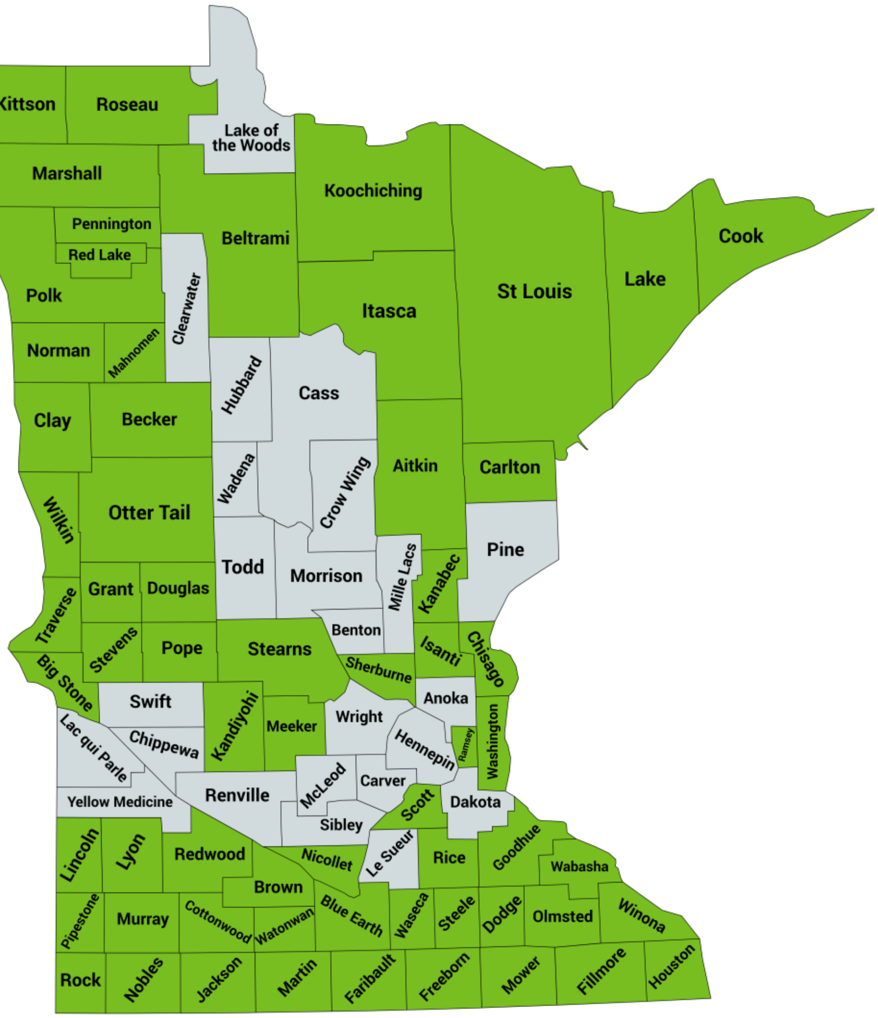
NCT

CaseWorks™

Advanced Document & Process Management

Admin 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
- Normal
- Olmsted
- Otter Tail
- Pennington
- Pipestone
- Polk
- Pope
- Ramsey
- Red Lake
- Redwood
- Rice
- Rock
- Roseau
- Scott
- Sherburne
- Steale
- Stearns
- St. Louis
- Stevens
- Traverse
- Wabasha
- Waseca
- Washington
- Watonwan
- Wilkin
- Winona

Using the CaseWorks Administrator User Manual

Purpose of this Document

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

Table of Contents

Administrator Manual Revision History

Date	Version	Description of Revision	Author
07.14.23	1.0	This Administrator Manual is a consolidated version of each of the previously used Edition Specific Admin Manuals. Topics have been alphabetized. Added sections: CaseWorks County Map, Case Transfer, Purge, Autocopy, Inactive Case Report, and Privileging MCI documents.	Otto & Vang
11.06.23	1.1	Linked how to privilege MCI documents to main Privilege Section, update counties Map	Vang
1.29.2025	1.2	Purge Section: include Child Support reports; add File Retention Records as review tool. Privilege Section: minor updates on naming access group and granting access. Export Section: remove (included in normal User Manual)	Livingston, Otto, Vang
4.25.25	1.3	CaseWorks County Map updated; Purge Section: Excel formula tip, FSE/MSE Exception Taxonomies noted, CSE section updated to include CAAD note; AutoCopy section updated	Otto

Administrative Training Videos

CaseWorks Training Videos for Administrative features in CaseWorks can be accessed by following this link: https://www.screencast.com/t/BbiQMaQP

CaseWorks Support Ticket Submission

Overview

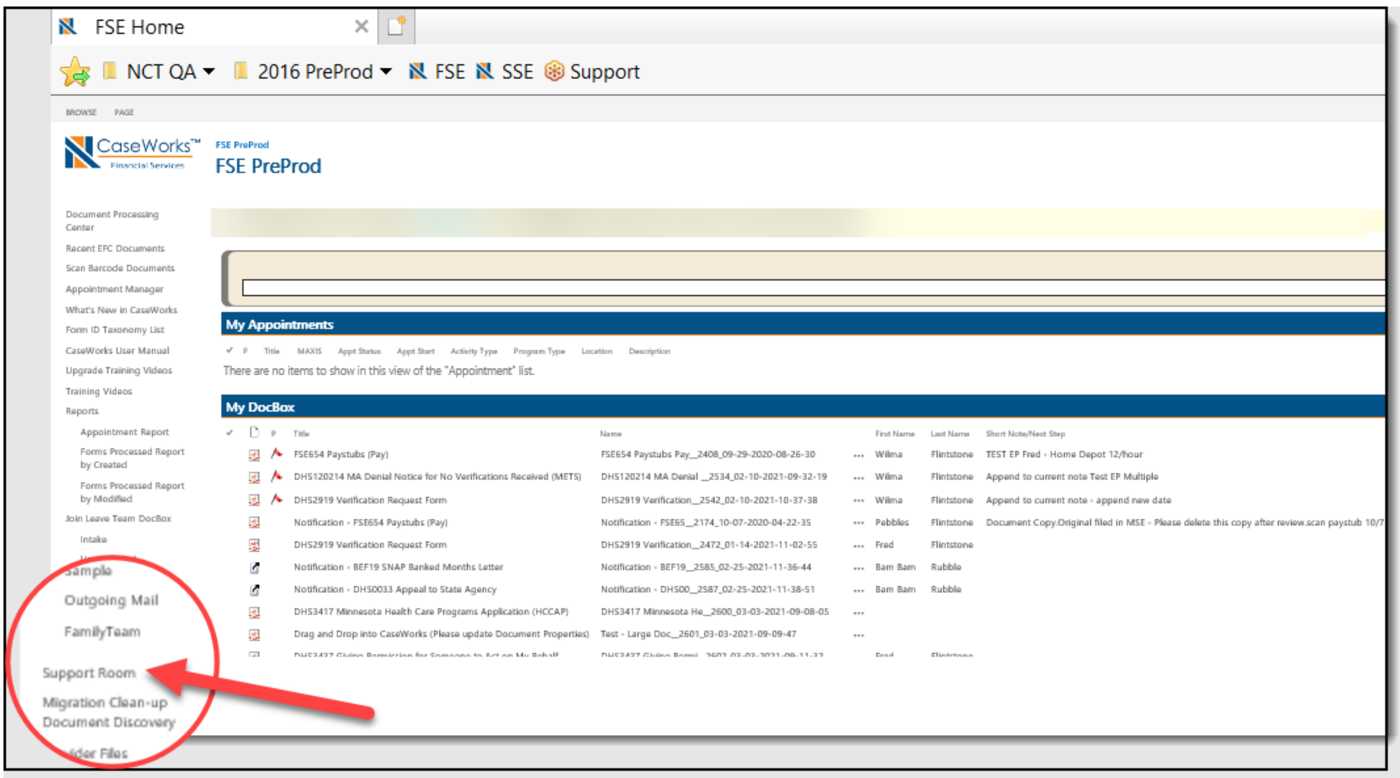
CaseWorks Support Room submits tickets to CaseWorks Support Team. Submit a ticket to receive a quick resolution to any issues you may encounter. Tickets may also be reviewed or changed from CaseWorks Support Room.

Use CaseWorks Support Room to:

- **Create tickets** to resolve issues in CaseWorks.
- **Review or edit** previously created tickets.
- **Submit Suggestions** or request new Caseworks Features.

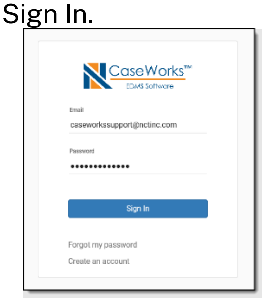
How to Submit a Support Ticket

1. In CaseWorks, select **Support Room** from the **Left Navigation Panel**.



2. Log in to NCT Customer Portal.

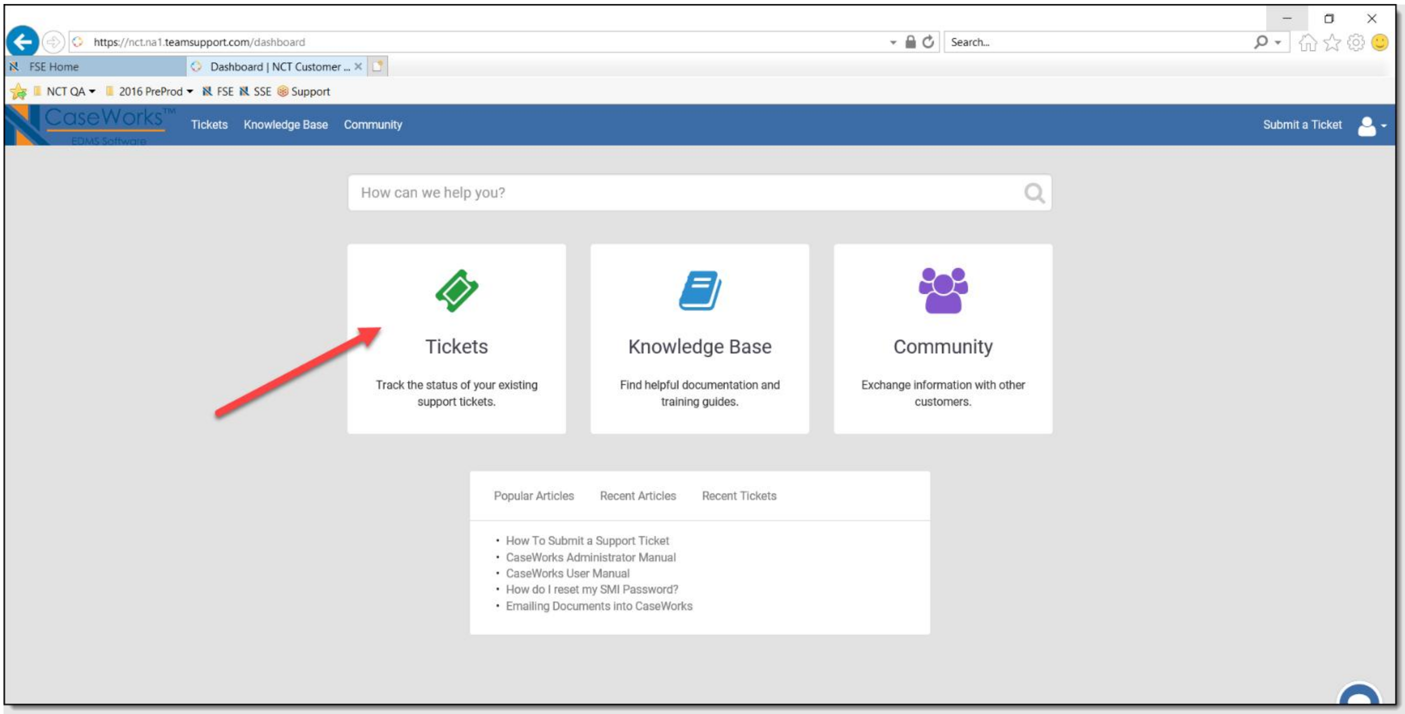
   Enter **Email/Login ID** and **Password** and Sign In.



Note: If you do not have login information, have another Ticket Submitter at your County submit a ticket on your behalf so your account creation can be initiated. If there isn't another Ticket Submitter at your County and you need immediate assistance, call 1-612-444-3388 option 1.

To enter a new ticket:

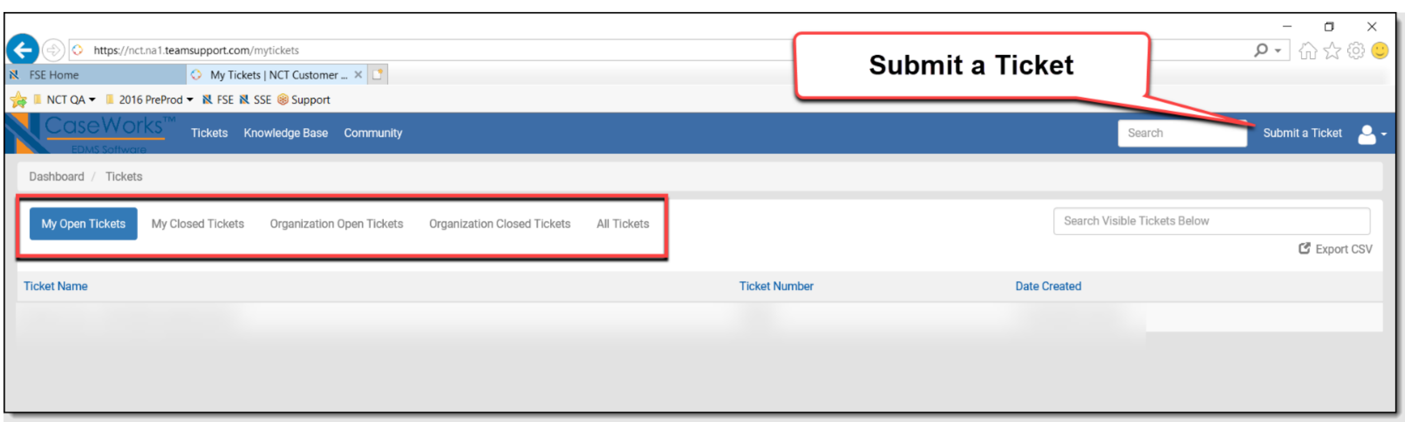
Click on the **Tickets**.



Select **Submit a Ticket** in the upper right-hand corner of the screen.

From this screen, you can also view any open tickets by selecting **My Open Tickets**.

To view tickets that you have submitted previously that are closed, select **My Closed Tickets.** You can also view open and closed tickets from your County under **Organization Open Tickets** and **Organization Closed Tickets.**



When you select Submit a Ticket, the **New Ticket** window will display as shown below.

Complete the fields on the **New Ticket** window. Provide as much information as possible.

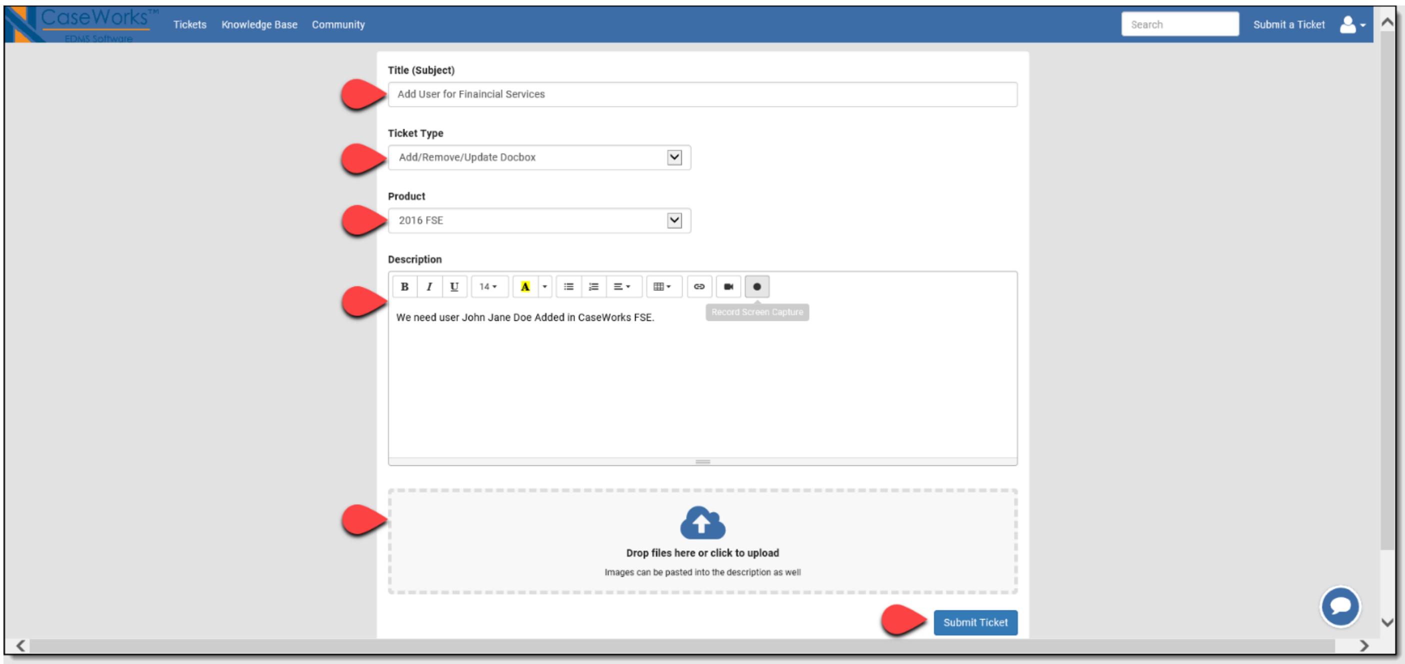
Enter a **Subject.** The Subject should provide a short description of the issue.
Example: *DHS 9999: Client address is not auto-filling*

Select a **Ticket Type** that most closely identifies your issue. Select *Miscellaneous* if you are not sure.

Select the Edition of CaseWorks that you are submitting the ticket for.

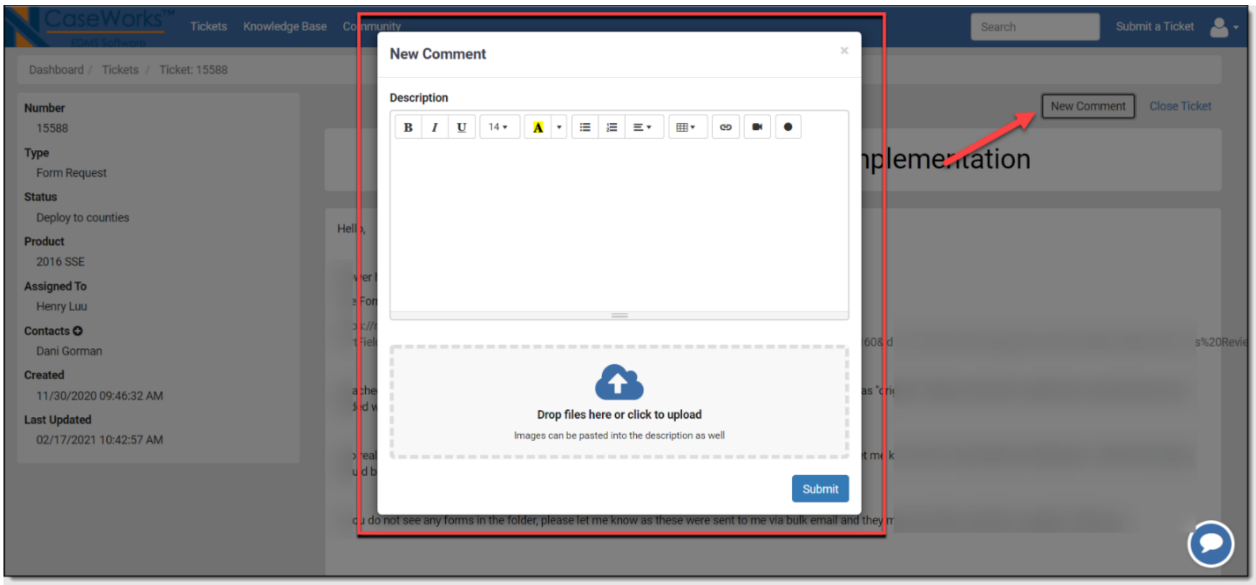
Add attachments, if applicable. Screenshots and other related attachments can assist in resolving issues. See the next section to assist in creating screenshots.

Click the **Submit** button to submit your ticket to CaseWorks Support.



Review and/or Update Your Submitted Tickets

1. Log in to **CaseWorks Support Room**.
2. Navigate to **Tickets** and select **My Open Tickets** to find the ticket you are updating or reviewing.
3. Once you have selected the ticket, select New Comment to update or add any information to the ticket.
4. Click Submit.



Using Snipping Tool for Ticket Screenshots

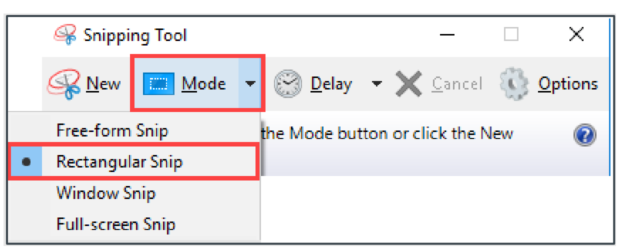
Including screenshots with tickets assists CaseWorks Support Team in resolving issues users may experience.

Capture screen shots using the Microsoft **Snipping Tool**.

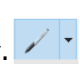
To use **Snipping Tool**:

1) From the Microsoft *Start* menu in the lower left-hand corner of your screen, click on the search bar and enter **Snipping Tool**.
2) Click on the **New** button in **Snipping Tool** 

3) Select **Mode** in Snipping Tool and select **Rectangular Snip**.

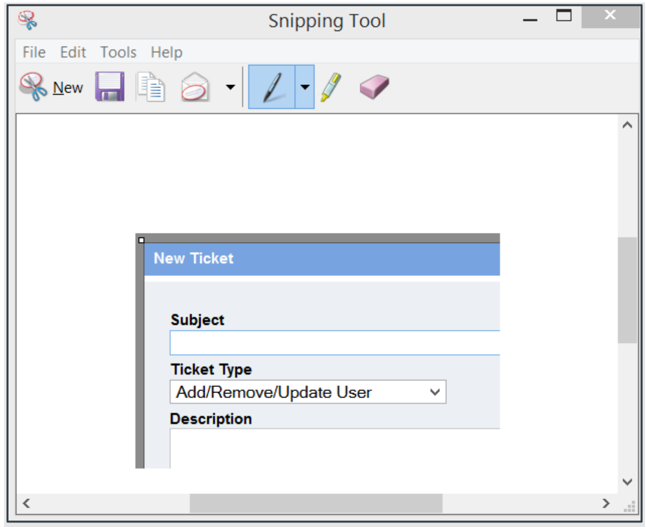


4) Use your cursor to select the area to *snip*.
   a) Click on one corner of the area to *snip* and drag to the other side, i.e. Drag-and-drop from one corner to the other.

   Snipping Tool will capture the selected area. Step 5 has an **example of a *snip***.
5) Use the **Pen** to **redact confidential data** to retain data confidentiality. 

To ensure **compliance with HIPAA standards**, it is important to **redact confidential data** contained on screenshots.

Note: The pen's **size** and **color** are adjustable. To adjust, click the drop-down box next to the Pen icon and select Customize to choose a thicker line or change the line color.



6) Select **File > Save As** and save the file with a descriptive name.
7) Add the *snip* to the ticket by clicking **add attachments** on the **New Ticket** window and selecting the *snip* previously saved to your computer.
8) Remember to **submit** your ticket!

New User Set-up

New User Set Up Checklist

Provide Users' Information to CaseWorks Support

1. **Contact** CaseWorks Support to set up **new Users** and **permissions** in CaseWorks.

Log into CaseWorks

1. Open ***Internet Explorer***.
2. Type the county-specific **web address** (*URL)* into the ***Address Bar***. This URL is given to you at time of set up.
3. Enter ***username***: [as you log into work each day].
4. Enter ***password***: [as you log into work each day].
5. Check the box next to ***Remember my Credentials***.
6. Press **Enter** or select ***Okay***.
7. ***CaseWorks*** will display.

Internet Security Settings

In ***Internet Explorer***, select ***Tools*** or the small ***gear shaped icon*** on the right side of screen.

1. Select ***Internet Options***.
2. Select ***Security*** tab.
3. Select ***Local Intranet***.
4. Select ***Sites*** (gray button on right).
5. Select ***Advanced***.
6. Select ***Add*** site
   (e.g. https://yourcountyspecificURL...)
7. Select ***Okay*** until finished.

Create a Desktop Icon for CaseWorks

1. Make sure the ***CaseWorks*** window is open but not fully maximized on your screen.
2. Click on the ***small icon*** immediately to the left of the ***CaseWorks*** website address in the upper left corner of the window.
3. Drag the ***icon*** to your desktop and release.
4. Right-click on the new icon and select ***Rename***.
5. Type "***CaseWorks Social Services Edition***".

Adobe PDF Reader

1. In Internet Explorer, select ***Tools*** or the small ***gear shaped icon*** on the right side of screen.
2. Select ***Manage Add-ons***.
3. Select the drop-down arrow on left side of window, and choose ***Run without permission***.
4. On the right side of screen, choose ***Adobe Reader***.
5. On the bottom of screen click the ***Disable***.
6. Click ***Close***.

Load ActiveX Controls

1. From CaseWorks, select ***Scan Barcode Document*** from the left navigation panel.
2. If prompted, select ***Install*** usually found in yellow pop up along bottom of browser screen.
3. Select ***Install*** again.
4. Cancel scan by clicking red button with white X on toolbar or clicking ***Cancel*** at bottom of page.
5. Installation is complete.
6. (For some browsers, process may need to be repeated.)

Clear Browsing History

1. In Internet Explorer, select ***Tools*** or the small ***gear-shaped icon*** on the right side of the screen.
2. Select ***Safety***.
3. Select ***Delete Browsing History.***

Set Default Programs

Internet Explorer

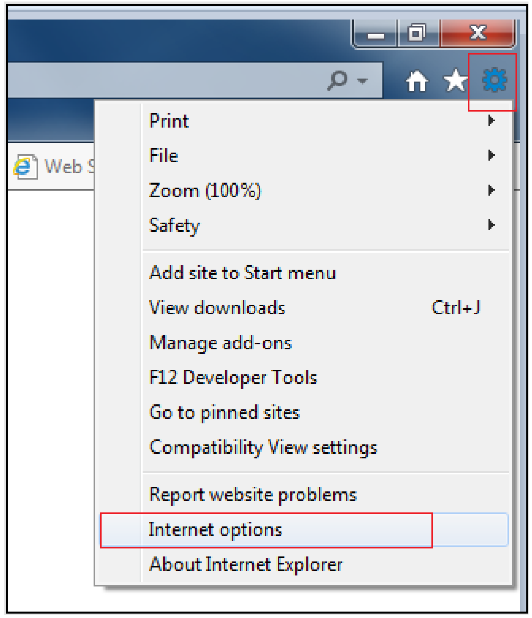
1. Click on the Start Button in the lower left corner of the screen or the Windows Search Bar.
2. Begin typing, ***Default app settings***.
3. Click ***Default app settings*** to open.
4. Click on the icon under **Web Browser**.
5. Select ***Internet Explorer*** from the app list.
6. Close the current window.

