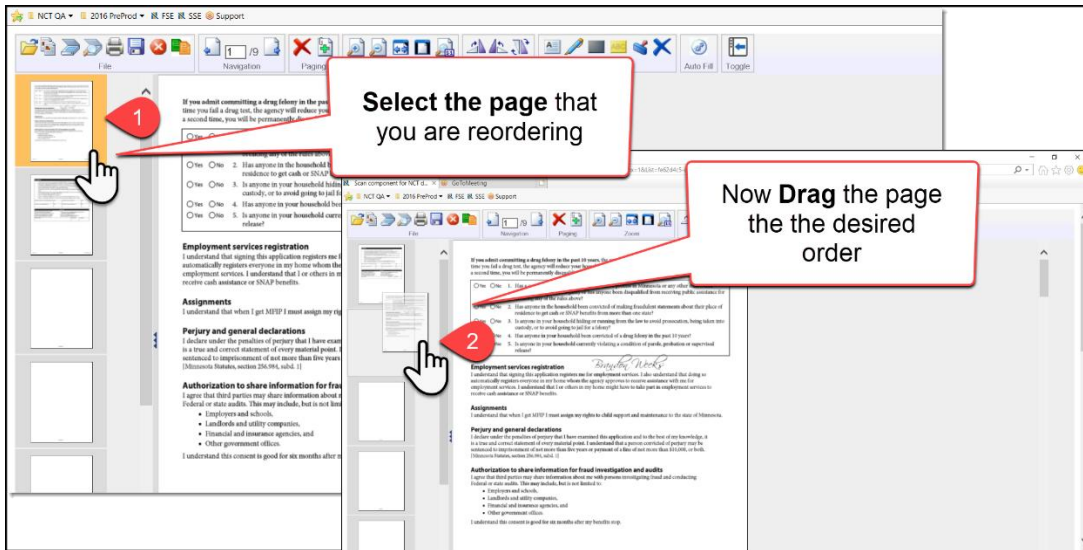


- Once you have made the desired changes, click  to save your edits.

Reorder Single and Multiple Pages

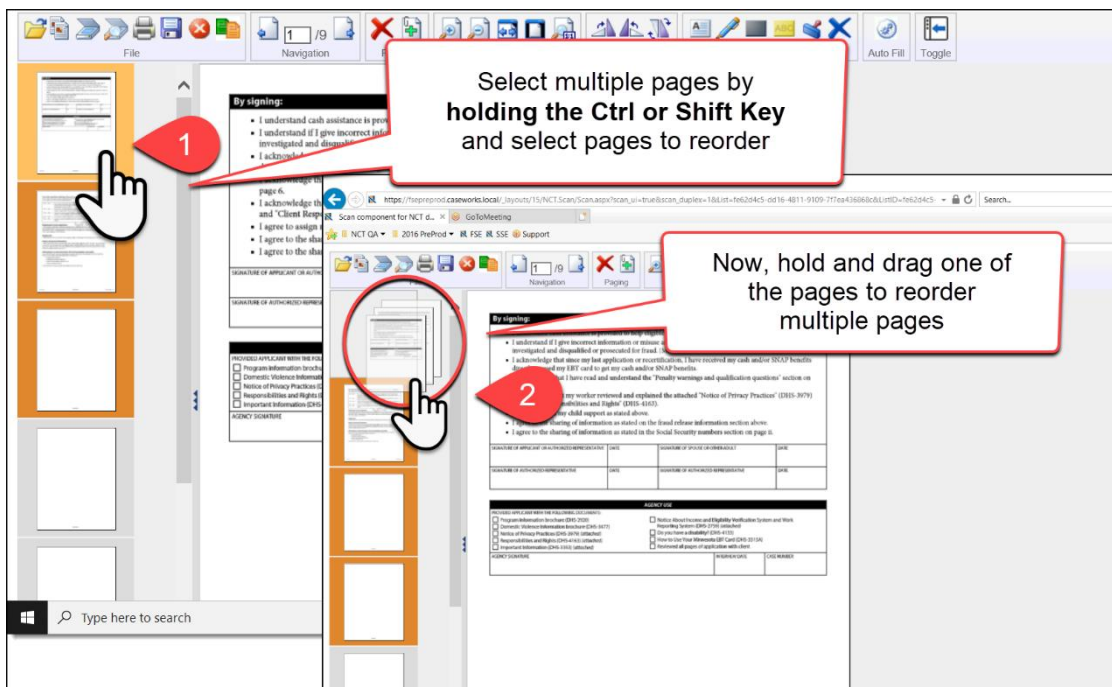
Reorder a Single Page

- Select the page that you are reordering in the thumbnail preview pane.
- Click and drag pages in the thumbnail view to reorder pages of the document.



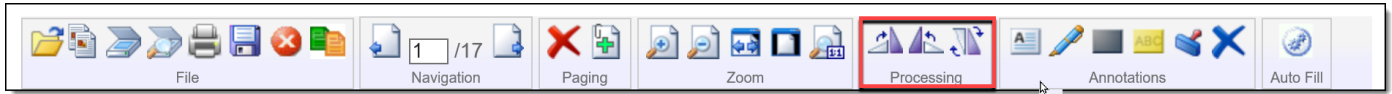
Reorder Multiple Pages

- Select multiple documents by holding the control key on the keyboard.
- Click and drag to reorder multiple pages.



Rotate a Page in Edit Properties (NCT)

1. Right-click on the document and select **Edit Properties (NCT)** in the context menu.
2. Select the page(s) to be rotated and click on the appropriate **rotate page** icon.



Rotate clockwise



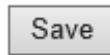
Rotate counter-clockwise



Rotate image 180 degrees

3. Scroll to the bottom of the screen.



4. Click on **Save** to complete the process.



Delete a page

1. To delete a page, open the document which contains the page to delete in **Edit Properties (NCT)**.



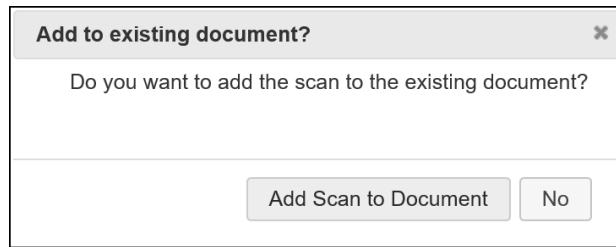
2. Select the page(s) to Delete, click on the **Delete** icon , and click .

Add Pages to a Document

Additional pages can be added to a document once it has already been brought into CaseWorks.

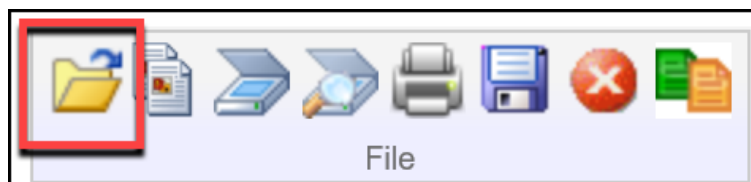
Add Additional Scanned Pages

1. Open the document in the **Edit Properties (NCT)**.
2. Click the Scanner icon and you will receive a pop-up message. **Click Add Scan to Document.**



Upload Pages from the File Explorer

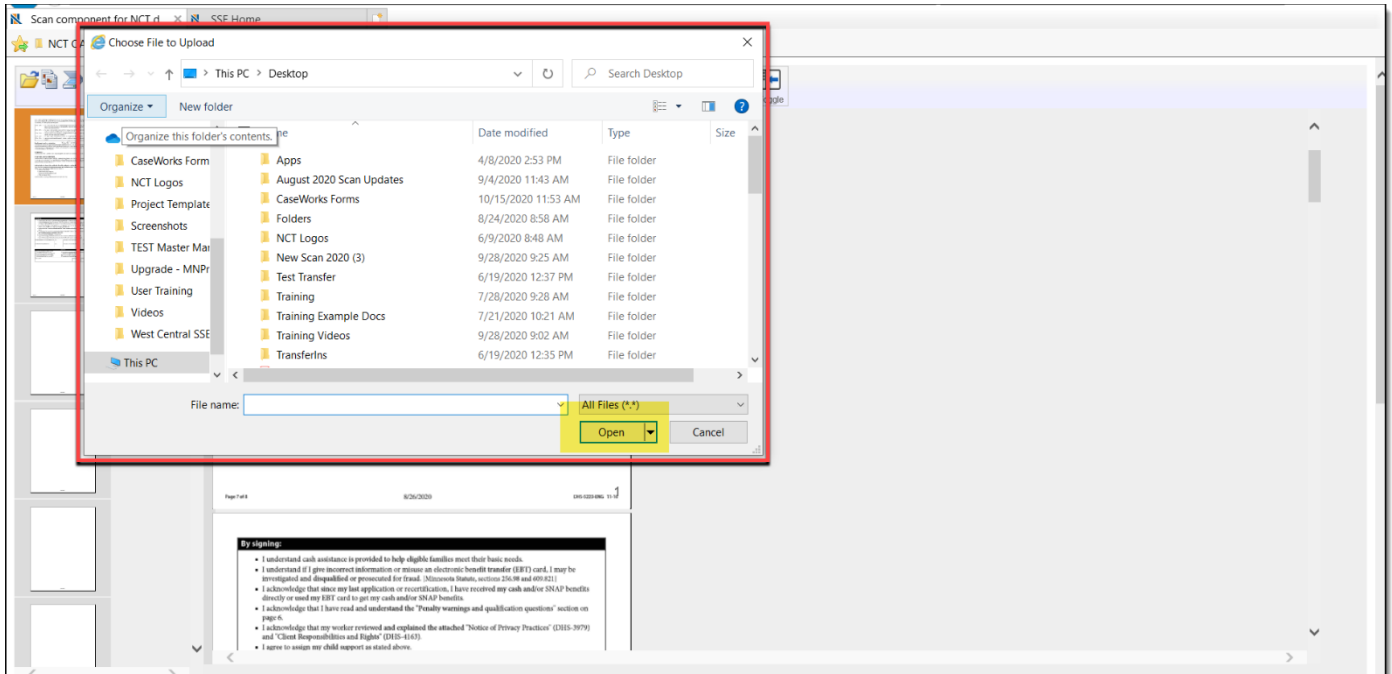
1. Open the document in the **Edit Properties (NCT)**.
2. Click the File Folder icon and the File Explorer will open.



Note: You may also use this option in the Scan Interface to add a page



3. Choose the Document to bring into CaseWorks and click Open.

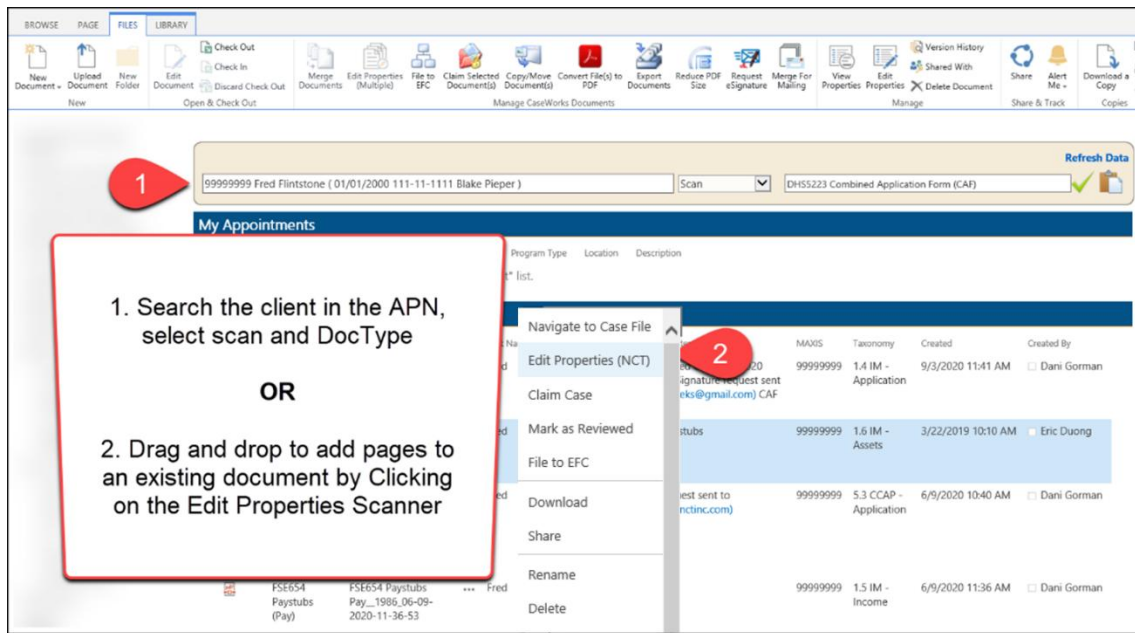


4. Your document will now be available for preview and adding annotations in the CaseWorks Edit Properties (NCT).

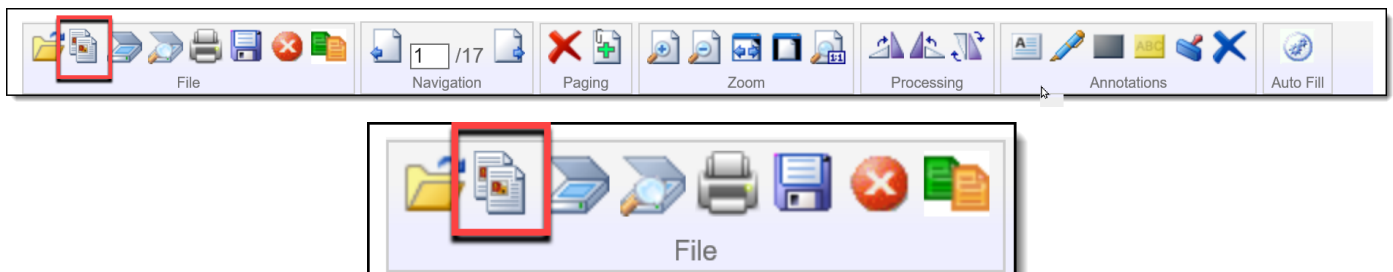
Drag and Drop Document Directly into the Scan Interface

Documents can be brought directly into the Scan Interface by using the drag and drop feature. You may use this Drag and Drop feature to bring a **new** document into CaseWorks **or to add pages** to an already existing scan.

1. Search the client in the APN, choose Scan and select the DocType that you would like to drag into the CaseWorks Scan Interface.
2. Alternatively, you can drag pages into an already existing scan by right-clicking on a document and opening the Edit Properties (NCT).

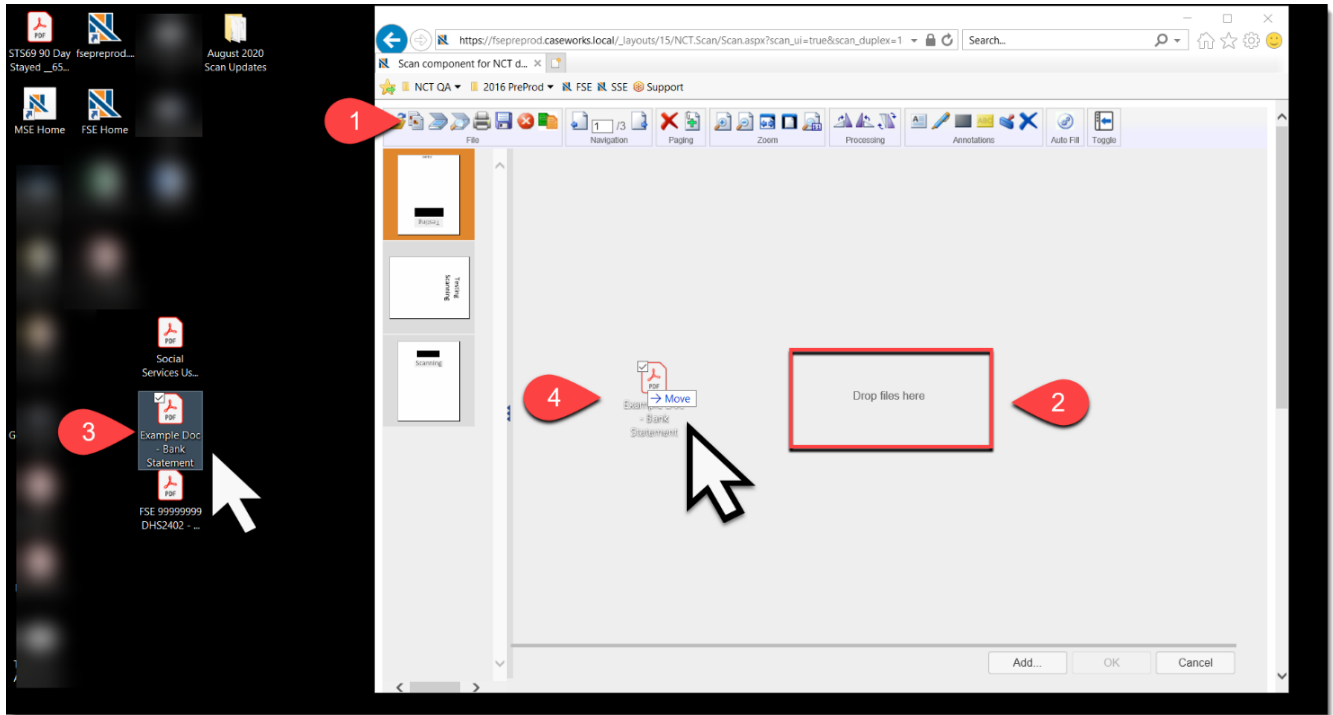


1. Once in the Scan Interface, choose the Drag and Drop icon in the Tool bar.

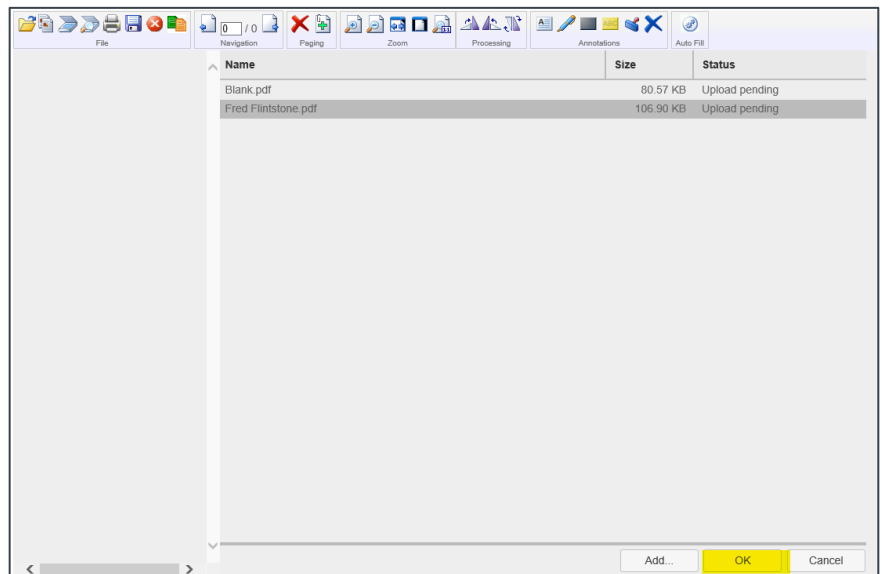


2. You will see a message that says “Drop files here”.
3. Choose the document that you are bringing into CaseWorks and

4. Drag and Drop the document in the Scan page.



- 5. Now, click **OK**.
- 6. Your document will now appear in the CaseWorks Scan Interface.
- 7. Edit any Document Properties and Save.



Annotations in CaseWorks

The Annotations section in the Edit Properties (NCT) toolbar provides the ability to add annotations to an already existing document.



Add Text to a Document

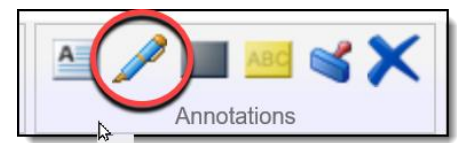
Add text to a document by clicking the textbox icon and placing your cursor and dragging in the document where you are adding a textbox.

See steps below to change the color of text in the Edit Properties (NCT).



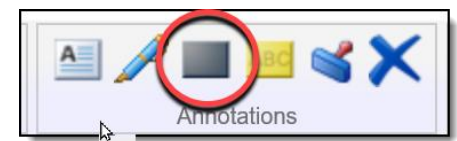
Pen Tool

The pen tool allows you to draw free form on a document. Pen tool will stay selected for annotations until another tool is selected or you click outside of the document.



Redact Parts of a Document

Redact any part of the document by clicking on the black rectangle and click and drag portions that you are redacting. This shape can be moved or resized until it is burned on the page using the flame icon.



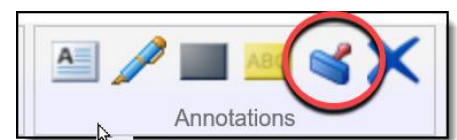
Highlight Text

Choose the yellow icon to highlight portions of the document.



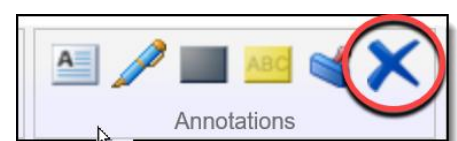
Signature Icons

Use the stamp icon to add signature icons within the document.



Delete Annotations

Select any Annotations and click the blue X to delete them. Hold the Ctrl key while selecting to delete multiple annotations.



Date Stamp Annotation

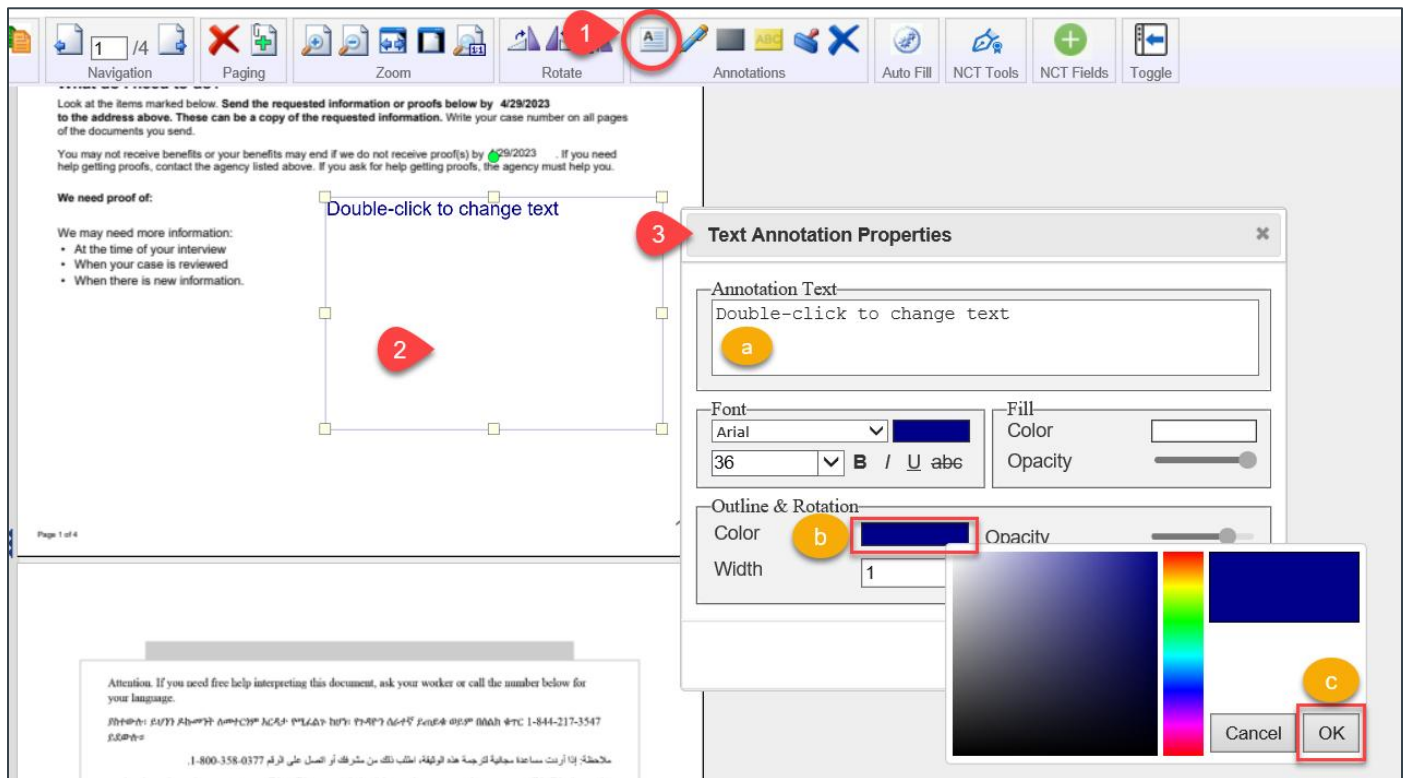


Select calendar to create a “Received Date” annotation to documents.

Adding Color Text to a Text Box

To change the color of the text in a text box that has been added in the CaseWorks Edit Properties (NCT):

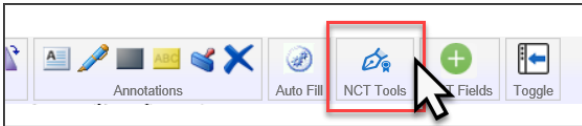
1. Add a Text Box by selecting the Text Box icon from the menu.
2. Click and drag on your document to create the text box.
3. The Text Annotation Properties will automatically open.
 - a. Add a text in the Text Annotation field.
 - b. Select the ‘Color’ properties and choose from the list of color grid.
 - c. Select OK.



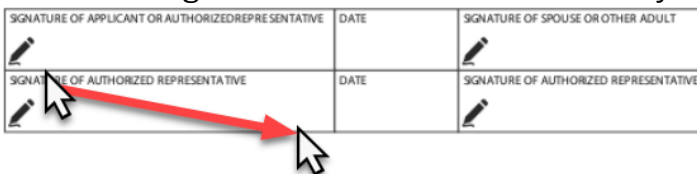
NCT Tools (Digital Signature)

Digital Signatures can be uploaded by a CaseWorks Admin at your County. To add a digital signature in CaseWorks, open a document in the Edit Properties (NCT).

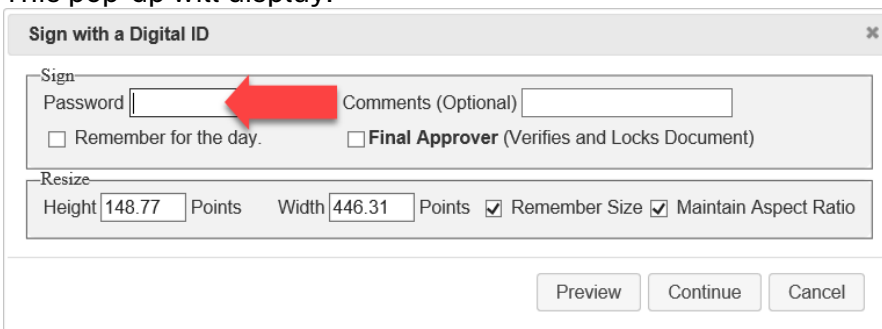
1. Click on the NCT Tools button from the tool bar.