Adobe Acrobat Reader DC

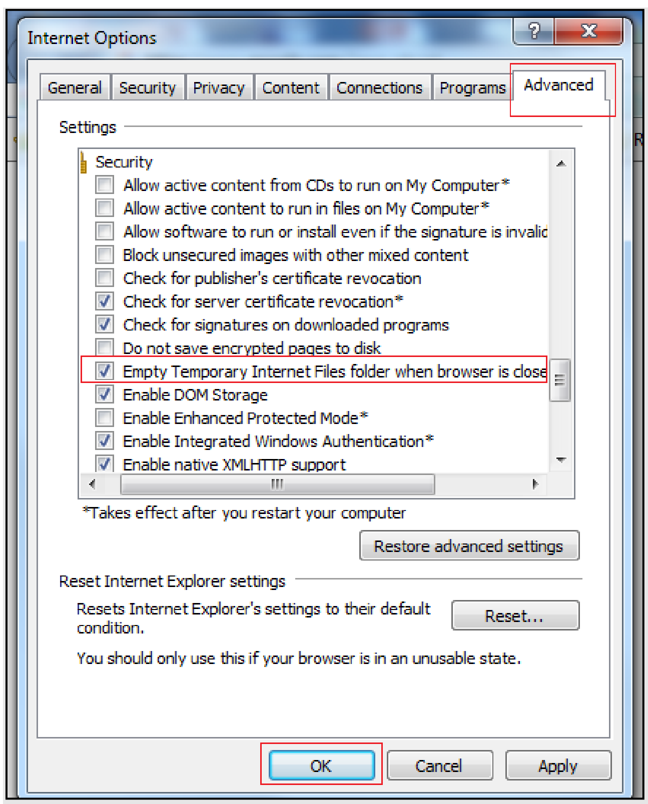
1. Navigate to a **.pdf file** either on the desktop or in a folder.
2. Right-click on the **.pdf**.
3. Select **Open with > Choose another app** (even if you see ***Adobe Acrobat Reader DC***).
4. Click once on ***Adobe Acrobat Reader DC***.
5. Select the **checkbox** next to "**Always use this app to open .pdf files**".
6. Click **OK**.
7. Close **Adobe Reader** (it may automatically open).

Set Internet Explorer to Automatically Clear Browser Cache

1) Open Internet Options in Internet Explorer



2) On the Advanced tab, scroll down until you see “Empty Temporary Internet Files Folder….” And check the box. Hit OK.



Submit a Feature and Enhancement Inquiry

Next Chapter Technology appreciates hearing User's ideas for making CaseWorks even better! We promise to review all Feature and Enhancement Inquiries that are sent to us. While not every suggested change will be implemented into CaseWorks, we promise that we will utilize user input to continually improve your experience with CaseWorks.

To submit an inquiry, follow the following steps:

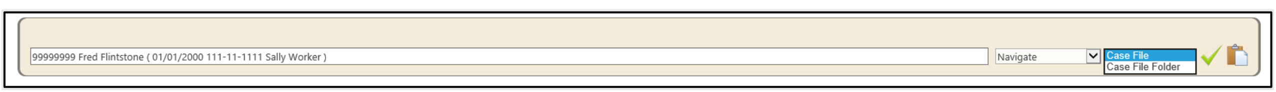
1. Click the Support Room link in the Left Navigation Panel.
2. Log in to the CaseWorks Support Room.
3. Navigate to Tickets and select New Ticket.
4. Select Suggestion / Feature Request from the drop-down for Ticket Type.
5. Follow the link that appears in the Description field to complete the form and submit your Feature and Enhancement Inquiry.
6. Describe your inquiry as completely as possible.
7. Click Submit to submit the form (you will not need to submit a support ticket). NCT will follow up on your submission according to our prioritization schedule.

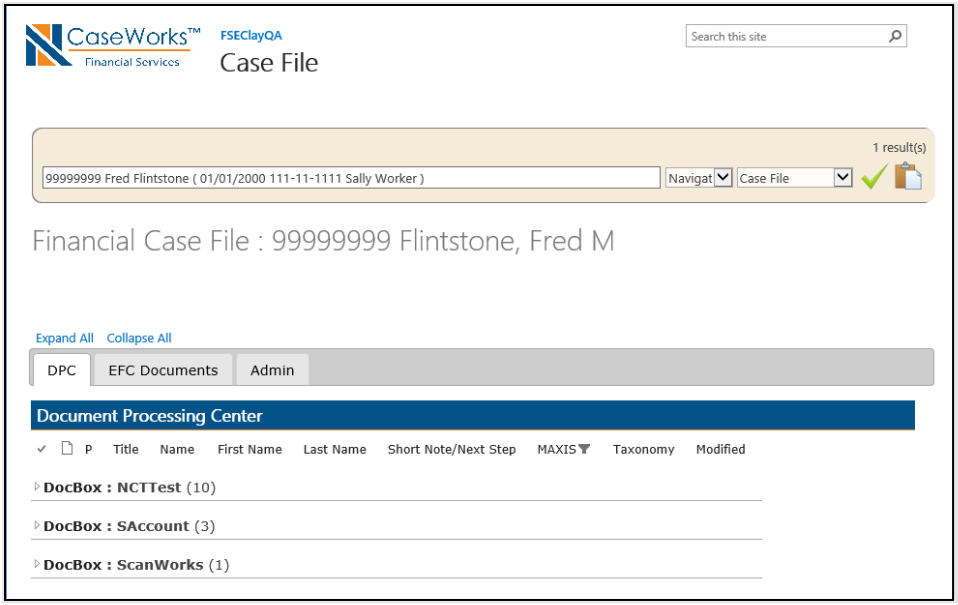
Priority Documents

Along with marking individual documents as Priority, system wide settings can be adjusted to automatically mark documents as Priority based on the Case, DocType, or DocTypes for a Specific Case.

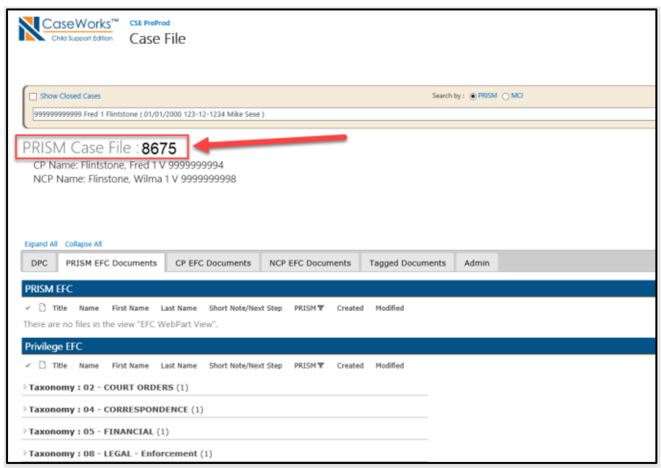
To mark a case as priority, navigate to the Case File page using the All Purpose Navigation.

1. To navigate to a particular Case File, enter the **Case Number** or **Client Name** into the ***All Purpose Navigation (APN)***, then select **Navigate** from the drop-down menu in the next field.
2. From the next drop-down menu, select **Case File** and click on the **Green Check Mark**.

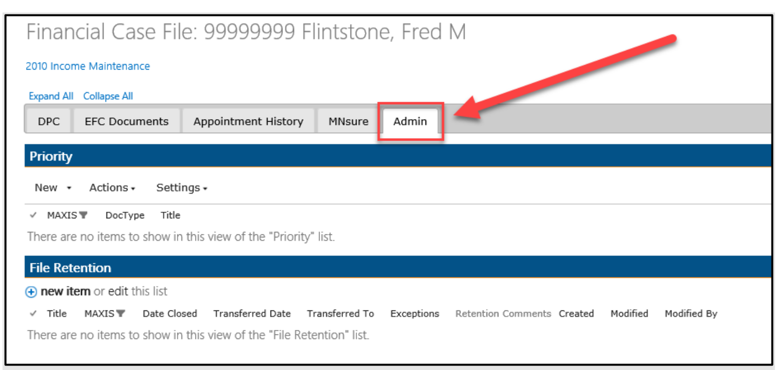




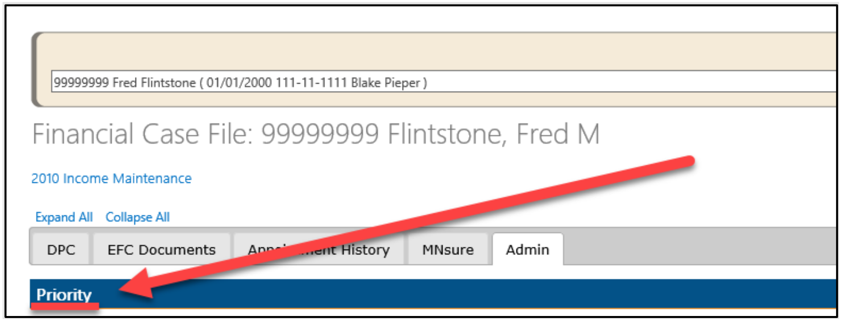
3. If it is a new case that does not appear to be in CaseWorks yet, select the case and click "Refresh Data" in the ***All Purpose Navigation*** *(for editions FSE, CSE, SSE, and ACE)*. If the case is unable to be refreshed in CaseWorks, select the case and click the **Green Check Mark** to navigate directly to the case.



4. To automatically mark documents as Priority based on the Case, DocType, or DocTypes for a Specific Case, navigate to the **Admin Tab**.



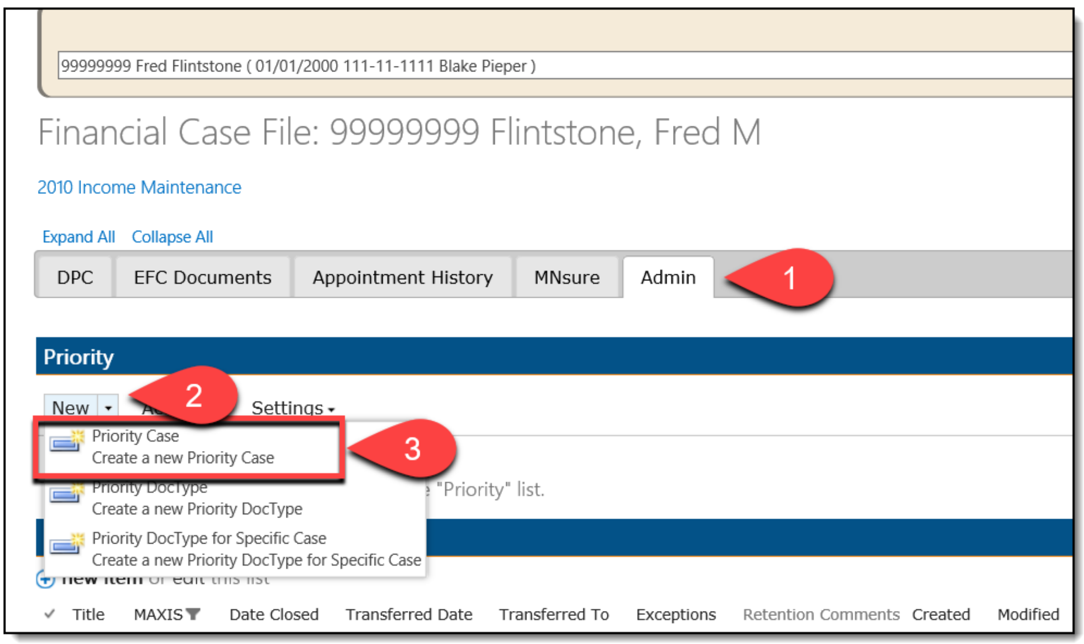
5. Settings for Priority Cases, DocTypes, and DocTypes for a Specific Case are found in the ***Priority*** section.



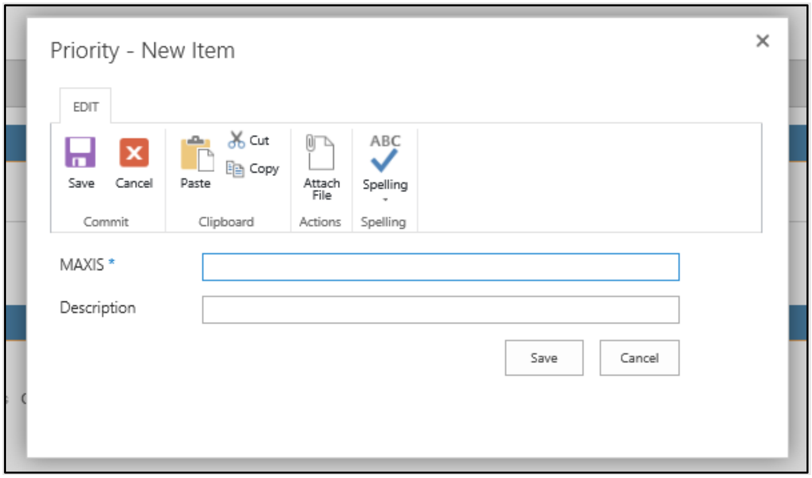
Priority Cases

Once a **Case** is set as Priority, **all Documents scanned to that Case** will be marked with the Red Priority flag.

1. To set a **Case as Priority,** navigate to the Case File page and select the Admin tab.
2. Select the triangle next to **New** in the ***Priority*** section on the **Admin Tab** on the Case File Page.
3. In the drop-down menu, select the first item: **Priority Case**



4. In the pop-up window, enter in the Case Number for the client and the client's first & last name.

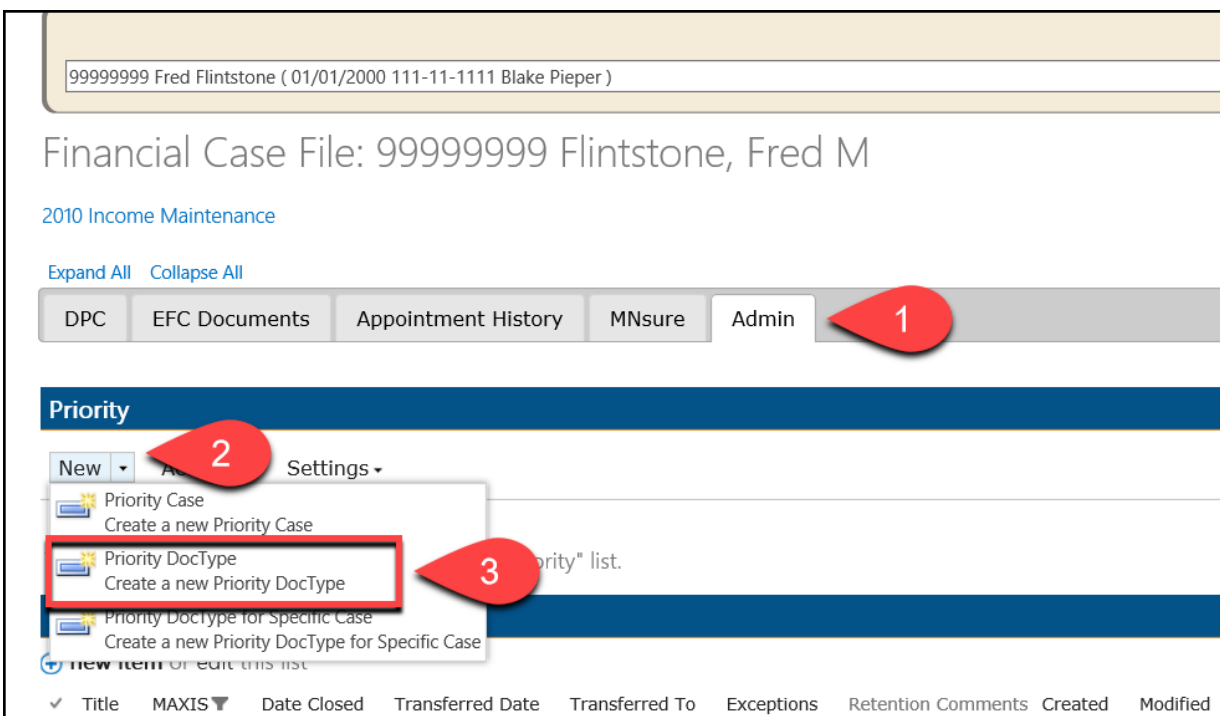


5. Select **Save** to finish adding a **Priority Case.**

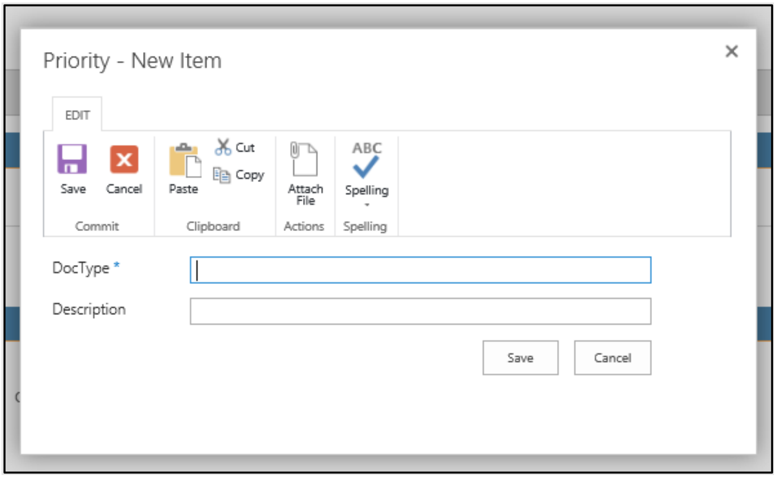
Priority DocTypes

Once a **DocType** is set as Priority, all **Documents scanned in with that DocType** will be marked with the Red Priority flag.

1. To set a **DocType** as Priority, navigate to the Case File page and select the Admin tab.
2. Select the triangle next to **New** in the ***Priority*** section on the **Admin Tab** on the Case File Page.
3. In the drop-down menu, select the second item: **Priority DocType**



4. In the pop-up window, enter in the DocType and DocType Name (in the Description).

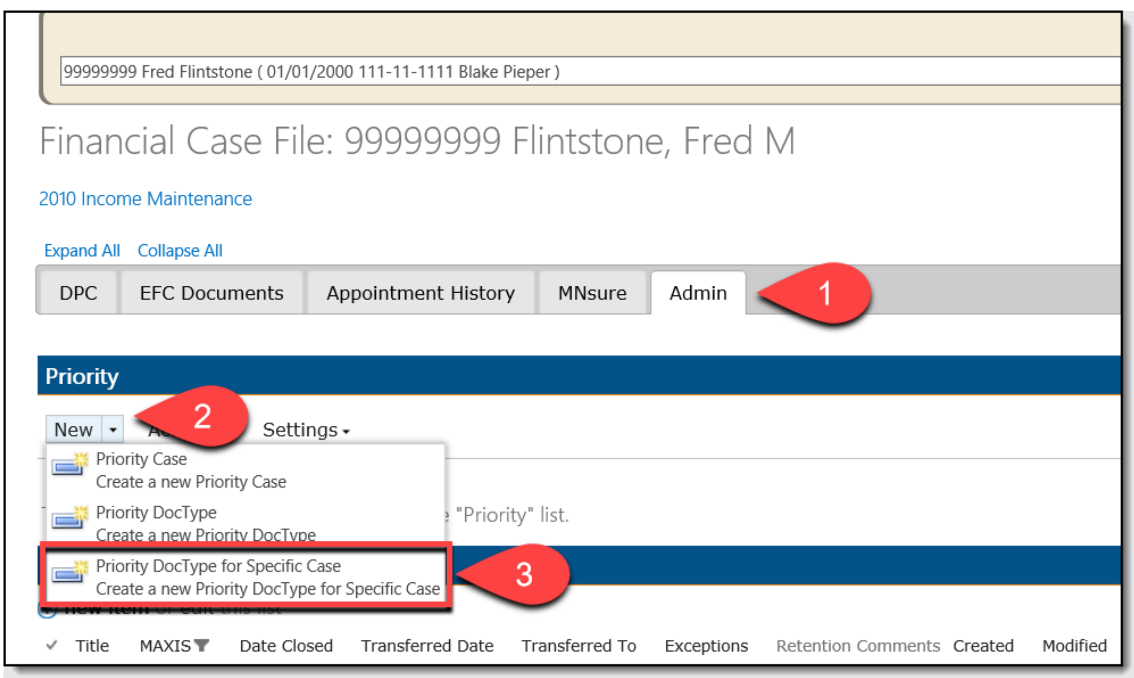


5. Select **Save** to finish adding a **Priority Doctype**.

Priority DocTypes for a Specific Case

Once a DocType is set as Priority for a Specific Case, **all Documents scanned in for that Case with that DocType** will be marked with the Red Priority flag.

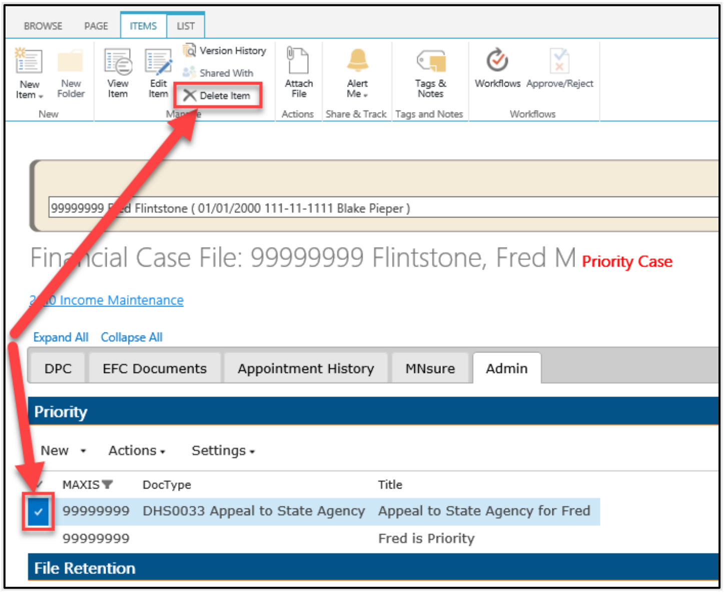
1. To set a **DocType for a Specific Case as Priority**, navigate to the Case File page and select the Admin tab.
2. Select the triangle next to **New** in the ***Priority*** section on the **Admin Tab** on the Case File Page.
3. In the drop-down menu, select the third item: **Priority DocType for a Specific Case**



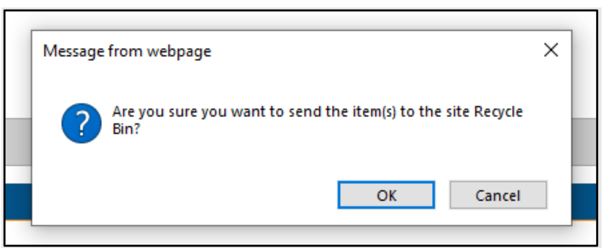
4. Select **Save** to finish adding a **Priority DocType for a Specific Case.**

Deleting a Priority Case or Priority DocType for a Specific Case

1. To delete a Priority Case or a Priority DocType for a Specific Case, locate the item on the Admin tab and select the checkmark next to the item.
2. In the ribbon bar, select **Items** then select **Delete Item** in the menu.

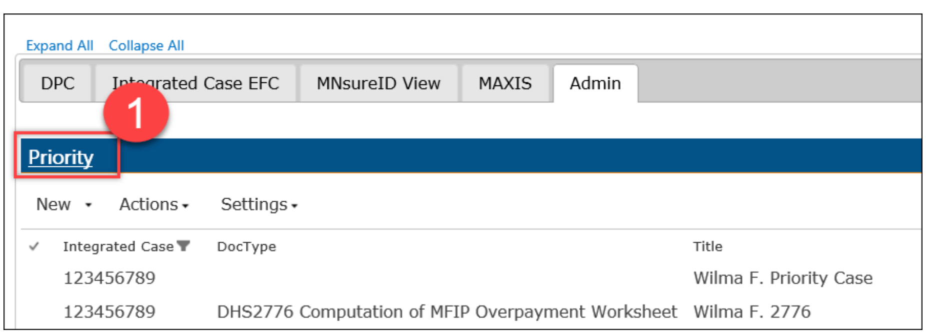


3. Select **OK** in the pop-up menu to confirm the deletion of the Priority Item.

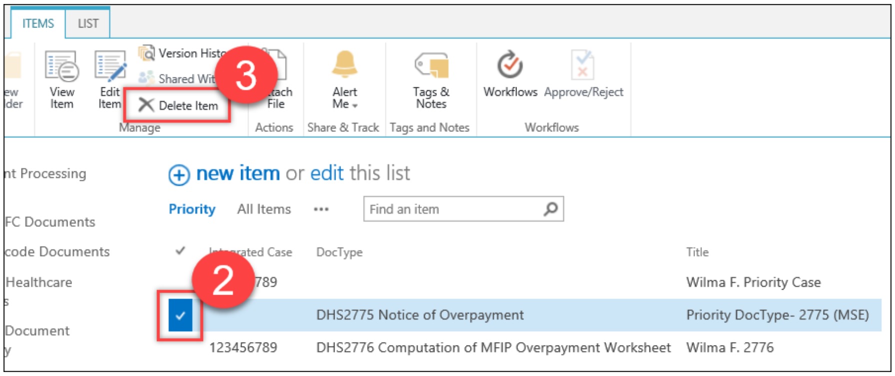


Deleting a Priority DocType

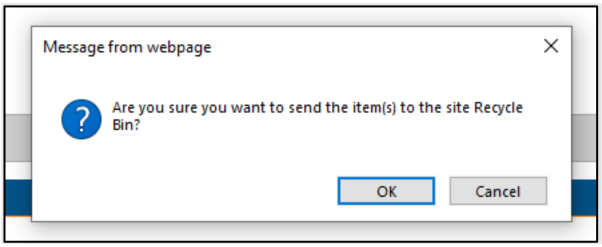
1. To delete a Priority DocType, click on the word ‘Priority’ in the blue bar.
   a. This view will show *all* Priority items, including Priority DocTypes.