2. Click and drag in the area of the document that you would like the digital signature to display.

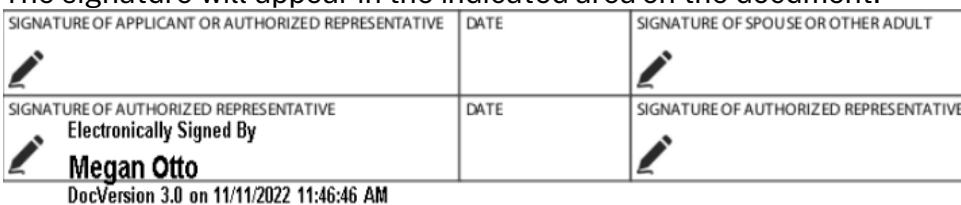


3. This pop-up will display.



- a. Enter your digital signature password to sign.
- b. You can select for CaseWorks to remember your password for the day.
- c. You can add a comment that will display underneath the signature.
- d. You can select Final Approver. This will lock the document from further edits.
- e. You can resize the signature by adjusting the Height and Width fields
- f. Click **Preview** to view the signature and continue adjusting if needed
- g. Click **Continue** to sign the document.

4. The signature will appear in the indicated area on the document.



Splitting Documents

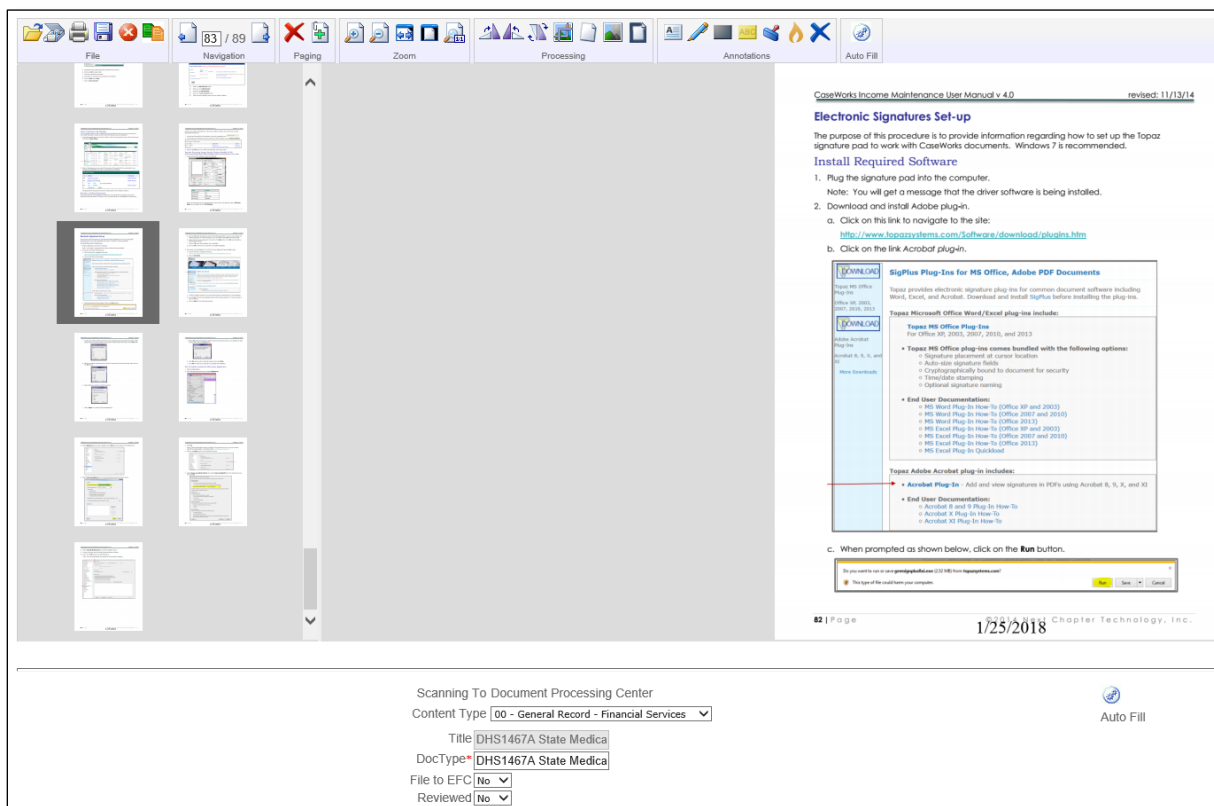
Split a Document – in Edit Properties (NCT)

Follow this procedure to split a portion of a document out of another larger document. See steps above to navigate to **Edit Properties (NCT)**.

Reorder pages as desired (drag and drop thumbnails in left preview pane) so the bottom-most pages correspond to the Document Properties below. This section will be **Split** from the document.

1. Click on the **first page** of the section to be split off.

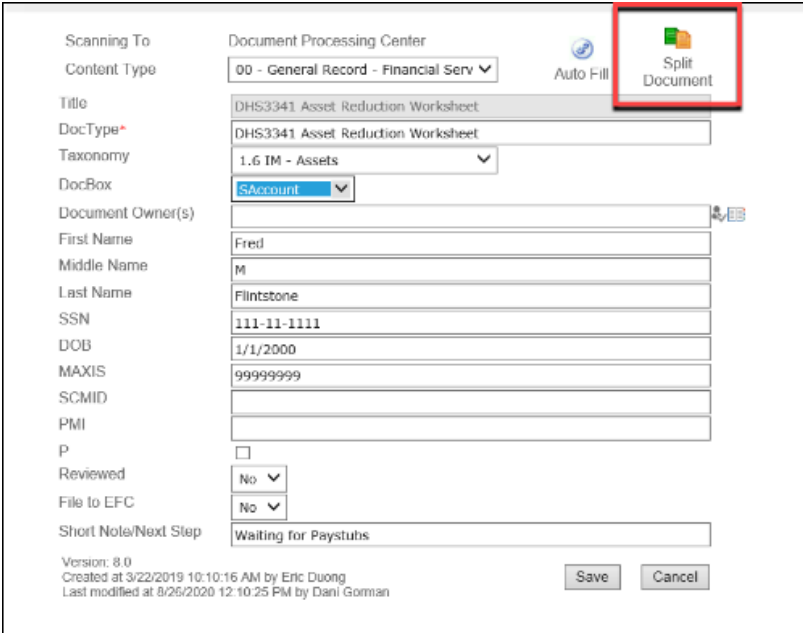
Note: the selected page and all subsequent pages will be saved as a **New Document** with the existing **Properties**.




2. Click on **Split** icon in the tool ribbon **or** near the Properties section (see images below)



3. Designated pages will split off and be saved as **New Document** with the Properties that were entered when **Split** was selected. Once split, the pages will no longer appear in preview pane.



The screenshot shows the 'Document Processing Center' interface. The 'Split Document' button, located in the top right corner, is highlighted with a red rectangular box. The interface includes various fields for document and user information, such as 'Content Type', 'Title', 'DocType', 'Taxonomy', 'DocBox', and 'Document Owner(s)'. The 'Document Owner(s)' section contains fields for First Name, Middle Name, Last Name, SSN, DOB, MAXIS, SCMID, and PMI. There are also dropdown menus for 'Reviewed' and 'File to EFC', and a 'Short Note/Next Step' field. At the bottom, there are 'Save' and 'Cancel' buttons.

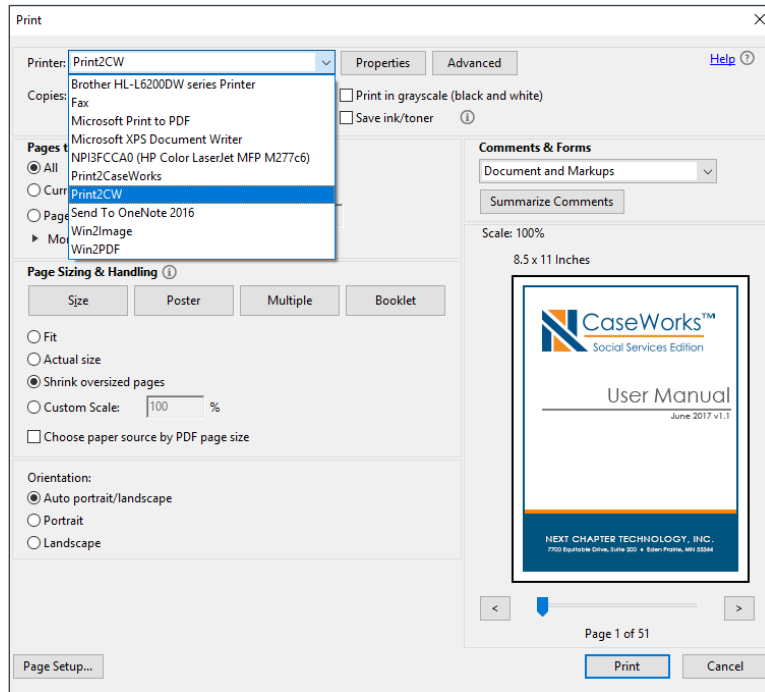
4. Repeat this process to split large document multiple times.
 - a) Reorder the pages, as needed.
 - b) Click on **first page** of next section to be split off.
 - c) Modify the information in the bottom **Properties** to match the **Split** section.
 - d) Click on **Split** icon .
5. To save the last remaining portion of document:
 - Modify the **Properties** to reflect the remaining pages.

Click .

Split a Document in Print2CW

Follow this procedure to split and copy a portion of a document out of another larger document.

1. Open the appropriate PDF document in CaseWorks. The file will open in Adobe Reader.
2. Within the PDF, identify the page range of the document you wish to split out of the current document.
3. Click on the **Print** icon or select **Print** from the File menu.
4. From the Printer drop-down menu, select **Print2CW**.



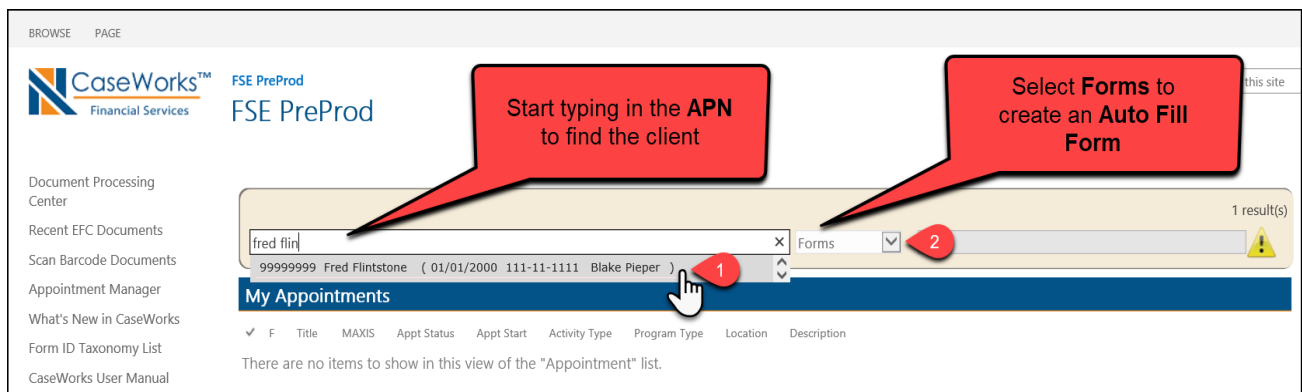
5. Enter the **desired page range**.
6. Click **Print**.
7. You will be directed to CaseWorks to select the Edition you are sending the document to. Follow above Print2CW instructions.

Auto-Fill Forms

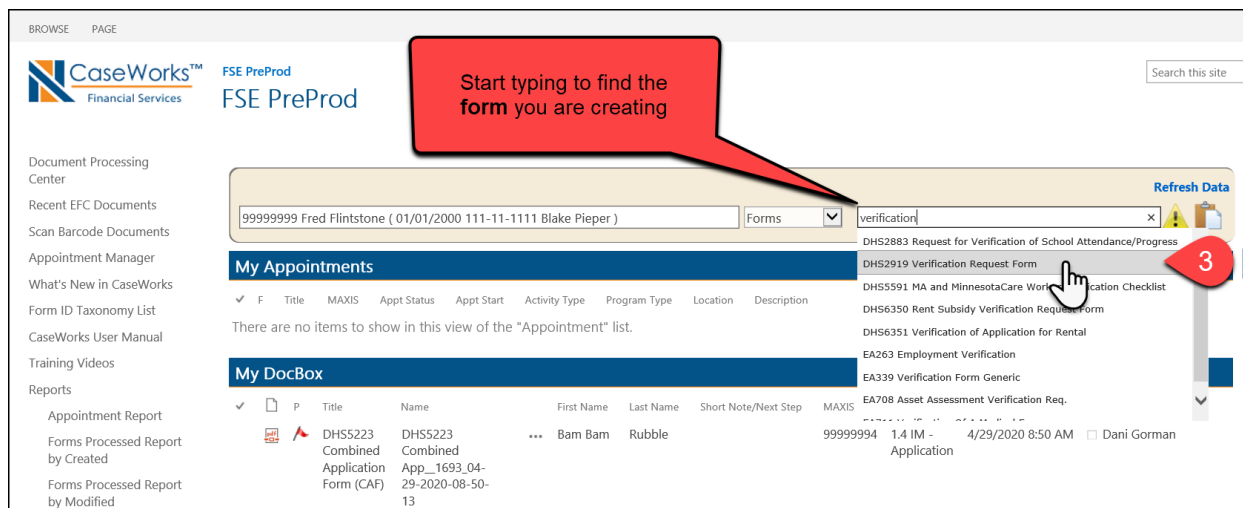
Generate an Auto-Fill Form

Forms that are generated in CaseWorks will auto-fill with both client and case owner details. To generate a form, use **All Purpose Navigation (APN)**.

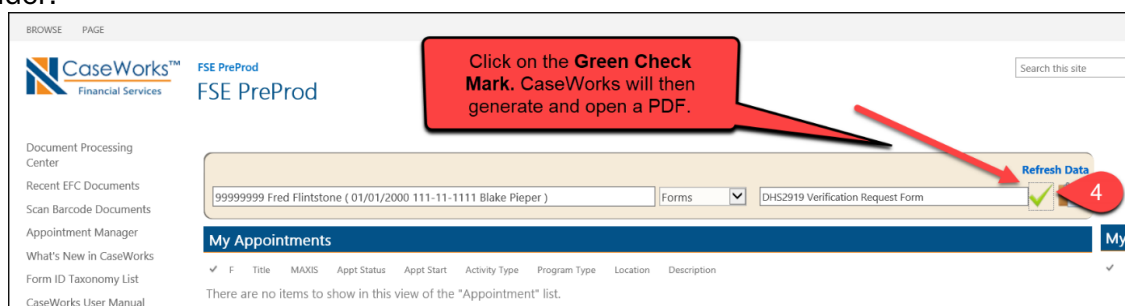
1. Enter the client's name or **Case Number** Number in the **APN** to search for the desired client. Select their name.
2. From the drop-down menu, select **Forms**.



3. To find the desired form, begin typing a form number or form name. A list will appear based on the keywords or numbers. Select the appropriate form in the list.



4. Click the Green Check Mark. CaseWorks will generate an Auto Filled Form and open in Adobe Reader.



Caseworks auto-fills the selected form with the following information (based on available data):

- PDF is automatically named with the CaseWorks Edition that the form was created from
- A CaseWorks barcode is generated on the actual form with client and form data
- Client's data is auto-filled
- County and Worker information is auto-filled, where appropriate

Note: CaseWorks users can update their personal information in the Auto Fill Forms by [updating their Personalization](#) link on the CaseWorks Home page.

Form is automatically named with CaseWorks Edition, Client ID and DocType

Barcode and Submit (to CaseWorks) buttons

CaseWorks Auto Fills data for the Client, County and Worker

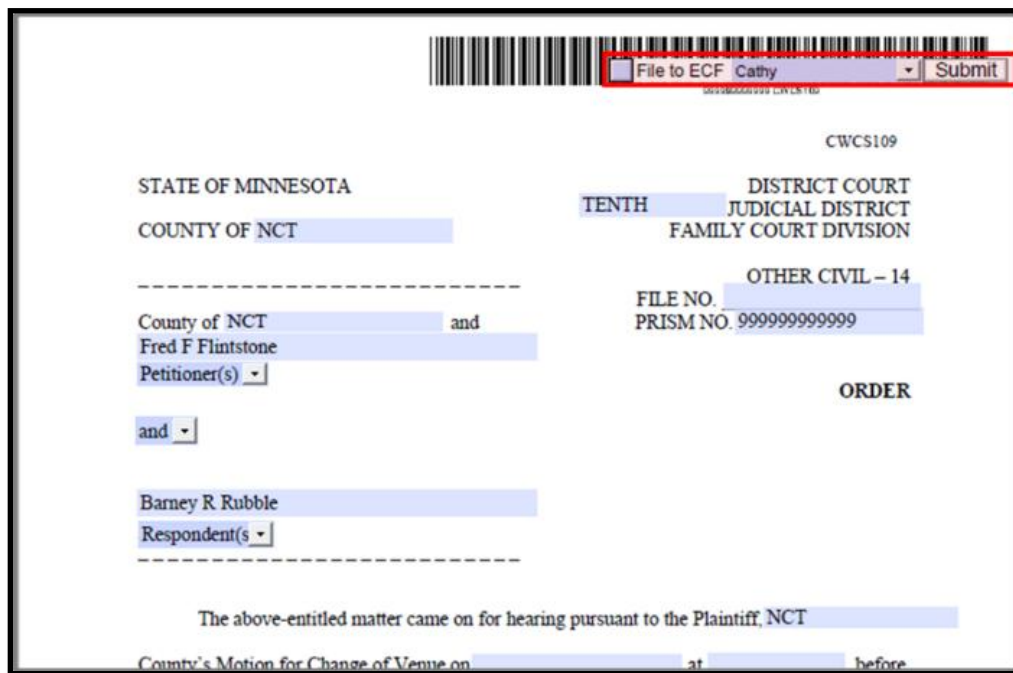
*IMPORTANT: If you are not a... form to print the form and complete it by hand.

5. Enter additional information on the form as needed.
6. When you have finished editing the Form, see the steps below to print the form, route the form to a DocBox, or file the form to the EFC.
 - a. Printing to a physical printer
 - b. Route to **DocBox** or File to **EFC** using [Form Submit](#) (next section)
 - c. Route or file to **EFC** using [P2CW](#)
7. See next section on using the [Submit Button in Forms](#).

Submit Button in Forms

The Submit button can be seen in most Auto-Fill Forms in CaseWorks. This feature displays an option on the top right corner over the barcode (see image).

- This feature allows you to either
 - a) submit a copy of the form to a DocBox
 - b) or file directly to the EFC
- Select forms with this feature will only allow one action from this button. The button will go away once it has been used in forms with ability to use once.
- Placing a check mark in the File to EFC checkbox will always result in the document being filed to the EFC rather than routing to the DocBox displayed.



The image shows a screenshot of a legal form. At the top right, there is a barcode and a button labeled "File to EFC" with a dropdown menu showing "Cathy" and a "Submit" button. The form text includes:

CWCS109

STATE OF MINNESOTA
COUNTY OF NCT

TENTH DISTRICT COURT
JUDICIAL DISTRICT
FAMILY COURT DIVISION

OTHER CIVIL - 14
FILE NO. [redacted]
PRISM NO. 999999999999

ORDER

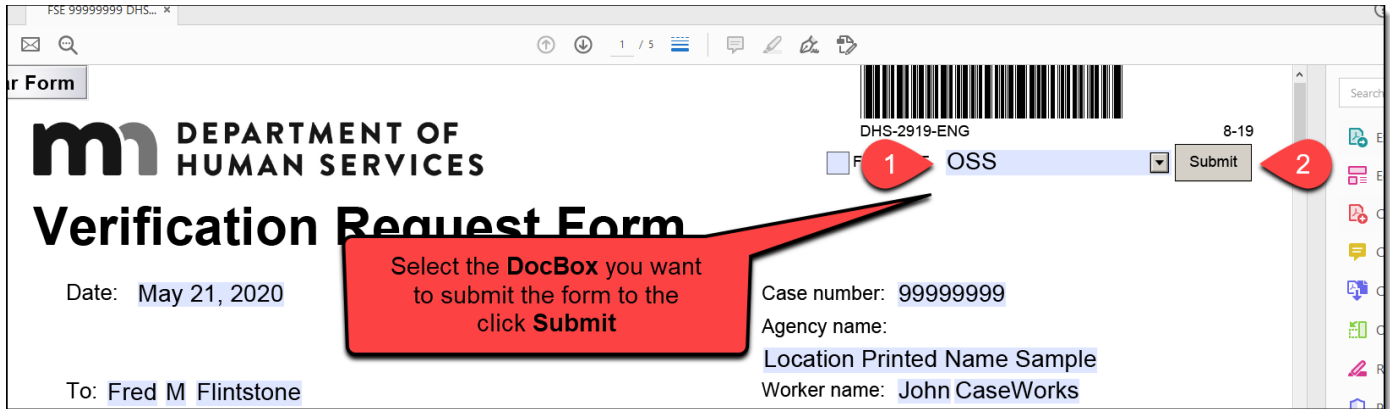
County of NCT and
Fred F Flintstone
Petitioner(s)

and
Barney R Rubble
Respondent(s)

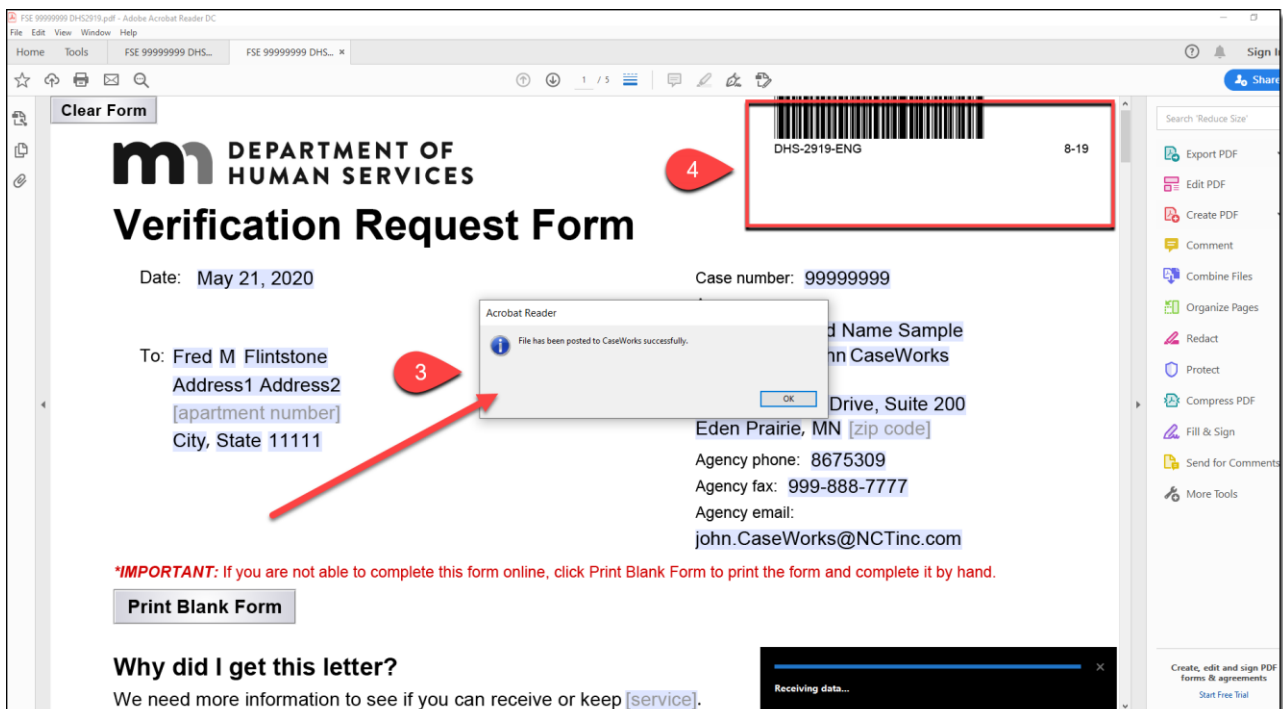
The above-entitled matter came on for hearing pursuant to the Plaintiff, NCT
County's Motion for Change of Venue on at before

To use the **Submit Button** in **Auto Fill Forms**:

1. Select the **DocBox** that you want the Form to go to in CaseWorks
2. Click **Submit**.



3. A window will appear with a message that the **“File has posted to CaseWorks successfully”**
4. The example below is of a Form submit button that can be used to take only one action. Once Submit is selected, the action buttons disappear.



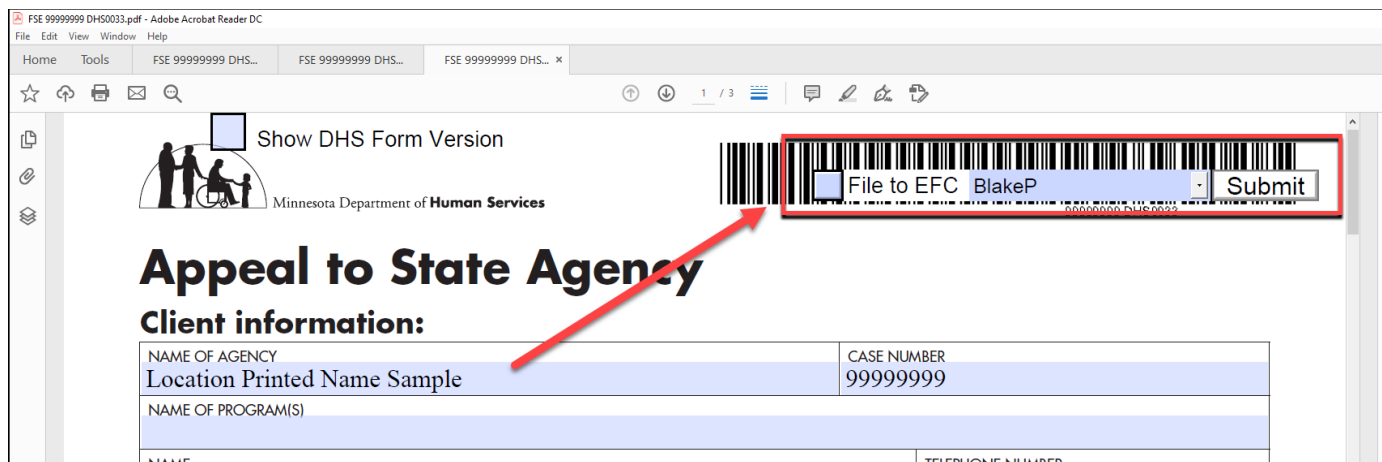
Once you have used the Submit feature the document can be closed without saving.

The document will appear in CaseWorks with DocType (Title) and Client data.

| OSS DocBox | | | | | | | | | |
|------------|---|--|---|------------|------------|----------------------|----------|-------------------------------|--------------------|
| ✓ | P | Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Taxonomy | Created |
| | | DHS2919 Verification Request Form | DHS2919 Verification_1702_05-06-2020-10-27-00 | Fred | Flintstone | Return envelope | 99999999 | 1.4 IM - Application | 5/6/2020 10:27 AM |
| | | DHS0033 Appeal to State Agency | DHS0033 Appeal to ST_1749_05-20-2020-02-22-22 | Dino | Flintstone | | 99999995 | 1.3 IM - File Retention Dept. | 5/20/2020 2:55 PM |
| | | DHS2919 Verification Request Form | DHS2919 Verification_1751_05-21-2020-12-27-22 | Fred | Flintstone | | 99999999 | 1.4 IM - Application | 5/21/2020 12:27 PM |
| | | Drag and Drop into CaseWorks (Please update Document Properties) | Drag and Drop into C_1572_02-13-2020-02-53-29 | | | | | | 2/13/2020 2:52 PM |

Forms with Multiple Actions:

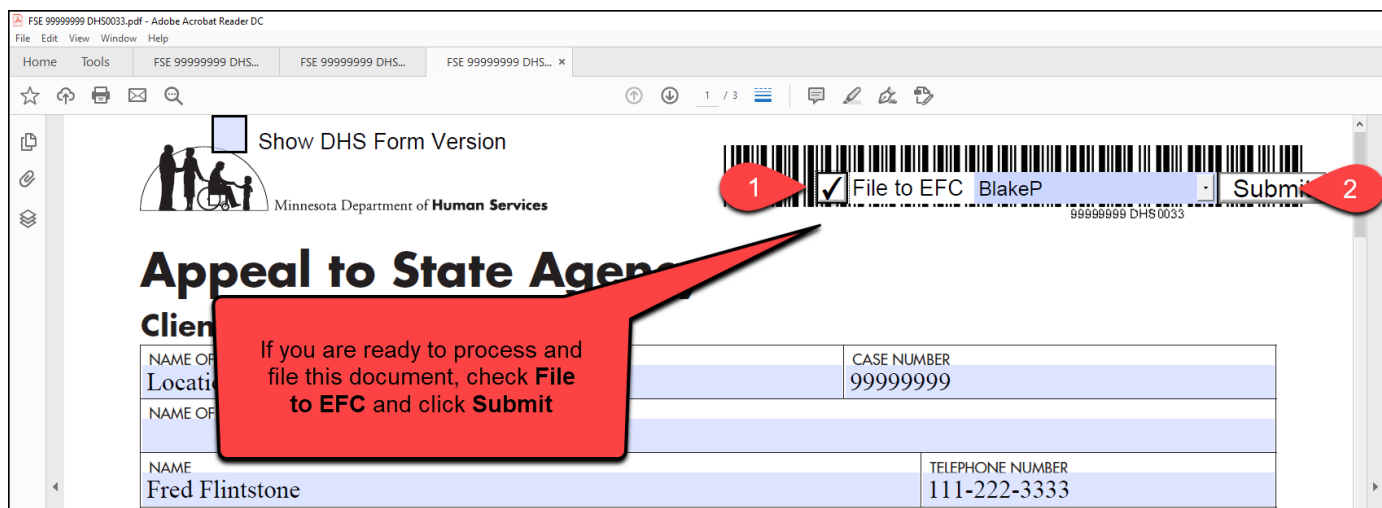
Below is an example of a Form with a button that allows multiple actions through the submit feature located at the top right of the document near the barcode.



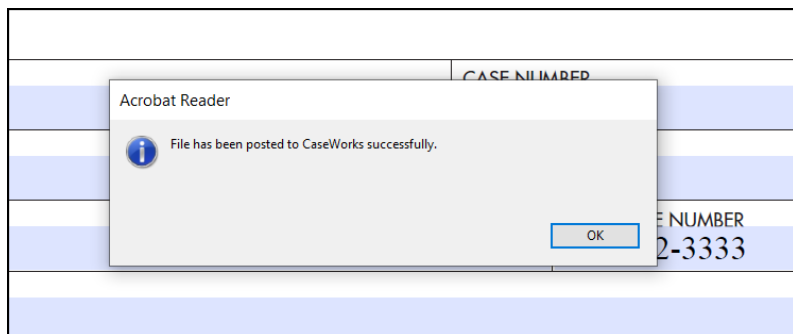
From this **Form** you can:

- File to the EFC then
- Send a Copy to a DocBox

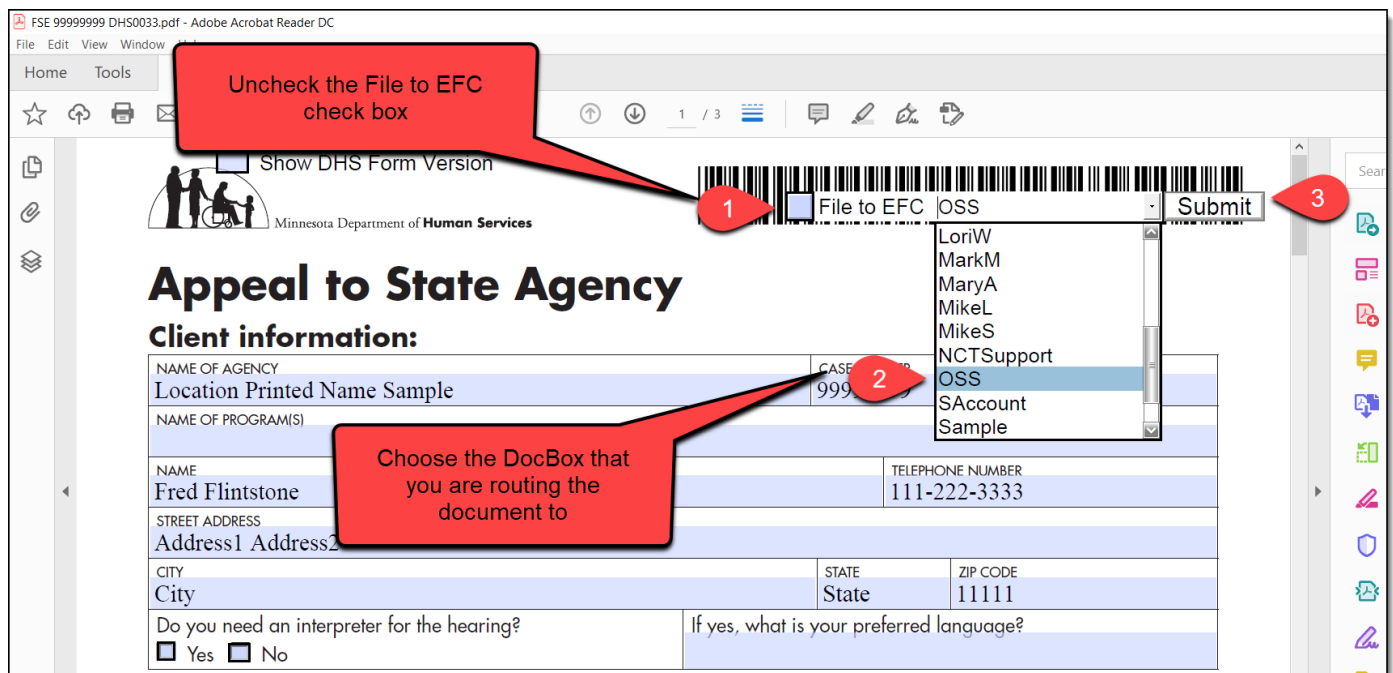
1. If you are ready to file this document to the Client’s Case File EFC, check the File to EFC box.
2. Then click **Submit**.



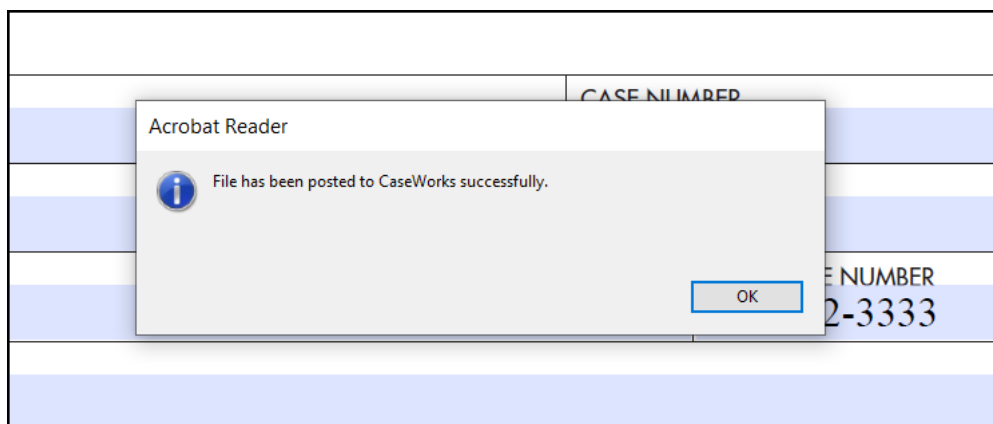
You will get a message that the File has been posted to CaseWorks successfully.



1. Once you have filed to the **EFC**, you can uncheck the checkbox for File to EFC.
2. Route a copy of the document to a **DocBox** in Caseworks by using the dropdown menu. Choose the DocBox you are routing the document to.
3. Click **Submit**.



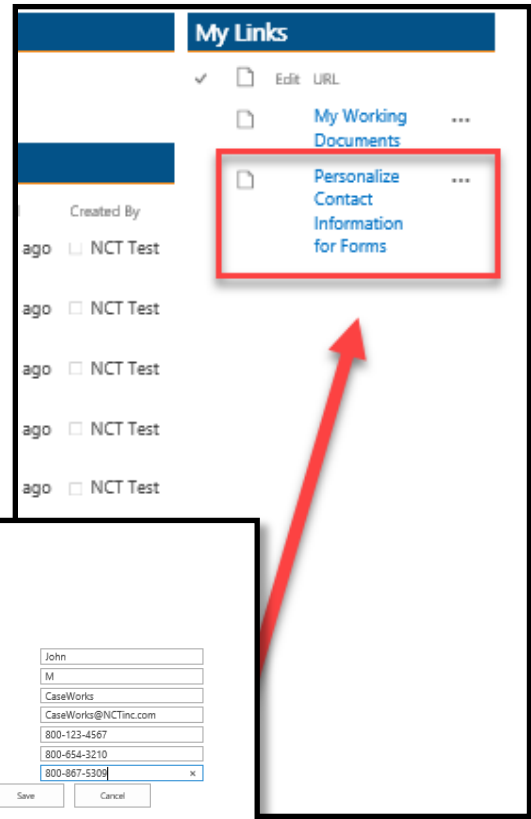
Again, you will get a message that you document has been successfully posted to CaseWorks.



Once you have used the Submit feature the document can be closed without saving. The document will appear in the CaseWorks DocBox and the EFC with DocType (Title).

Personalization

1. To update personal information for CaseWorks generated forms, select Personalize Contact Info for Forms under My Links on the right-hand side of the home page.
2. Make any changes to the name, email, or contact numbers then select Save. After saving, any form created in CaseWorks will include the updated information.



Personalize Contact Information for Forms

Personalize Contact Information for Forms

First Name

Middle Name

Last Name

E-mail

Agency Number

Phone Number

Fax Number

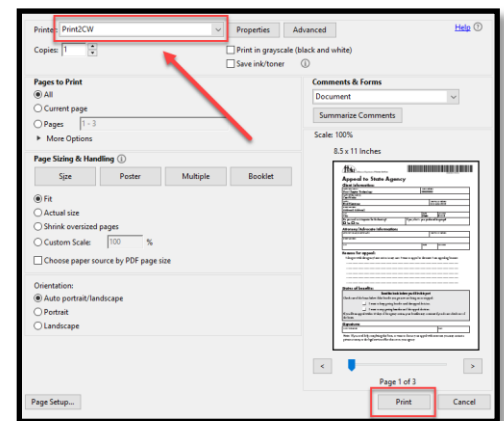
Using Print2CW on a CaseWorks Form

CaseWorks now remembers forms created using the **All Purpose Navigation**. To send the form to CaseWorks after filling out any empty fields, select Print and choose the **Print2CW** printer.

Appeal to State Agency

Client information:

| | |
|---|----------------------------------|
| NAME OF AGENCY Next Chapter Technology | CASE NUMBER 99999999 |
| NAME OF PROGRAM(S) CaseWorks | |
| NAME Fred Flintstone | TELEPHONE NUMBER 111-222-3333 |
| STREET ADDRESS Address1 Address2 | |
| CITY | STATE ZIP CODE State 11111 |
| Do you need an interpreter for the hearing? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If yes, what is your preferred language? | |

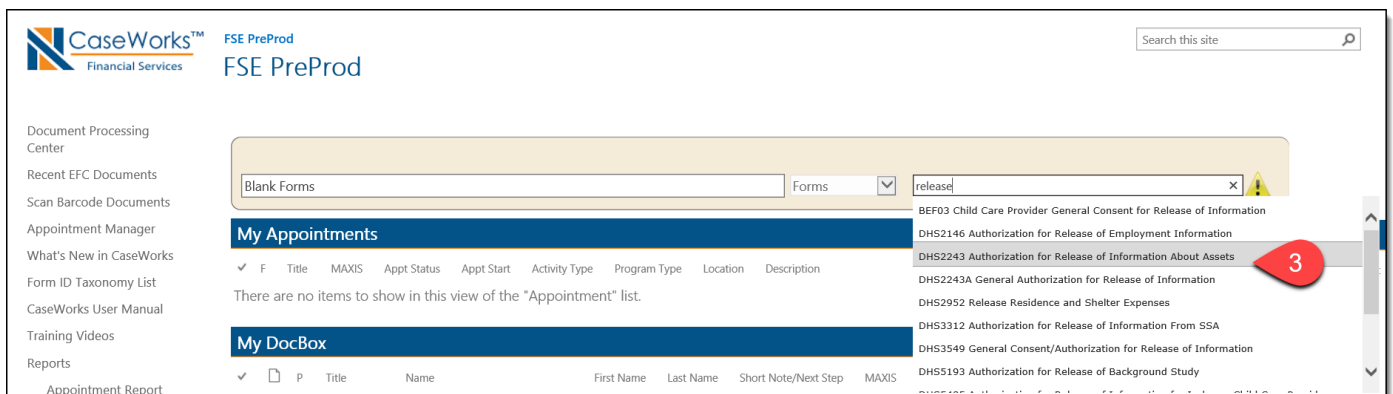
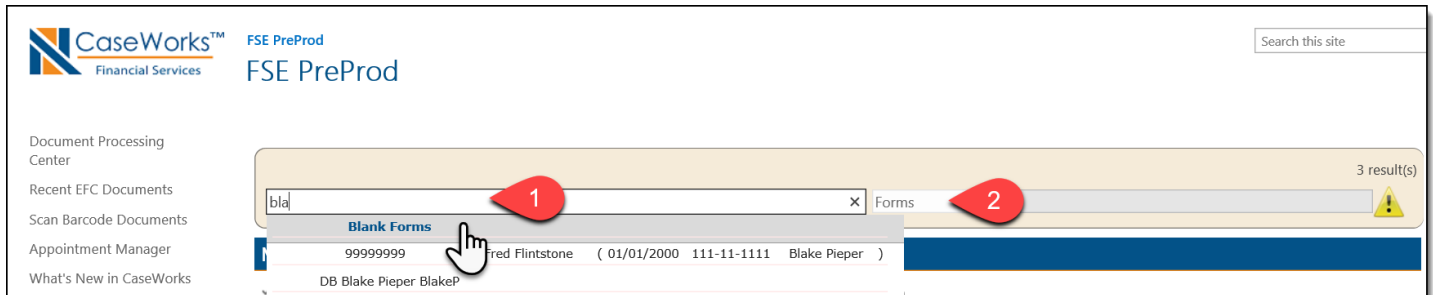


CaseWorks will open a new window and the **Edit Properties (NCT)** interface will appear. The DocType and other document information will automatically be populated in the document properties section. After making any desired changes, select **Save** to confirm changes or select **Cancel** to cancel printing the form to CaseWorks.

Generate a Blank Form in CaseWorks

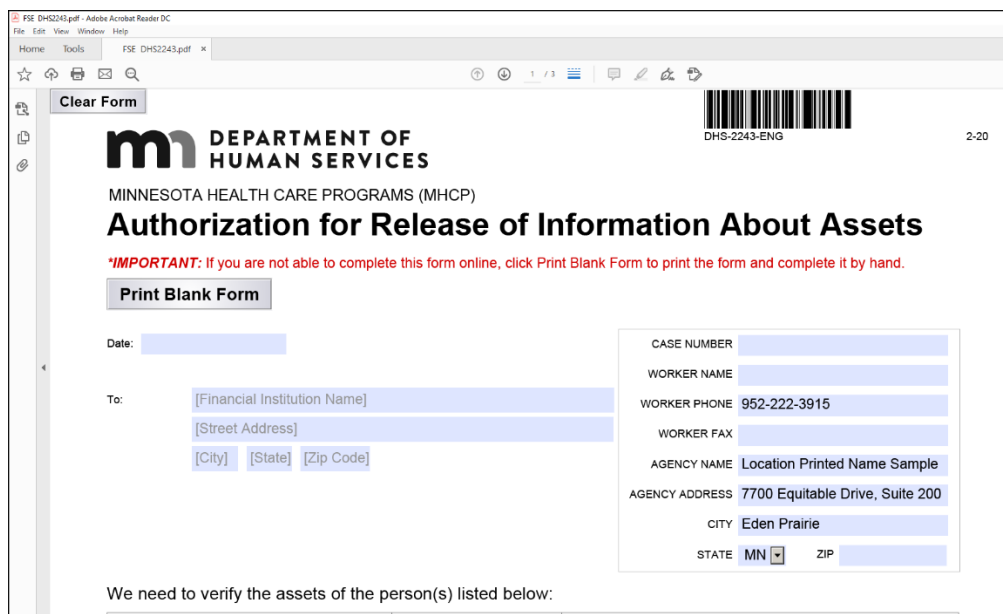
CaseWorks can also generate a blank copy of any form in the system.

1. Begin typing in “Blank Forms” in the client lookup field in the APN and select it Blank Forms.
2. The second field in the APN will default to.
3. Then, choose the form that you are creating from the third field on the APN.
4. Select the **Green Check Mark**.



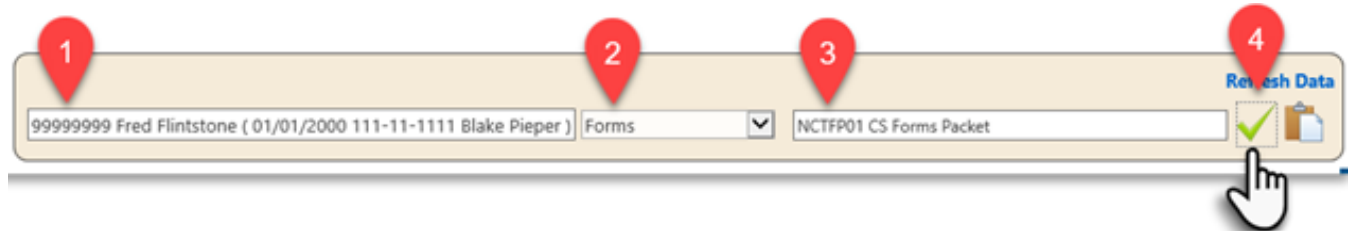
CaseWorks will generate a blank form of the **DocType** that was selected and open in Adobe Reader as a PDF.

Blank Forms do not auto populate any **client** information.

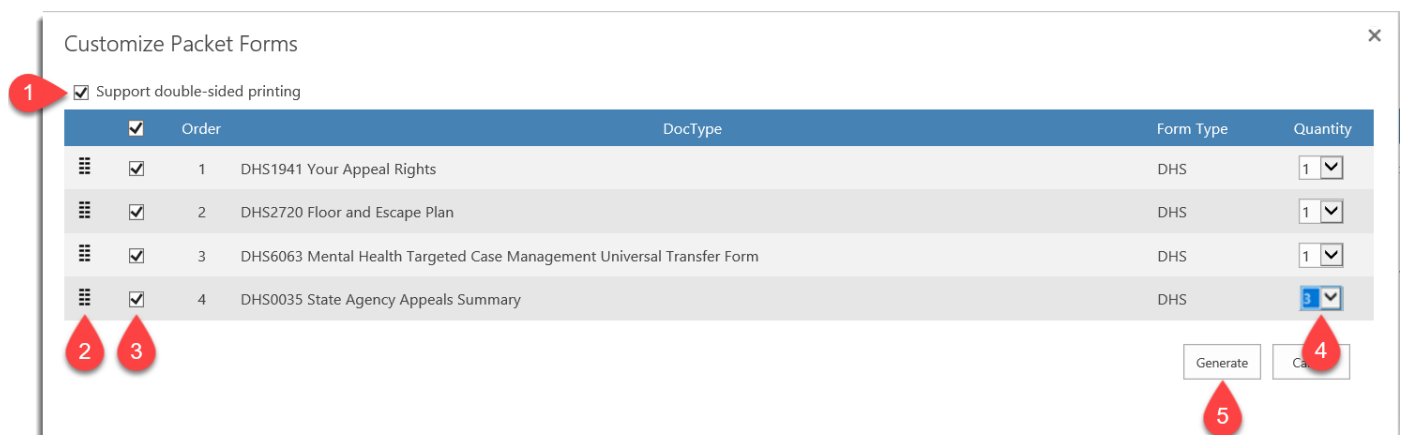


Create a Customized Packet

The Customized Packet feature allows you to create a packet of forms with a customizable number of forms you'll need. To begin, use the All Purpose Navigation to select your client, choose Forms, and identify the packet you would like to create. Then click the green check mark to proceed.

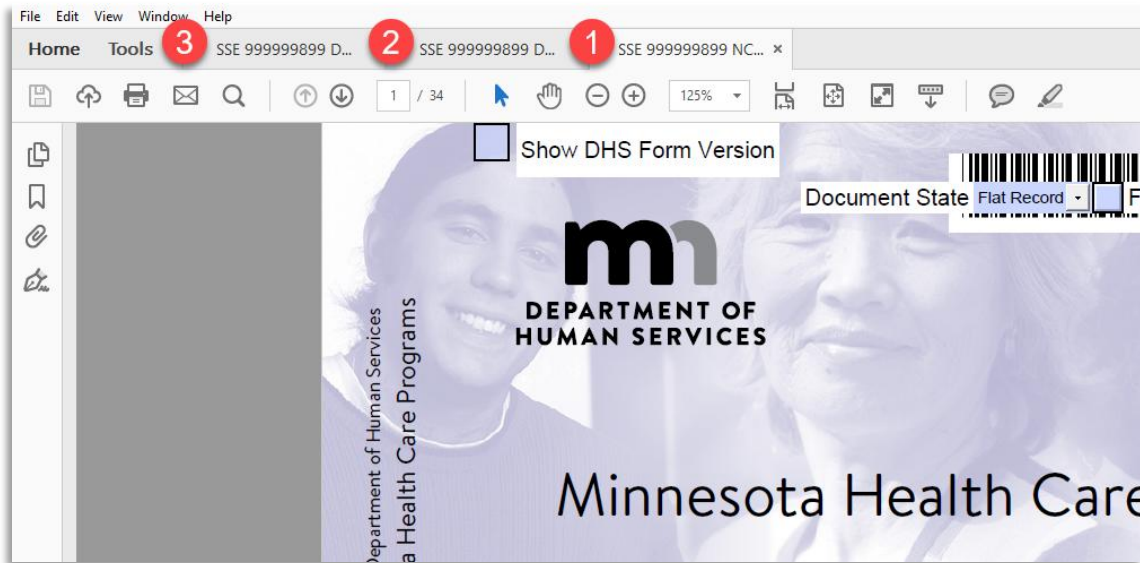


1. Check the box to support double-sided printing
2. Click and drag the grid icon to rearrange the order of the forms
3. Check the boxes of each form you'd like to include in the packet
4. Select the quantity of each form you'd like to include in the packet
5. Click generate



The custom packet opens in Adobe. Important: If you have customized the quantity for any of the forms to more than one, the additional forms will open in separate Adobe tabs. Also, if the packet includes an LCD form, it will open in a separate tab.

For example, in the previous image, the customized packet will include three copies of the DHS0035 form. The screenshot below shows that the packet has opened in the first tab with one copy of the DHS0035 form. The additional two copies have opened in two separate tabs.



Once you have created your custom packet, you may choose to fill and submit it directly into CaseWorks for immediate access to further CaseWorks document features (eSignature, Merge for Mailing, etc.) or save the Adobe files to a desktop folder to complete later before submitting into CaseWorks.

Submit Custom Packet into CaseWorks

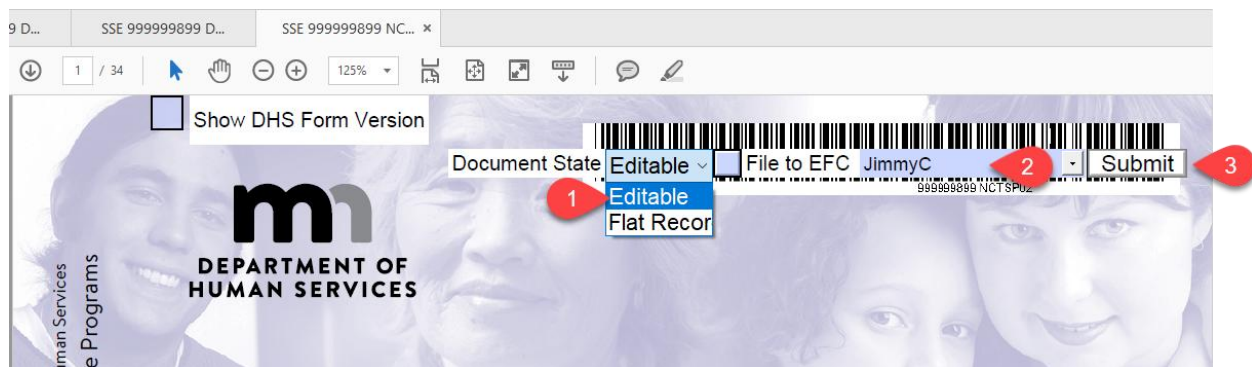
After submitting the packet into CaseWorks, you will need to submit each form that has its own tab in Adobe using the CaseWorks submission menu. So, if you generated additional copies of one form, each of the additional copies will have its own submission menu.

First, select either *flat record* or *editable* from the drop-down menu. A flattened document will no longer be editable and exists as a record. Select editable if an eSignature is needed.

Second, select the DocBox to which the document will be routed. This should be preset to the case owner but can be manually changed to the DocBox of your choice.

Third, click Submit.

Repeat for each tabbed form.



Lastly, you will want to merge the forms you just submitted to your DocBox to create the customized packet. Please review [Merge Documents](#) for this final step.