2. Select the item you wish to delete by selecting the checkmark.
3. In the ribbon bar, click ‘Delete Item’.



4. Select **OK** in the pop-up menu to confirm the deletion of the Priority DocType.



Privileged Cases

Overview

The purpose of this procedure is to provide the steps for assigning Privileged Case status as well as adding and removing worker access to privileged cases. Privileged cases are identified as such because there is a desire to provide limited access to them. Here are a few important points:

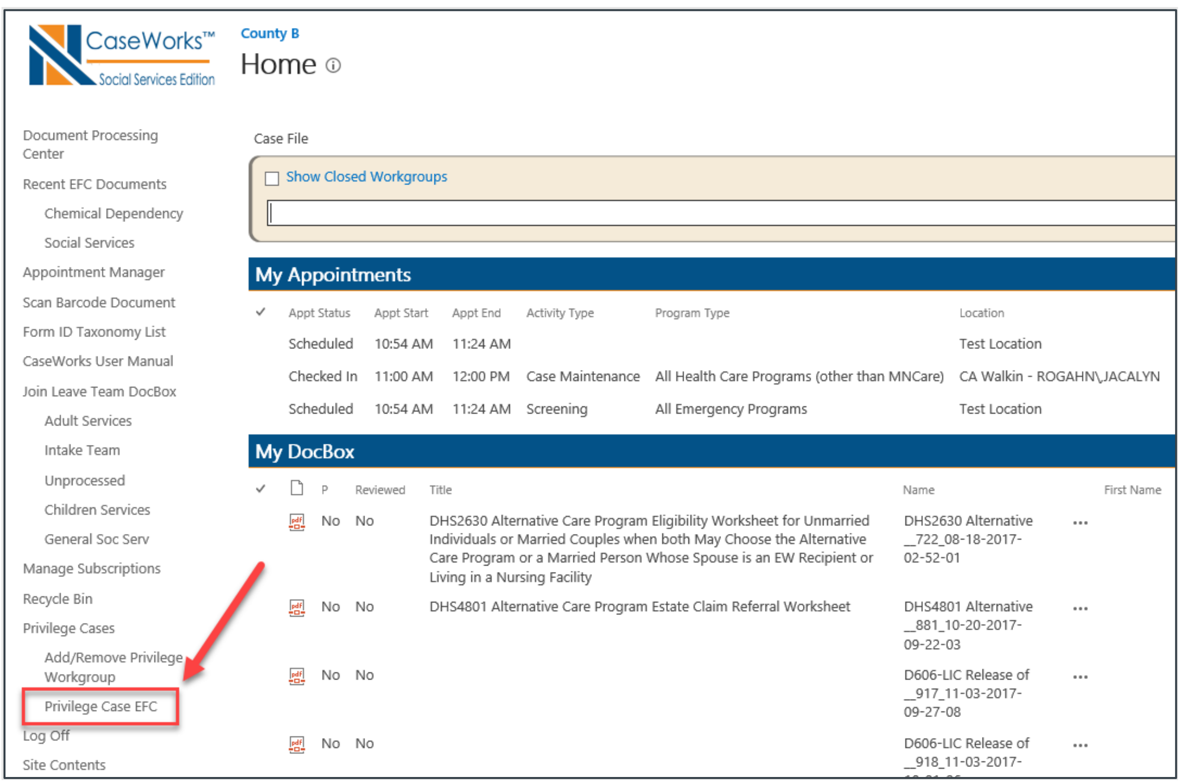
- Privileged access applies to documents only after they have been filed to the EFC.
- The timing of the receipt of documents does not affect whether or not they are identified as privileged. When a case is identified as privileged, all documents in the EFC associated with that case are privileged.
- If the privilege is removed, documents in the EFC associated with that case are immediately viewable by all users.

Note: The Child Support Edition has additional information on how to privilege MCI documents. Child Support users will still need to complete steps to privilege the PRISM case and add user access to the privileged PRISM case. Then, Child Support Users who wish to additionally privilege MCI documents may do so by clicking here for more steps.

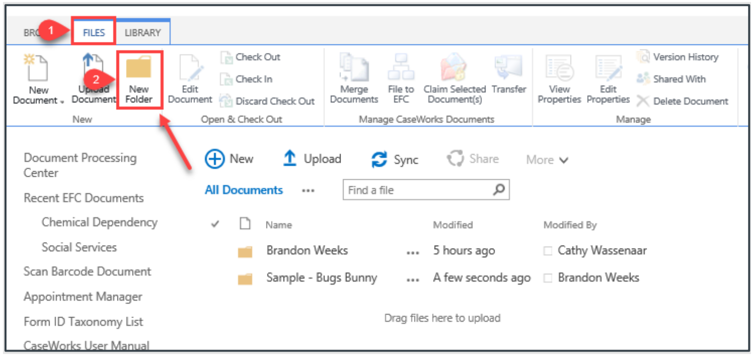
Create a New Privilege Folder

Additional custom privilege folders can be created and managed to meet County specific privilege requirements. A privilege folder identifies the group of individuals being granted access to a privilege case(s) and is sometimes referred to as the 'access group'. To create a new privilege folder/access group:

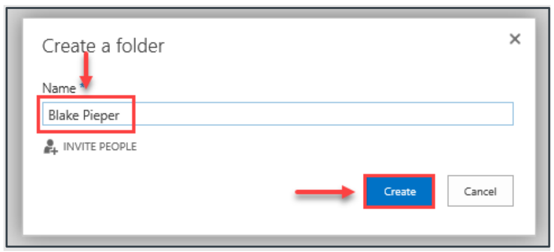
1. Click on the **Privilege Case EFC** link in the Left Navigation Panel.



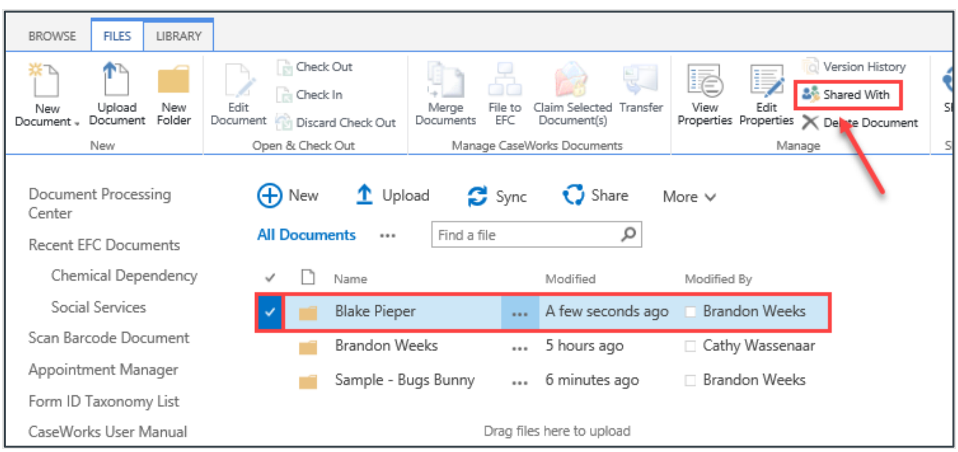
2. Click on the **Files** tab, then click on **New Folder**.



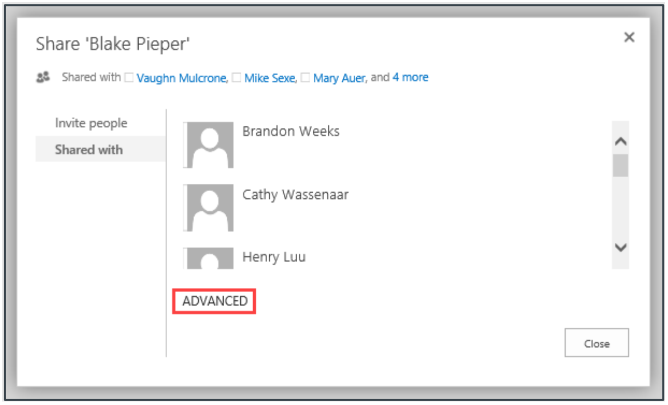
3. Name the Folder and click **Create.**
    a. **Tip**: Choose a name that indicates the individuals that will be included in this Access Group (i.e., specific Worker(s) names, Team Name, Supervisors, etc.)
    b. **Note**: do not use special characters when adding a new privilege folder (i.e. & * _ - commas, etc.)



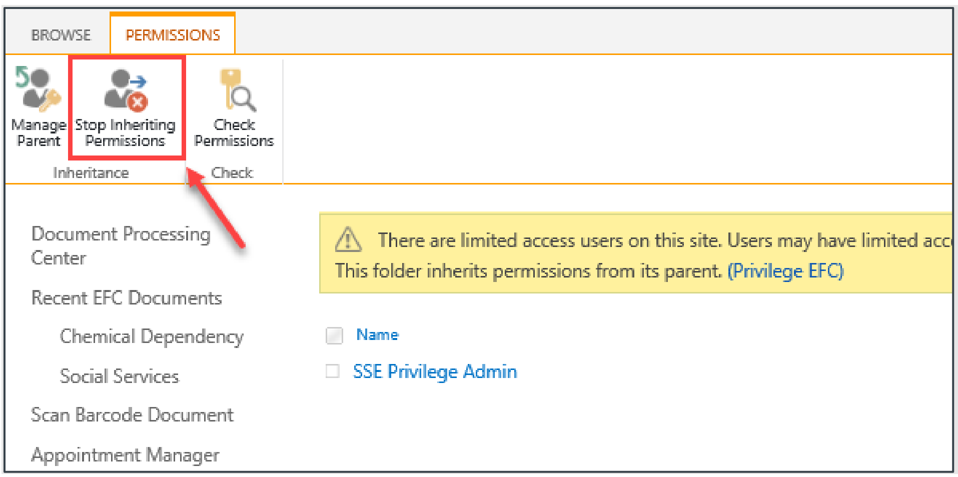
4. Set the permissions for the newly created folder. Select the newly created folder and select **Shared With** from the ribbon bar.



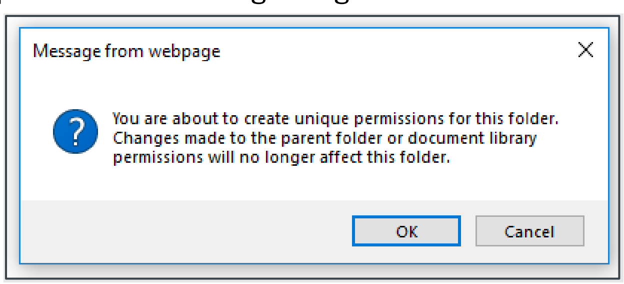
5. Select **ADVANCED.**



6. Select **Stop Inheriting Permissions** in the Ribbon Bar.



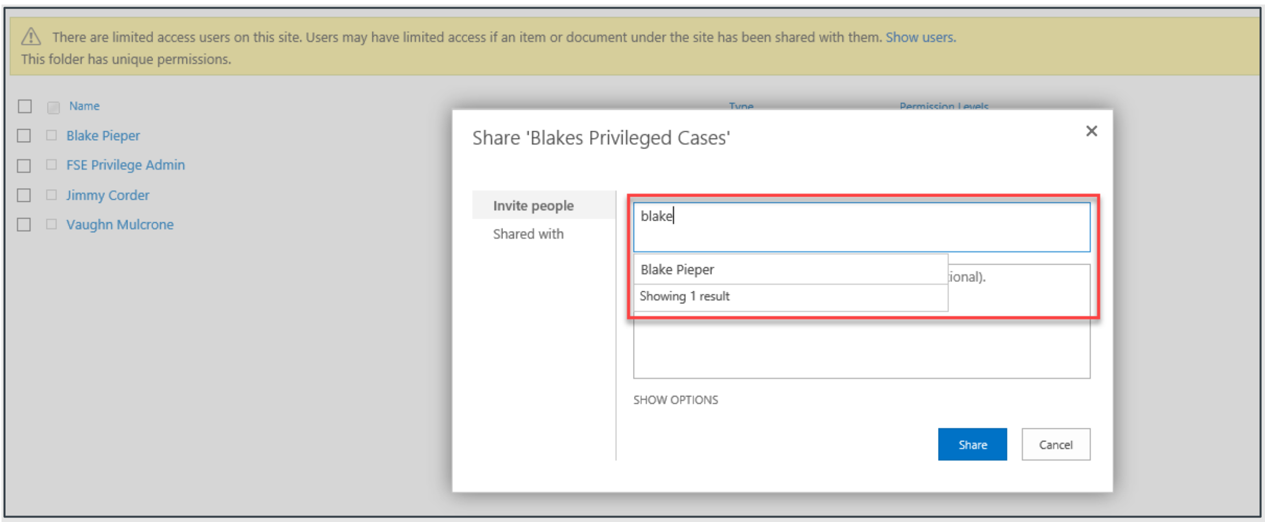
7. A message warning that permissions are being changed on this folder will display. Click **OK.**



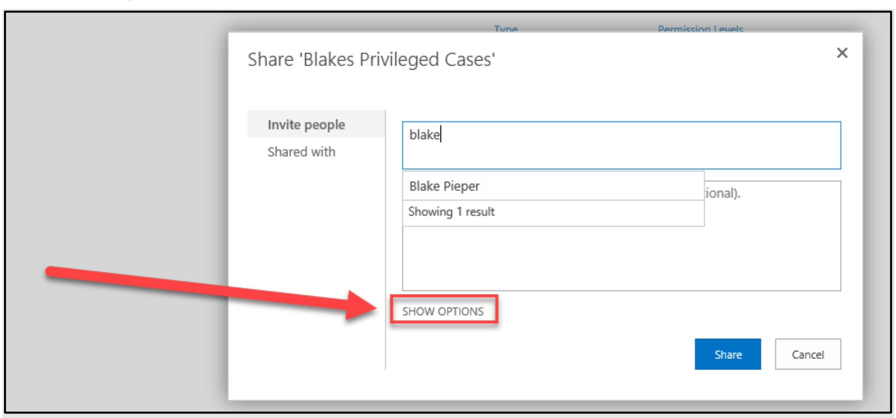
8. Select Grant Permissions.
9. Type in the **Invite people** field and proceed to choose option a or b below:
   a. For Cloud-Hosted counties, please add the staff's county email who should be ***able to edit access to this folder*** then select them (including yourself).

i. Note: To check if you are cloud-hosted please check at the top of your website page. If the URL reads **.caseworkscloud.com** this is cloud-hosted, then staff should follow option 9a.

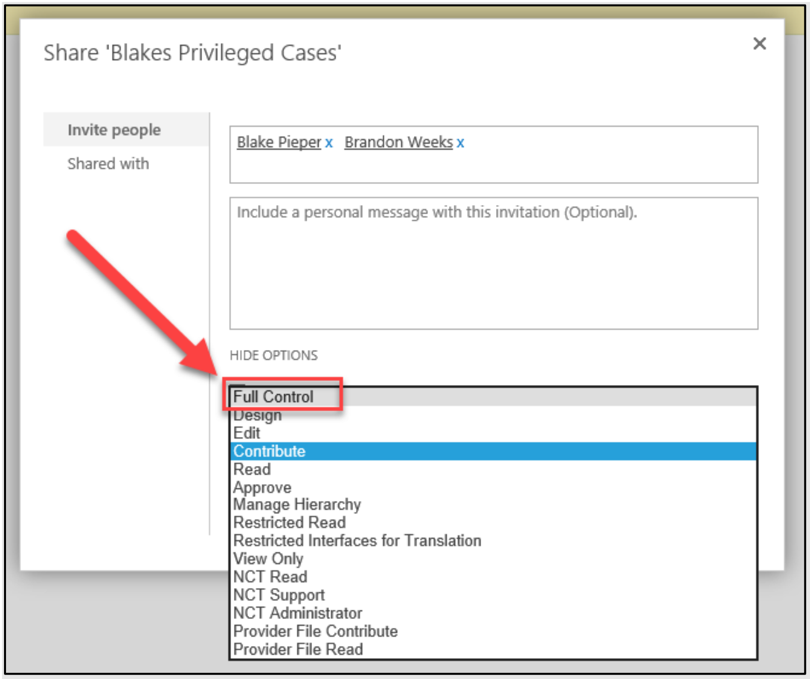
b. All other counties that are not cloud-hosted should follow option 9b to type in the name of the individuals who should be ***able to edit access to this folder*** then select them (including yourself).



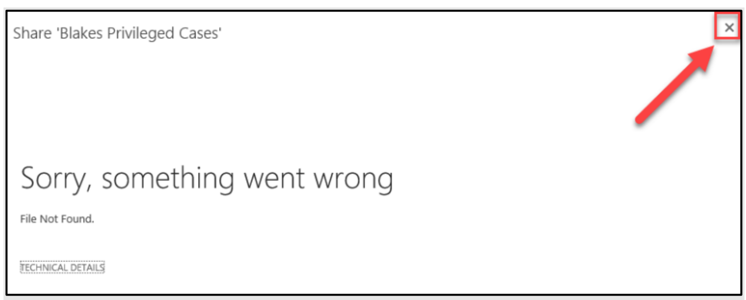
c. Select **Show Options** after the names have been selected.



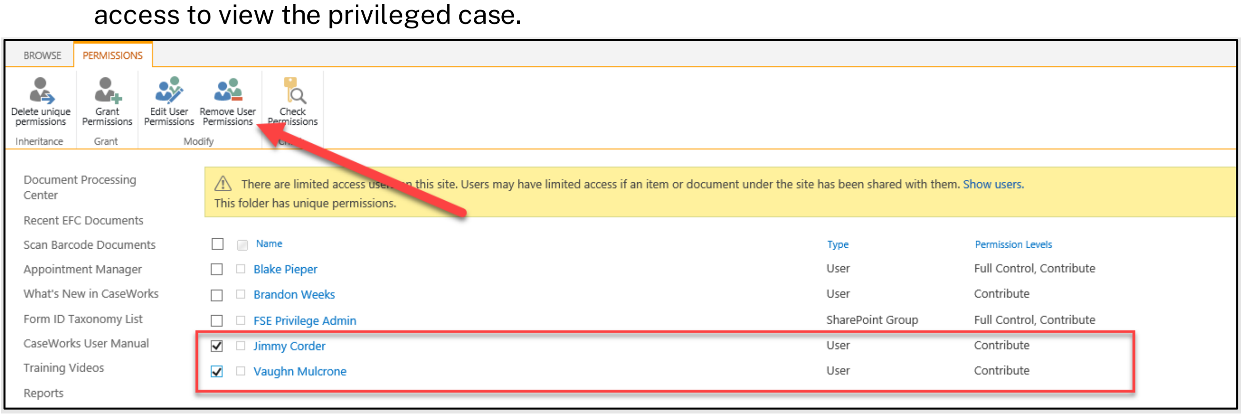
d. Change the Drop-Down Menu from Contribute to **Full Control** and select **Save**.



10. An error message may appear. This ***will not cause any issues*** in CaseWorks. Simply click the **X** to close the window.



11. Refresh the page.
12. Select all individuals and groups that ***should not have any permissions*** to the Privileged Case and click **Remove User Permissions**.
    a. **Example:** Remove permissions from the 'Core Read' group, as this group includes all CaseWorks users for this CaseWorks edition. If this role remains in the access group, all staff will still have access to view the privileged case.

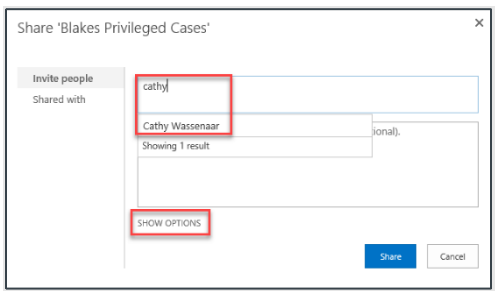


13. For any individuals that ***should be able to see*** the Privileged EFC folder but ***not be able to edit*** who can see the Privileged EFC folder, select **Grant Permissions** once more.
14. Type in the **Invite people** field and proceed to choose option a or b below:

a. For Cloud-Hosted counties, please add the staff's county email who should be ***able to edit access to this folder*** then select them (including yourself).

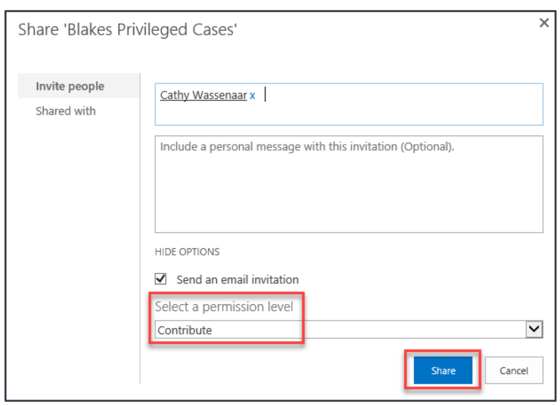
   ii. Note: To check if you are cloud-hosted please check at the top of your website page. If the URL reads **.caseworkscloud.com** this is cloud-hosted, then staff should follow option 14a.

b. All other counties that are not cloud-hosted should follow option 14b to type in the name of the individuals who should be ***able to edit access to this folder*** then select them (including yourself).



c. Select **Show Options** after the names have been selected.

d. Ensure the Drop-Down Menu is set to **Contribute** and select **Save**.

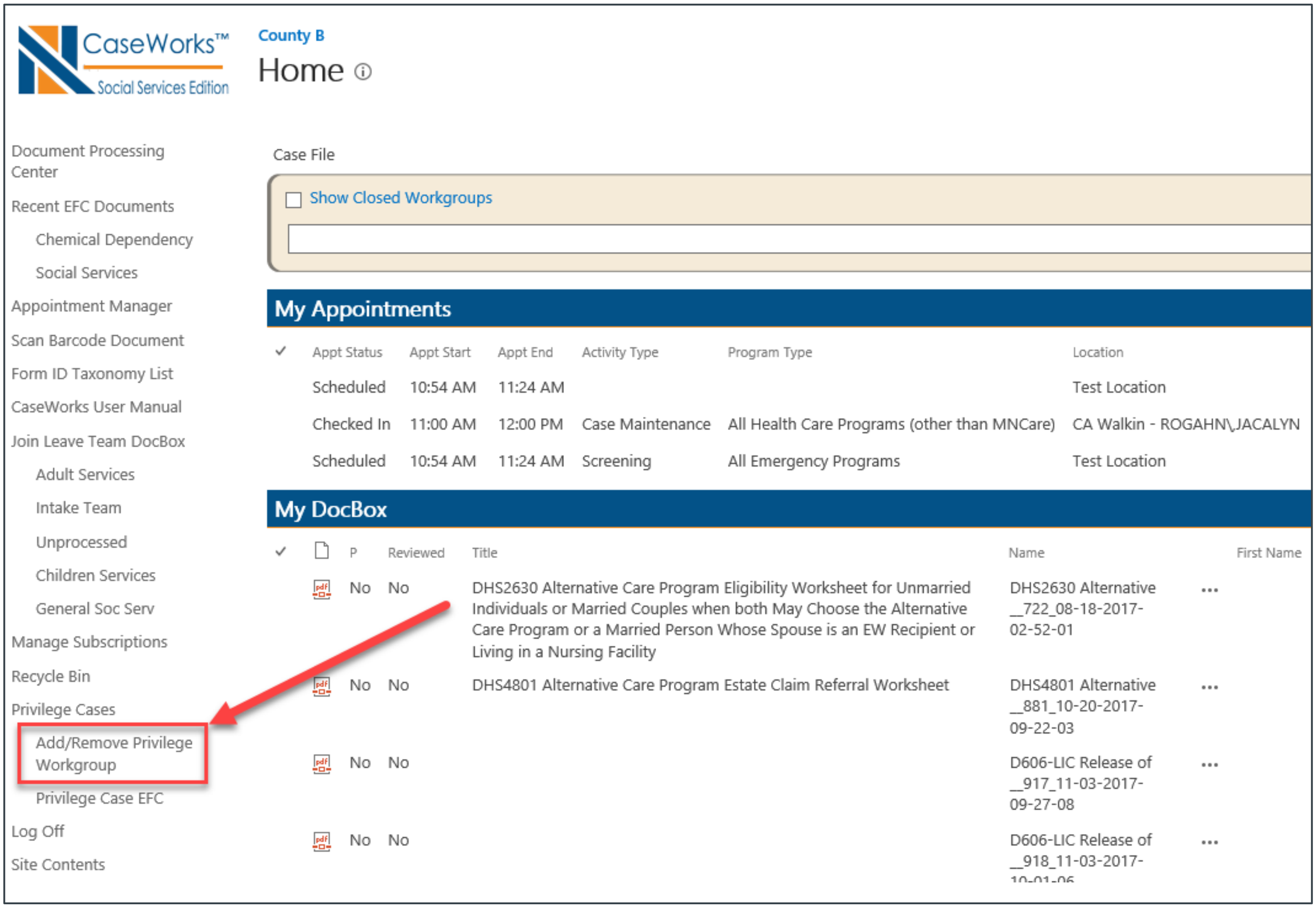


15. Click the **X** to close out of the error message pop-up if applicable and refresh page.

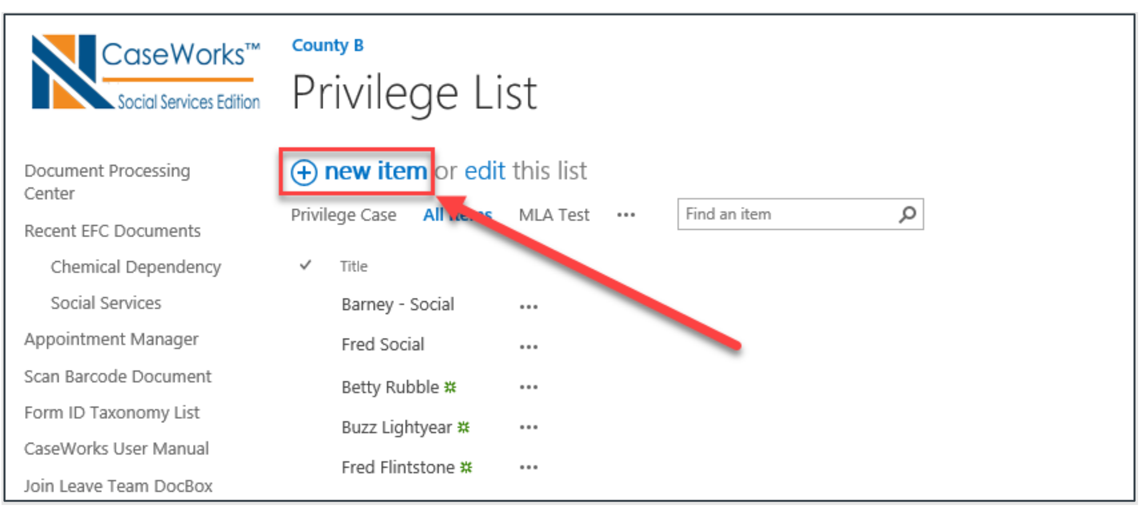
Add Privileged Status to a Case

Note: *For Child Support users: Please navigate to the section below to learn how to include MCI docs when privileging documents in your edition.*

1. From the CaseWorks Home page, select **Add/Remove Privileged Case** from the Left Navigation Panel.



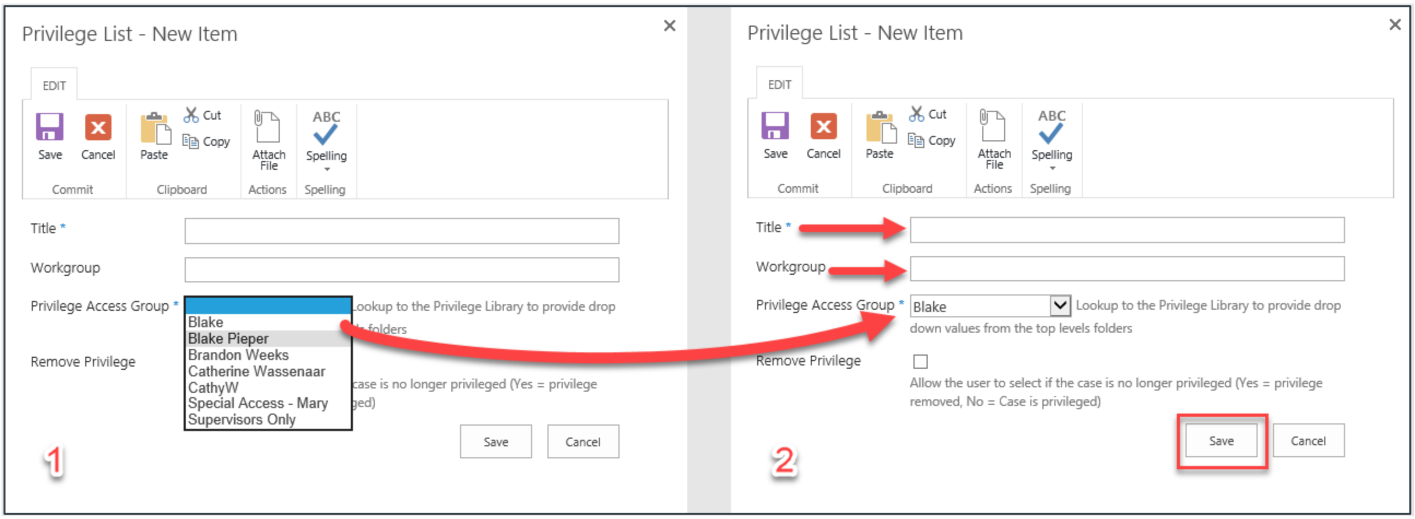
2. Click on **Add New Item.**



3. Complete the Privileged Case – New Item screen.
    a. Enter a Title for this Privileged Case (Do not use any special characters).
    b. Enter the client's Case Number (MAXIS, PRISM, Workgroup, etc).
    c. Select the desired Privilege Access Group from the drop-down menu.