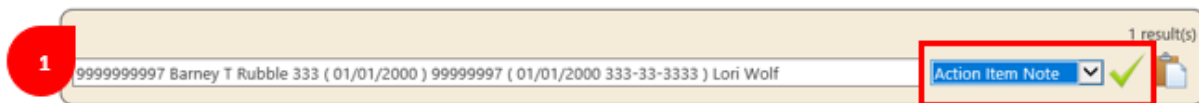
Action Item Note

Creating an Action Item Note

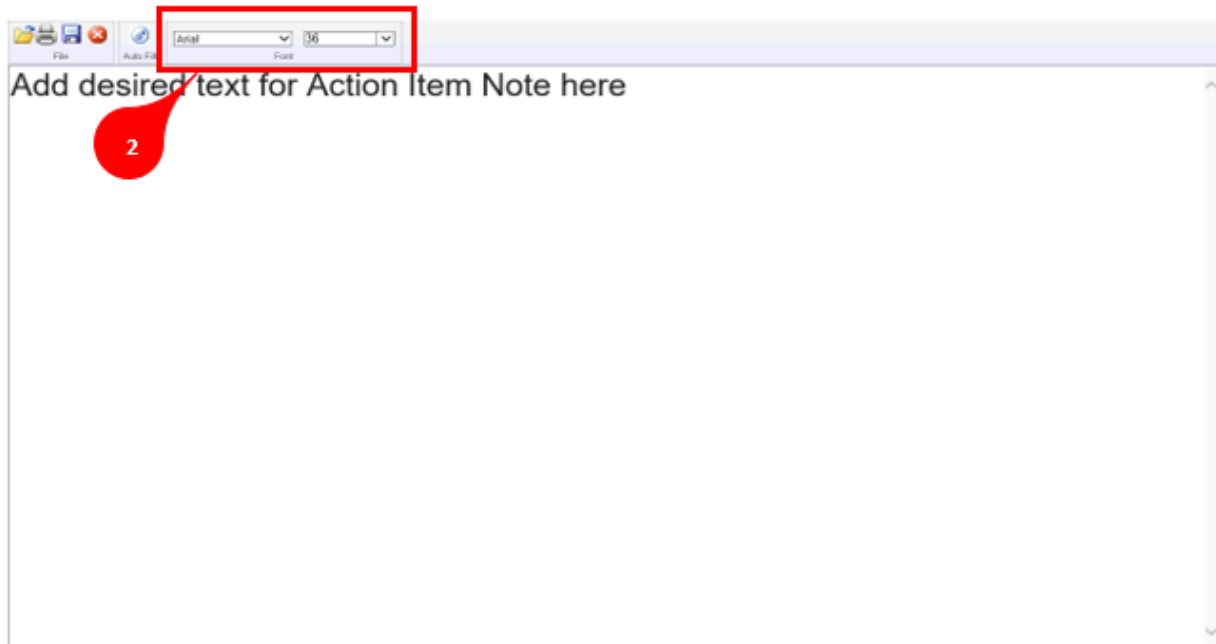
This feature is available for all CaseWorks editions except the Accounting Edition.

The Action Item Note is a helpful tool for scenarios in which you may need to take an action for a particular client, but do not have a document to be prompted by. In lieu of a document, the Action Item Note can be routed to a DocBox with text indicating what action needs to be taken.

- 1) In the first field, select the client OR if the client isn't in CaseWorks, select the name of the DocBox you'd like to route the Action Item Note to. Then select 'Action Item Note' from the drop-down menu and click the green check mark.



- 2) The Edit Properties Scanner interface opens. You can select your desired text size and font from the drop downs and type the Action Item Note text into the text box. Then, scroll down to the scanner properties.



- 3) In the scanner properties image below, select which **DocBox** you want the Action Item Note routed to.
- 4) Include a Short Note/Next Step, if needed.
- 5) Select the amount of time to **Pend** the note if needed. Leaving the **Pending Status** portion blank will route the Action Item Note right to the specified DocBox.
- 6) Click **Save**.

Scanning To: Document Processing Center

Content Type: 30 - General Record - MNsure

Title: Action Item Note

DocType*: Action Item Note

Taxonomy: (empty)

DocBox: MeganO

Integrated Case: 999999997

First Name: Barney

Middle Name: T

Last Name: Rubble

SSN: 333-33-3333

DOB: 1/1/2000

MNsureID: 333

MAXIS: 99999997

PMI: (empty)

SCMID: (empty)

P:

Reviewed: No

File to EFC: No

Short Note/Next Step: Add desired Short Note/Next Step

Pending Status: End of Week

Pend Date: 7/1/2022

Version: 1.0
Created at 6/29/2022 3:09:09 PM by Megan Otto
Last modified at 6/29/2022 3:09:09 PM by Megan Otto

Buttons: Save, Cancel

The Action Item Note is routed to the specified DocBox. Note: the icon is a notepad to indicate it is an Action Item Note.

| My DocBox | Pending (0) | All Documents (1) | Working Documents... | | | | | | |
|-----------|-------------|-------------------|----------------------|---|------------|-----------|----------------------------------|-----------------|----------|
| ✓ | | P | Title | Name | First Name | Last Name | Short Note/Next Step | Integrated Case | MNsureID |
| | | | Action Item Note | Action Item Note_1074_06-29-2022-03-09-09 | Barney | Rubble | Add desired Short Note/Next Step | 999999997 | 333 |

Using Adobe Reader DC with CaseWorks

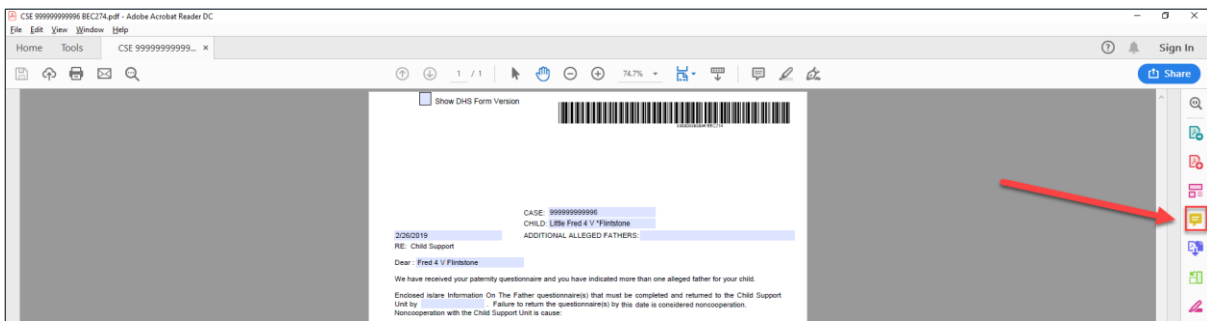
Adobe reader DC has a variety of editing capabilities that can be utilized alongside CaseWorks to maximize efficiency. To open a PDF document on your desktop in Adobe Reader DC, simply double-click on the document.

Add Text to a Form

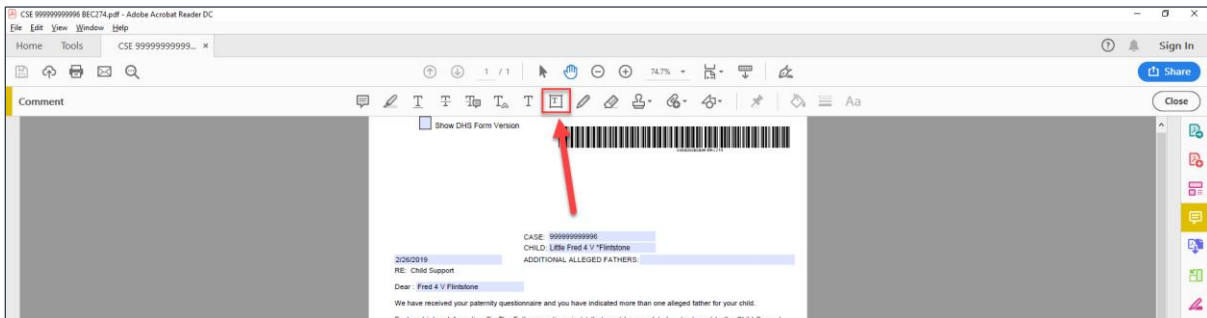
Text Box Comment Feature in Adobe Reader DC

Adobe Reader DC can add text to any document in the form of text boxes.

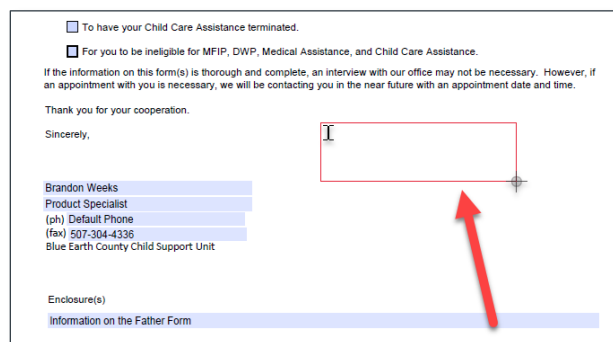
1. Open the form in Adobe Reader DC and select the comment button from the right-hand menu



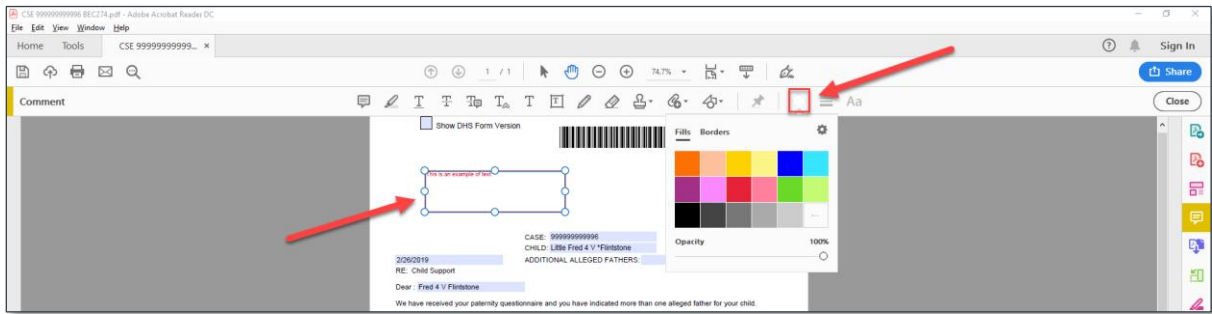
2. The word "Comment" should appear in the upper-left hand corner. To add a text box, select the T icon (inside the box).



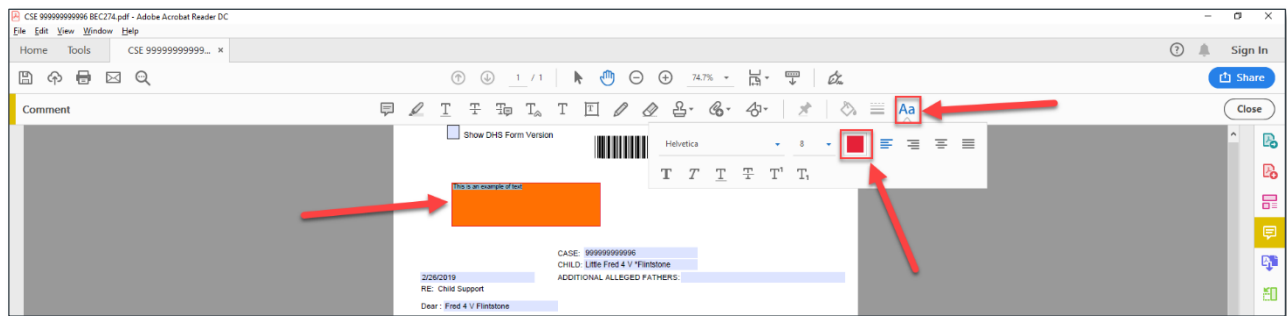
3. The cursor will change to a new icon after selecting the appropriate icon. Click and drag over the appropriate location to add text.



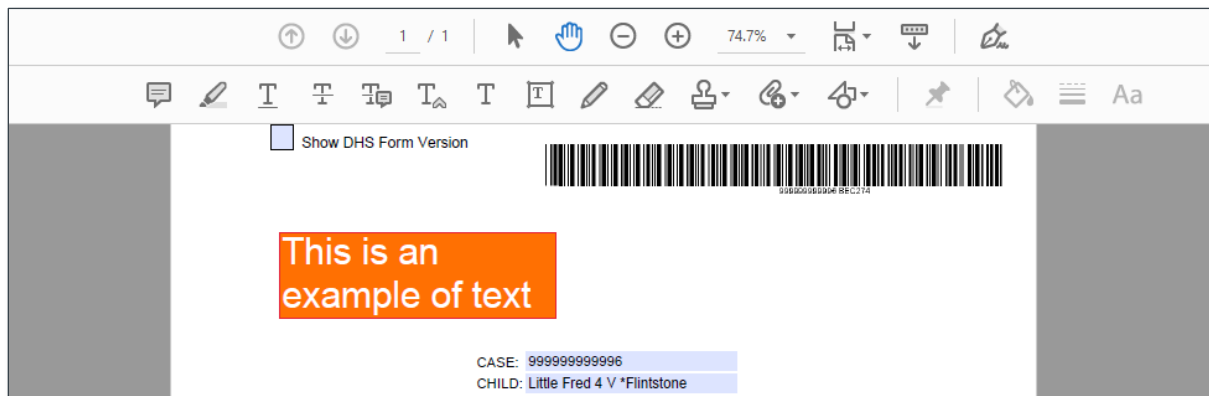
- 4. Enter in the desired text into the text box. To change the fill or border color, select the text box and select the color icon.



- 5. To change the text color or other text properties, highlight the desired text and select the "Aa" icon. Change the desired properties in this menu.

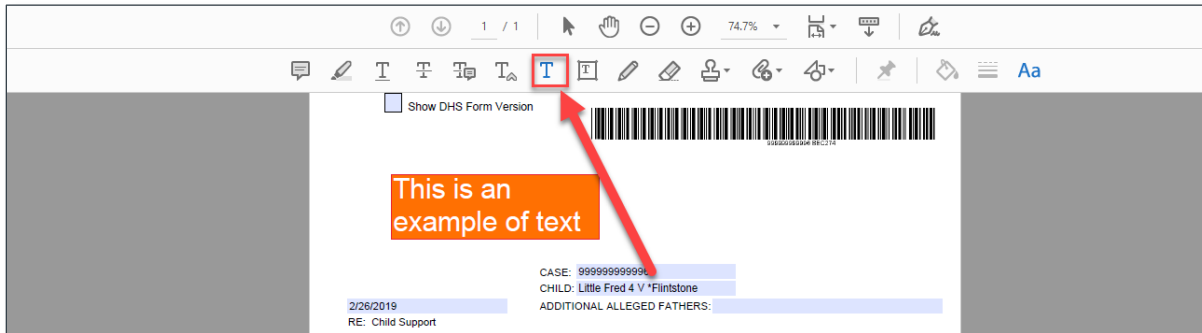


- 6. Save or use Print2CW to keep the text changes to the document.

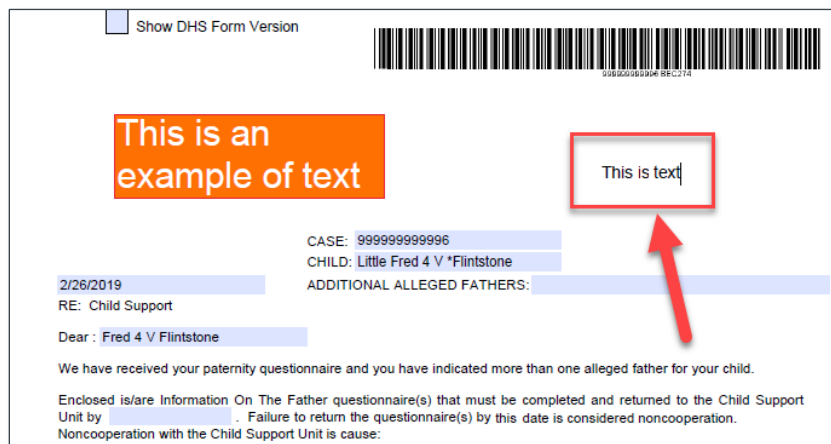


Freestanding Text Feature in Adobe Acrobat DC

1. Select the normal “T” icon from the menu to begin.




2. The cursor changes after selecting the appropriate icon. Click in the appropriate section to add text to the document. A cursor appears in the selected area and text can now be added to the document.

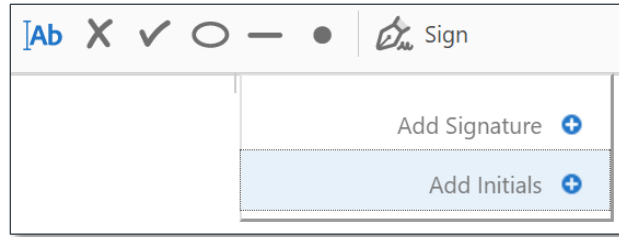


3. Save or use Print2CW to keep the text changes to the document.

Electronic Signatures

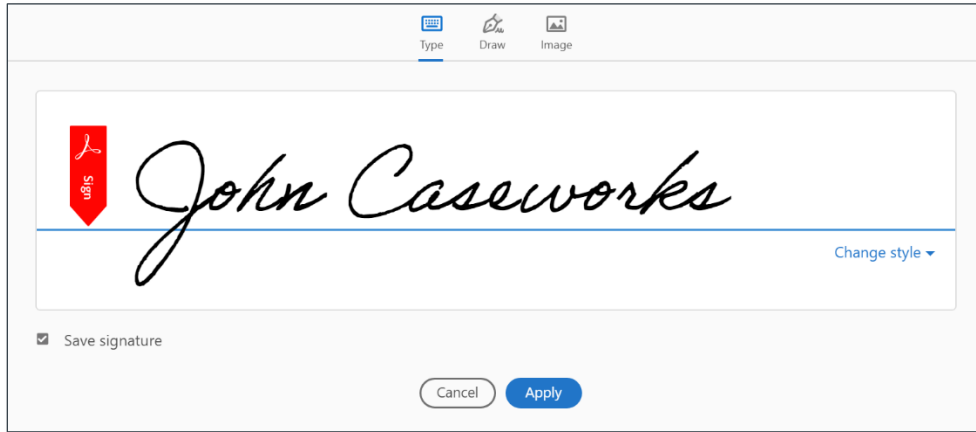
Electronic signature functionality allows clients or workers to sign forms (using an electronic signature pad) which can then be filed to the EFC without printing a hard copy. The signature pads will be used in client meeting rooms or at workstations where signatures are often required. In order to use this functionality, signature pads must be installed.

To use the sign function, select the  icon. Select **Add Signature** or **Add Initials** to add the respective text to the document.

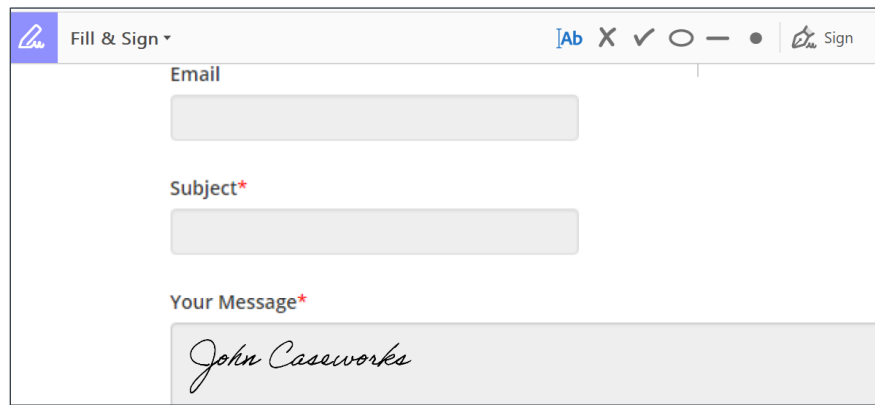




Option 1:

Type your name or initials into the text field, select a style, and select Apply. Alternatively, select Image to upload an image of your signature or initials.



a) Hover over a section and click to add a signature or set of initials.

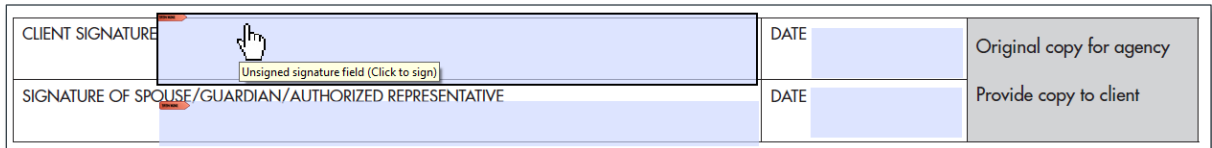


- b) Use the  icons to make your signature or initials smaller or larger. Use the  icon to delete
- c) a signature or set of initials.

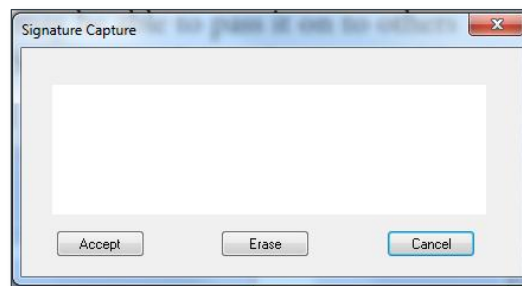
Signing using A Signature Pad

1. Make sure the signature pad is plugged into your computer or workstation.
2. Select a signature-enabled PDF document.
3. Place your cursor over a blank signature field.

Note: An existing blank signature field will show in a PDF as a red tag. When you place your cursor over the blank signature field, the cursor will change from an open hand to a pointing finger.

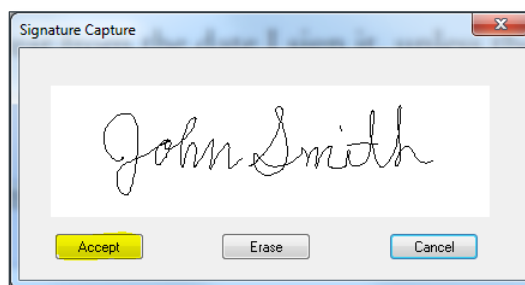


4. Click on the *Signature* field and the *Signature Capture* window displays.

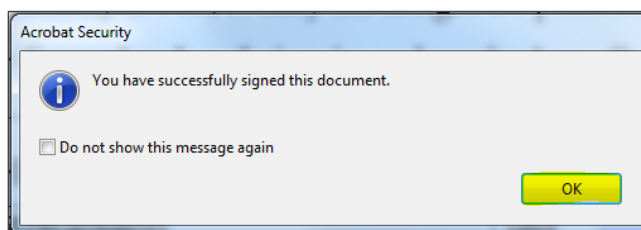


5. Sign the signature pad.
6. If you wish to redo the signature, click on the Erase button and sign again using the pad.
7. Once you are satisfied with the signature, click on the **Accept** button.

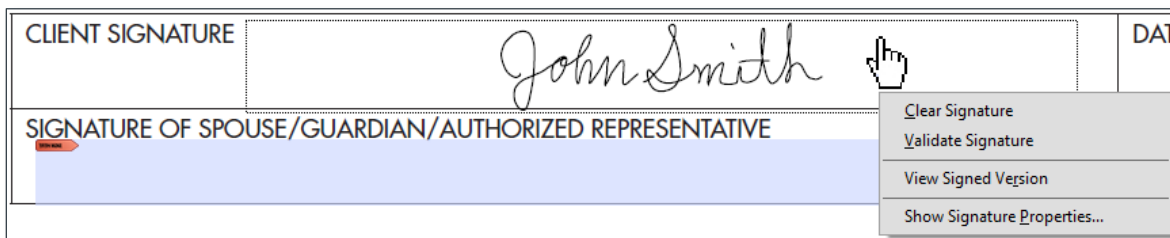
The signature is now embedded in your form.



The following screen displays:



- To erase as signature that has been accepted, right-click on the signature and select **Clear Signature**.




Now your form, including the electronic signature, is ready to be processed. It can be printed, filed to EFC or routed to a **DocBox**.

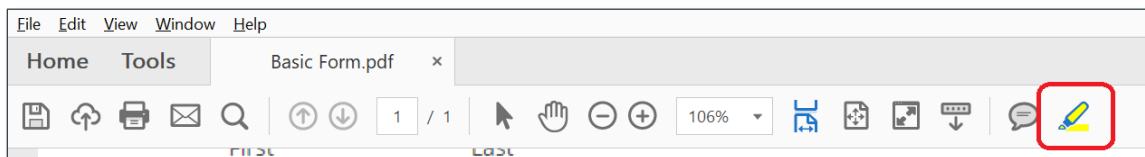
NOTE: Forms with electronic signatures can be saved to the EFC using **Print2CW**.

Redact Parts of a Document

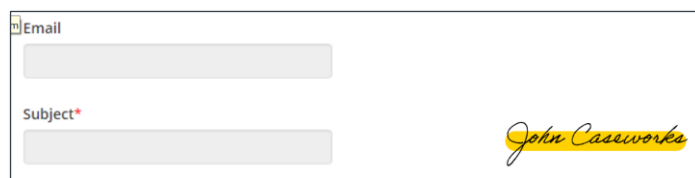
Using the Highlight Function to Redact Information


Adobe Reader DC provides the ability to highlight information in a document. This tool can also be used to redact information by changing the highlight color to black.

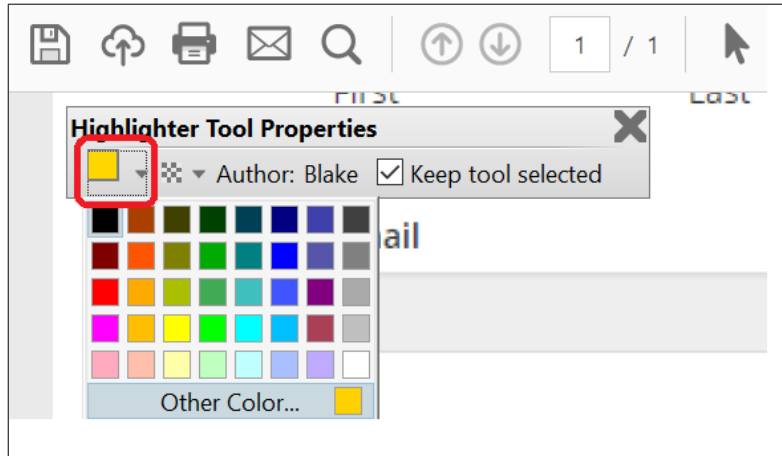
- In the main navigation bar (not in Fill & Sign) select the highlight tool 
- To highlight part of the document, click and drag over the section you wish to highlight.



- If the highlighted section is relatively straight, Adobe Reader DC will automatically straighten the highlighted section.



- To use this tool to redact information, right-click next to the  icon and select **Show Properties Bar**.
- In the Properties Bar, click on the color selection tool and select **Black** as the color.



a) Follow the steps above to highlight and redact information in a document.

Note: If you get a pop up message asking if you want to redact now, choose Not Now to continue using Adobe to redact using the highlighter tool.



Transfer Case Files and Share Documents

Using the CaseWorks Transfer Tool

Transfer Case File out of CaseWorks

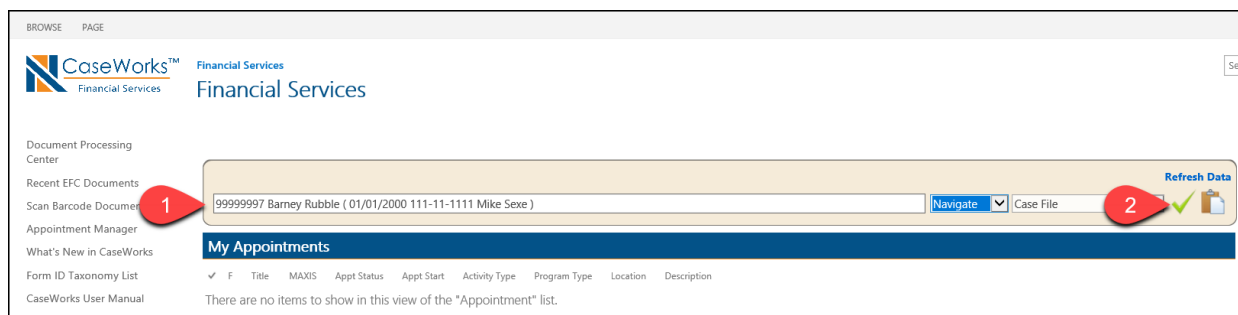
CaseWorks has the capability to transfer an entire Case File from your county's CaseWorks Edition to **another County that also uses the same CaseWorks Edition**. Case Files can be transferred between like Editions (i.e. Financial Services Edition to Financial Services Edition).