Note:

- ❖ This will be the folder name of the worker or team for whom you are granting privilege access. Go to the section "Create a New Privileged Folder" if you need to define a new folder/access group.
- ❖ Examples of Access Group names might include the reason, such as: "Secure to Chemical" or "Secure to Supervisor", as well as any folders you have created for Privilege purposes.



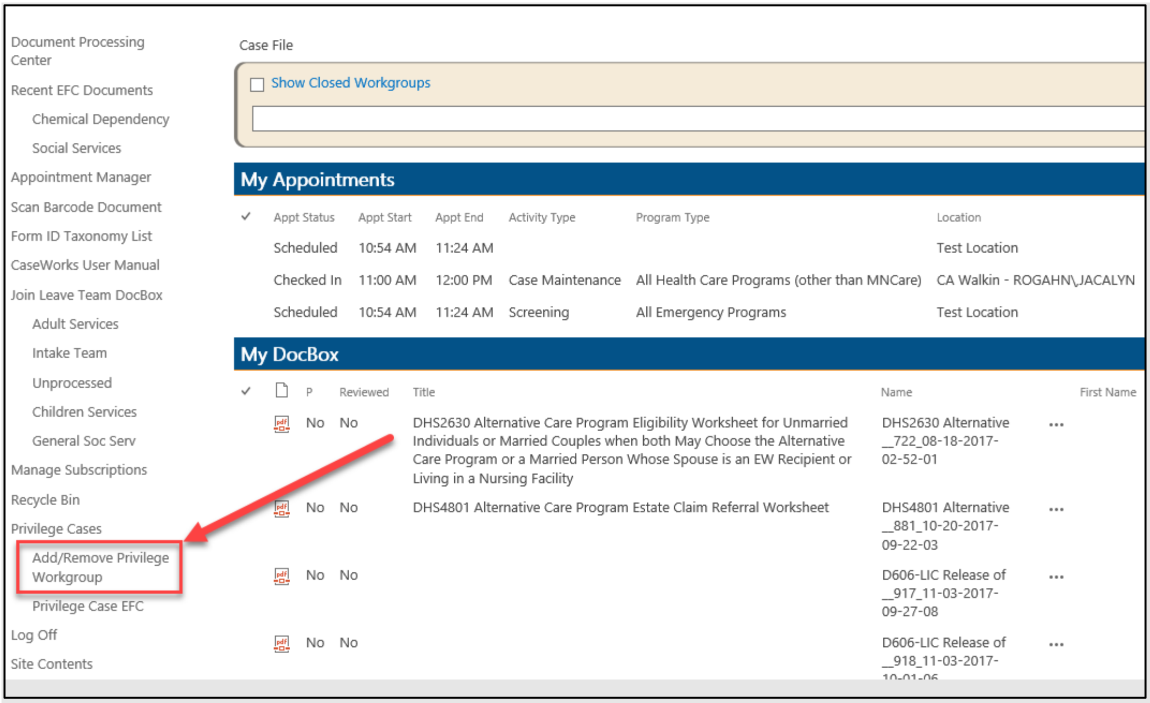
4. Click on the **Save** button.

    Note: From this point forward, any document that is in the EFC for this case is privileged and can only be viewed by workers who have been assigned permission to the case folder.

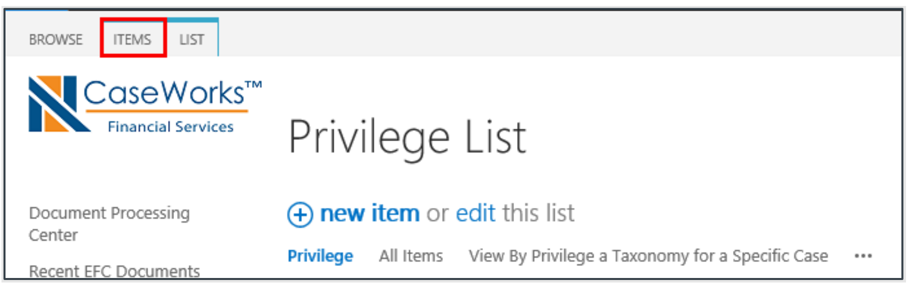
Add Privileged Status to a Taxonomy for a Specific Case

Sometimes only one taxonomy needs to be Privileged for a Client. A great example is Taxonomy 3.0 FC – Foster Care for the Financial Services Edition. Follow the steps below to add a Privilege Taxonomy for a Specific Case.

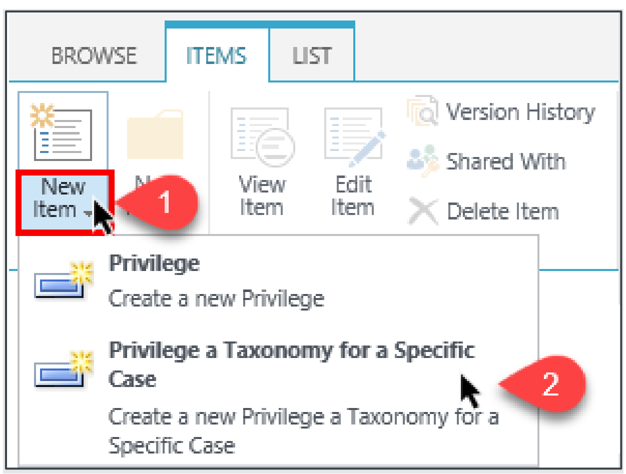
1. From the CaseWorks Home page, select **Add/Remove Privileged Case** from the Left Navigation Panel.



2. In the CaseWorks Ribbon, select Items.



3. Select the down-arrow next to 'New Item', then select 'Privilege a Taxonomy for a Specific Case'.

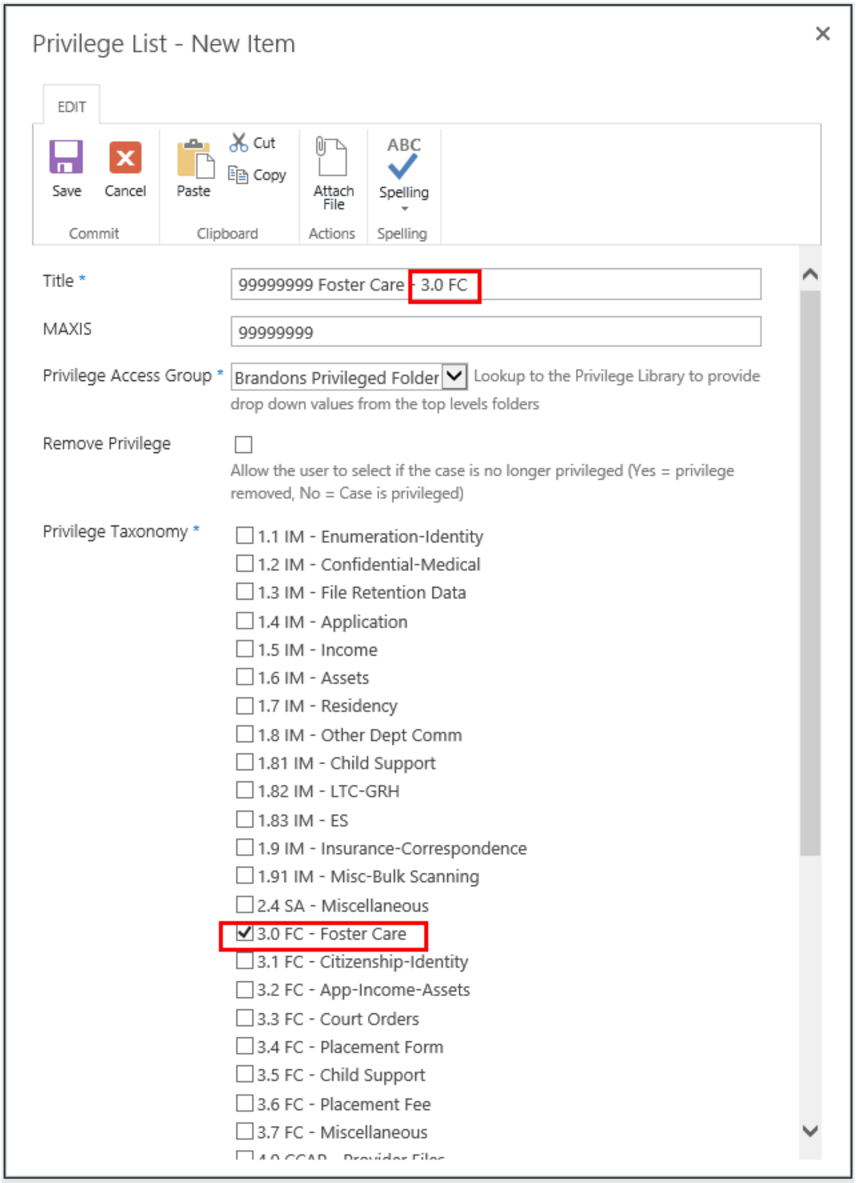


4. Complete the Privileged List – New Item screen.

- Enter the Client Name and Taxonomy(s) that will be privileged.
- Enter the client's Case Number.
- Select the correct Privilege Access Group

Note:

- This will be the folder name of the worker or team for whom you are granting privilege access. Go to the section "Create a New Privileged Folder" if you need to define a new folder/reason.
- Include the Taxonomy that is being Privileged in the Title as a Best Practice.
- Multiple Taxonomies can be selected in the same record. Care should be taken if adding more than 1 Taxonomy as it will become more complicated when Removing Privilege. Please contact CaseWorks support prior to removing Privilege taxonomy for a Specific Case when multiple taxonomies are selected.



5. Click on the **Save** button.

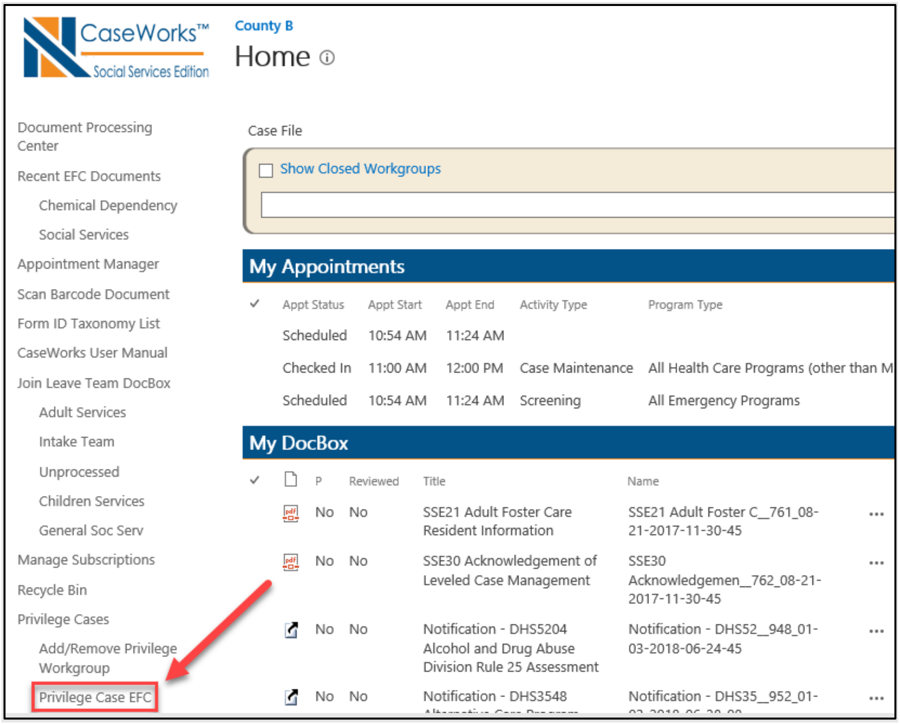
   Note: From this point forward, any document that is in the EFC for this case's taxonomy is privileged and can only be viewed by workers who have been assigned permission to the case folder.

   If removing Privilege for a record with multiple taxonomies selected, please **contact CaseWorks Support.**

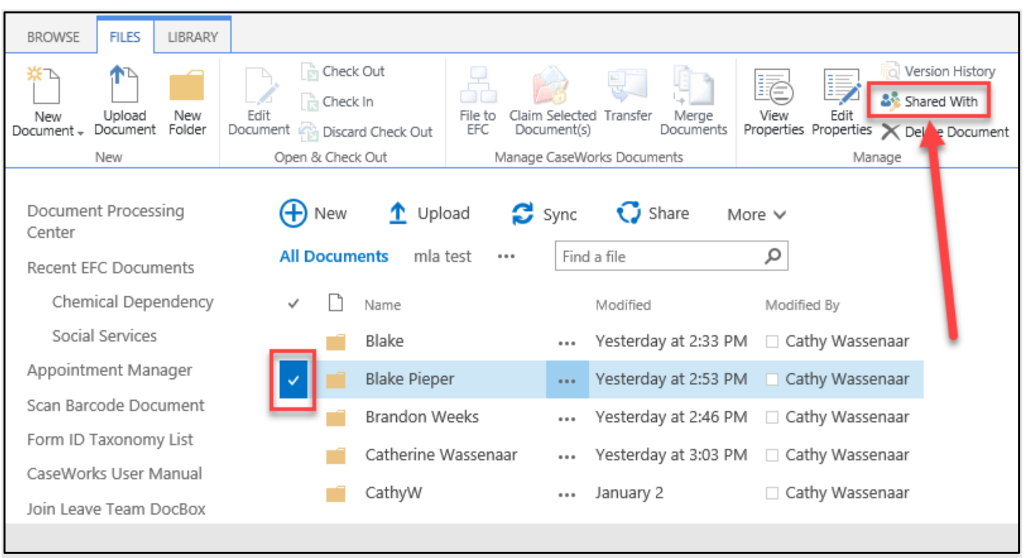
Remove a User's Access to a Privileged Case Folder

Once access is removed for a user, they will no longer be able to view documents in the **EFC** associated with any privileged case assigned to this folder.

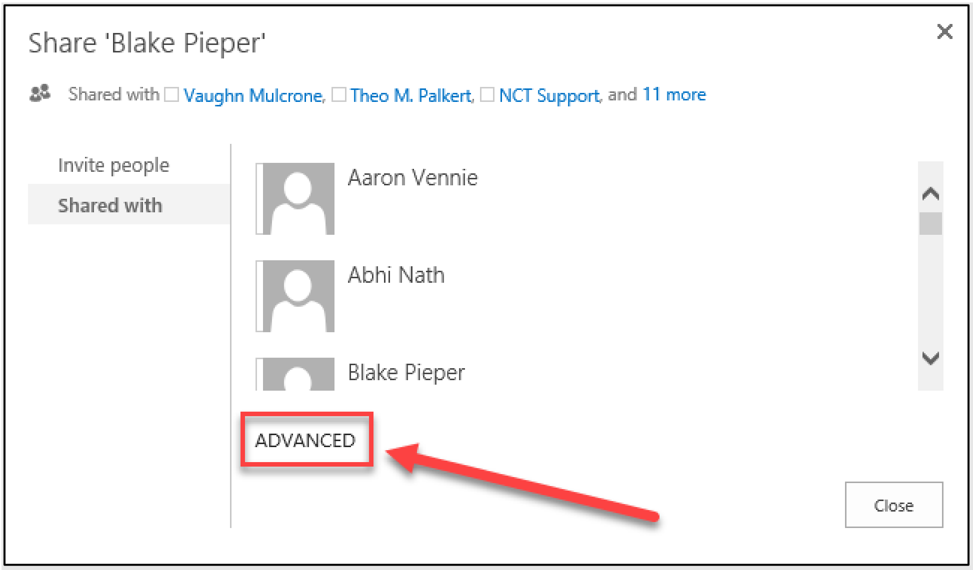
1. Select **Privilege Case EFC** in the Left Navigation Panel.



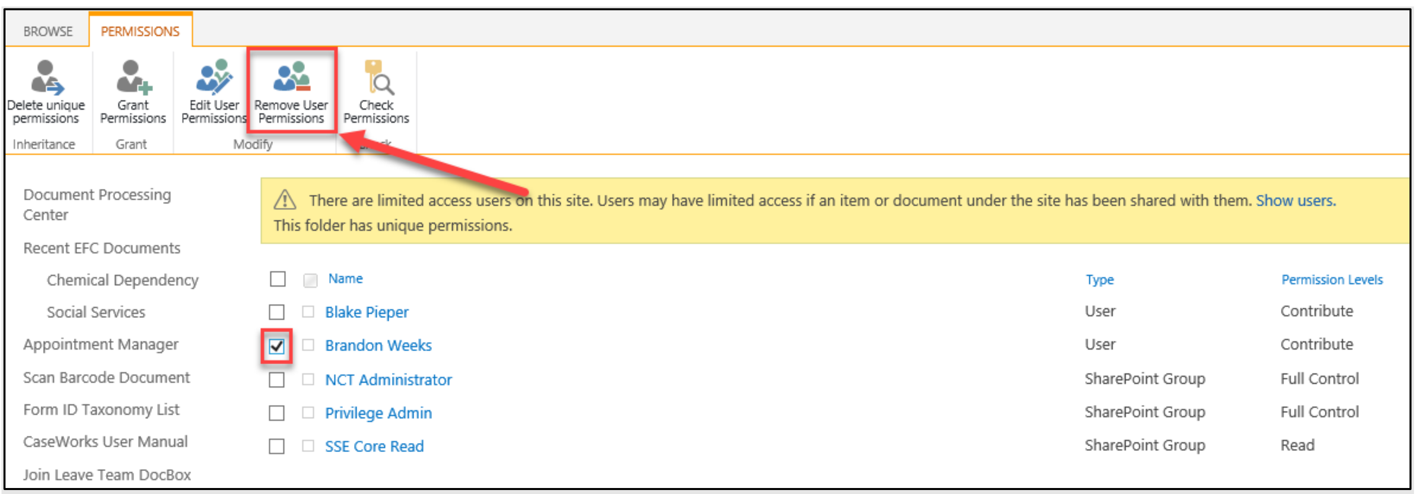
2. Check the box next to the **Privileged Case Folder** you wish to edit then select **Shared With** in the ribbon.



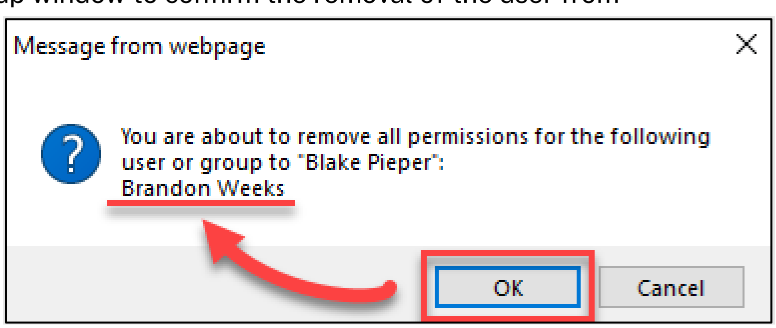
3. In the pop-up window, select **Advanced** to go to the **Advanced Permissions** page.



4. Check the box next to the name of the user that you wish to remove from the **Privileged Case Folder** and select **Remove User Permission.**



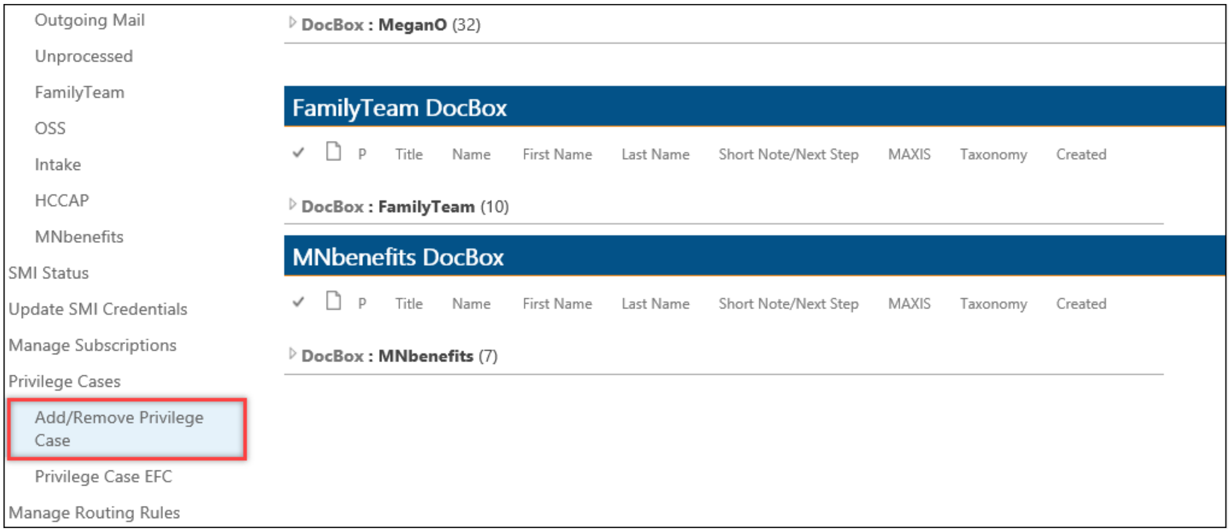
5. Click **OK** in the pop-up window to confirm the removal of the user from



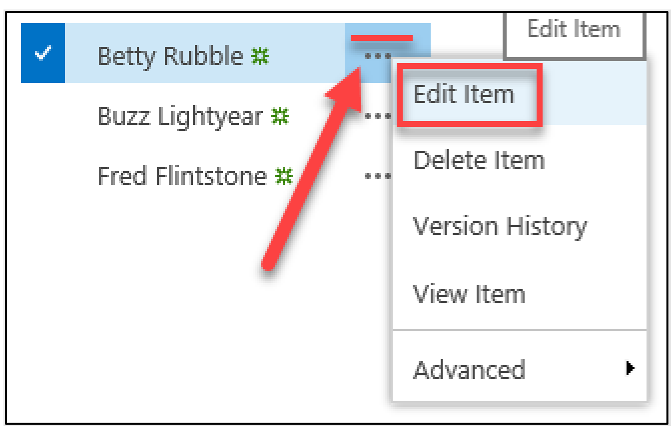
Remove a Case from a Privileged Status Folder

Once a case is removed from the **Privileged Status Folder** all users will be able to view documents in the **Electronic Filing Cabinet** pertaining to this case.

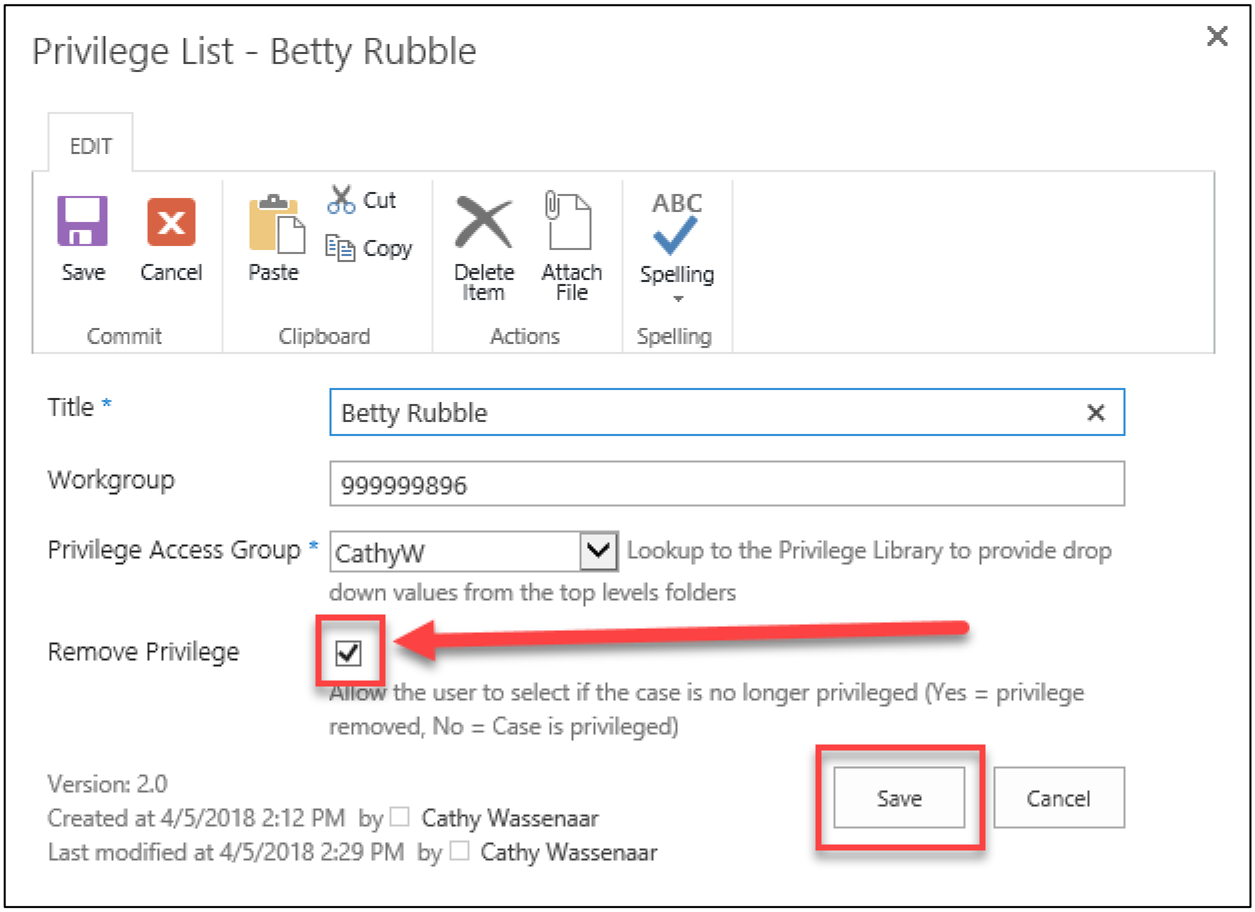
1. Select **Add/Remove Privilege Case** in the left-hand navigation.