Note: This is a role-based feature. Only CaseWorks users who have been assigned this role will have the ability to transfer cases in CaseWorks. Please submit a support ticket to have this role added for you.

For Child Support users, please additionally review [CSE Specific Case Transfer](#) section to transfer PRISM and MCI documents.

To transfer a Case File:

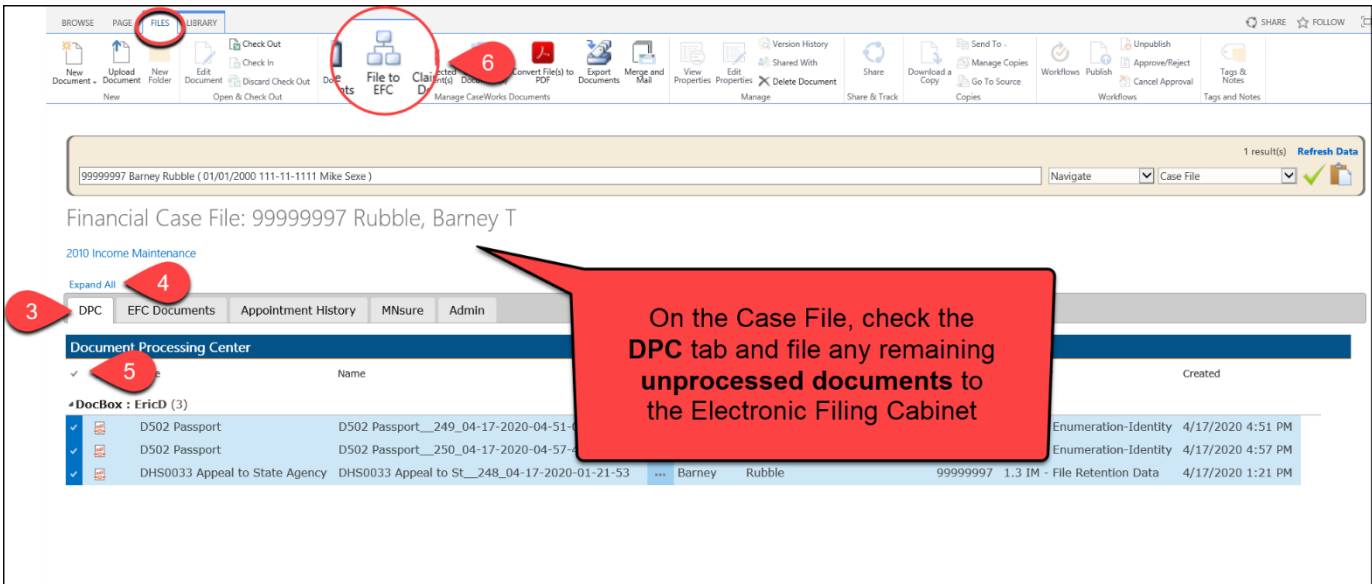
1. From your CaseWorks Edition Home page, use All Purpose Navigation so search for a client.
2. Navigate to the Case File page by clicking the green check mark.



Before transferring a Case File, you will want to process any remaining documents for the client that remain in the Document Processing Center (DPC). Filing these documents to the Electronic Filing Cabinet will allow those documents to be included in the transfer to the next county.

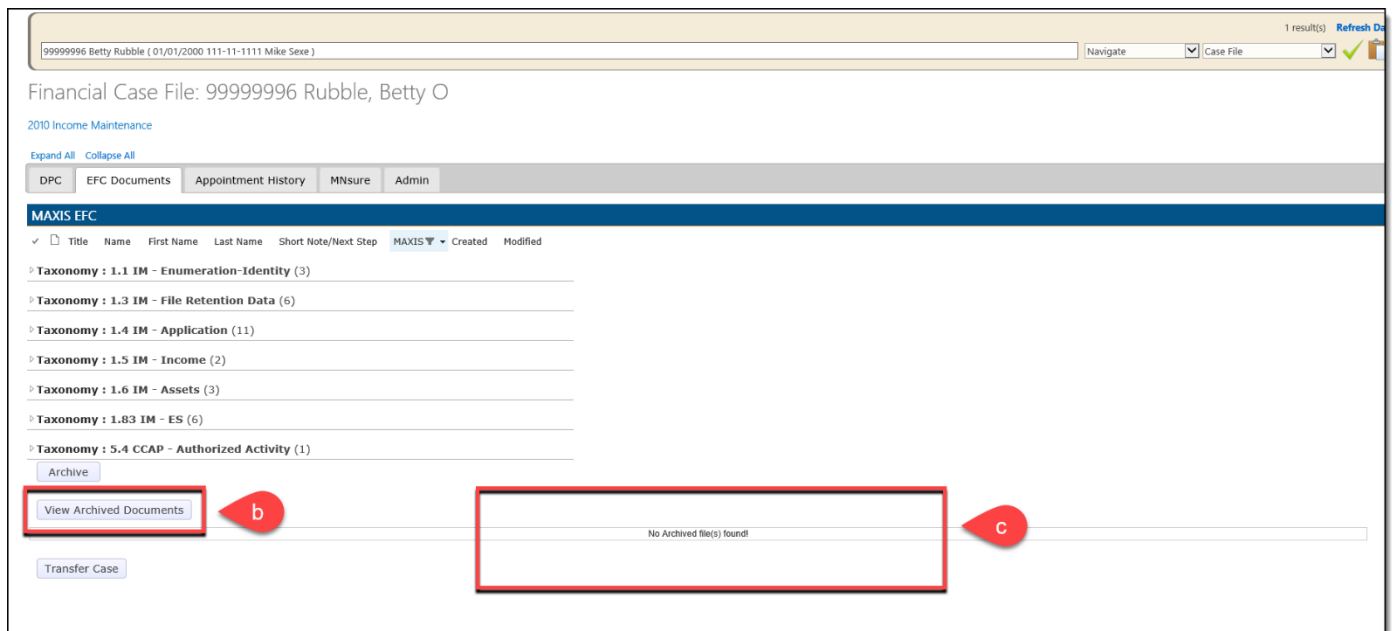
3. On the Case File page, click on the **DPC tab**.
4. Next, **Expand All** to select multiple documents at a time.
5. **Select all** the documents by clicking on the **check mark to the left of the column titles**. This will select all documents, indicated by blue check marks next to each document.

6. In the **File Ribbon**, select the **File to EFC** icon. This will move documents from the DPC tab to the EFC tab.



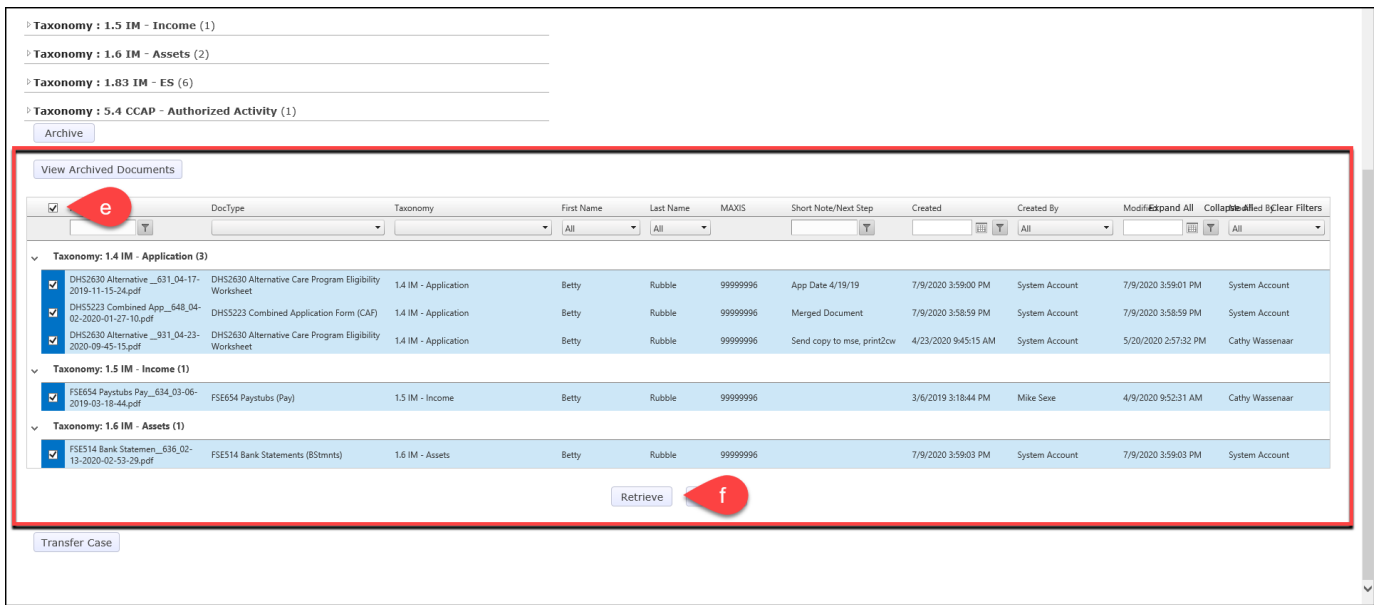
Any documents that are archived should also be retrieved before transferring a Case File to another County. To retrieve archived documents, follow these steps:

- a) Navigate to the **EFC Documents tab** on the Case File Page
- b) Click on the button that says **View Archived Documents**
- c) If there are no Archived file(s), you will see a message below the View Archived Documents button that says **No Archived File(s) found!**

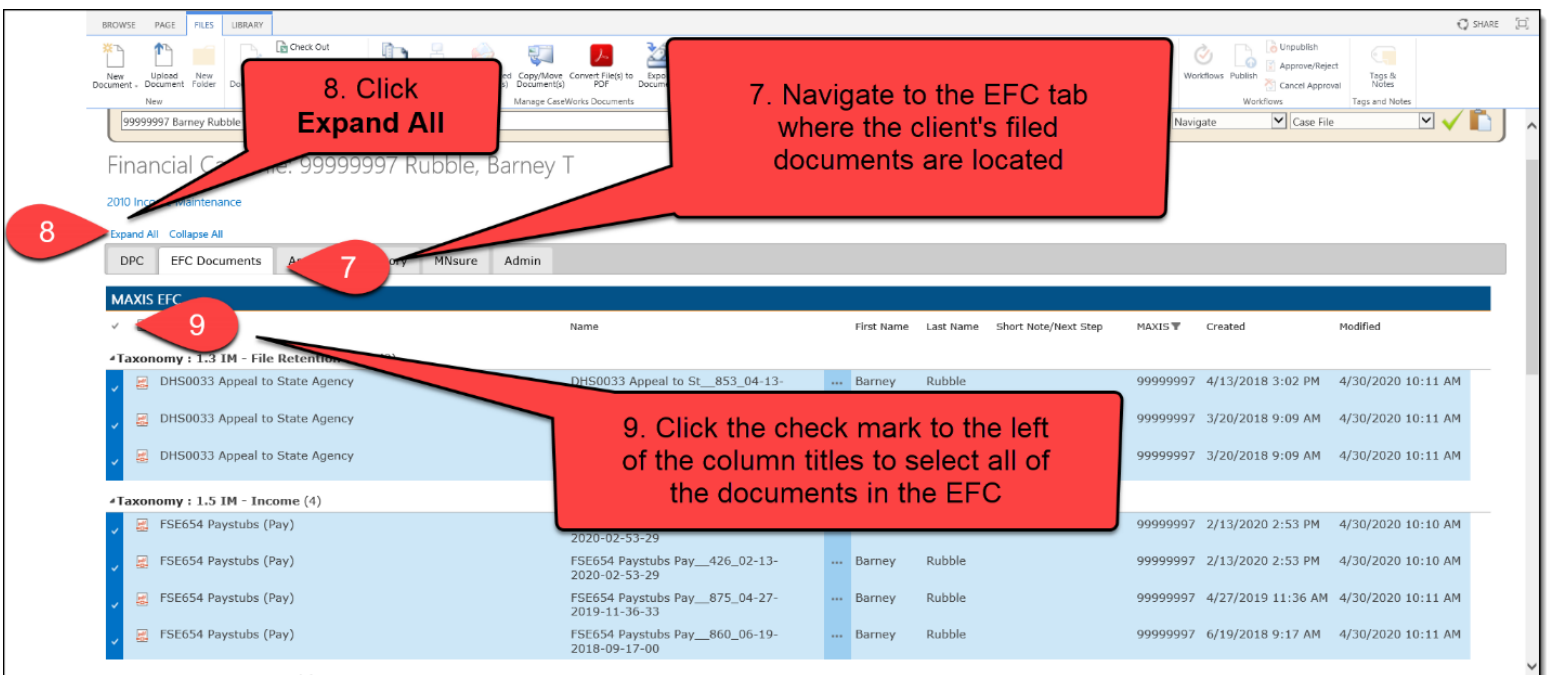


- d) If any files have been archived, you will see a table below the **View Archived Documents** button that displays any archived documents.
- e) Select all the documents from the archived documents section by **clicking on the checkbox** next to the column headers.

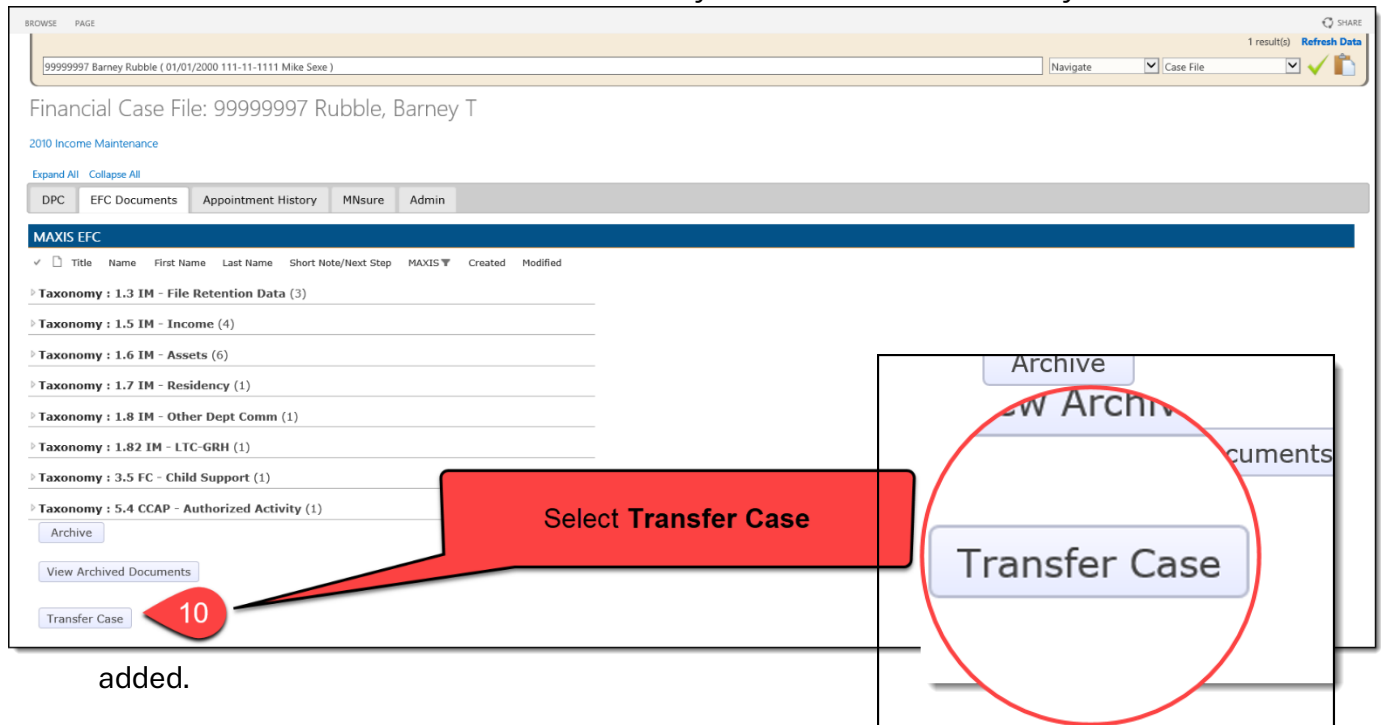
f) Now click **Retrieve**. These documents will now be filed in the **EFC Documents** tab.



7. Once you have confirmed all documents have been filed from the DPC tab and retrieved from the Archive folder, **navigate to the EFC tab** on the Client's Case File

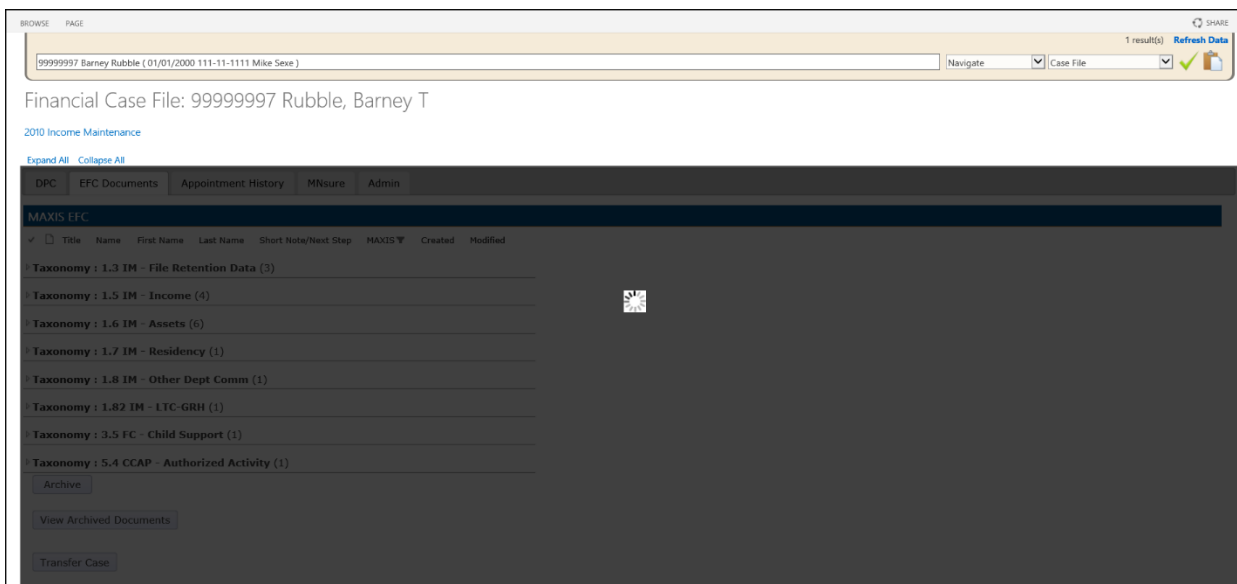


- 8. Scroll to the bottom of the screen and click the **Transfer Case** button. Note: this is a role-based feature for Case Transfer admins only. Please submit a ticket if you need this role



added.

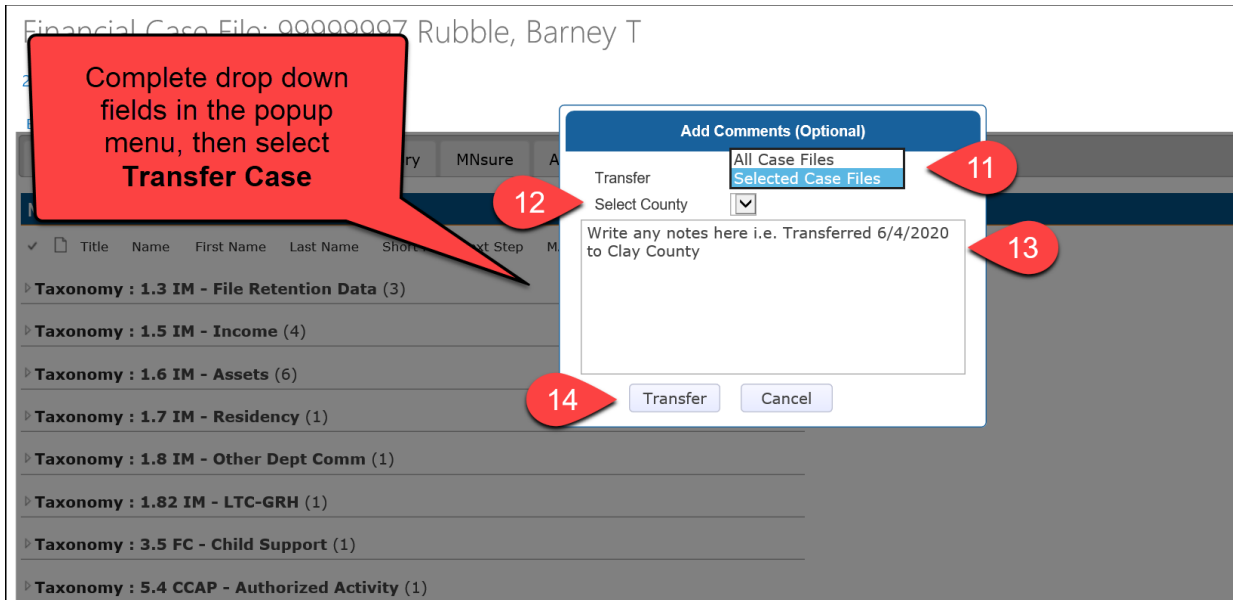
This screen will appear as the transfer function is initiating. You may work on a new tab of CaseWorks is working in the background.



A popup menu will appear. Complete all fields in the menu to transfer the Case File.

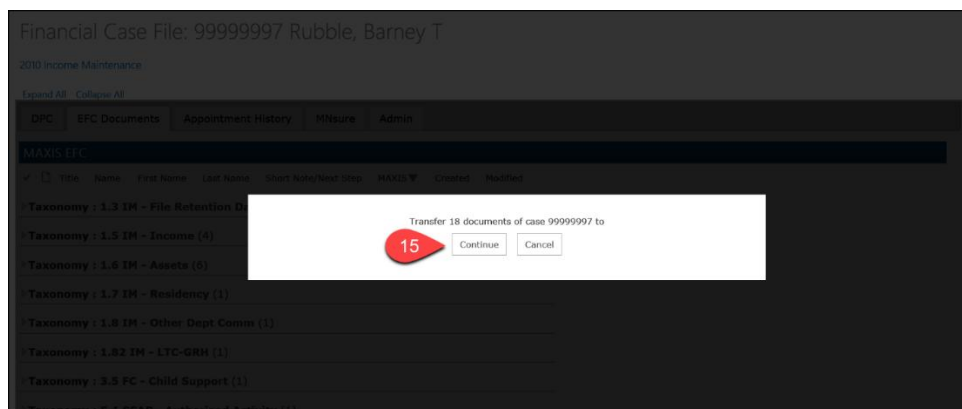
- 9. Transfer Dropdown:

- a. Choose **All Case Files** if you want to transfer all the documents from the selected Client’s EFC documents
 - b. Choose **Selected Case Files** if you want to transfer only selected documents to the receiving County
10. Choose the **CaseWorks County** from the drop-down menu that you are transferring the Case File to.
11. Write any **notes** that you would like included in the transfer (i.e. Date transferred, County, etc.)
12. Select the **Transfer** button



13. CaseWorks will show a message that describes the transfer. It confirms the number of documents being transferred, the Case Number, and the County that the Case File will transfer to.

Select **Continue** once you have confirmed the information is correct.



Once you have successfully transferred the Case File to the receiving County, you will receive an email confirming the transfer and details of the transferred Case File.

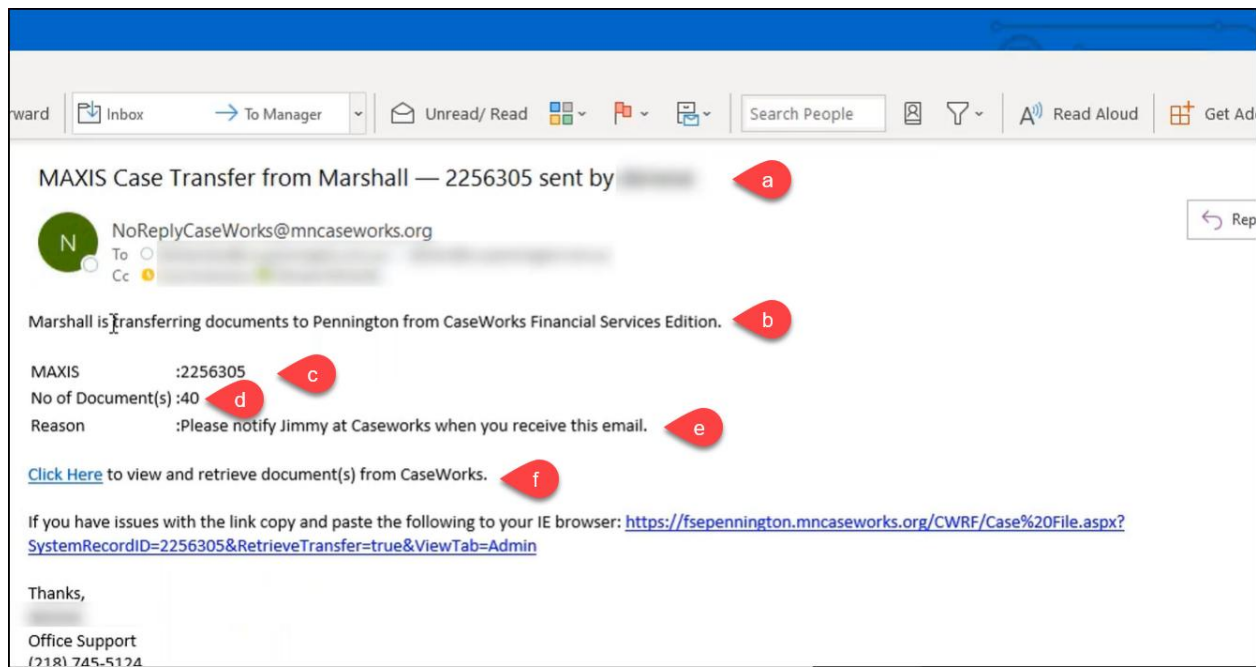
This email includes the following information:

Subject line:

- a) County the Case File was transferred from, the Case Number and CaseWorks the transfer was completed by

Email Body:

- b) The transferring County (your County), the receiving County and the Edition of CaseWorks that the Case File was transferred to
- c) Case Number
- d) Number of Documents transferred
- e) Reason (notes that were included in the CaseWorks transfer process)
- f) A direct link to the transferred Clients Case File Page



Viewing and Restoring Documents from a Transferred Case File

1. After transferring a Case File, the transferred Case File can be viewed by navigating to the Client **Case File** and clicking on the **Admin tab**.
2. Now, click the **View Transferred File** button located at the bottom of the File Retention section

Financial Case File: 99999999 Flintstone, Fred F Transferred

[Expand All](#) [Collapse All](#)

DPC EFC Documents Appointment History MNSure **Admin** 1

Priority

New ▾ Actions ▾ Settings ▾

✓ MAXIS ▾ DocType Title

There are no items to show in this view of the "Priority" list.