2. Select the three dots next to the name of the **Privileged Case** that you wish to change, then select Edit Item in the pop-up menu.



3. Check the box next to **Remove Privilege** then select **Save**.



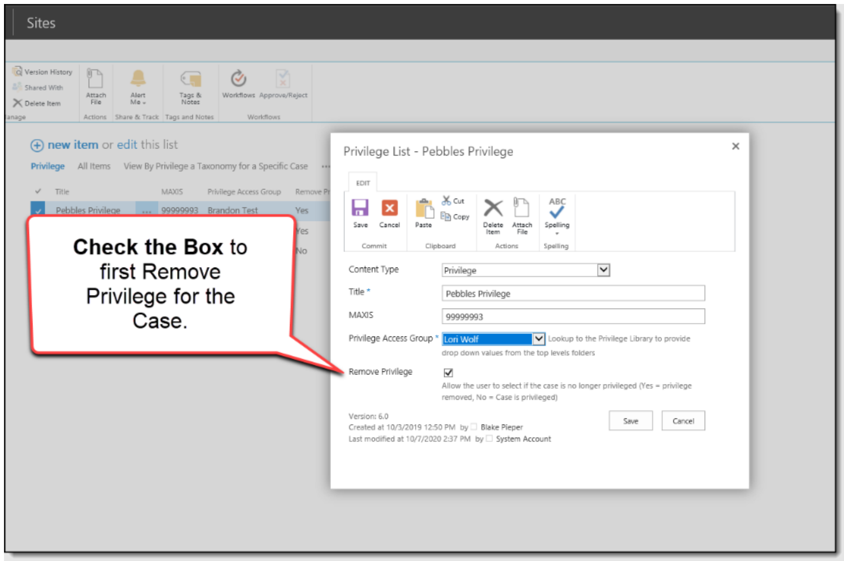
Note:

- The same process can be used to Remove Privilege for a Privileged Taxonomy for a Specific Case.
- If removing Privilege for a record with multiple taxonomies selected, please contact CaseWorks Support.

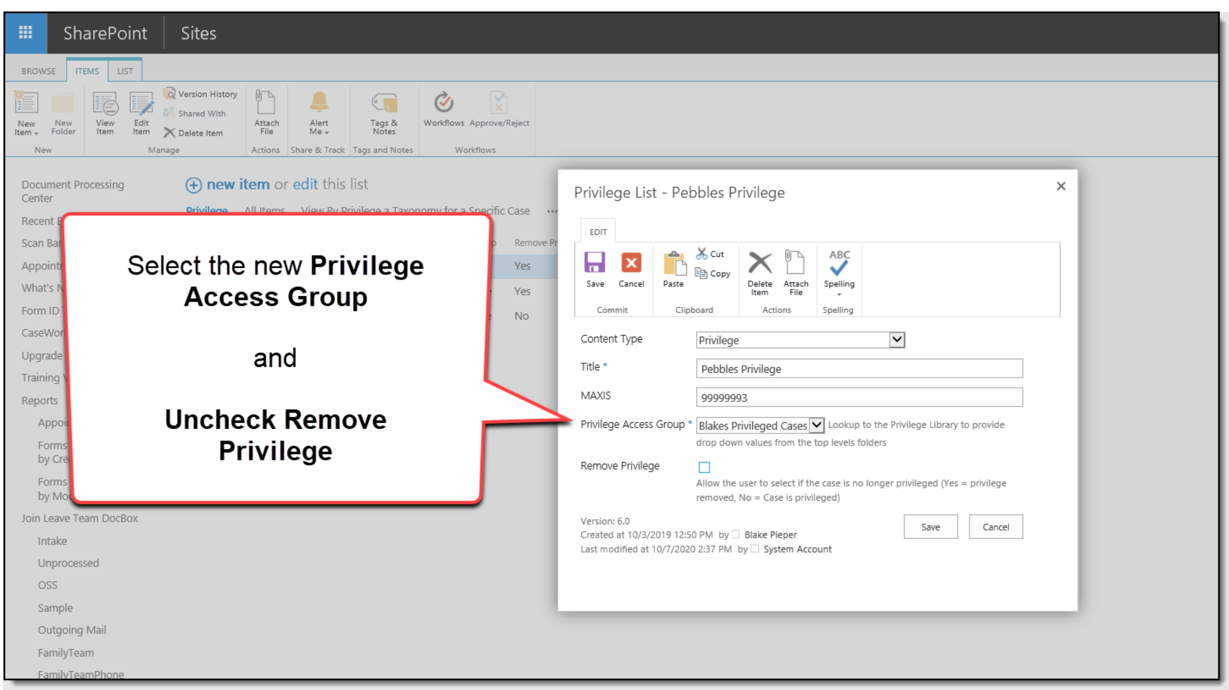
Changing the Access Group Assigned for an Existing Privileged Case

To change the Privilege Access Group for an existing Privilege Case:

1. From the Left Navigation Panel, select **Add/Remove Privilege Case**.
2. From the Privilege List, Right Click or select the Case you are changing and select **Edit Item**.
3. On the popup menu, **Check the Box next to Remove Privilege and Save**.



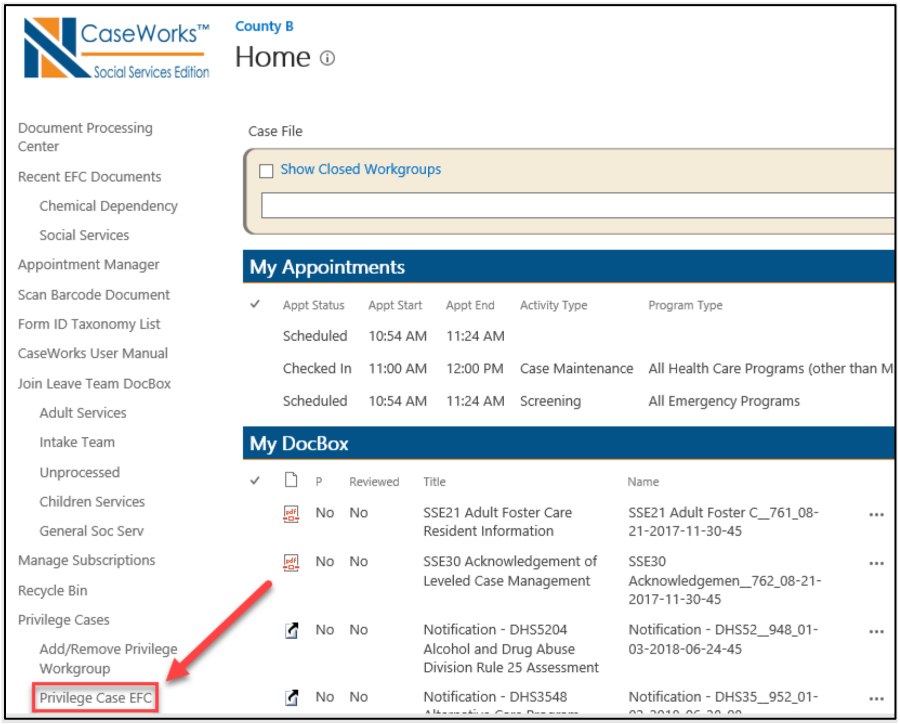
4. Once you have removed Privilege and Saved this item, *please* ***allow 5 minutes*** for the files to be moved from Privileged EFC.
5. Next, select the same Case and **Edit Item.**
6. Change the Access Group to the **new Privilege Access Group.**
7. **Uncheck the Remove Privilege Check Box.**
8. Click **Save.**



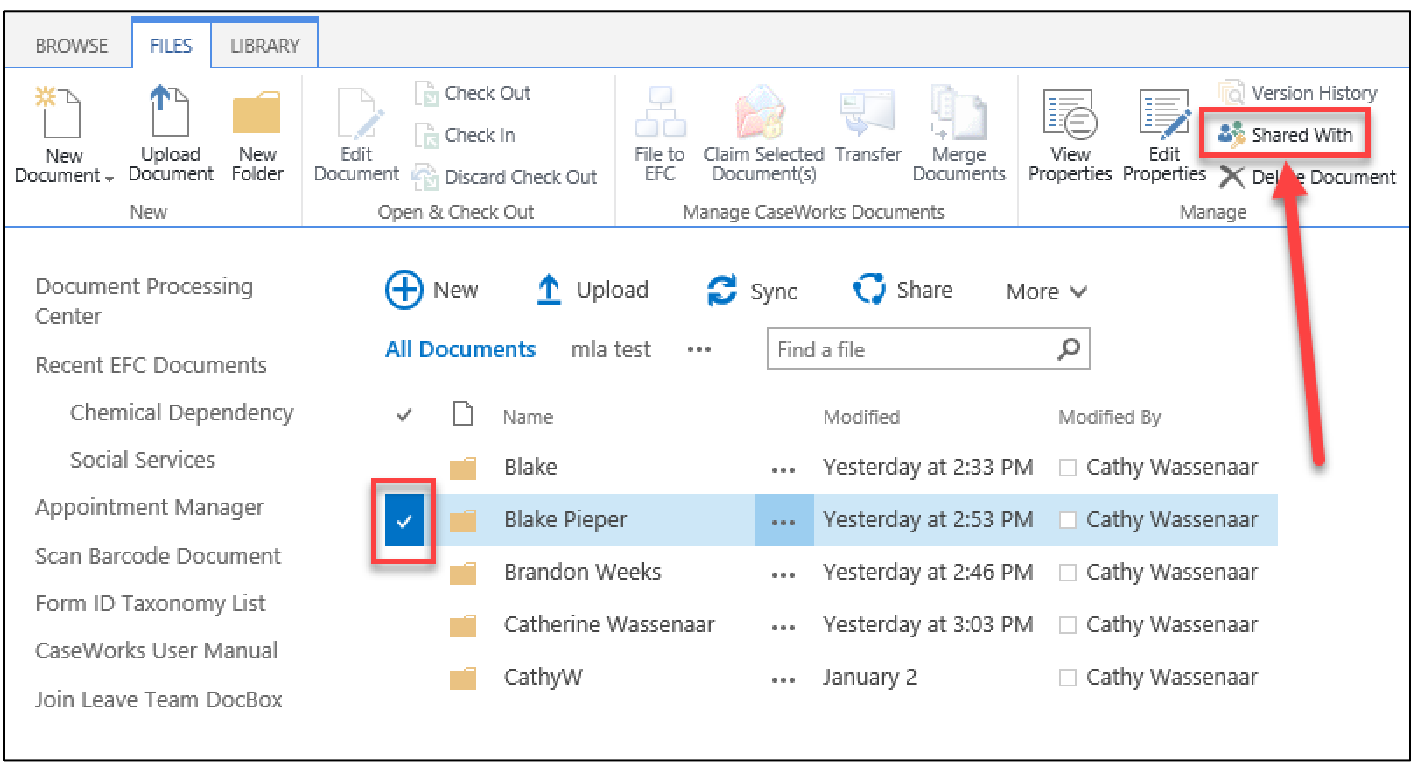
Add Privileged Access for a New User

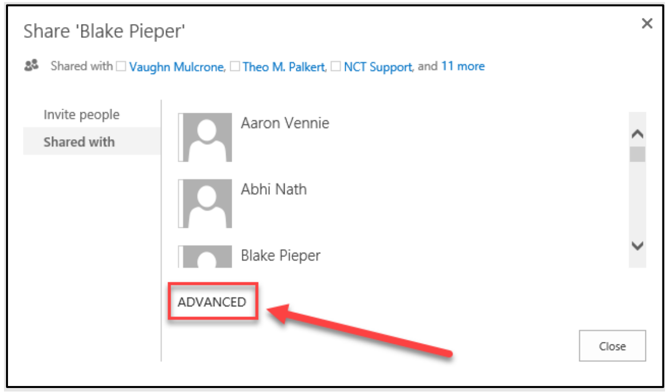
Adding a new user to a **Privileged Case Folder** will allow them to see the documents associated with the **Workgroup** in the **Electronic Filing Cabinet** on the **Case File** page.

1. Select **Privilege Case EFC** in the left-hand navigation.

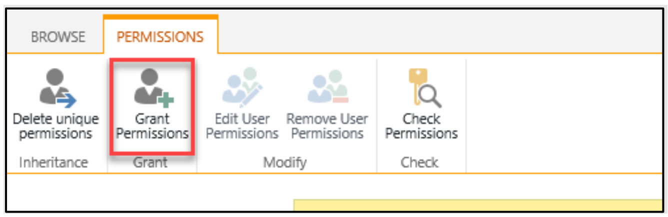


2. Check the box next to the **Privileged Case Folder** you wish to edit then select **Shared With** in the ribbon bar
3. In the pop-up window, select **Advanced** to go to the **Advanced Permissions** page.





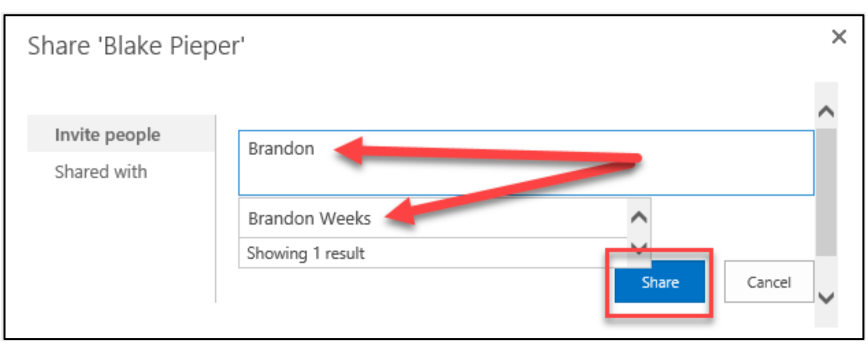
4. Select **Grant Permissions** in the File Ribbon.



16. Type in the **Invite people** field and proceed to choose option a or b below:
    a. For Cloud-Hosted counties, please add the staff's county email who should be ***able to edit access to this folder*** then select them (including yourself).
        i. Note: To check if you are cloud-hosted please check at the top of your website page. If the URL reads **.caseworkscloud.com** this is cloud-hosted, then staff should follow option 9a.

    b. All other counties that are not cloud-hosted should follow option 9b to type in the name of the individuals who should be ***able to edit access to this folder*** then select them (including yourself).

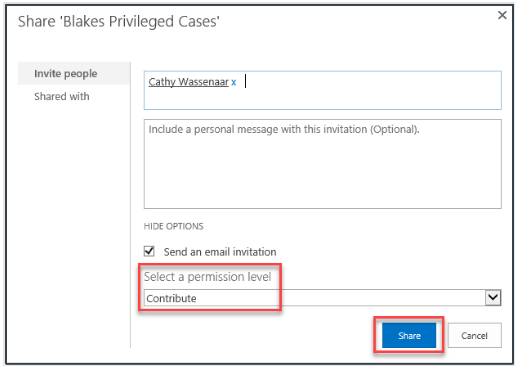
5. Select **Share** to confirm sharing of the **Privileged Case Folder**.



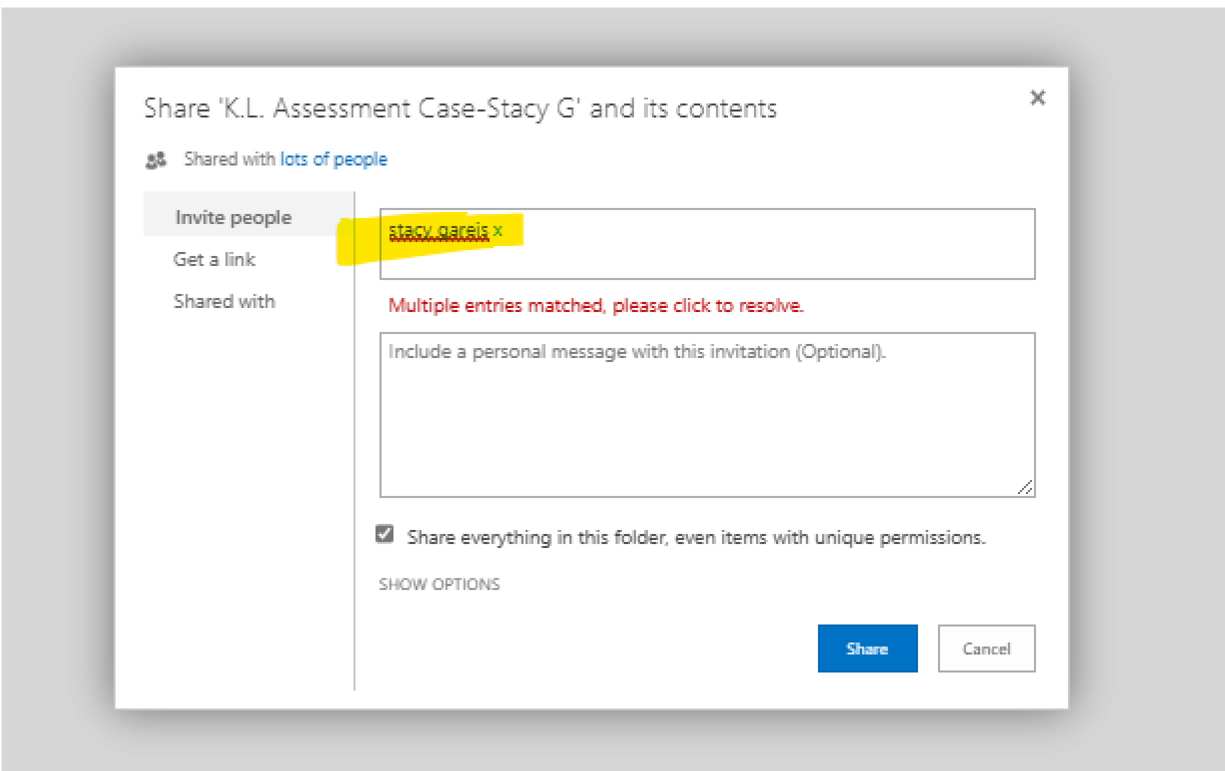
    a. Select **Show Options** after the individual has been selected.

b. If the individual should be able to edit who has access to the case, select Full Control. If the individual should be able to see the case, but not choose who has access to the folder select Contribute.

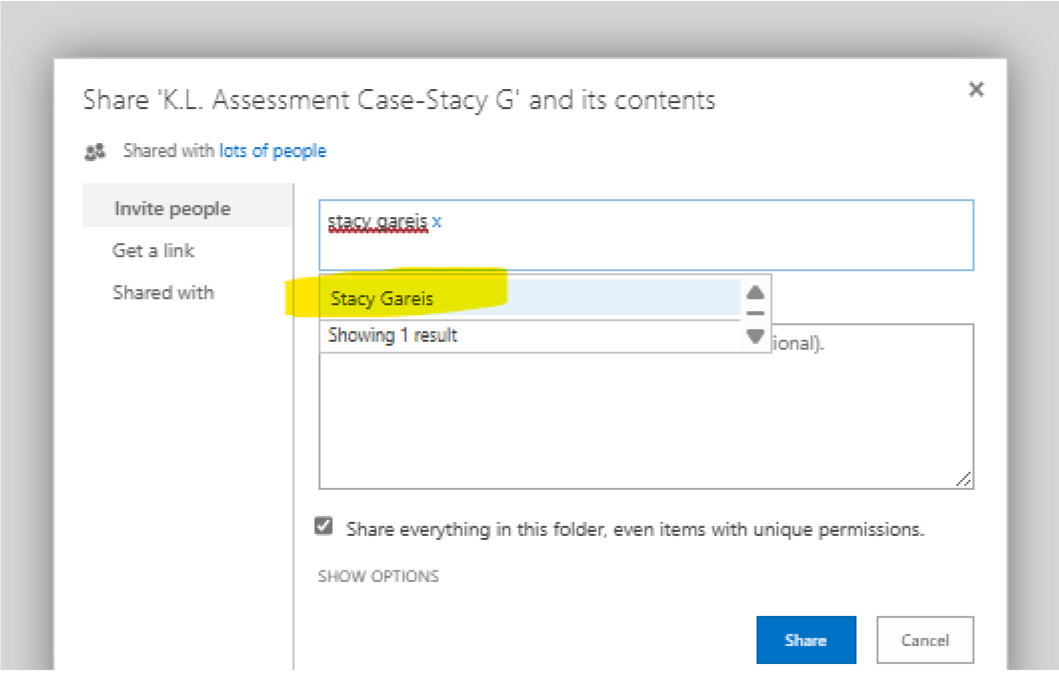
c. When finished, click **Save**, and refresh the page.



If you type the worker's name and no results show up, type the worker's **full name**. On your keyboard hold down **CTRL+K**. The red text below will show up.



Click on the worker's name and select the option that comes up.



When finished, select **Share** to confirm sharing of the Privileged Case Folder.

Purging Documents in CaseWorks

Document Purging in CaseWorks is completely led and managed by the County, as CaseWorks does not perform routine purges. The Purge Process in CaseWorks involves the County Purge Admin reviewing, formatting, and ultimately uploading a Purge Report that contains cases whose documents no longer need to be retained in CaseWorks.

Please note that many of the tools in this Purging Section require the Purge Admin Role. Please submit a support ticket to have the role added for the Purge Admin(s) at your County.

Preparing a Purge Report

Generate/Request Report

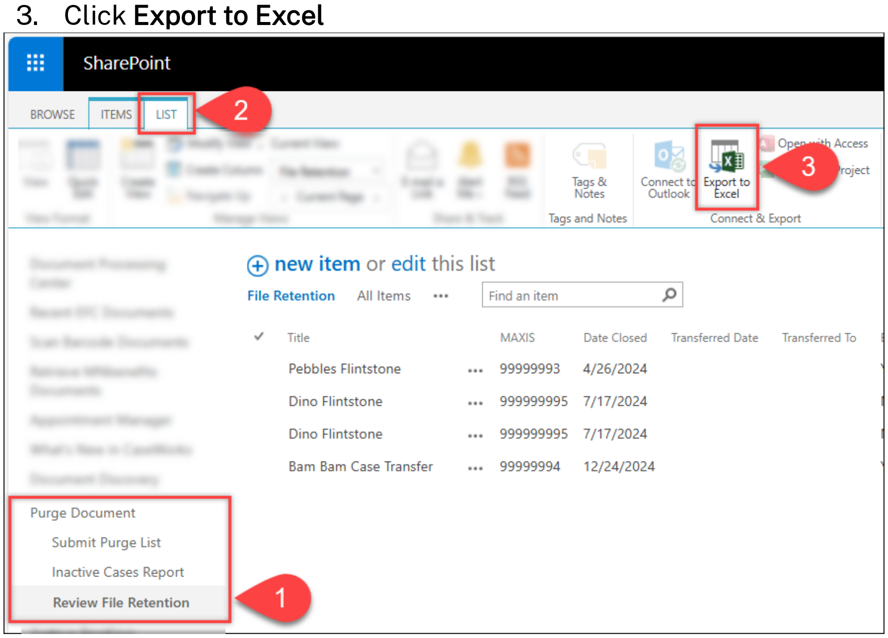
1. Generate or request a purge report and export to an excel spreadsheet (save as an .xlsx file type).
   a. **FSE/MSE/WFE:** Counties have the option to utilize the CaseWorks **Inactive Cases Report** to identify cases that haven't had documents filed down to them for the specified number of years. To learn more about how to run this Inactive Cases report, click here.
   b. **SSE/ACE:** Two reports counties frequently utilize are the SSIS Purge Report or the SSIS Destruction List. The **SSIS Purge Report** reflects County preferences and the SSIS DHS Record Retention Table, as some retention periods allow increasing from state minimum based on County need. The **SSIS Destruction List** displays Workgroups scheduled to purge but does not mean that all listed Workgroups **will** purge.
      i. Please email the SSIS Help Desk at dcyf.ssishelp@state.mn.us with any questions related to purge/destruction in SSIS.
   c. **CSE**: Counties most commonly request either of the below ad hoc reports from the State. These two reports were identified by CaseWorks Counties as the two main purging practices a County may follow. Please see details below to decide which report may work best for your County.
      i. **CaseWorks Closed Three Years**
         1. When requesting this report, provide your County name/FIPS and the year you are requesting closed dates for (at least 3 years earlier).

2. Tip: If a County hasn't purged files or has missed a few years, they would need to request a spreadsheet for each year, as they would only get the cases that closed in the requested year.
3. Tip: Once purged, add 'M2301 Case File Destroyed' as a CAAD note to all purged cases. By adding this note, these cases would be excluded from future purge reports.

ii. **CaseWorks Youngest Child Emancipated and Closed Three Years**
1. When requesting this report, provide your County name/FIPS, the year the youngest child turns 19, and the year the case would have closed (three years earlier).
2. Tip: Once purged, add 'M2301 Case File Destroyed' as a CAAD note to all purged cases. By adding this note, these cases would be excluded from future purge reports.

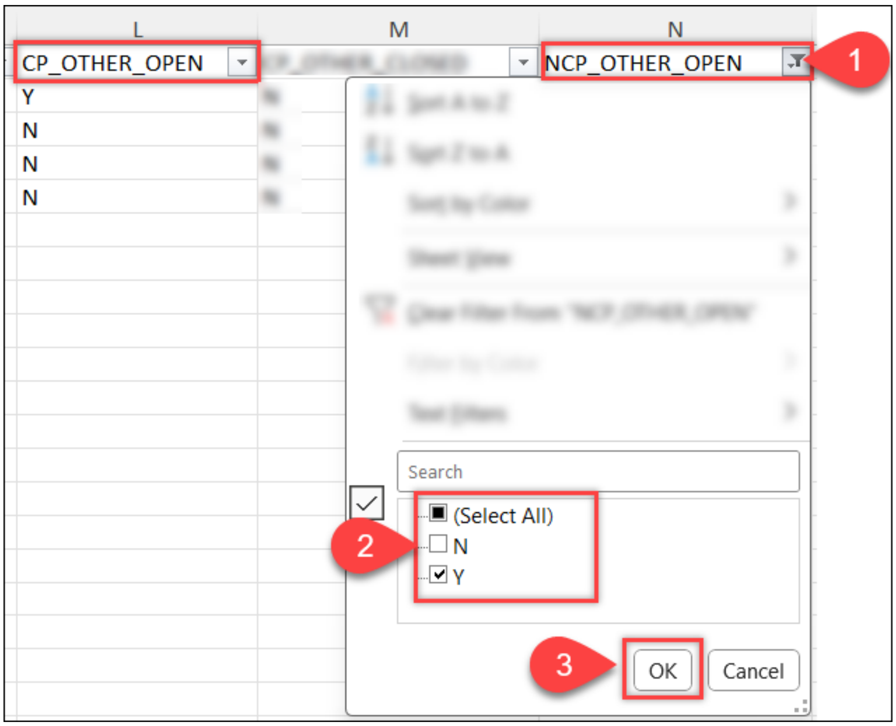
Review Report

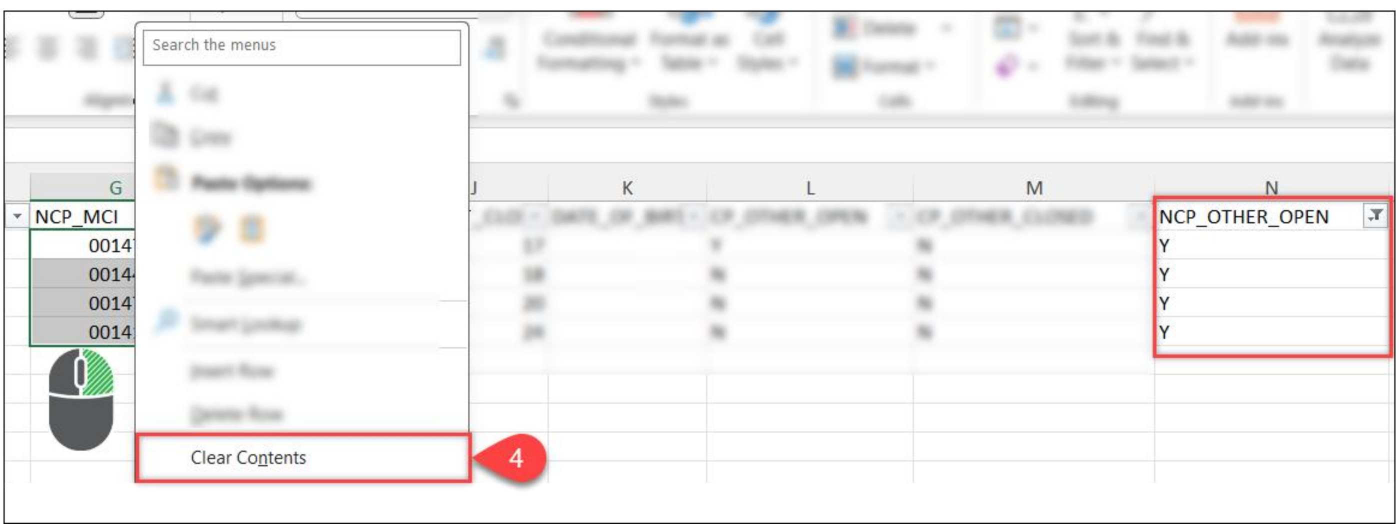
1. Review the Purge Report and remove any cases that should not be purged from CaseWorks
   a. ***This is a very important step***, as the Purge Admin has the final responsibility in ensuring only the appropriate cases are purged from CaseWorks.
   b. One optional tool the Purge Admin may utilize to assist in reviewing the Purge Report is **Review File Retention (FSE, MSE, CSE and WFE only).** If a County uses File Retention Records in their business processes to indicate any Retention Exceptions (e.g. overpayment, claims, fraud, etc.) the Purge Admin may choose to export all File Retention Records to a spreadsheet to easily filter and review all exceptions to remove the applicable case numbers from the Purge Report.
      i. To export all File Retention Records to Excel:
         1. Click **Review File Retention** in the left navigation panel
         2. Click **List** from the top toolbar
         3. Click **Export to Excel**



      ii. Click here for more information on how to use an Excel formula to easily reference and remove exceptions from the Review File Retention report on your Purge Report.
   c. **Connect with Internal Departments for additional confirmation**
      i. Contact your County's Collection Department, Fraud Department, any anyone else that works with these documents to share that you'll be performing a document purge in the upcoming weeks. Confirm if they have any ongoing activity for cases that have been closed 10 or more years.
      ii. This step ensures all purge exceptions are captured, even if county staff may not have included it as a File Retention Record
   d. **Child Support Only:**

i. If you are utilizing one of the two ad hoc reports mentioned above, you will see there are columns titled: **CP_OTHER_OPEN** and **NCP_OTHER_OPEN.** These are helpful in identifying MCI's that are open on another PRISM case.
   1. To filter, select the arrow next to the column name.
   2. Deselect **'N'.**
   3. Click **OK**
   4. The column will display all MCI's that are associated with another open PRISM case. Select the corresponding MCI numbers and **Clear Contents** to delete.





Format Report

1. Format the Purge Report by deleting and adding appropriate columns. Format should be as follows:
   a. **FSE, MSE, SSE, ACE, WFE Purging Format:**
      i. Case Number - i.e. MAXIS, Integrated Case, Workgroup etc. (Row 1, Column A)
      ii. Requested by (Row 1, Column B)

iii. Comments (Row 1, Column C)

	A	B	C
1	Workgroup	Requested by	Comments
2	111111111	Megan Otto	
3	222222222	Megan Otto	
4	333333333	Megan Otto	
5	444444444	Megan Otto	
6	555555555	Megan Otto	
7	666666666	Megan Otto	
8	777777777	Megan Otto	

b. **CSE Purging Format:**
   i. PRISM (Row 1, Column A)
   ii. MCI (Row 1, Column B)
   iii. Requested By (Row 1, Column C)
   iv. Comments (Row 1, Column D)

	A	B	C	D
1	PRISM	MCI	Requested by	Comments
2	111111111101	1111111111	Megan Otto	
3	222222222201	2222222222	Megan Otto	
4	333333333301	3333333333	Megan Otto	
5	444444444401	4444444444	Megan Otto	
6	555555555501	5555555555	Megan Otto	
7	666666666602	6666666666	Megan Otto	
8	777777777702	7777777777	Megan Otto	
9	888888888803	8888888888	Megan Otto	
10	999999999903	9999999999	Megan Otto	
11				

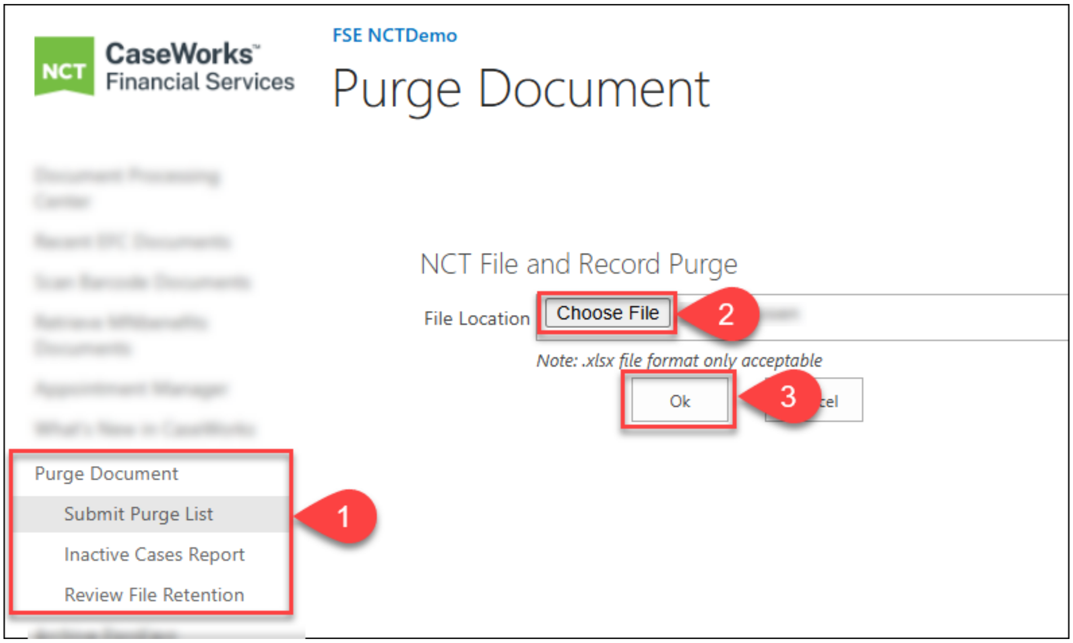
Save Report

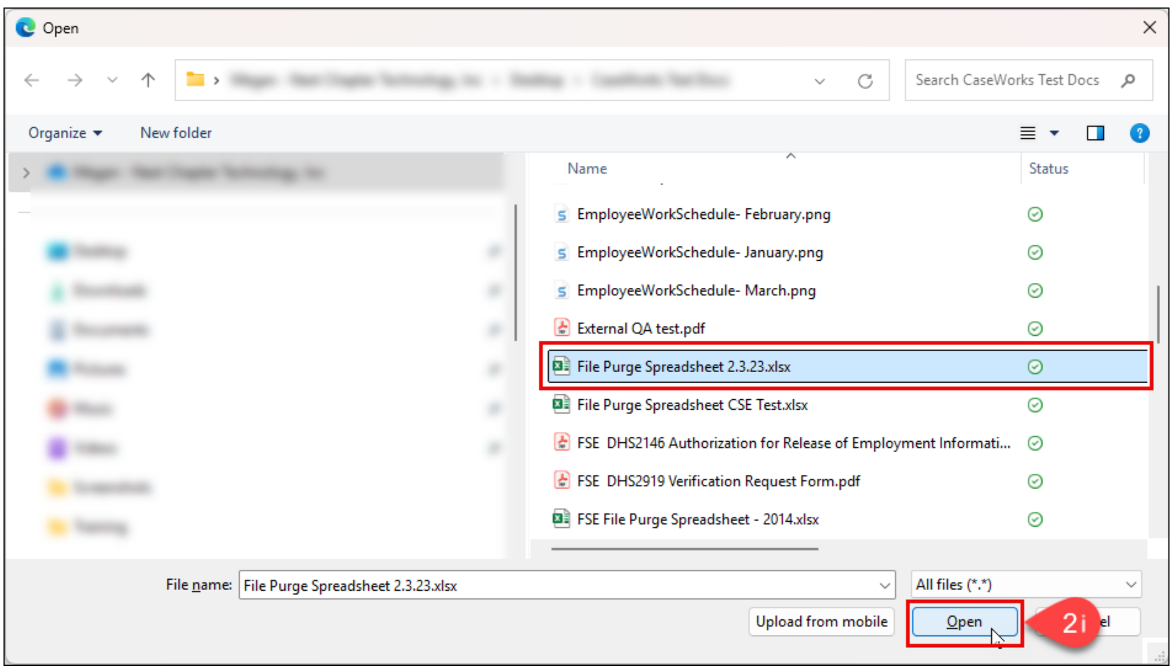
1. Save Purge Report to secure location
   a. **Tip**: Create a title that includes the date of the purge as a helpful reference

Initiating a Purge in CaseWorks

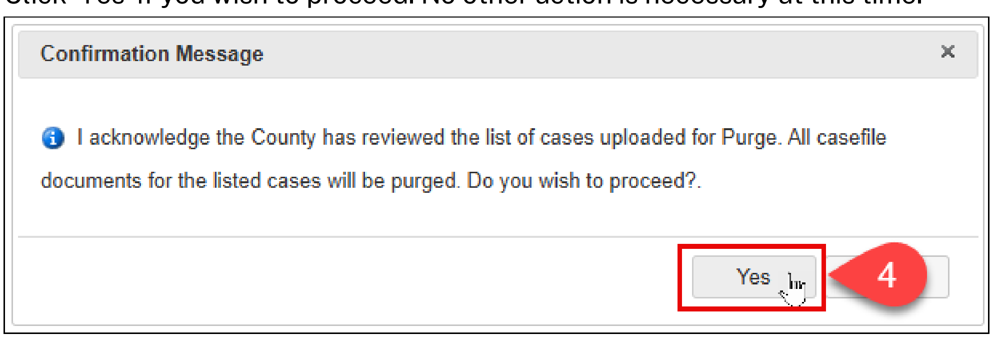
Upload Purge Report in CaseWorks

1. Click **Submit Purge List** in the left navigation panel
2. Click **Choose File**
   i. From the File Explorer window, locate the Purge Report and click **Open**
3. Click **Ok** to proceed





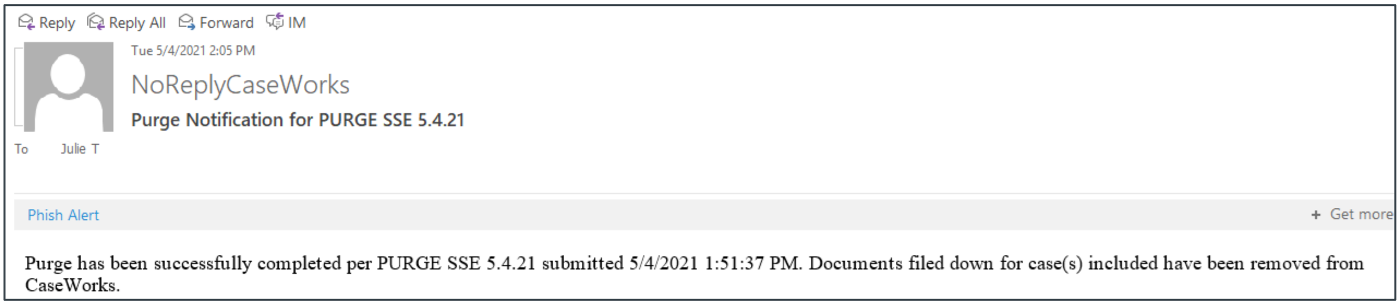
4. Click 'Yes' if you wish to proceed. No other action is necessary at this time.



i. Upon selecting Yes, CaseWorks will schedule the Purge. CaseWorks Purges are run daily.

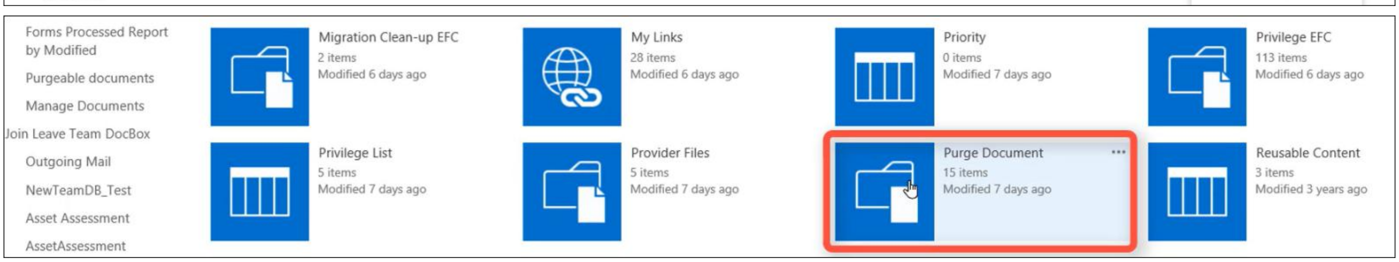
ii. **Exception Taxonomies (FSE/MSE only):** FSE and MSE Purges will exclude Taxonomies 1.1 and 1.3. If any documents are filed in these taxonomies and a purge is initiated, these documents will remain and not be purged.

iii. Once the Purge has been completed in CaseWorks, you will receive an email confirming the details.



i. Purged documents will be moved to a System Account Recycle Bin. Please submit a ticket if staff would like to recover purged documents.

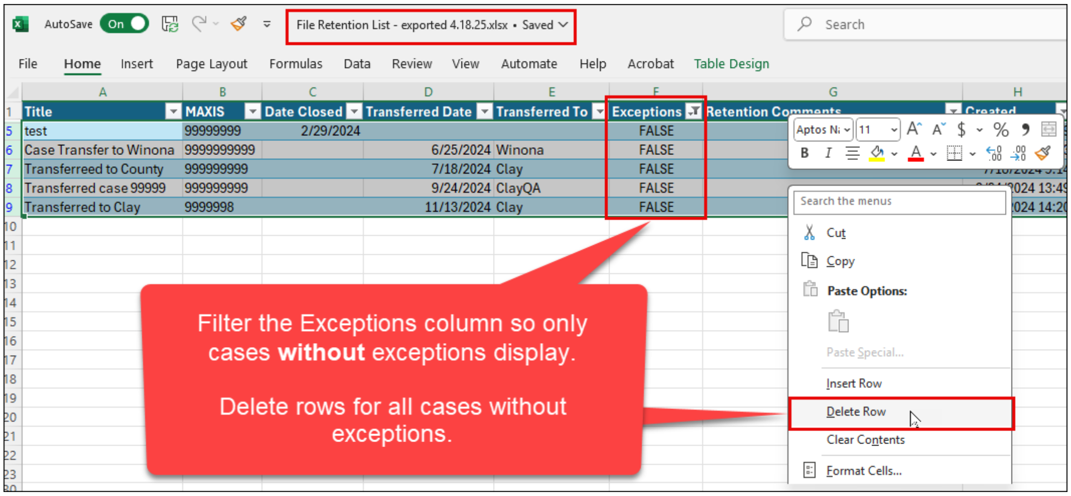
ii. Previously uploaded Purge Reports remained available for review in CaseWorks by clicking on the gear icon, selecting Site Contents, and then viewing the ‘Purge Document’ library

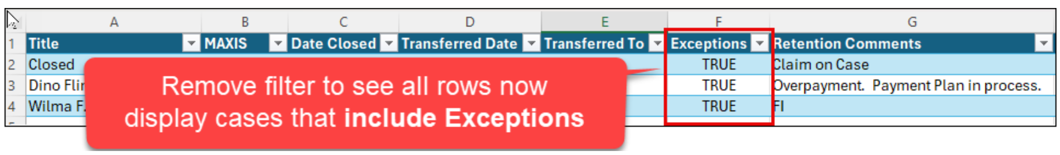


Excel Formula for identifying Exceptions in Purge Report

If you are using the Review File Retention report to review Exceptions that should not be purged (i.e. claims, overpayments, fraud), you can use the following steps to easily reference these exceptions within the Purge Report to simplify the process of removing exceptions from the report.

First, filter and delete rows so the Review File Retention report only displays cases that **include Exceptions** (reflected as ‘TRUE’ in column F)





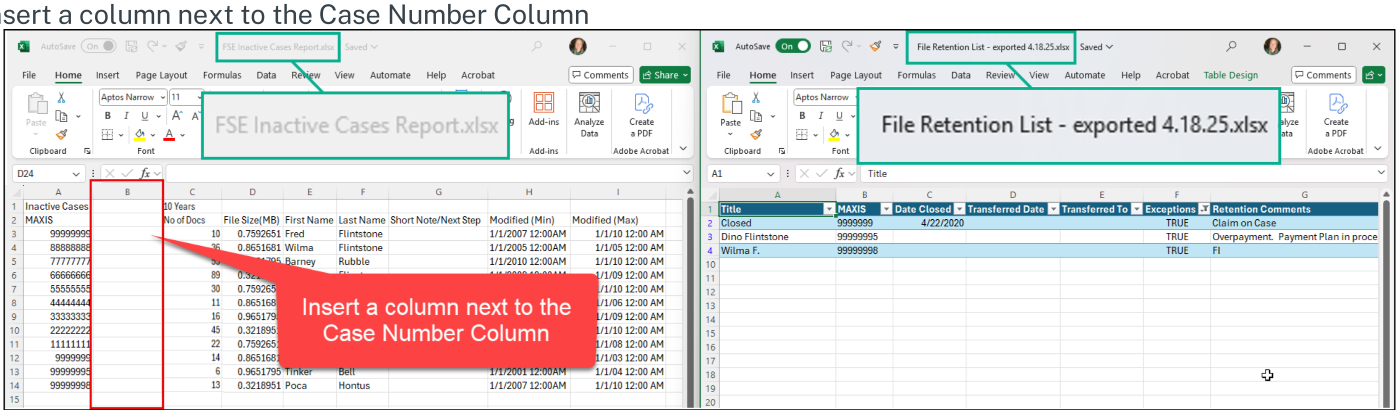
Next, open both reports at the same time:

Inactive Cases Report

- Column A= list of cases that are ***potentially purgeable***
- Insert a column next to the Case Number Column

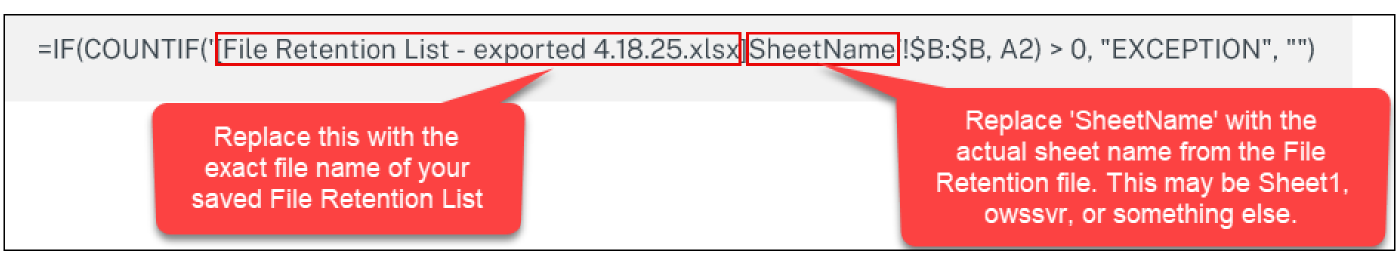
File Retention List

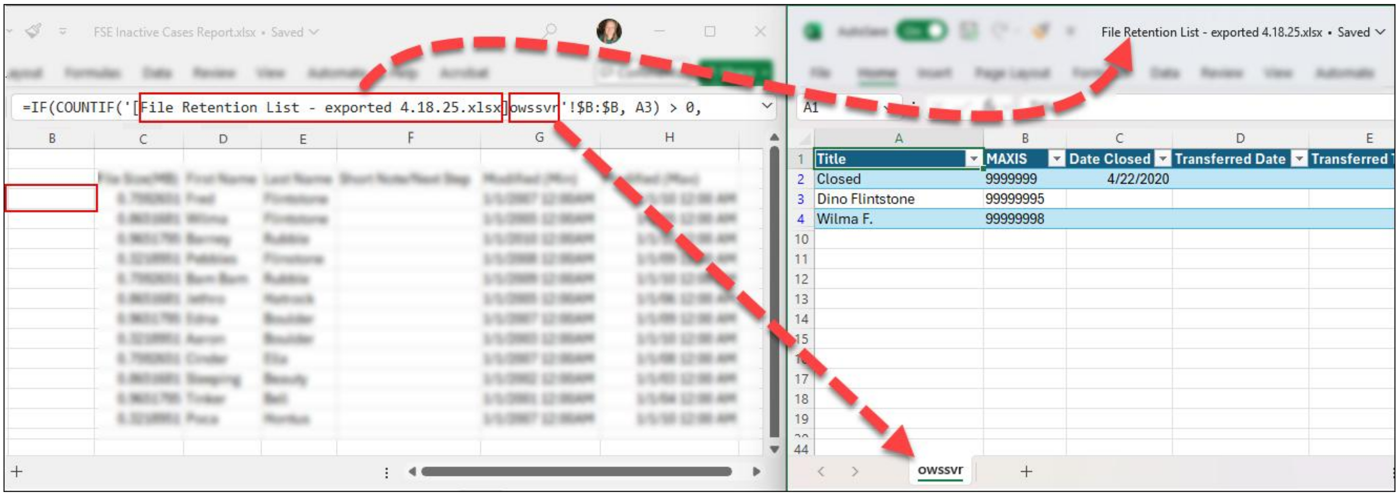
- Column B= list of ***exception*** cases **(NOT to purge)**



Next, within the new Column B you've just added in the **Inactive Cases Report,** type the following formula in cell B3 (updated with your revisions as noted below):

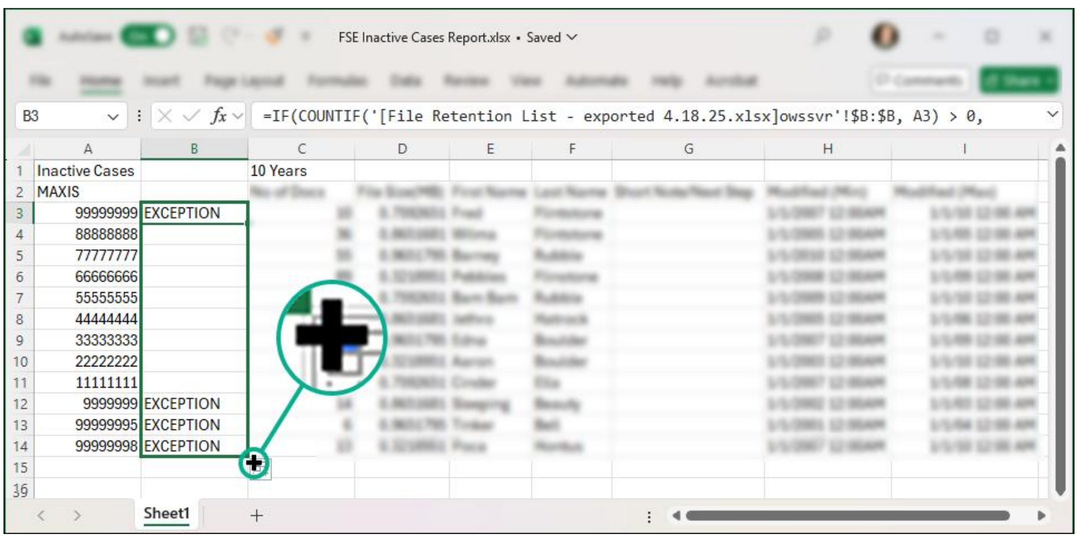
- =IF(COUNTIF('[File Retention List - exported 4.18.25.xlsx]SheetName'!$B:$B, A2) > 0, "EXCEPTION", "")



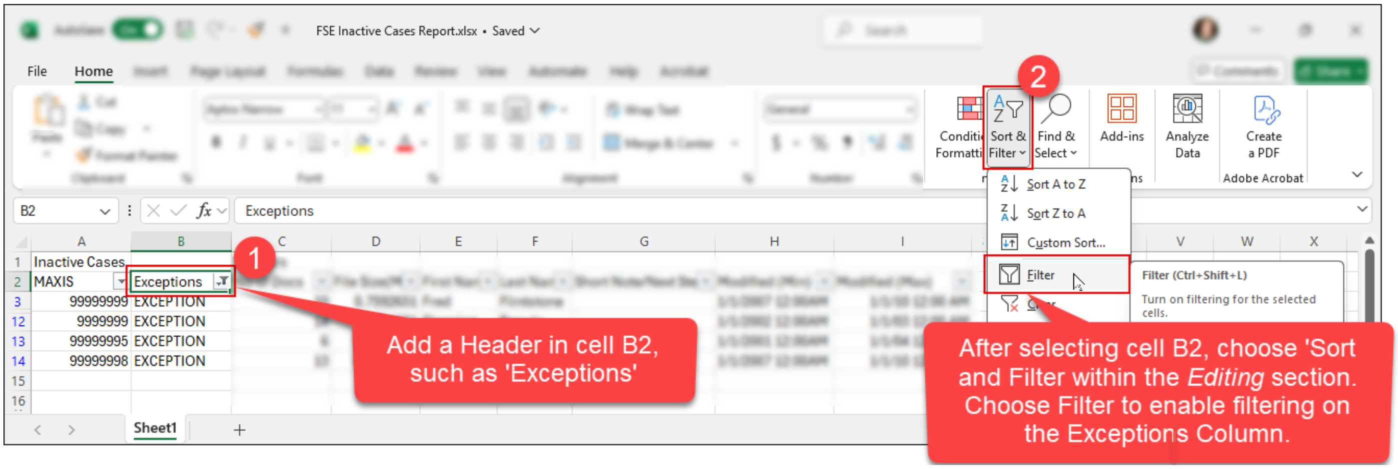


Next, Using the **black + icon** on the corner of cell B3, click and drag to apply the format to all applicable cells in column B.

Upon releasing your click, you should see the word ‘EXCEPTION’ fill in cells where the case number was listed in the File Retention list report as an exception.



Now you are ready to enable filtering, filter the Exceptions column, and remove any exception cases that shouldn’t be purged.