File Retention

+ new item or edit this list

| ✓ | Title | MAXIS ▾ | Date Closed | Transferred Date | Transferred To | Exceptions | Retention | Comments | C |
|---|---------|---------|-------------|------------------|----------------|------------|-----------|----------|---|
| | Fred F. | ... | 99999999 | 8/18/2023 | | No | | | 4 |

View Transferred File 2

3. The **Recycle Bin Manager** will now open in a new internet tab. This tab will display all documents that were transferred from the Case File.

Recycle Restore

| NCT Transferred Recycle Bin | | | | | | | | | |
|-----------------------------|--|--|---------------------------|--|-----------|------------------------|------------|----------------|----------------|
| <input type="checkbox"/> | Name | Original Location | DocType | Short Note/Next Step | Size (KB) | Deleted Date | Deleted By | Created By | Modified By |
| <input type="checkbox"/> | D001 Drivers License__4002_05-13-2020-02-03-22.pdf | FSE Electronic File Cabinet/999/99999999/1.1 IM - Enumeration Identity | D001 Drivers License (DL) | FSEAutoCopyTestBrandon. Expect NewApps in MSE. | 44.29 | 06-03-2020 11:39:01 AM | NCT Test | System Account | System Account |
| <input type="checkbox"/> | D001 Drivers License__3172_12-03-2019-10-37-14.pdf | FSE Electronic File Cabinet/999/99999999/1.1 IM - Enumeration Identity | D001 Drivers License (DL) | | 535.01 | 06-03-2020 11:39:02 AM | NCT Test | System Account | NCT Test |

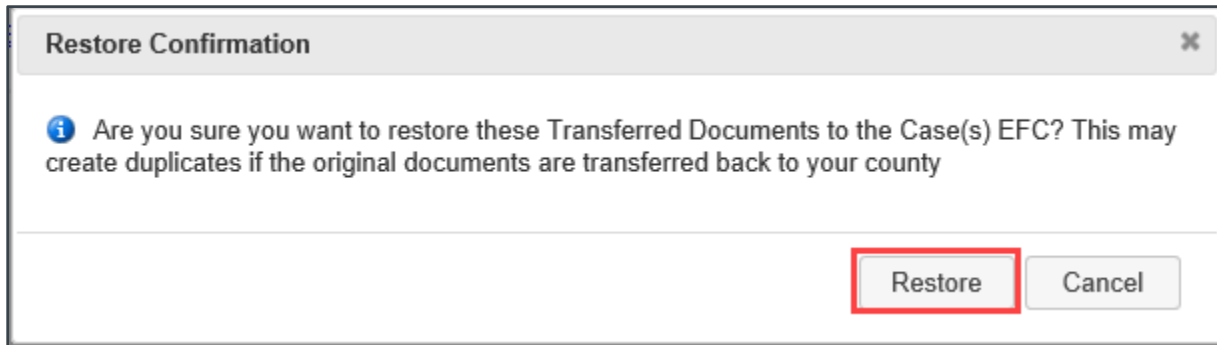
4. To **Restore** any of the documents that have been transferred, select each document to be restored to the client’s EFC.

5. Now click **Restore**.

Recycle Restore

| NCT Transferred Recycle Bin | | | | | | | | | |
|-------------------------------------|--|--|---------------------------|--|-----------|------------------------|------------|----------------|----------------|
| <input type="checkbox"/> | Name | Original Location | DocType | Short Note/Next Step | Size (KB) | Deleted Date | Deleted By | Created By | Modified By |
| <input checked="" type="checkbox"/> | D001 Drivers License__4002_05-13-2020-02-03-22.pdf | FSE Electronic File Cabinet/999/99999999/1.1 IM - Enumeration Identity | D001 Drivers License (DL) | FSEAutoCopyTestBrandon. Expect NewApps in MSE. | 44.29 | 06-03-2020 11:39:01 AM | NCT Test | System Account | System Account |
| <input type="checkbox"/> | D001 Drivers License__3172_12-03-2019-10-37-14.pdf | FSE Electronic File Cabinet/999/99999999/1.1 IM - Enumeration Identity | D001 Drivers License (DL) | | 535.01 | 06-03-2020 11:39:02 AM | NCT Test | System Account | NCT Test |

6. A message will appear to confirm the restoration of the documents that have been selected. Click **Restore** to confirm.



- CaseWorks will show a message confirming the number of documents that have been restored to the Client's **Electronic File Cabinet**.



- On the Case File page in the **EFC Documents tab**, you will now see any documents that have been restored.

| Financial Case File: 99999999 Flintstone, Fred M Transferred | | | | | | |
|--|---|------------|------------|--|----------|-------------------------------------|
| Expand All Collapse All | | | | | | |
| DPC EFC Documents Appointment History MNSure Admin | | | | | | |
| Electronic File | | | | | | |
| Title | Name | First Name | Last Name | Short Note/Next Step | MAXIS | Created Modified |
| *Taxonomy : 1.1 IM - Enumeration-Identity (22) | | | | | | |
| D001 Drivers License (DL) | D001 Drivers License_4002_05-13-2020-02-03-22 | Fred | Flintstone | FSEAutoCopyTestBrandon. Expect NewApps in MSE. | 99999999 | 5/13/2020 2:03 PM 5/15/2020 2:17 PM |

Note: If this Case File was transferred and documents were restored in CaseWorks, in the event that the Case File is transferred back to your County, there may be duplicate documents.

Transfer Cases into CaseWorks

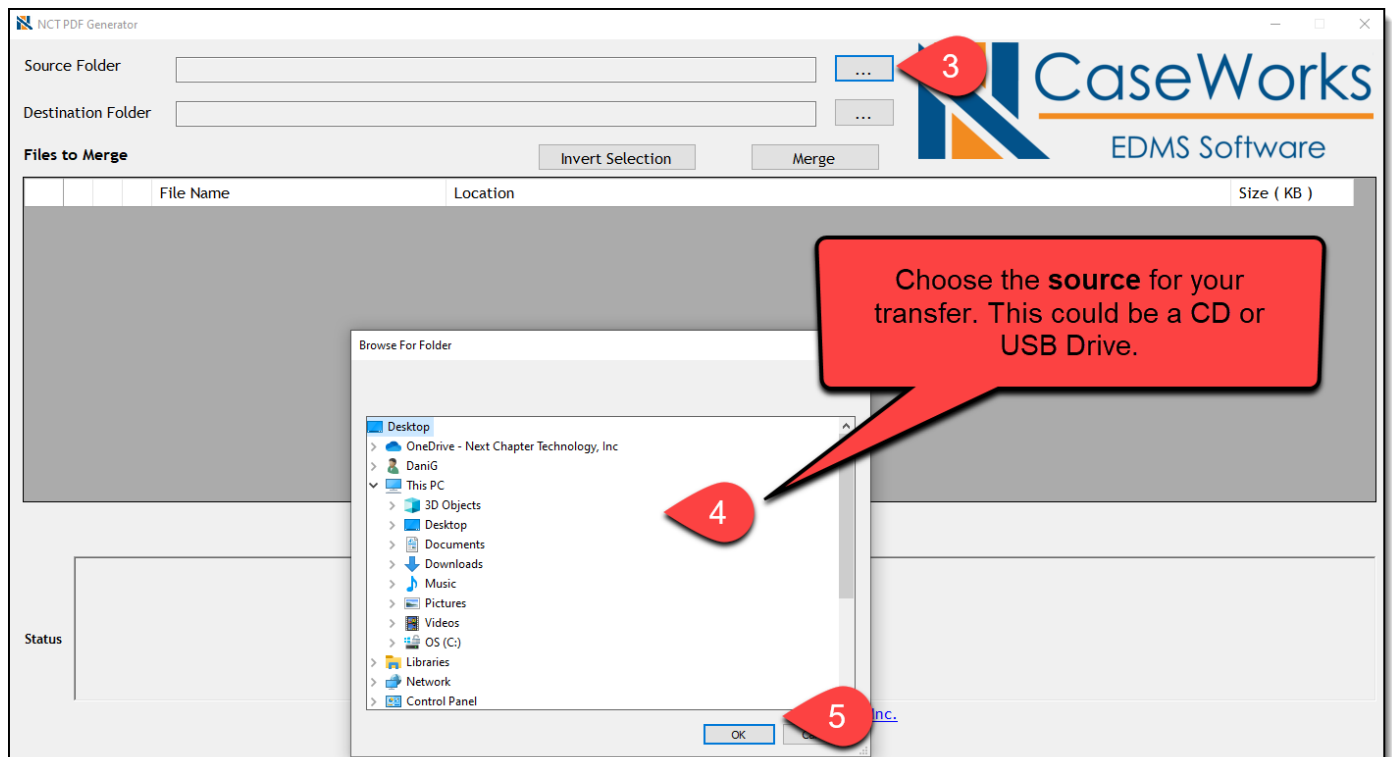
Transfer Cases into CaseWorks using the NCT PDF Generator

Case Files can be transferred into CaseWorks using the NCT PDF Generator. The NCT PDF Generator will convert .tiff and .jpg document types into .pdf to be transferred into CaseWorks.

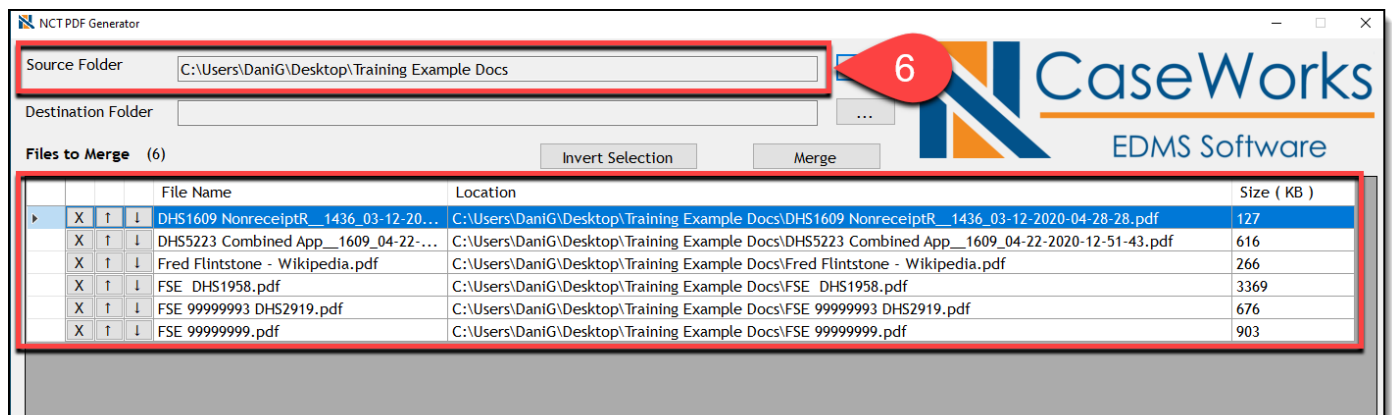
If your county uses Adobe Pro to transfer cases into CaseWorks, please see the next section on [How to Transfer Cases from a CD into CaseWorks](#).

- Create a folder on your desktop to transfer Case Files into.
- Open the **NCT PDF Generator**.
- Click the box to the right of the Source Folder.
- Choose the **source** of your transfer. This may be a CD, USB drive or other folder with documents to be transferred into CaseWorks.

5. Click **OK**

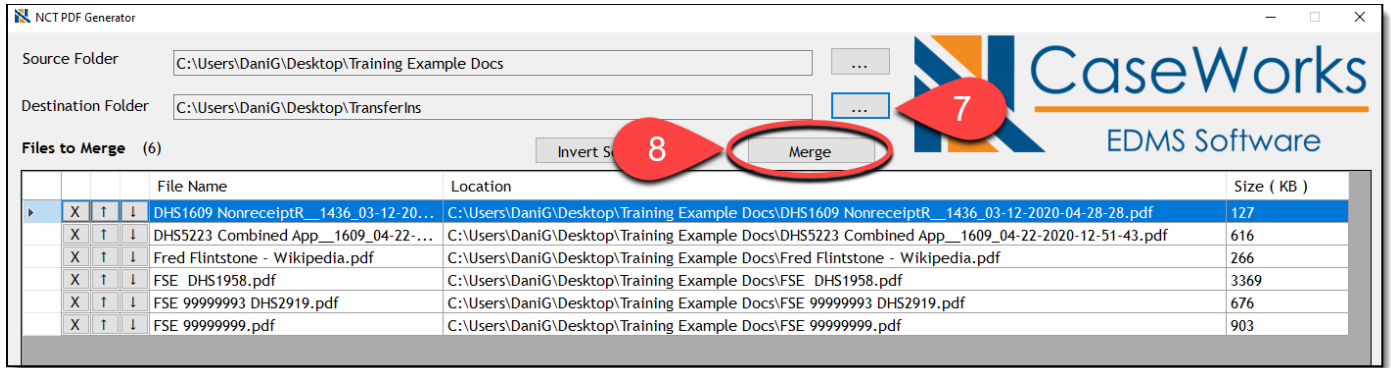


6. The file path will now show in the **Source Folder** bar and your files will be displayed below.



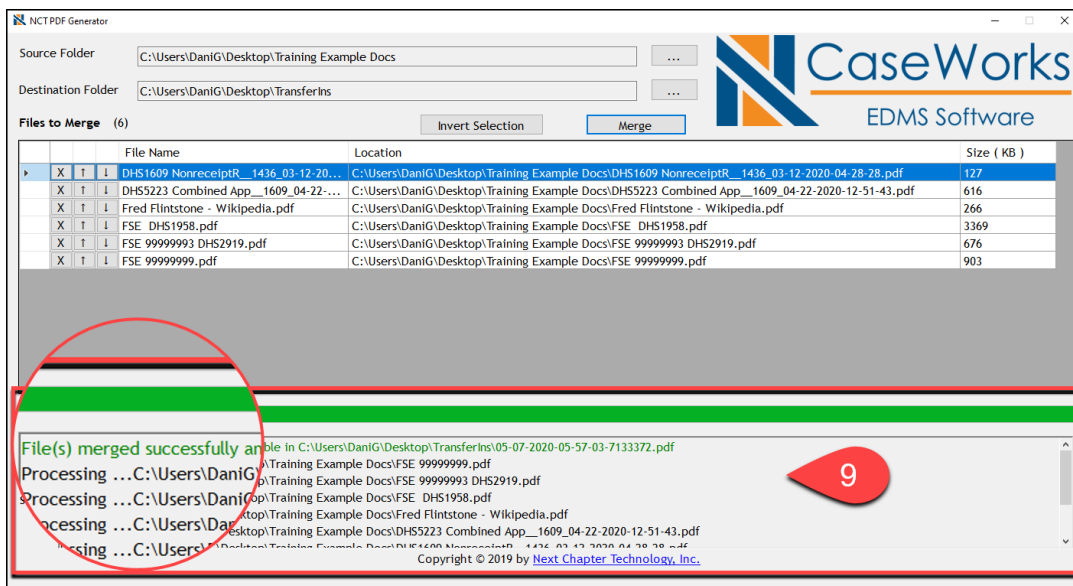
7. Select the Destination by clicking the box to the Destination Folder (same steps as Source Folder). You will see your Destination Folder path appear (see image below).

8. Click **Merge** to start transfer of documents into the **Destination Folder**.



9. A message will appear that confirms that your **File(s) merged successfully**.

Note: For larger files, a progress bar may appear and could take several minutes. This process will work in the background of any applications that you open and use at this time, including CaseWorks.



10. You can now **close** the NCT PDF Generator.

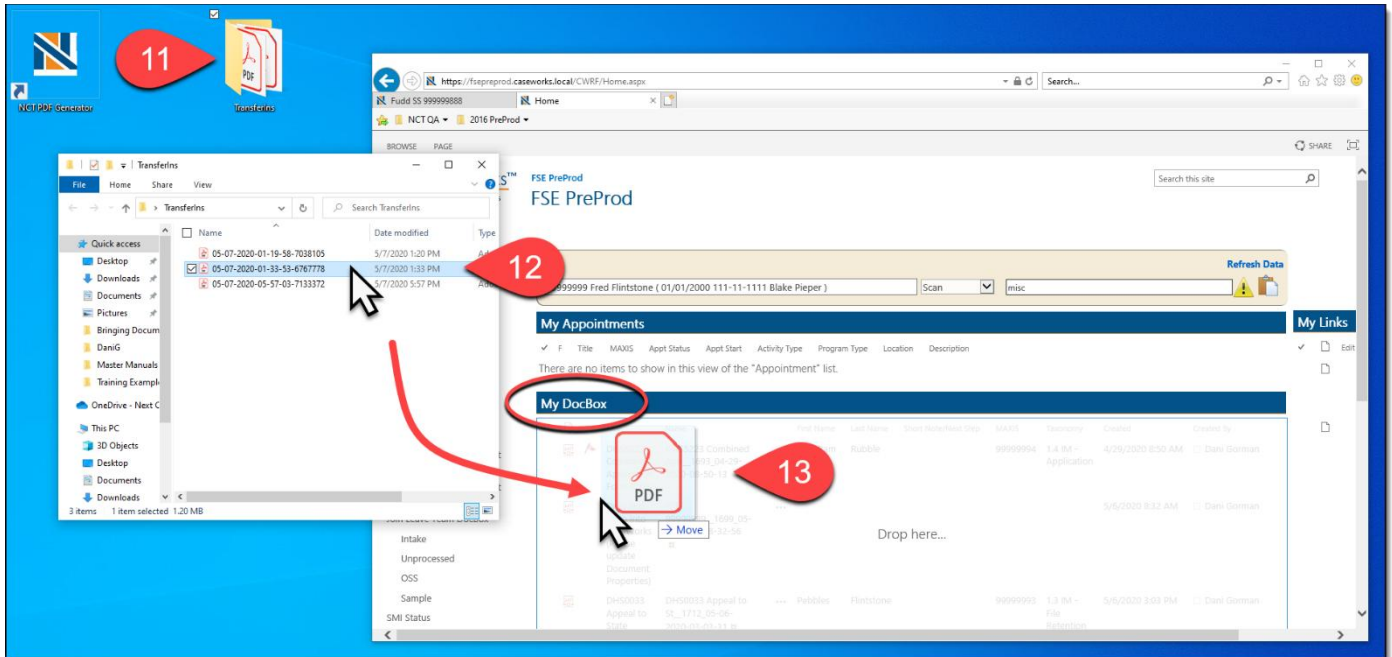


11. Open your CaseWorks Home page and make your CaseWorks and Desktop visible. Open the folder that you designated as the **Destination Folder** for your transfer.

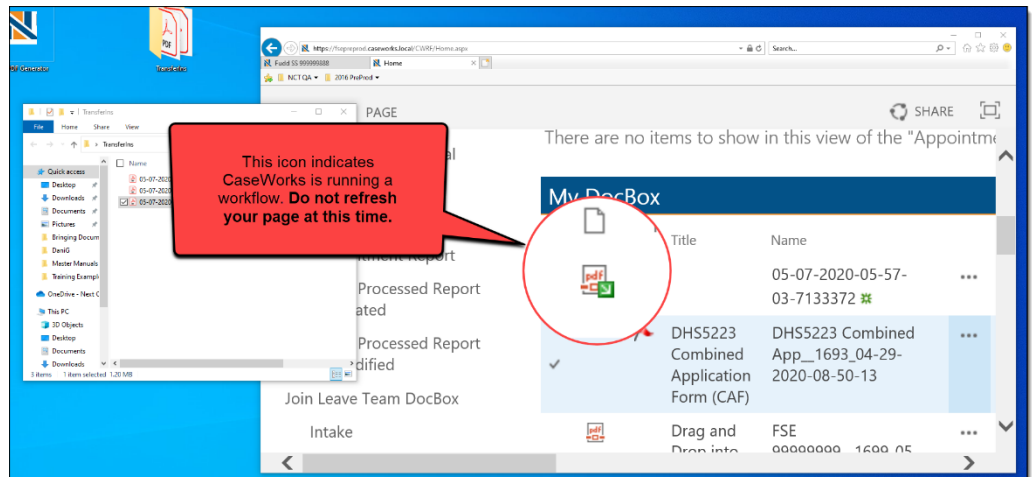
12. Click on the document(s) that you are transferring to CaseWorks.

Note: Multiple documents can be brought into CaseWorks by checking the boxes to the left and clicking on all to drag.

13. **Drag the document(s) to My DocBox** on your CaseWorks Home page. The transferred documents **cannot** be brought into other DocBoxes, but can be moved after or while editing documents/

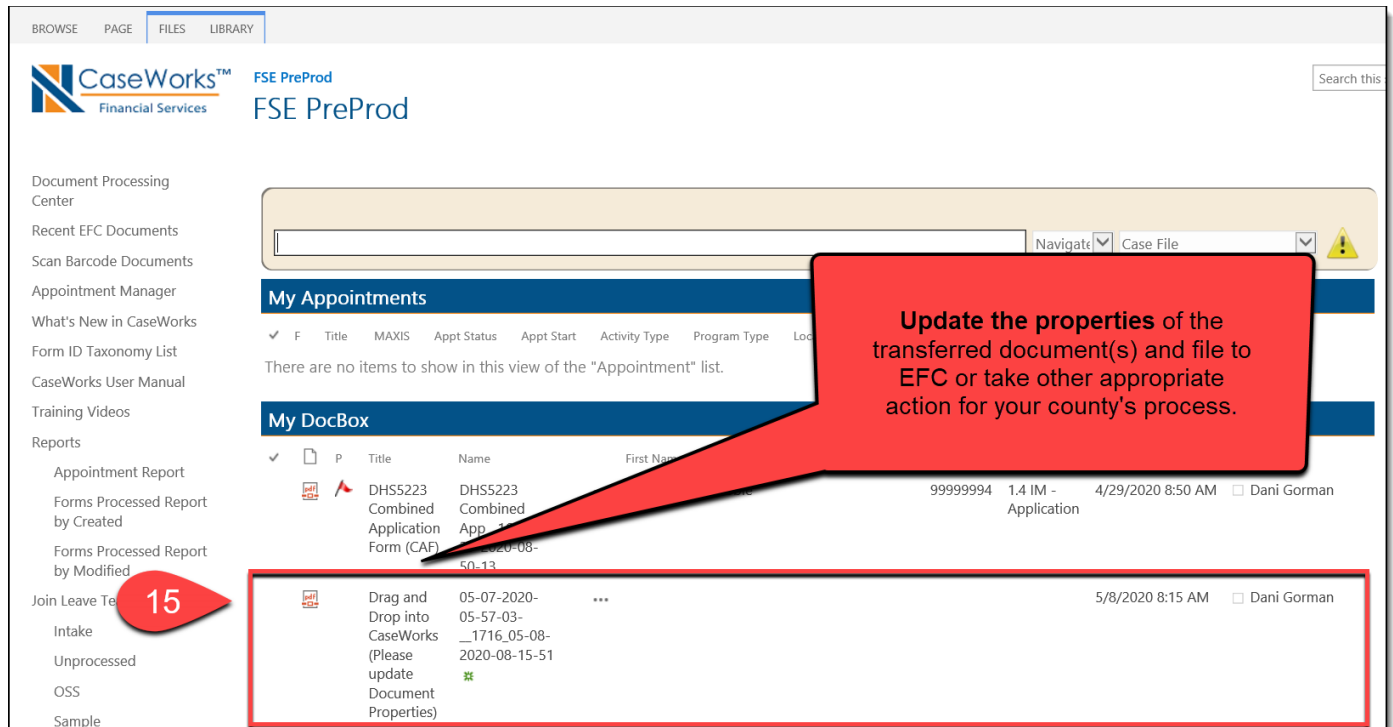


14. After you drag the document into My DocBox, you will see an icon in CaseWorks indicating that a workflow is running to get the documents into CaseWorks.



Do not refresh your page until the green and white icon disappears. This process may take a moment.

15. The documents that have been transferred into CaseWorks will have a message prompting to update the properties of the document.



If this was a transfer of an entire Case File, the document can be titled as a **Miscellaneous Bulk Scan** (see image below). Update other document properties as appropriate and add a **Short Note/Next Step** about transfer if desired.