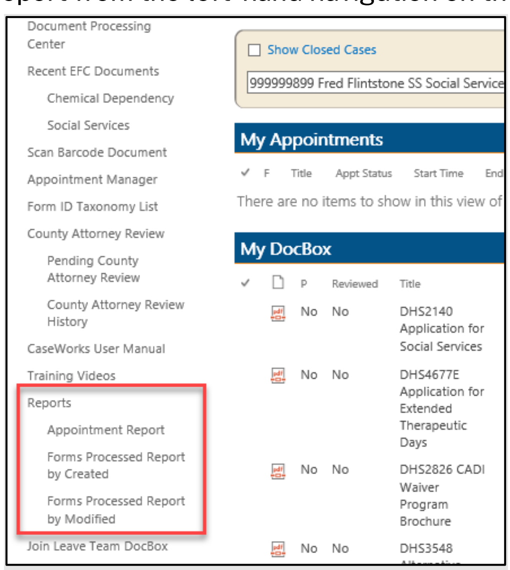


Reports

CaseWorks provides reporting metrics for administrators focused on worker productivity.

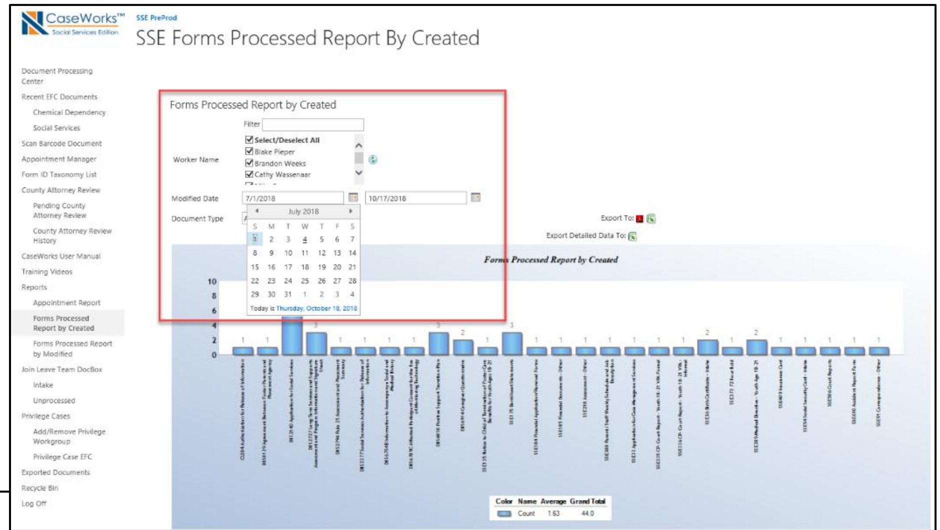
- Reports capture elements of productivity.
    - **Forms Processed Report by Created**– captures any EFC Documents that were filed down and not modified again.
    - **Forms Processed Report by Modified**– captures any EFC Documents that were filed down **and** modified again while in the EFC (this report also captures documents that were filed down and not modified again for a full picture view).
    - **Appointments Report** – captures time spent in client meetings and for which programs.
- Reports capture type of activity
    - Captures types of documents processed (e.g. Healthcare Applications, etc.)
    - Meeting time per program

1. Begin by selecting the desired report from the left-hand navigation on the CaseWorks home page.

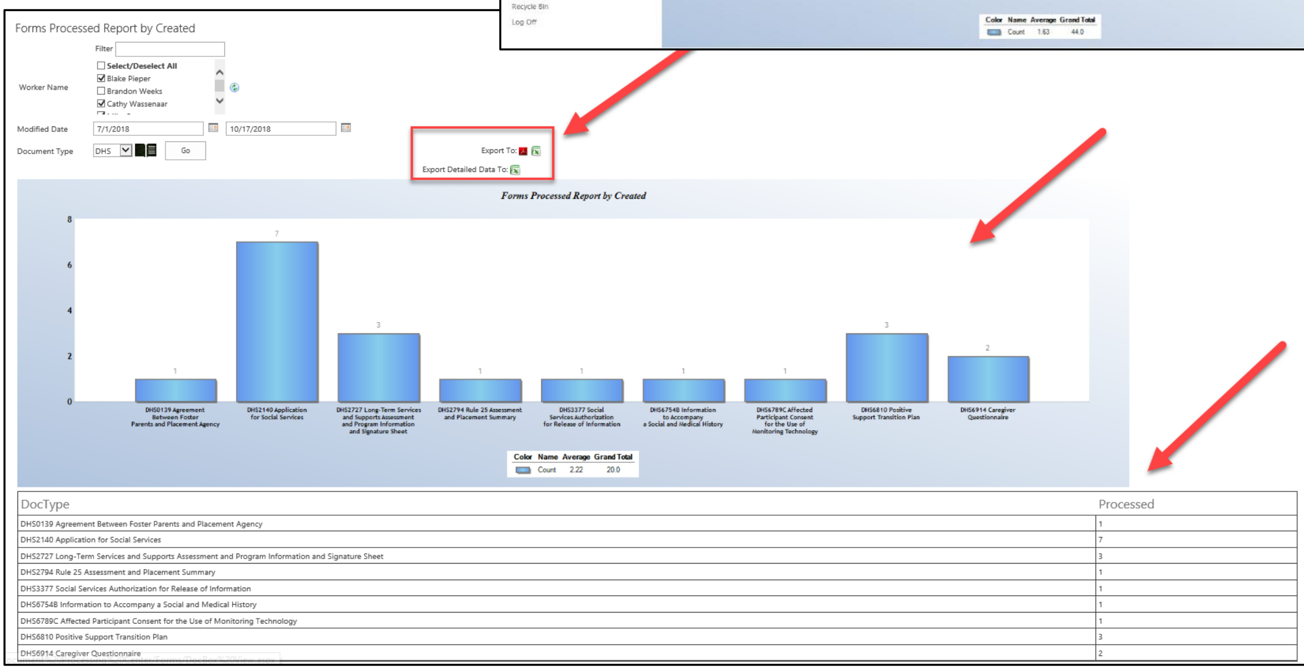


2. Set the parameters to the desired value(s). Report parameters include (depending on the report):

a. Worker Name
b. Date Range
c. Document Type
d. Appointment Length (Appointment Report Only)



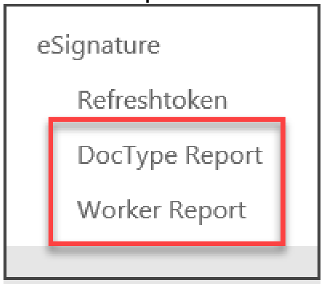
3. Select **GO** and review the report information. Export to PDF or Excel if desired.



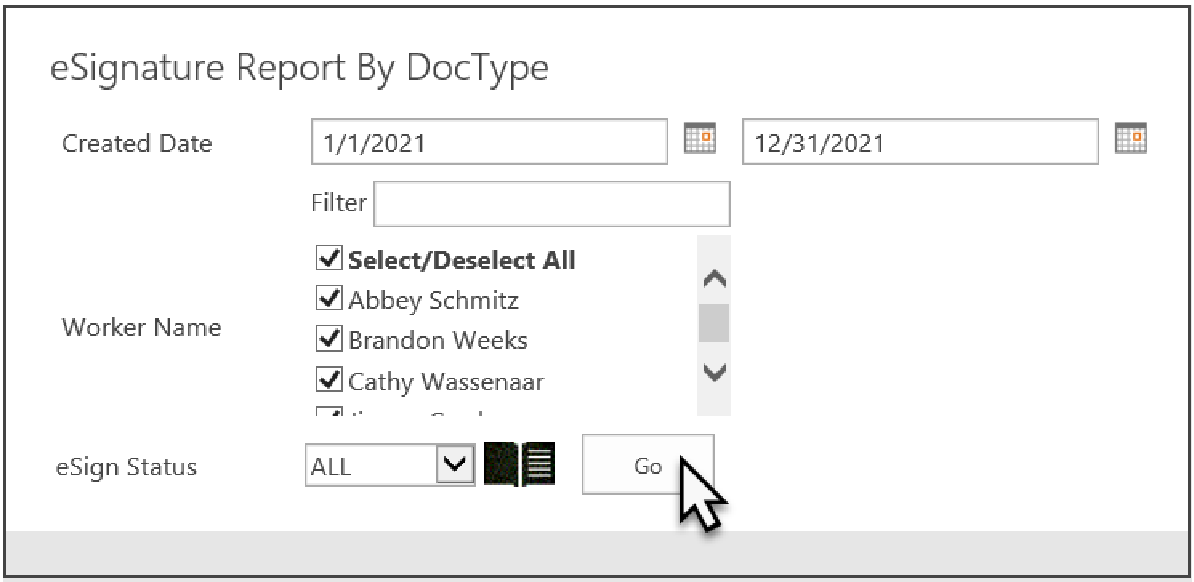
DocType	Processed
DHS0139 Agreement Between Foster Parents and Placement Agency	1
DHS2140 Application for Social Services	7
DHS2727 Long-Term Services and Supports Assessment and Program Information and Signature Sheet	3
DHS2794 Rule 25 Assessment and Placement Summary	1
DHS3377 Social Services Authorization for Release of Information	1
DHS6754B Information to Accompany a Social and Medical History	1
DHS6789C Affected Participant Consent for the Use of Monitoring Technology	1
DHS6810 Positive Support Transition Plan	3
DHS6914 Caregiver Questionnaire	2

eSignature Usage Reports in CaseWorks

There are options for DocType Reports and Worker Reports in the Left Navigation Panel.



DocType Report: A report on the number of eSignature documents and average time (in minutes) per **DocType**.
Worker Report: A report on the number of eSignature documents and average time (in minutes) per **Worker**.



To create a report, choose the duration (dates) that you would like the report to run, which workers you want to include in the report, eSign Status, then click **Go**. The report will display on the webpage with a bar graph and a table with the values in the report.

Exporting eSignature Reports

Export To: By clicking on an icon next to Export To, the report seen in CaseWorks will export to either Adobe Acrobat (PDF format) or Excel.

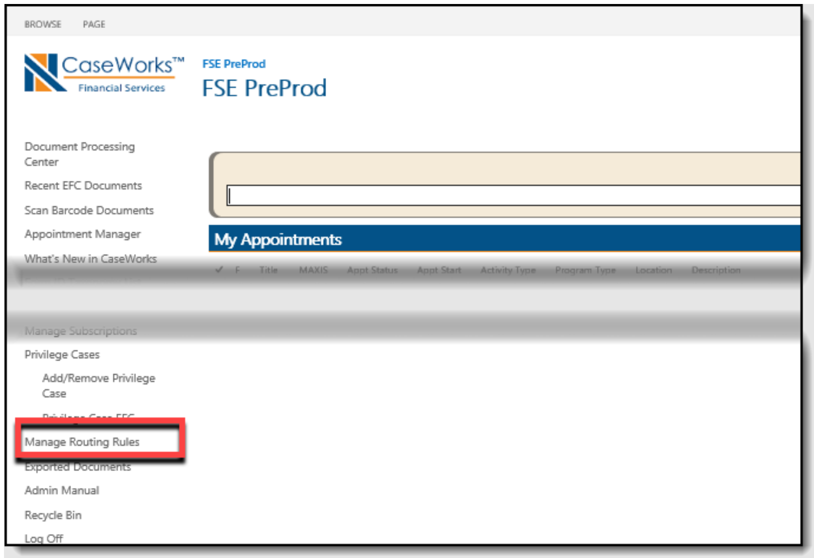
Export Detailed Data To: This report will export to Excel and will include SysRecID, SysRecLabel, eSignDocumentID, Signer(s) Email ID, Message, Created, Signed Date, Received Date, Created By, eSignStatus, DocType and File Path.

Routing Rules

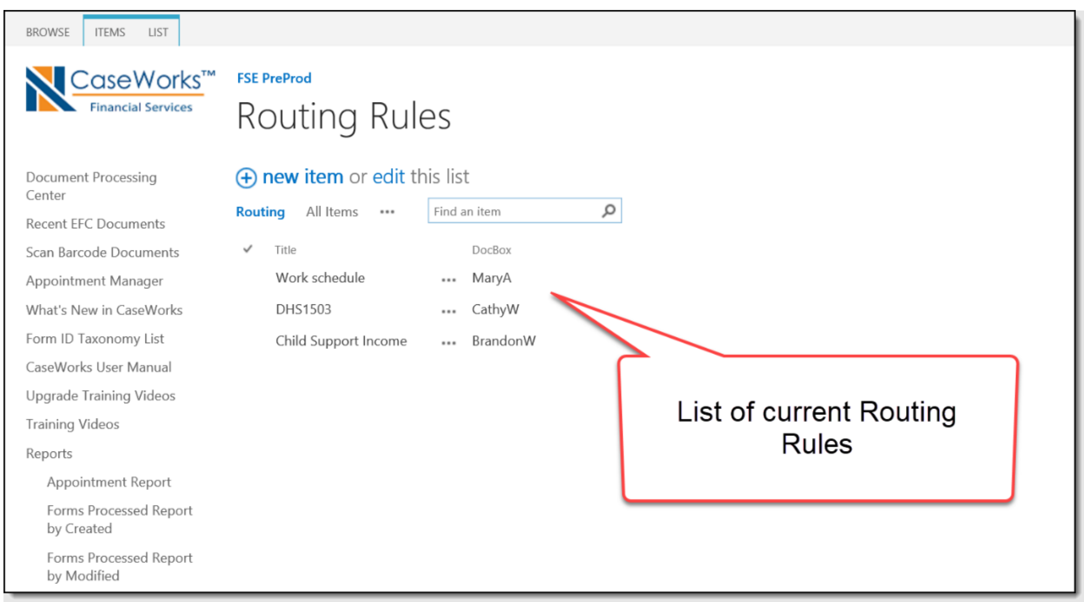
Add a New Routing Rule

Routing Rules can be assigned to automatically route a specific DocType to a specified DocBox in CaseWorks.

First, navigate to **Manage Routing Rules** from the Left Navigation Panel.

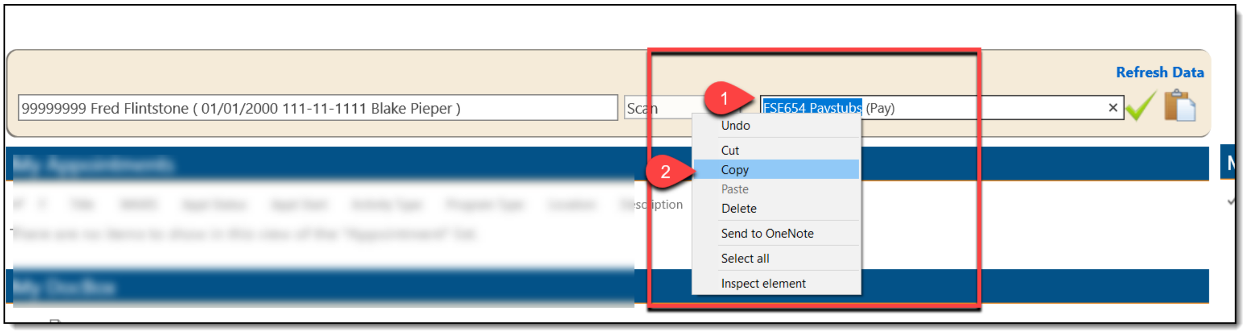


On the **Routing Rules page,** you will see a list of current Routing Rules for the Edition that you are working in.



From this page, you can **add a new Routing Rule** which will route any new incoming documents to the DocBox that you specify.

1. To add a new Routing Rule, click **New Item**
2. Use the Document number or Document Title. This should only include letters and numbers (i.e. DHS5223). **Do not** include any parentheses included in the DocType title.

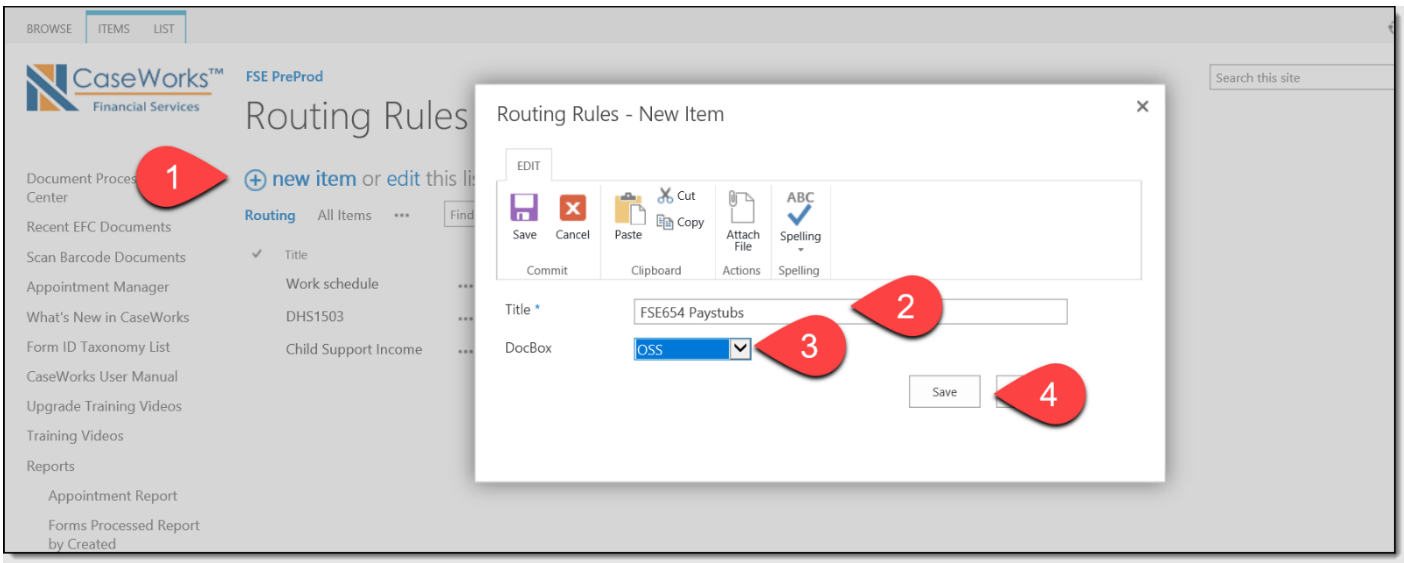


Note: You may copy from the DocType field in the APN and paste it into the Title of the Routing Rules menu.

3. Choose the **DocBox** that you want this DocType to be routed to in the future.

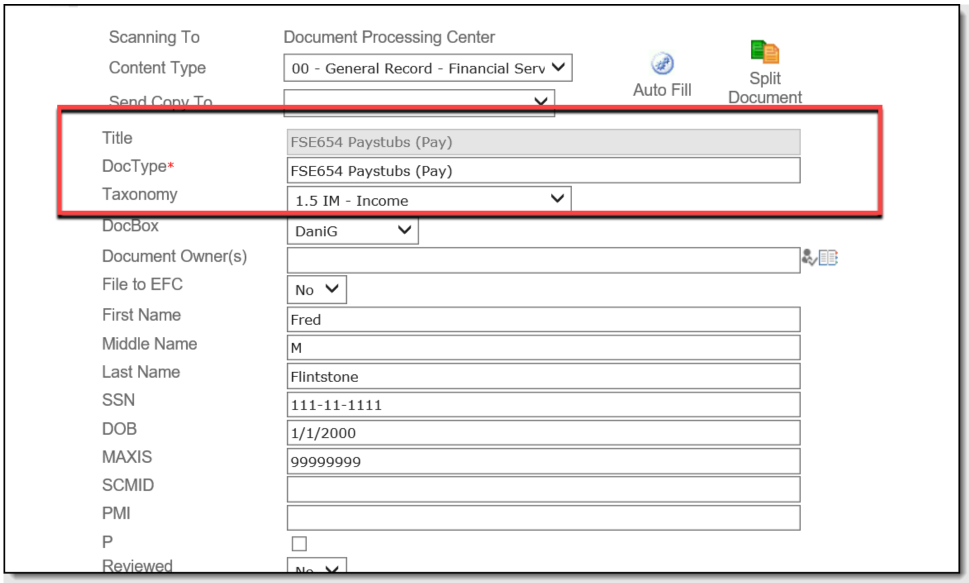
4. Now click **Save**.

In the example below, I used **"FSE654 Paystubs"** in the **Title** field and chose the **OSS DocBox**.

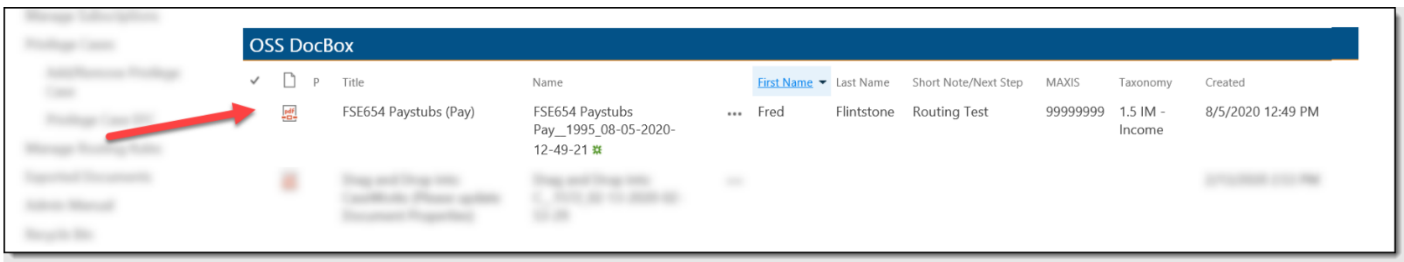


In the example below, I scanned in an FSE654 Paystubs from All Purpose Navigation.

Although the DocBox field in Edit Properties (NCT) is set to a worker, the FSE654 will be routed to the DocBox specified in the Routing Rule that is set.



In this example, I have a Routing Rule set for all incoming FSE654 Paystubs to be routed to the OSS DocBox, so the document appears in the OSS Team DocBox.



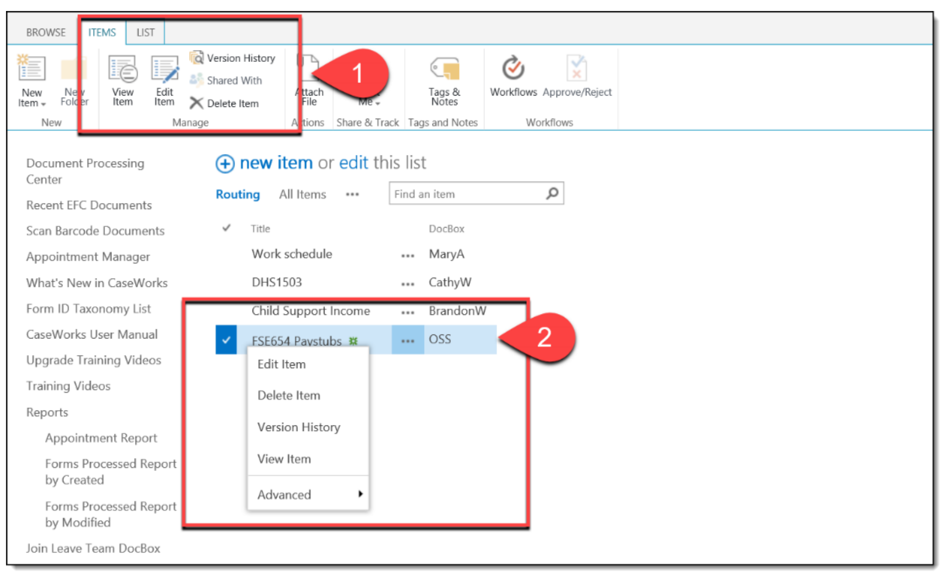
Edit or Delete a Routing Rule

Routing Rules may only be edited or deleted by a CaseWorks user with access to the Manage Routing Rules feature from the Left Navigation Panel.

To Edit or Delete a Routing Rule:

1. Click on the checkmark to the left of the item and choose an action from the Items tool ribbon.

2. Right click on the Routing Rule in the list and choose your action from the drop down menu.



Transfer Case Files and Share Documents

Using the CaseWorks Transfer Tool

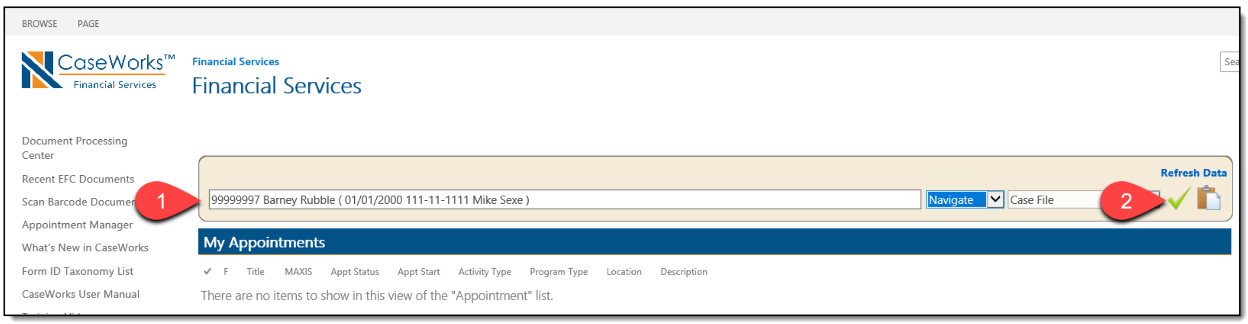
Transfer Case File out of CaseWorks

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 Serves Edition).