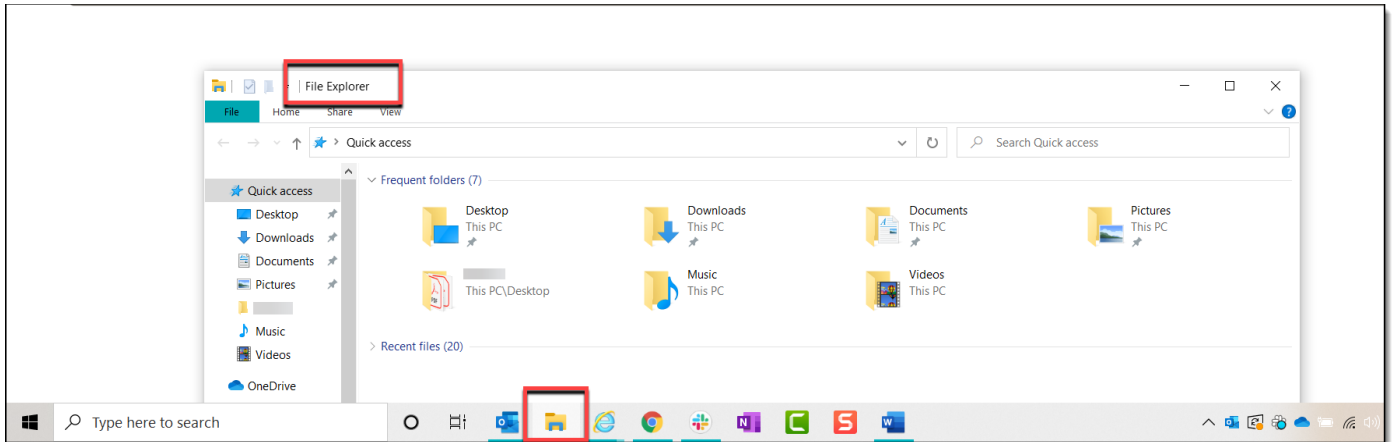
The screenshot shows a document property form with the following fields and values:

- Scanning To: Document Processing Center
- Content Type: 00 - General Record - Financial Serv
- Title: 13 BULK SCAN - IM - Misc-Bulk Scanning
- DocType*: 13 BULK SCAN - IM - Misc-Bulk Scanning** (highlighted)
- Taxonomy: 1.91 IM - Misc-Bulk Scanning
- DocBox: DaniG
- Document Owner(s): Dani Gorman
- File to EFC: No
- First Name, Middle Name, Last Name, SSN, DOB, MAXIS, SCMID, PMI, P: (Empty fields)
- Reviewed: No
- System Message, Claimed From, Short Note/Next Step: (Empty fields)

Version: 1.0
 Created at 5/8/2020 8:15:51 AM by Dani Gorman
 Last modified at 5/8/2020 8:15:54 AM by Dani Gorman

Transfer Cases from a CD into CaseWorks using Adobe Pro

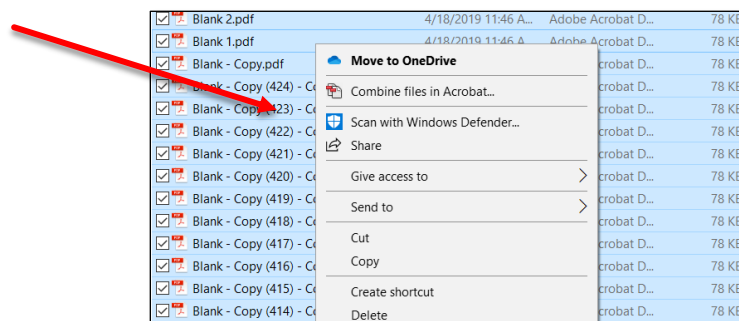
1. Open the CD in **File Explorer**



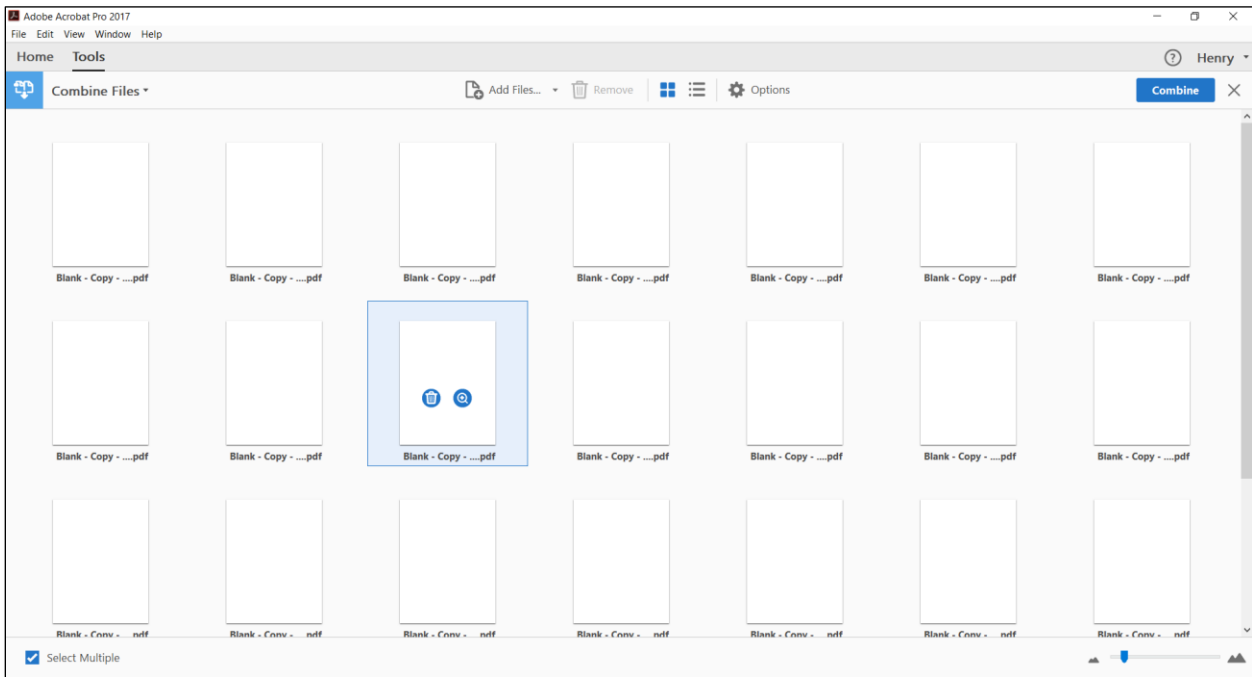
2. Next, sort the folder by File size by clicking on the **Size** column (the arrow above **Size** should be pointing down)

| <input type="checkbox"/> Name | Date modified | Type | Size |
|--|----------------------|--------------------|--------|
| <input checked="" type="checkbox"/> AutoFillForm.pdf | 7/1/2019 2:54 PM | Adobe Acrobat D... | 345 KB |
| Blank - Copy - Copy - Copy - Copy (2).... | 4/18/2019 11:46 A... | Adobe Acrobat D... | 78 KB |
| Blank - Copy - Copy - Copy - Copy.pdf | 4/18/2019 11:46 A... | Adobe Acrobat D... | 78 KB |

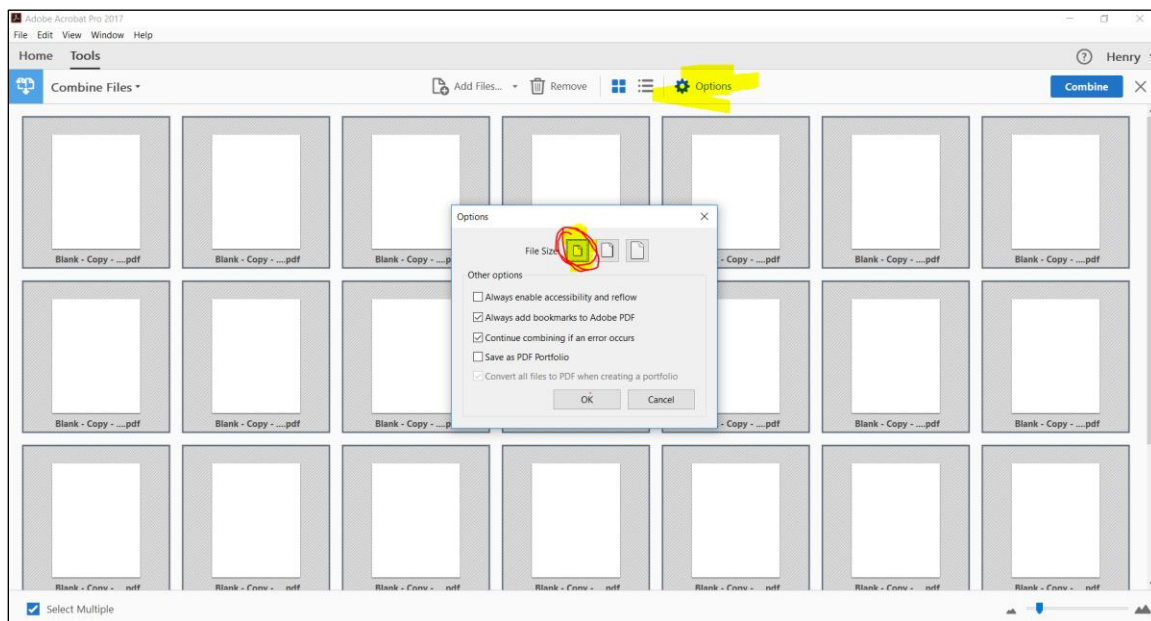
3. Use Print2CW to import large documents individually
 - a. Open the document in PDF Reader
 - b. Select **File > Print**
 - c. Change the printer to **Print2CW** and click **Print**
 - d. In the pop-up window, enter in the client’s identifying information and select the client from the list
 - e. Enter in the *DocType* and select it from the list in the last box in the *All Purpose Navigation*
 - f. Click the **Green Check Mark** to go
 - g. Preview the document and add any document information required at the bottom of the *Edit Properties (NCT)* page
 - h. Select **Save** when finished
 - i. Repeat this process for all large documents (a large document is > 1mb)
4. Highlight the rest of the documents by holding down the **Shift** key and selecting the first and last document in the series. **Right Click** using the mouse and select **Combine files in Acrobat** in the pop-up window



5. Next, Adobe Acrobat will open a new window



6. Select all documents by pressing **Ctrl & A** simultaneously. Select **Options** from the top bar menu and select the smallest file size option (on the far left). Select **OK** to close out.

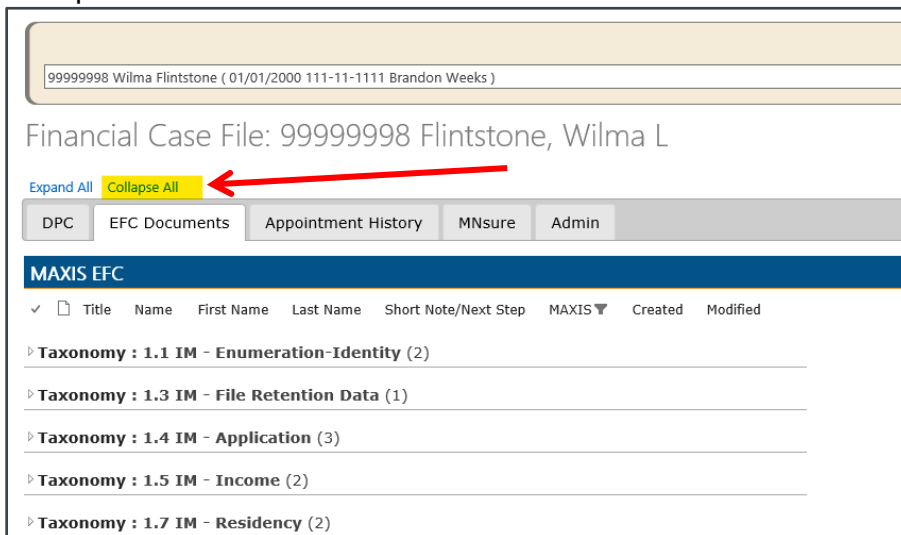


7. When ready, click the **Combine** button in the upper right-hand corner
8. After Adobe has completed combining the document, use the [Drag and Drop](#) feature to import the document into CaseWorks.

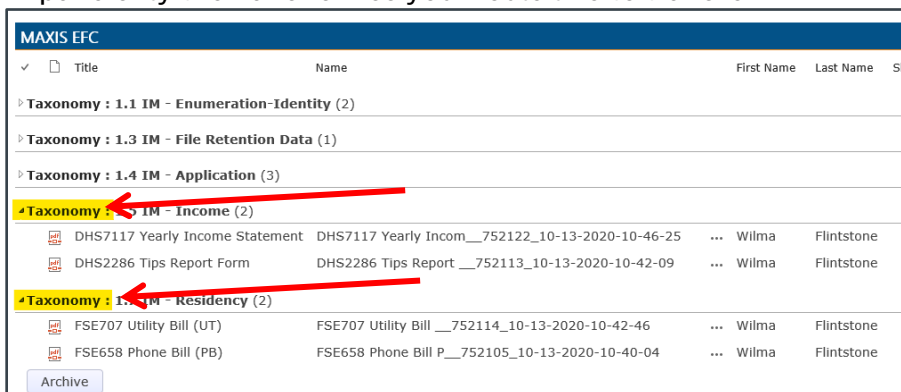
Transferring Select Documents/Taxonomies to another CaseWorks County

1. Navigate to Case File page.

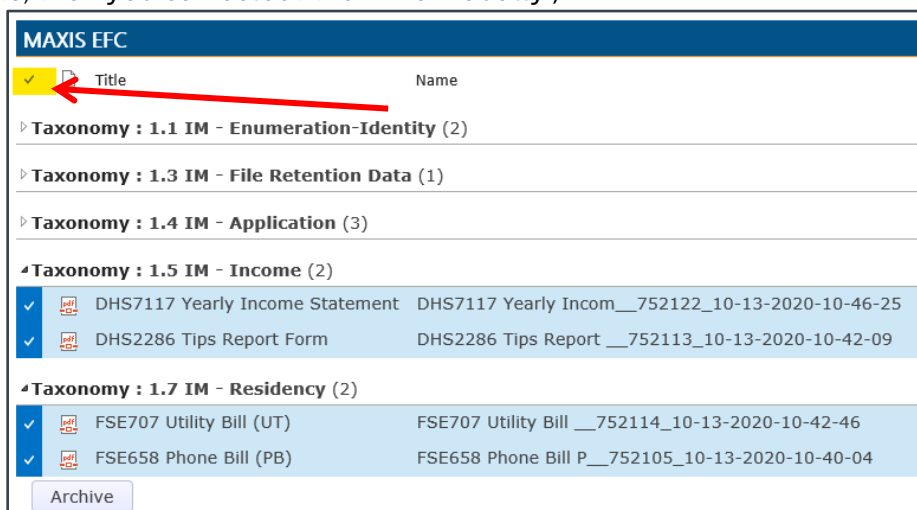
2. Collapse all the Taxonomies.



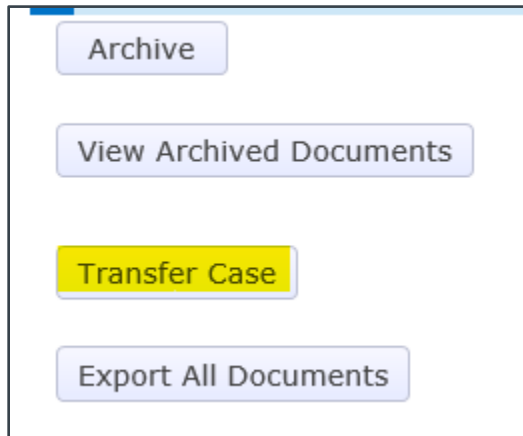
3. Expand only the Taxonomies you would like to transfer.



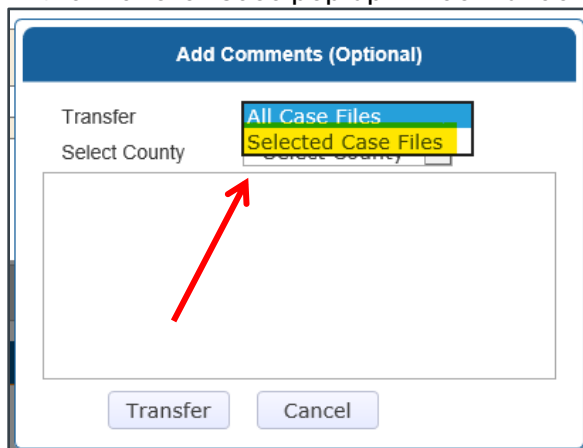
4. Click on the Checkmark to select all the displaying documents. (If you only need certain documents, then you can select them individually.)



5. Once you have selected the documents you would like to transfer, click on the Transfer Case button. Note: this is a role-based feature for Case Transfer admins only. Please submit a ticket if you need this role added.



6. In the Transfer Case pop up window under the Transfer drop down, select **Selected Case Files**.



7. After you have selected the **Selected Case Files** option in the drop down, proceed to transfer the case as any other.
Note: If you still need any of the documents you had transferred, then you can retrieve them from the Transferred Documents Recycle Bin.

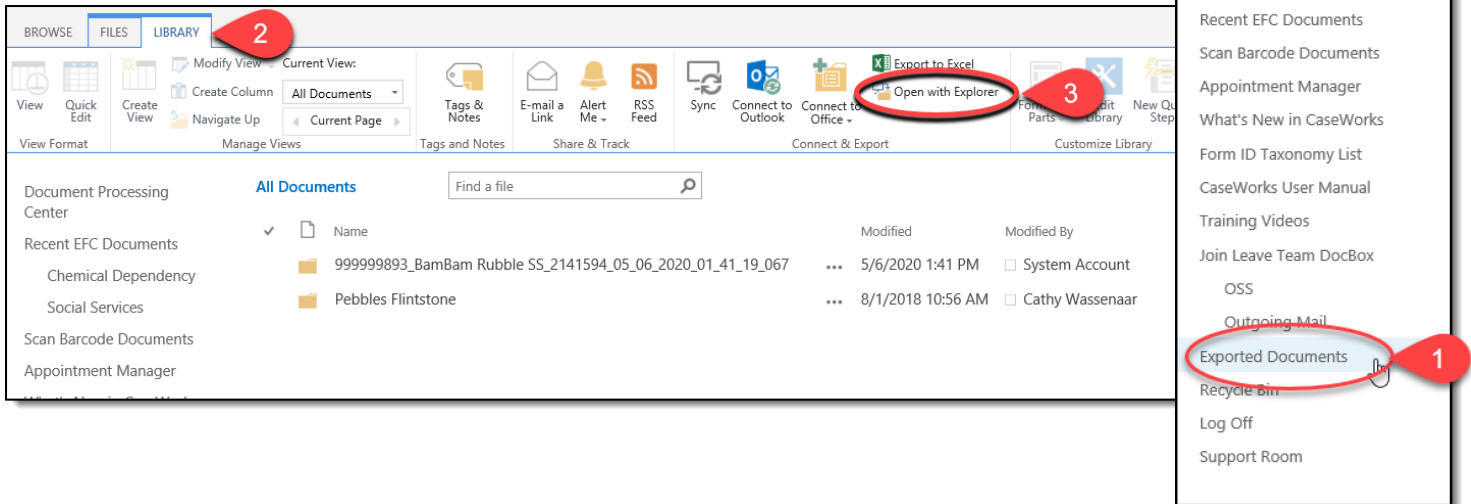
Export Documents

Setting up an Export Folder on your Desktop

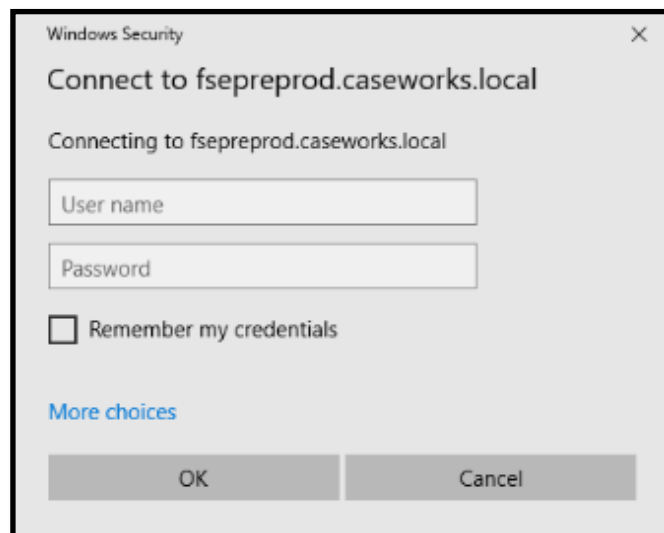
The following steps demonstrate how to create a desktop Export Folder in the case that a user may need to export some or all case documents out of CaseWorks. The Export tool is commonly used when transferring case documents to a non-CaseWorks County.

Staff who need to create an Export Folder to view **Exported Documents** on their desktop will follow the steps on this page. Creating an Export Folder **only needs to be done once**.

1. Navigate to **Exported Documents** on the Left Navigation Panel.
2. Select **Library** in the Top Ribbon Toolbar.
3. Select **Open with Explorer**.

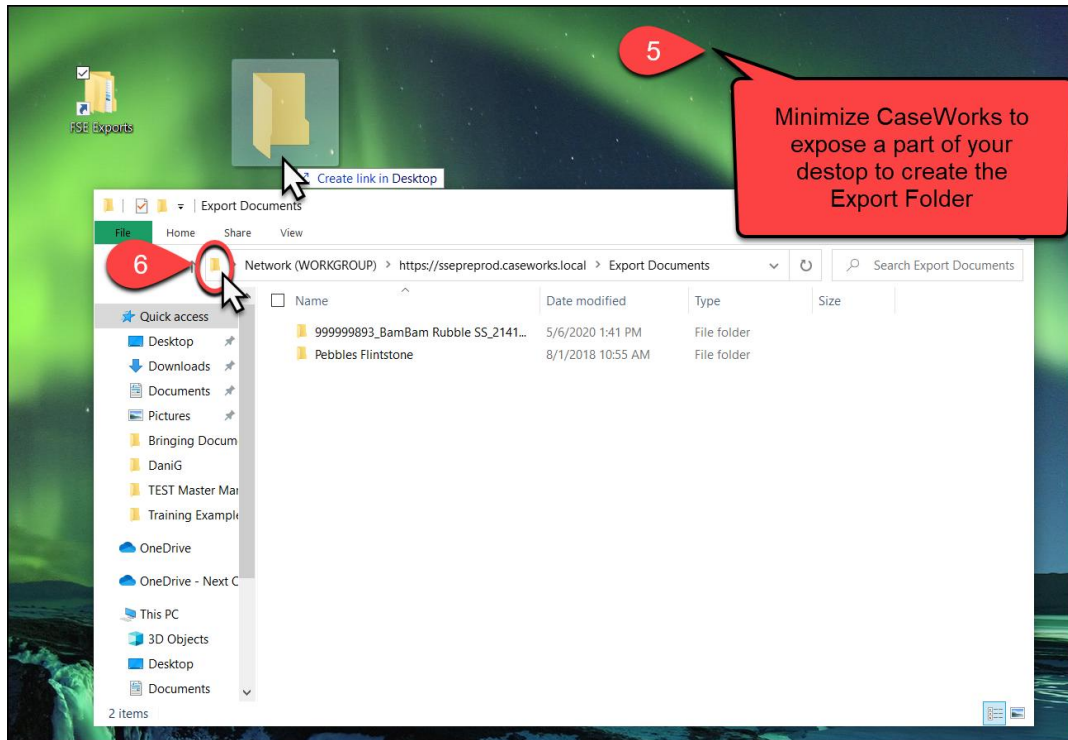


4. If you are prompted to enter your **Username** and **Password**, enter the same **Username** and **Password** that you enter each day to sign into your computer.



A Windows **File Explorer** window will open with the exported documents.

5. First, minimize your CaseWorks screen and anything else so that you can see a part of your desktop.
6. Click on the **file icon** next to the folder path and **drag the icon** to your Desktop.

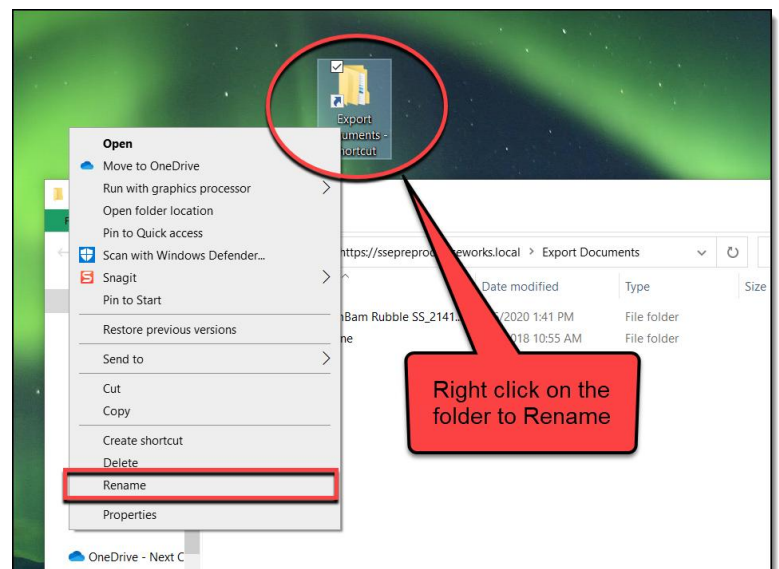


The folder's name will default to **Export Documents – Shortcut**.

Right click on the folder to **Rename** the Export folder.

Setting up an export for each edition of CaseWorks that you use will allow you to export documents into this folder(s) when needed.

Creating an **Export Folder** on your desktop for each edition that you use is a **one-time setup**.



Exporting All Documents to an Export Folder (Case Transfer)

Exporting Documents as described in this section is particular to transferring a case. If you are not transferring a case and simply need to move documents out of CaseWorks, please refer to [Moving Documents out of CaseWorks](#).

The step(s) below contain information about filing documents from the **DPC to the EFC** and should be followed in each export if you are **exporting all documents in a Case File**.

5. The first time you are exporting documents, navigate to the **Case File** that contains the document(s) to be **exported**.
6. When in the case file, check the DPC tab to file down any documents that need to be included in the export from the EFC.

Note: Documents can be exported from any tab on the Case File, but they cannot be exported from the DPC and EFC at the same time.

7. Select **Expand All** and click the checkmark directly under the DPC ribbon and beside the row titles to select all the documents in the DPC.
8. Select **File to EFC** on the **File Ribbon Toolbar**.

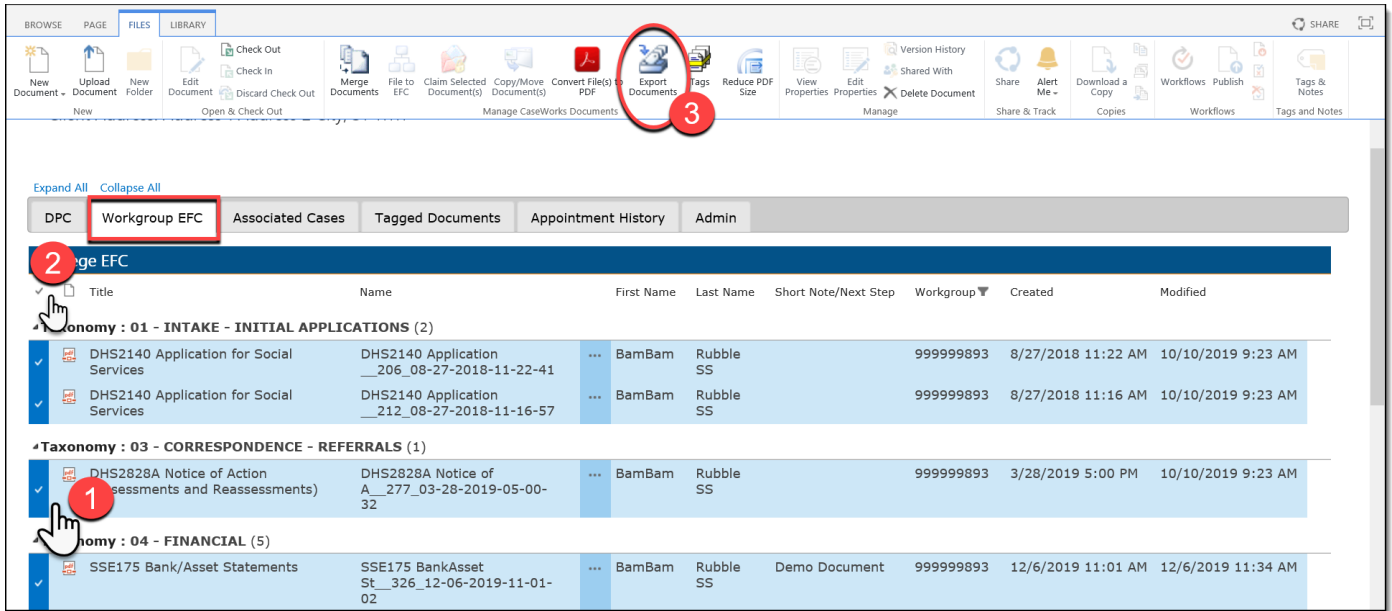
The screenshot shows the CaseWorks interface with the following elements:

- File Ribbon Toolbar:** The 'File to EFC' button is circled in red and labeled with a red '4'. Other buttons include 'New Document', 'Upload', 'New Folder', 'Check Out', 'Check In', 'Merge Documents', 'Claim Selected Document(s)', 'Copy/Move Document(s)', 'Convert File(s) to PDF', 'Export Documents', 'Tags', 'Reduce PDF Size', 'View Properties', 'Edit Properties', 'Delete Document', 'Version History', 'Shared With', 'Share', 'Alert Me', 'Download a Copy', 'Workflows', 'Publish', 'Tags & Notes', and 'SHARE'.
- Case Information:** Shows '999999893 BamBam Rubble SS Social Services HI (01/01/1800) 01/01/1800 111-22-3333 B.Pieper'. A red '1' is placed over the 'Case File' dropdown menu.
- Workgroup:** BamBam M Rubble SS (999999893). Case Information: Social Services - Blake Pieper Open. Client Address: Address 1 Address 2 City, ST 11111.
- Document Processing Center (DPC) Tab:** The 'Expand All' button is circled in red and labeled with a red '2'. The 'DPC' ribbon is active.
- Document List:** A table with columns: Title, Name, First Name, Last Name, Short Note/Next Step, Workgroup, Taxonomy, Created. Two rows are visible, each with a checkmark under the DPC ribbon circled in red and labeled with a red '3'. A red box points to these checkmarks with the instruction: 'Click the checkmark directly under the DPC ribbon to select all'.

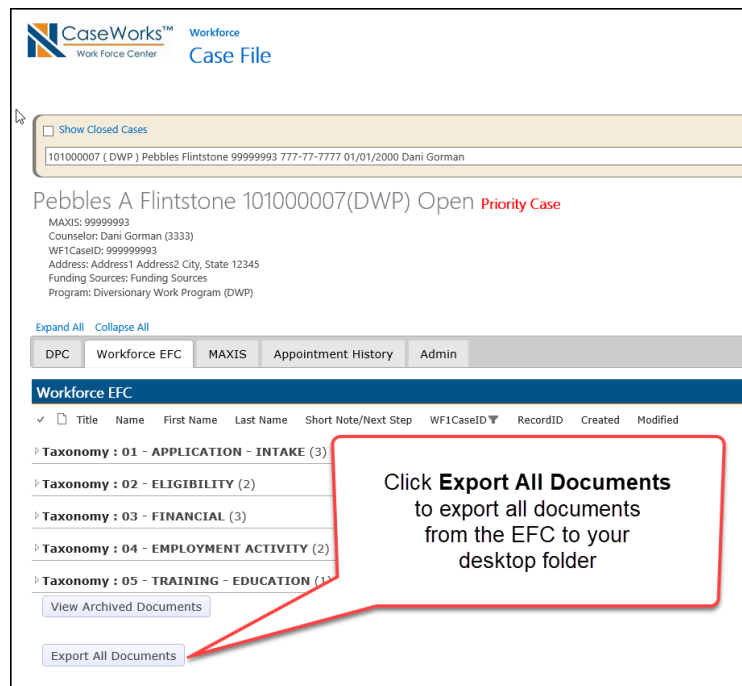
9. Once all the documents have been filed to the EFC, you can export documents from the EFC tab.
10. Click on the individual documents that you are exporting or
11. Select the checkmark under the DPC ribbon next to row titles to select all documents in the EFC.

Note: If you have more than one type of EFC (ex: Privilege EFC and Social Services EFC) they will need to be selected and exported individually and cannot be selected at the same time.

12. Click on **Export selected document(s)** in the Top Ribbon Toolbar.

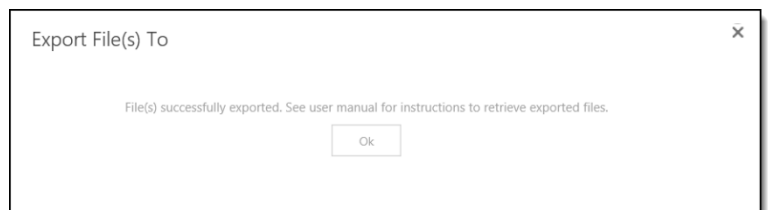


To Export All Documents from the Case File scroll to the bottom of the EFC documents tab and click **Export all Documents**.



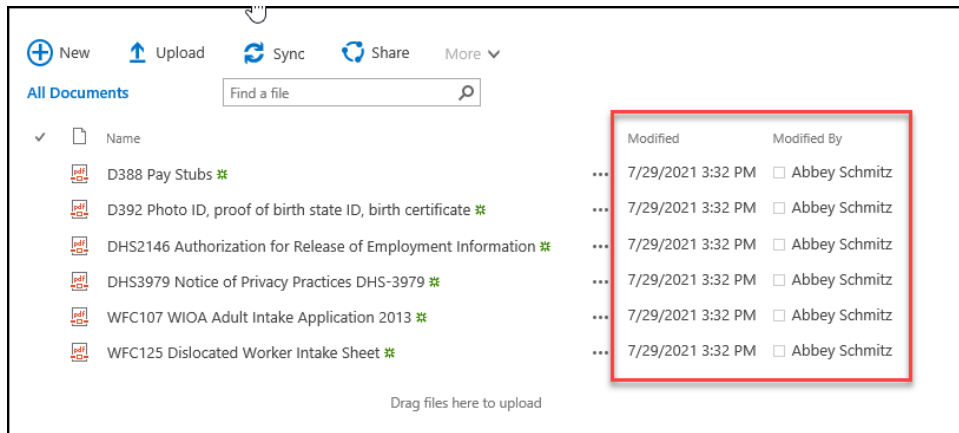
13. Once the Export has processed, click **OK**.

Note: A large number of documents may take longer to process.



Once you have selected documents to be exported from the Case File, the exported documents are available on the CaseWorks Home page in the Left Navigation Panel under **Exported Documents**. Exported documents will also appear in the **Desktop Export Folder** previously set up (see [here](#) for setup steps).

Note: When documents are exported from CaseWorks, the user that exported the documents will appear as the Last Modified.

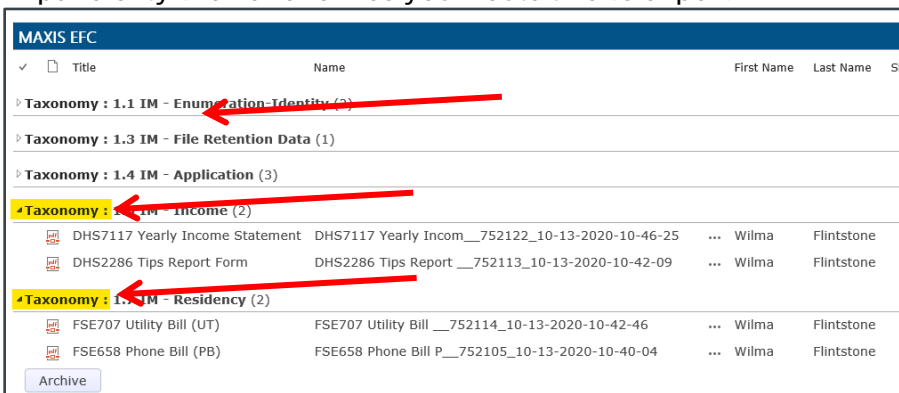


From the **Export Documents folder** on your desktop, you can:

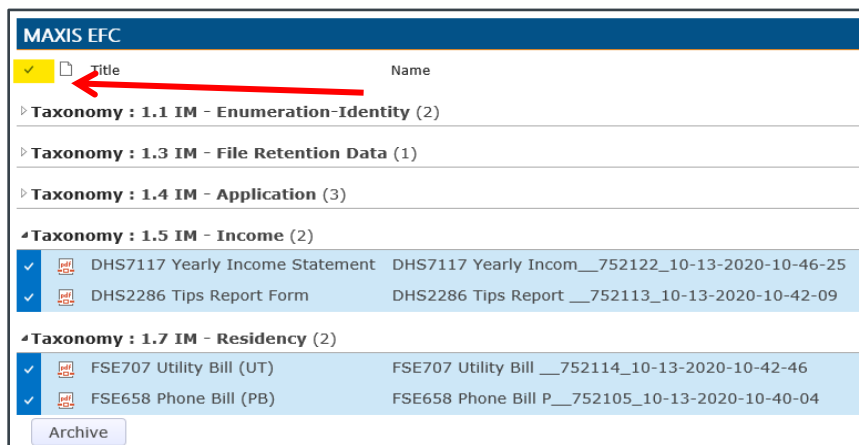
- Burn the files to a CD or copy to a flash drive
- View the Export Documents for 30 days.
- Attach documents to an email.
- Copy files to an e-file folder.
- Delete files (Documents deleted in the Export Documents folder do not impact CaseWorks).

Exporting Select Documents/Taxonomies to another CaseWorks or Non-CaseWorks County

1. Navigate to Case File page.
2. Collapse all the Taxonomies.
3. Expand only the Taxonomies you would like to export.

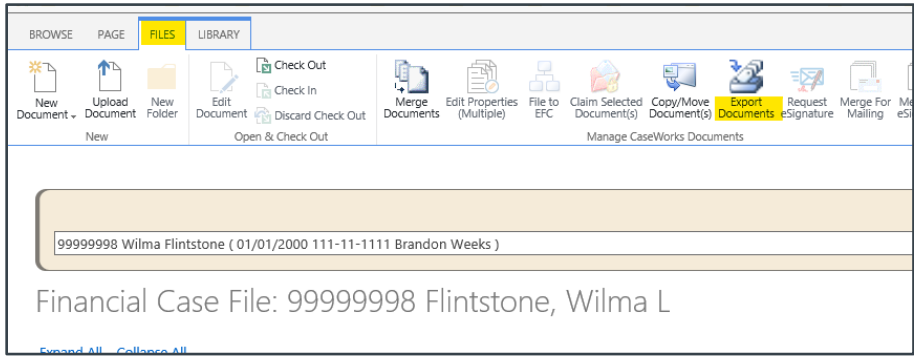


4. Click on the Checkmark to select all the displaying documents (If you only need certain documents, then you can select them individually.)

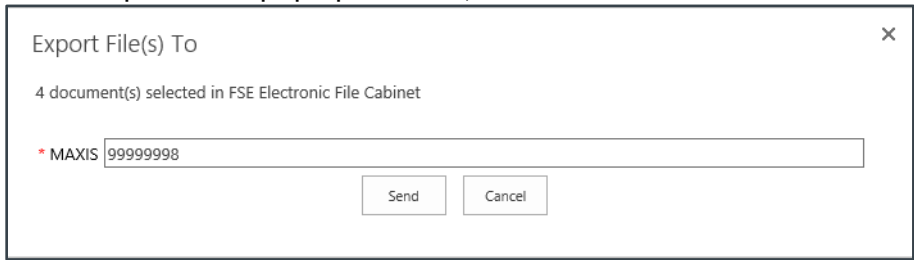


5. Once you have selected the documents you would like to export, instead of selecting the **Export All Documents** button located at the bottom of the page, under the **FILES** Tab select **Export Documents**.





6. In the Export Files pop up window, select **Send**.



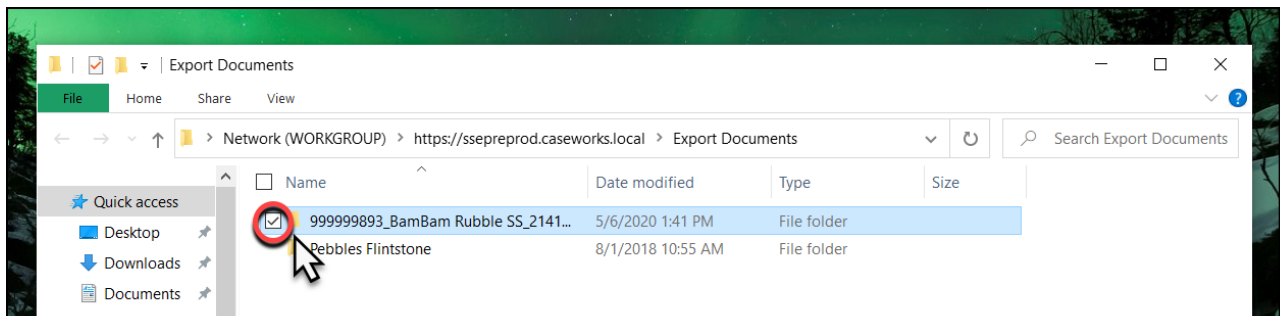
7. After you hit send, you can either navigate to the **Exported Documents** page or if you have created a shortcut on your desktop, then you can navigate to your Exported Documents folder.

Creating a CD

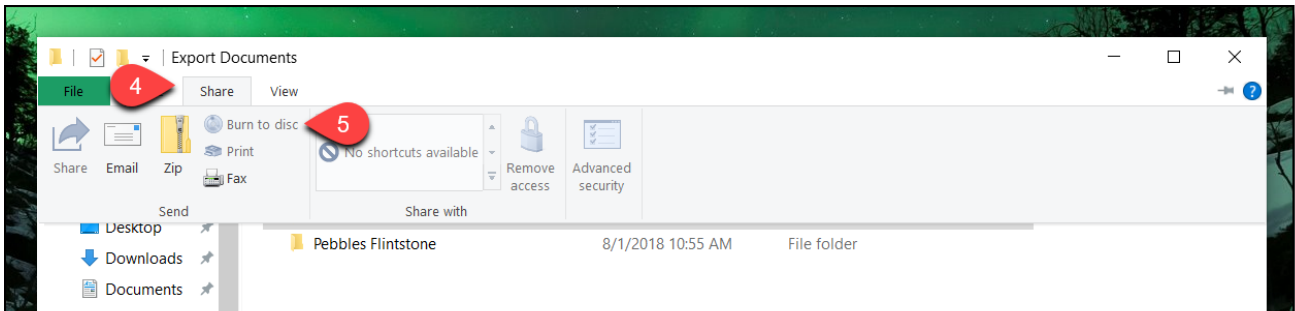
For **Burning to a CD**:

1. **Load** a blank CD into the CD drive.
2. Open your **Export folder** previously created on your desktop.
3. **Select** all the folders in the case file.

Note: To select multiple files, hold down the **Shift key** as you click on each of the folders.



4. Click on the **Share** tab.
5. Select **Burn to Disc**.

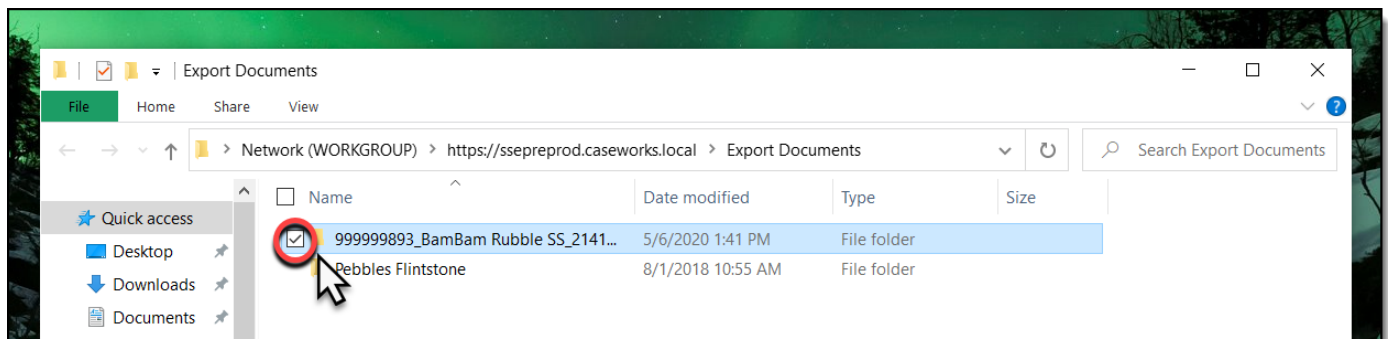


Send the CD to the requesting county. When this case is closed in SSIS, this will be reflected in CaseWorks automatically.

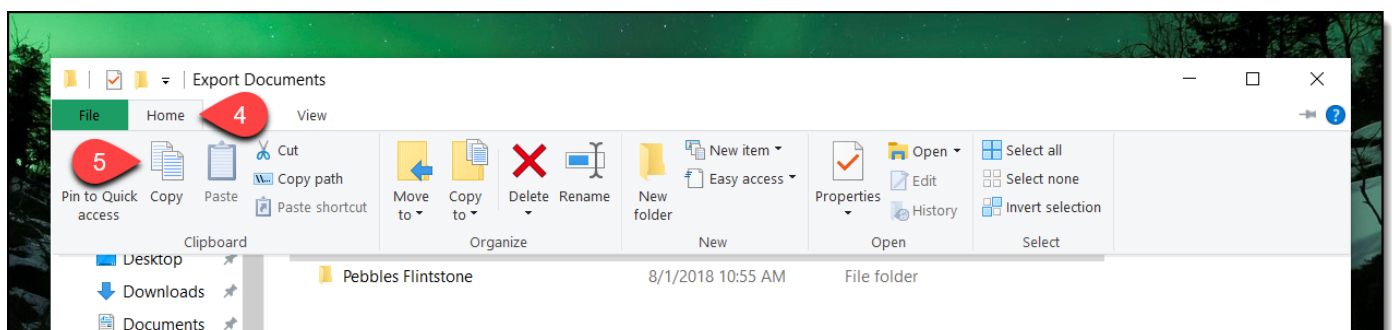
Creating a USB Drive

For transferring documents to a **USB Drive**:

1. Follow the previous instructions for creating an [Export folder on your desktop](#).
2. Open the Export Folder on your desktop.
3. Select the folder(s) that need to be copied to a USB Drive.



4. Click on the **Home** tab on the Export Documents explorer window.
5. Select **Copy** and then open your USB Drive to paste folder(s).

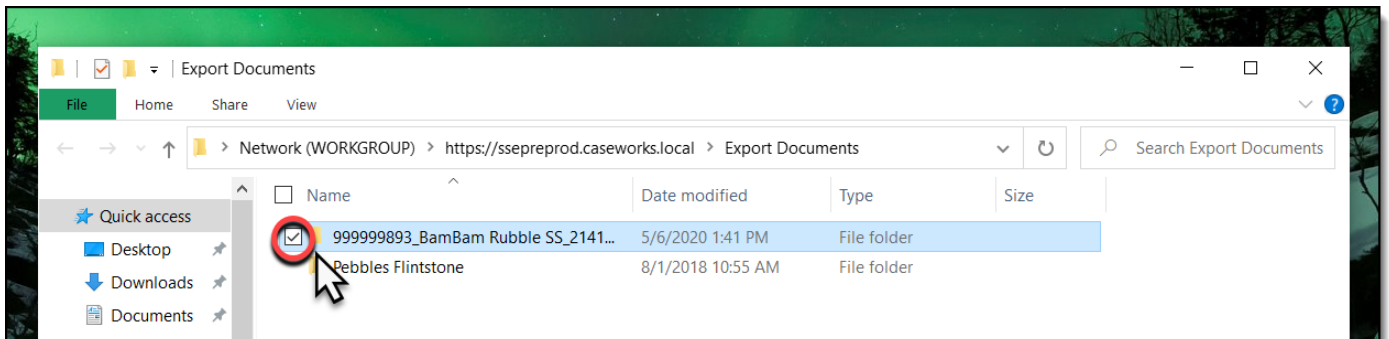


Emailing Documents from a Case File

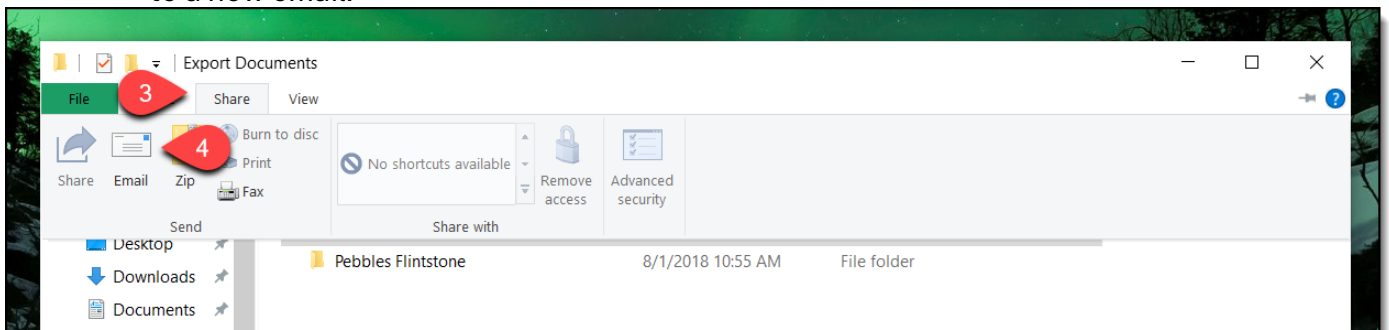
For **Emailing** files:

1. Open the **Export Folder** on your desktop. See previous instructions for [creating an Export folder on your desktop](#).
2. **Select** all the folders in the case file, or selected documents within a folder, to include in the email.

Note: To select **multiple documents** or **multiple folders**, hold down the **Shift key** as you click on each of the document or folder.



3. Click on the **Share** tab
4. Select **Email**. This will individually add all documents within the folder(s) as attachments to a new email.



- Confirm all necessary documents are included in the email as an attachment.
- **Add** a subject line and email body, as needed.
- Select email recipient.
- **Send** email.

Troubleshooting Guide

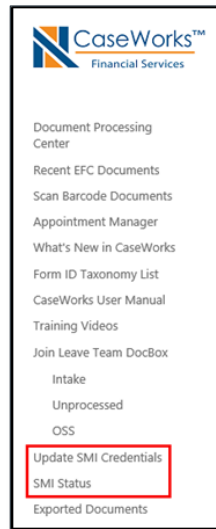
SMI Credentials – (Financial and Child Support Editions)

Check Your SMI Credentials

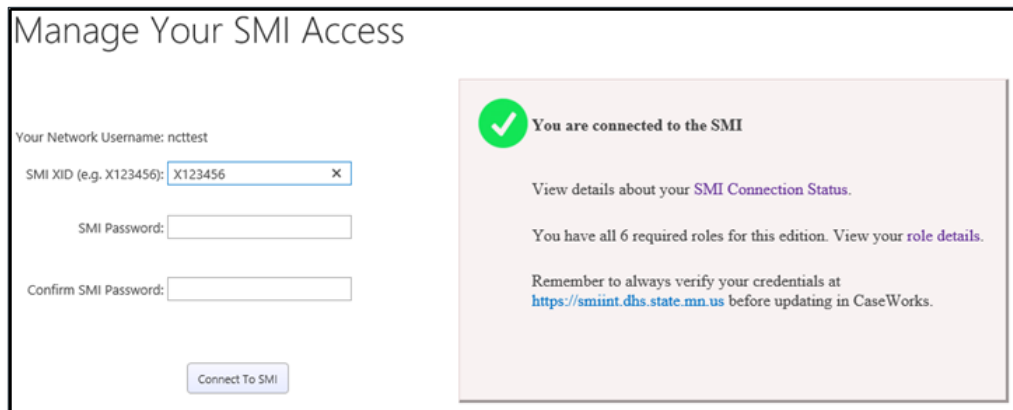
If you suspect you are not receiving real time data from the SMI, you can confirm your SMI Credentials.

Note: A red message will show in the scan interface if your SMI Credentials need to be updated.

1. Click the **Update SMI Credentials** link in the left navigation panel.



2. The following screen will allow you to update your SMI.

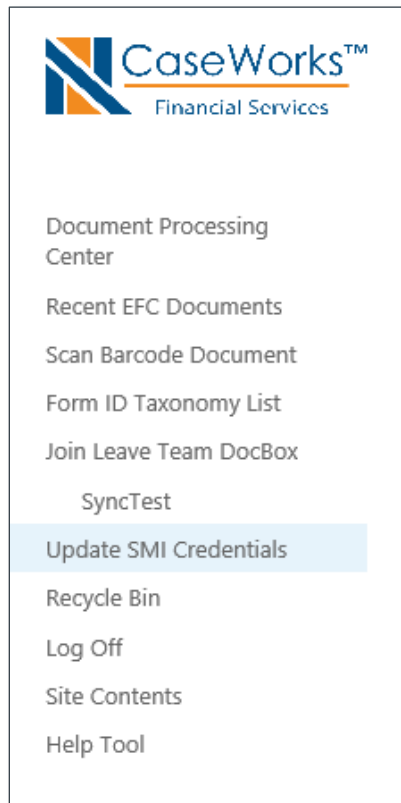


3. Enter your SMI Credentials and click .

Reset Your SMI Password

If you get locked out of the SMI, you will need to reset your SMI password.

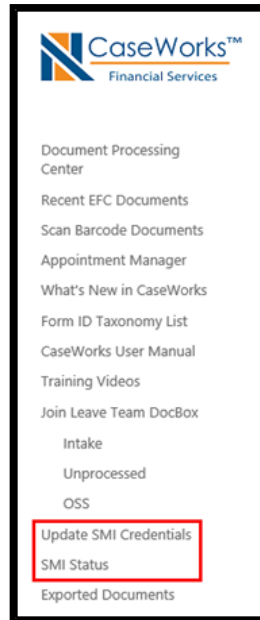
1. Change your password in SMI.
 - Ask you supervisor or administrator to reset your SMI password.
 - Your supervisor will provide you with a temporary password.
 - Navigate to SMI website (Click the link provided in instructions).
 - Enter your **XID** to login to SMI.
 - Enter your temporary password.
 - Change your password as prompted by SMI website.
 - Click on **Enter**, then **Okay**.
 - Click on **Save Account**.
2. Update CaseWorks with new SMI credentials.
 - From the CaseWorks Home page, click on **Update SMI Credentials**.



SMI Access Module (SMI Status)

This section includes advanced details about SMI connection status and roles. Includes a link to view “Your Roles” (select User Role Page) to confirm you have all the required roles for that edition.

- a) Select SMI Status from the left-hand navigation on the CaseWorks Home Page



- b) The SMI Status page provides detailed information about the connection to the SMI and availability. Select **Navigate to User Role Page** to view roles and confirm correct setup.

Your SMI Status

SMI Access Status For User ' ' 1

[Navigate To User Role Page](#) ← To view 'Your Roles'
 SMI Website : <https://smiint.dhs.state.mn.us>

| Saved SMI Credential | Connection Information | SMI Roles | Account Status At SMI |
|--|---|-----------|---|
| Did Save Credentials : True SMI SMIUsername : X SMI Credential ID : Network Domain : Network Username : Is Connection Disabled : False Last CaseWorks Message : Credential Updated Last SMI Message : | Authenticated Successfully: True Authenticated Error Message: Credentials Valid: True SMI Error: False Unknown Error: False | | Reset Password Required: False Signed Oath: True Bad Syntax: False EmptyUser ID Password: False Error Message: Expired Or Admin Reset: False Inactive: False In History: False Invalid Credentials: False Oath Signed Date Updated: True Retry Count: 0 Retry Limit Exceeded: False Suspended: False To Soon: False Unlock Time: User ID: Valid: True Verify Mismatch: False |

Checking in a Document

When a workflow is interrupted a document can become “checked out”. One example in which this happens is during Drag and Drop. If the Drag and Drop workflow is interrupted, such as by refreshing the page manually, the document becomes checked out. A document can also become checked out if it is Drag and Dropped into the Document Processing Center instead of onto the homepage DocBox.

When this happens, it can be checked back in using the following steps:

1. Navigate to the Document Processing Center by clicking the link in the Left Navigation Panel.
2. Locate the checked-out document by scrolling down to the bottom of the DPC and click the blue checkmark to select the document.
 - a. Note: These are identifiable by the green workflow icon as shown below.
3. From the tool bar, click Edit Properties.
 - a. Edit the document properties to include a Doctype, the desired DocBox to route to, and the case number. Click Save.
4. While the document is still selected, click ‘Check In’ from the tool bar.
 - a. Ensure the ‘no’ option is selected for retaining your check out. Click OK.
 - b. The document will route to the DocBox selected from the Edit Properties menu.