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

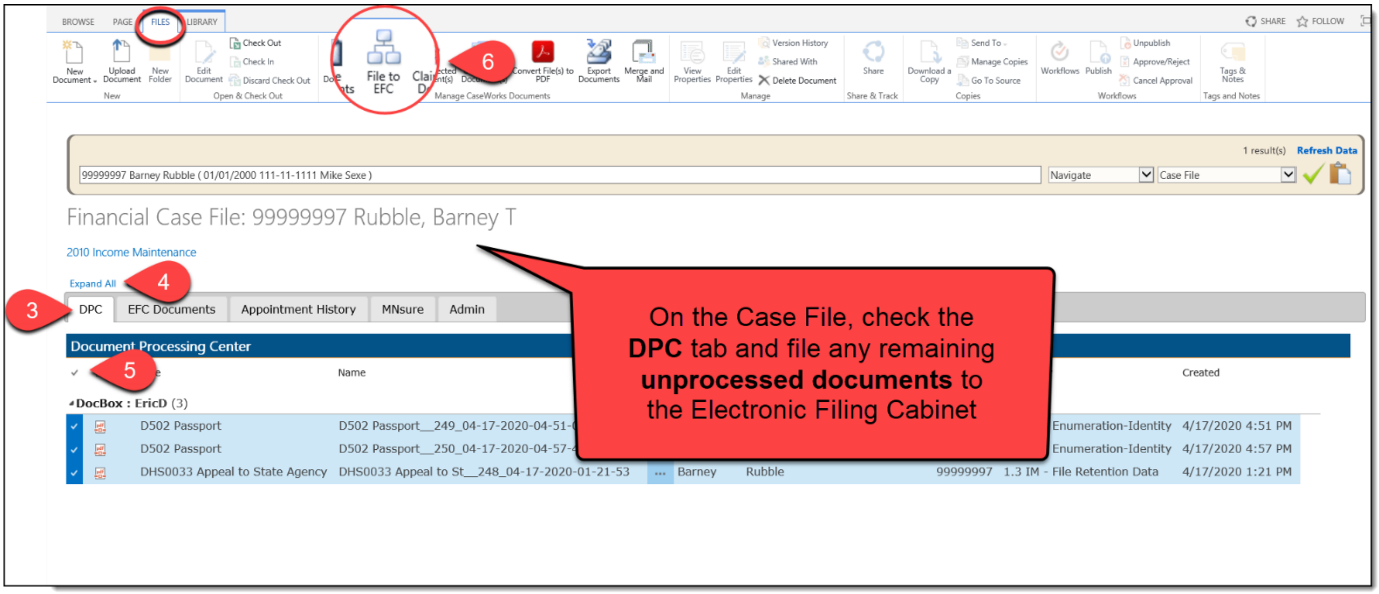
To transfer a Case File:

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



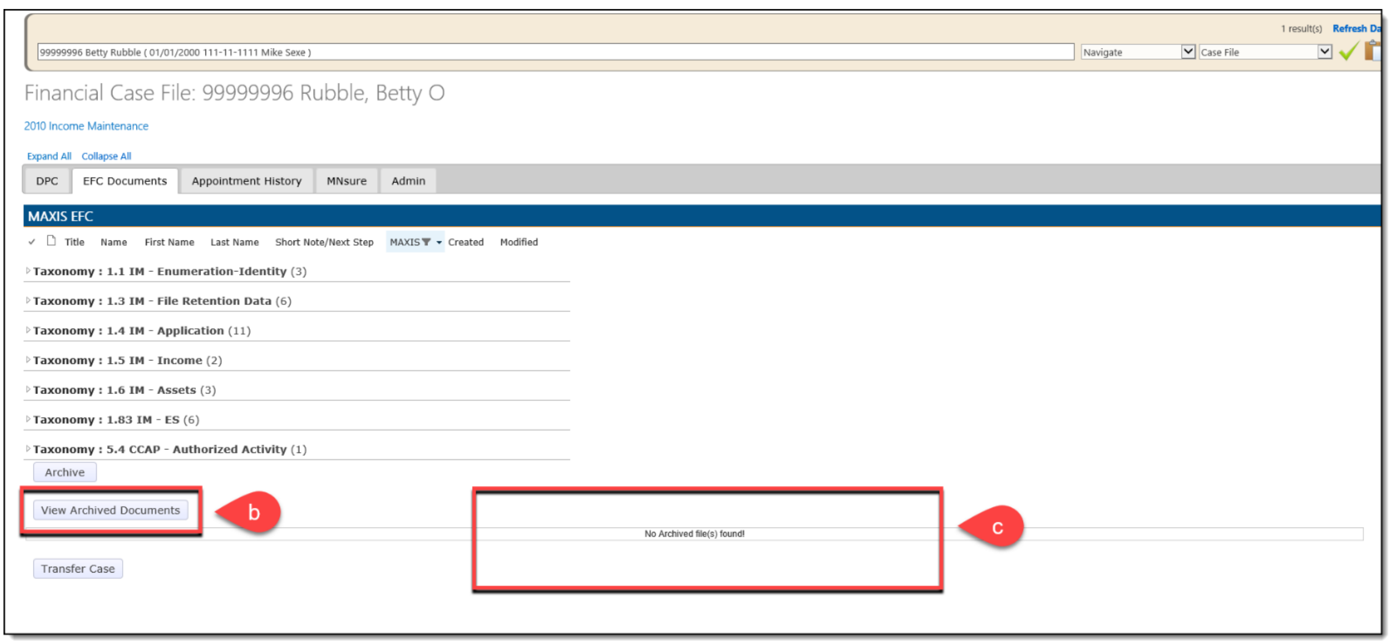
Before transferring a Case File, you will want to process any remaining documents for the client that remain in the Document Processing Center (DPC). Filing these documents to the Electronic Filing Cabinet will allow those documents to be included in the transfer to the next county.

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.



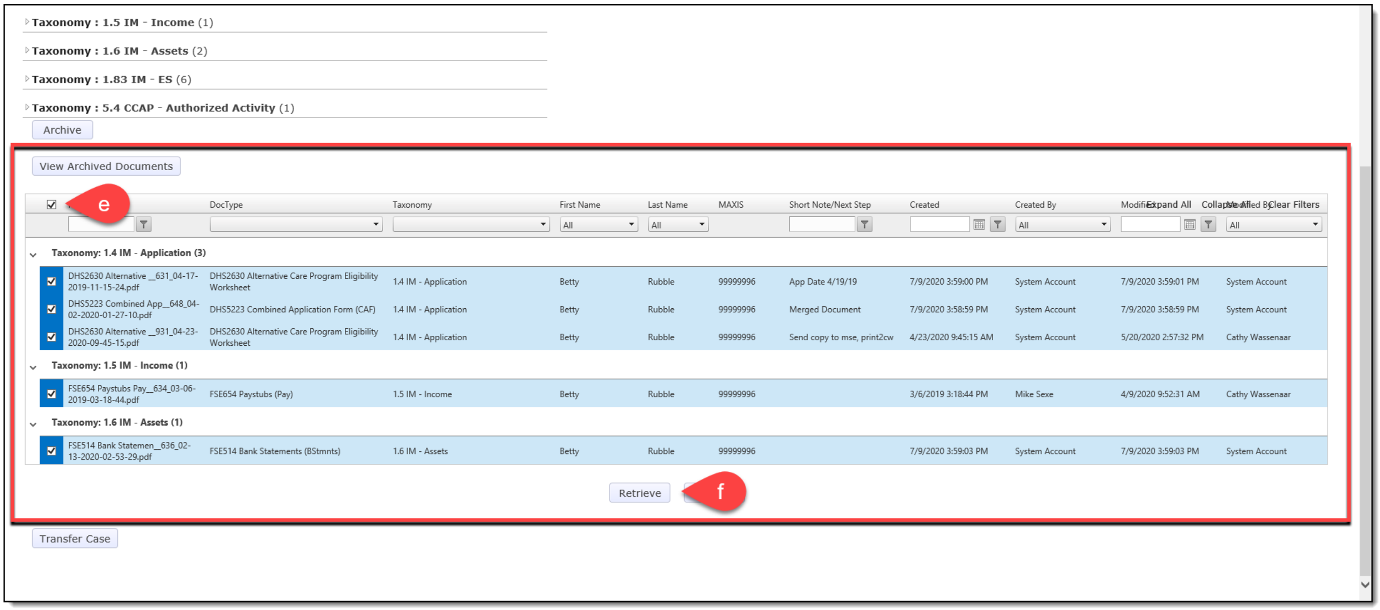
Any documents that are archived should also be retrieved before transferring a Case File to another County. To retrieve archived documents, follow these steps:

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.

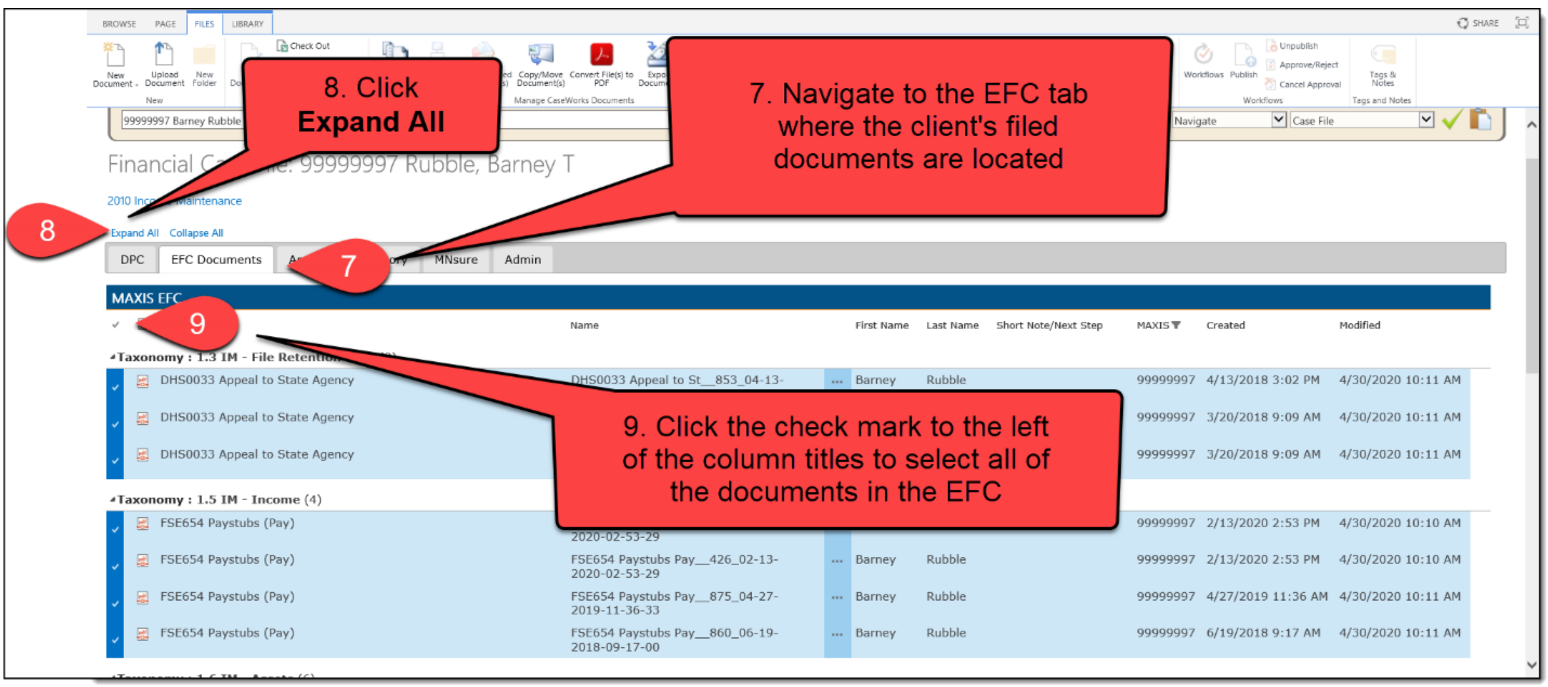


e) Select all the documents from the archived documents section by **clicking on the checkbox** next to the column headers.

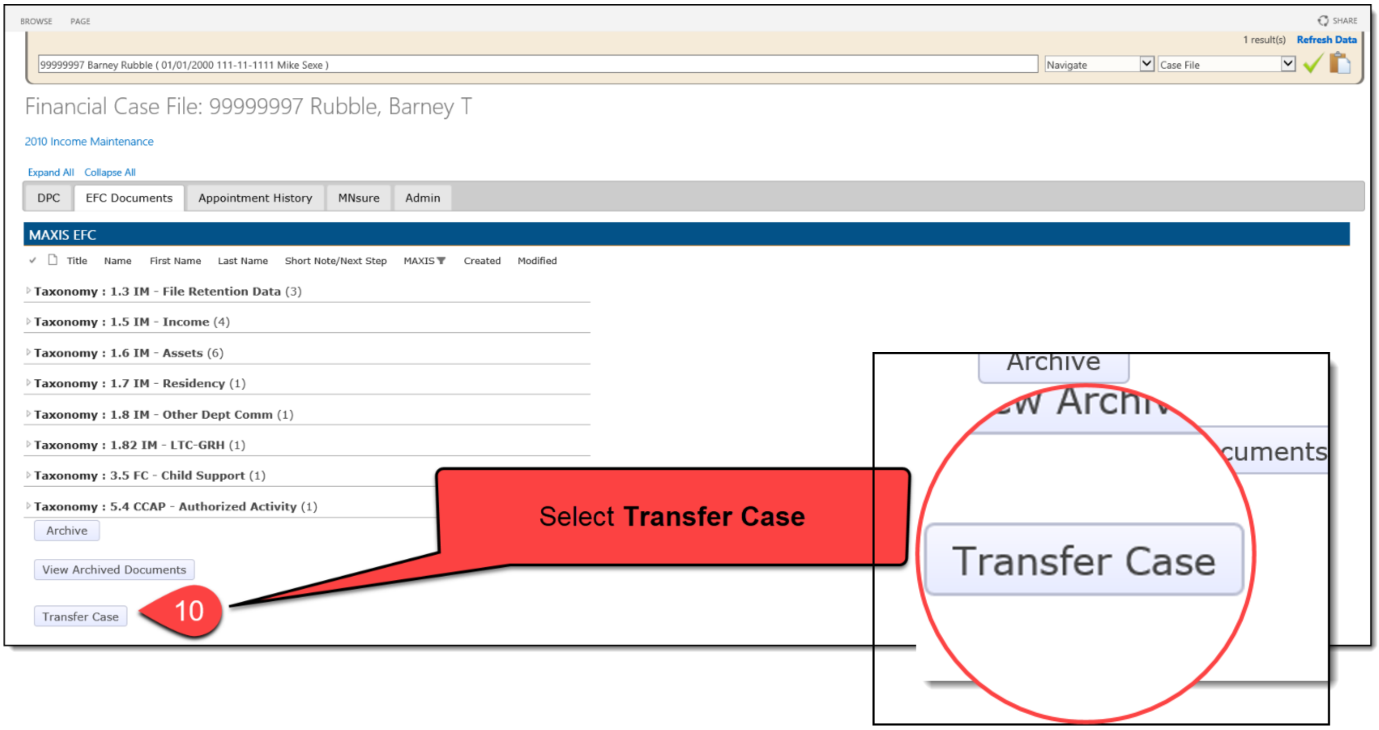
f) Now click **Retrieve.** These documents will now be filed in the **EFC Documents tab.**



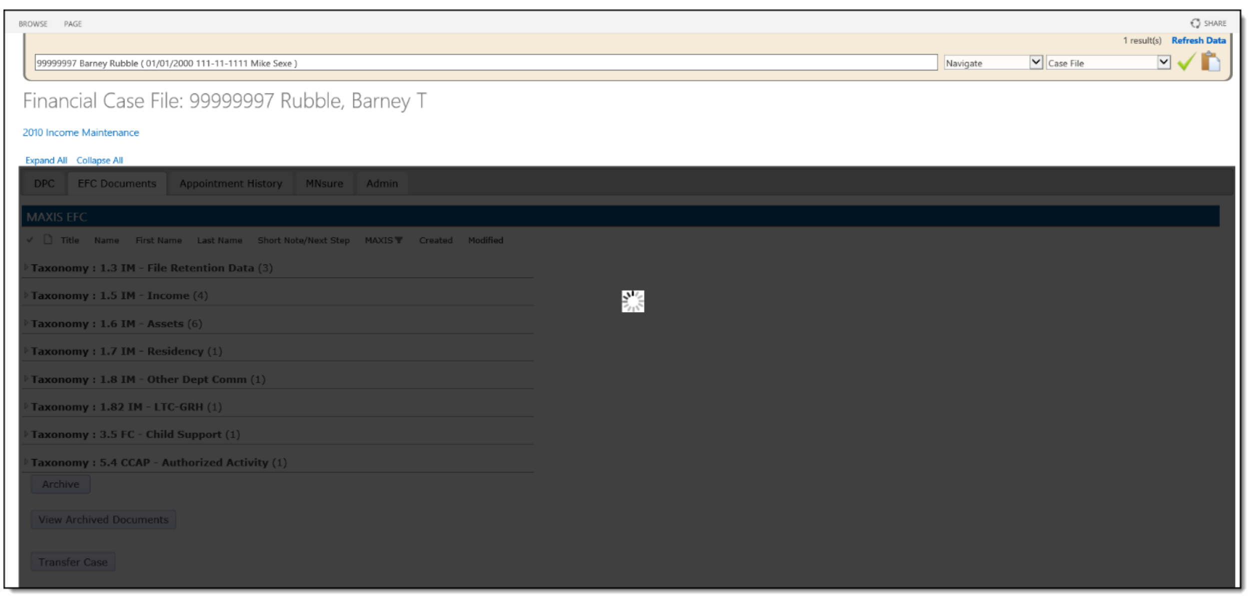
7. Once you have confirmed all documents have been filed from the DPC tab and retrieved from the Archive folder, **navigate to the EFC tab** on the Client's Case File
8. Click on **Expand All** to see all the client documents in the EFC
9. Click on the **Check Mark** to the left of column titles to **select all** documents in the EFC



10. Scroll to the bottom of the screen and click the **Transfer Case** button

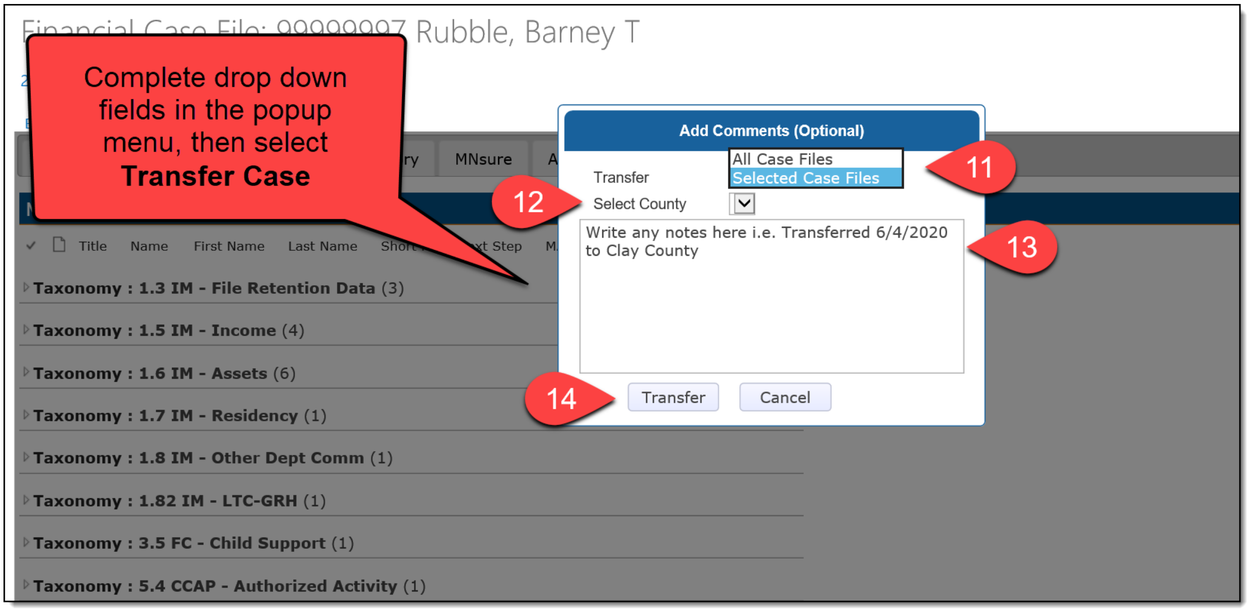


This screen will appear as the transfer function is initiating. You may work on a new tab of CaseWorks as this is working in the background.



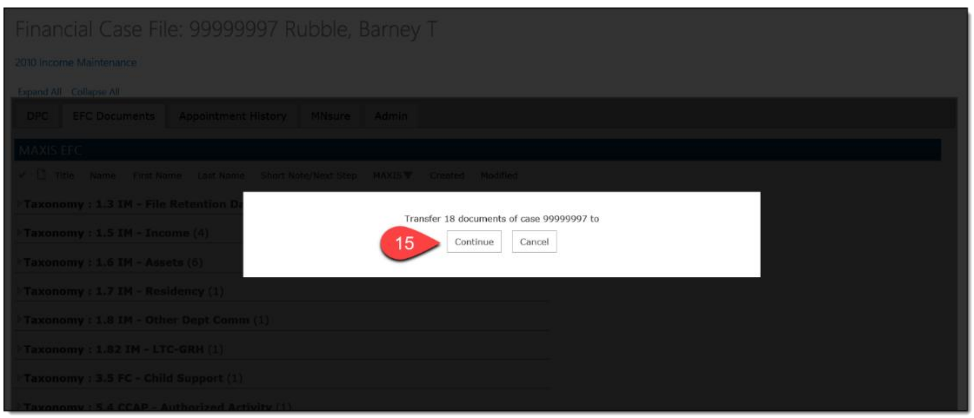
A popup menu will appear. Complete all fields in the menu to transfer the Case File.

11. 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
12. Choose the **CaseWorks County** from the drop-down menu that you are transferring the Case File to.
13. Write any **notes** that you would like included in the transfer (i.e. Date transferred, County, etc.)
14. Select the **Transfer** button



15. 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 conforming the transfer and details of the transferred Case File.

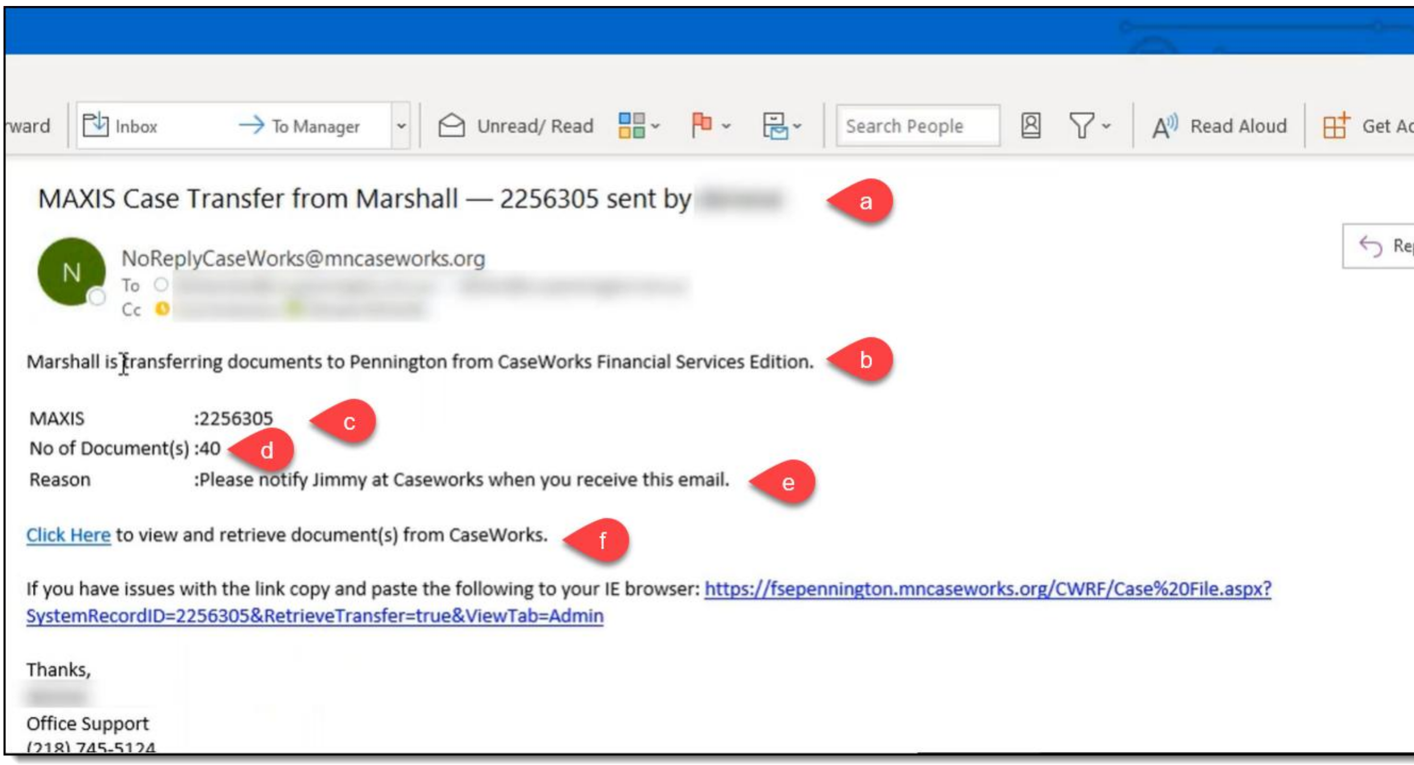
This email includes the following information:

Subject line:

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

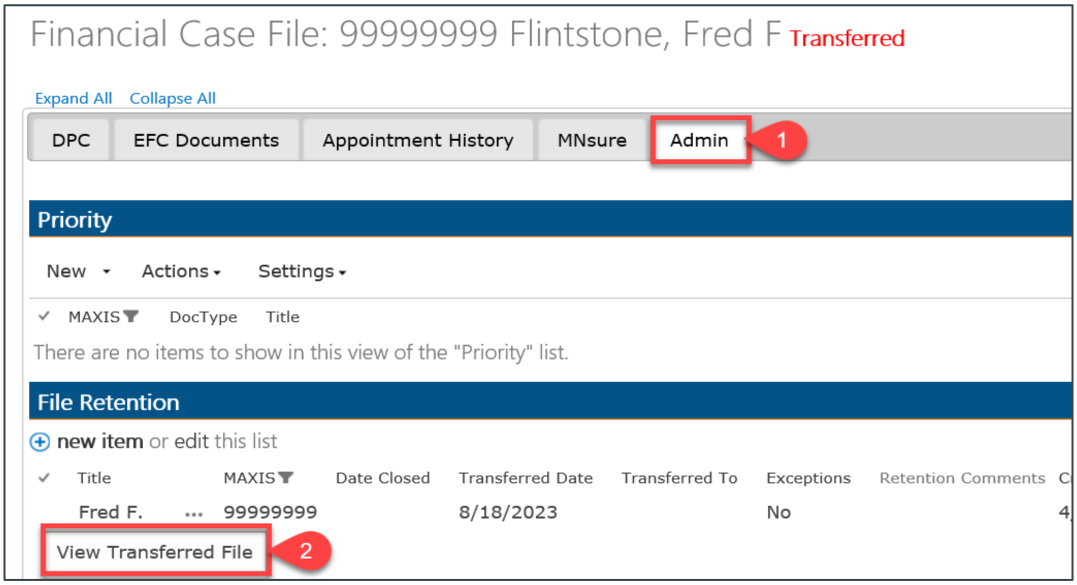
Email Body:

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

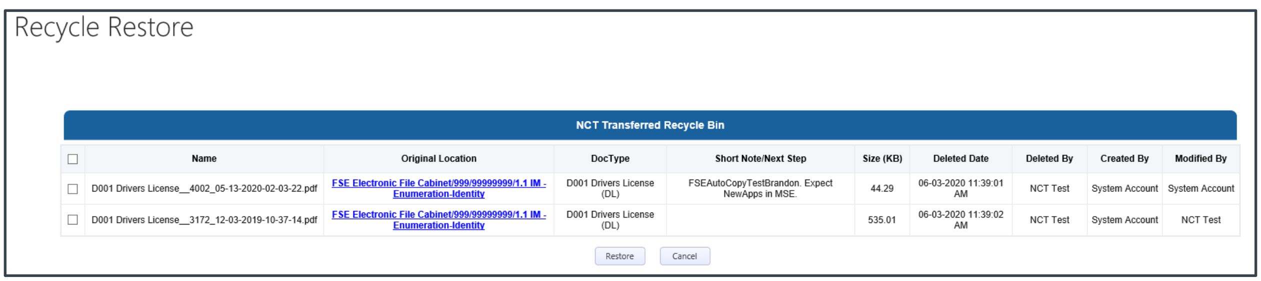


Viewing and Restoring Documents from a Transferred Case File

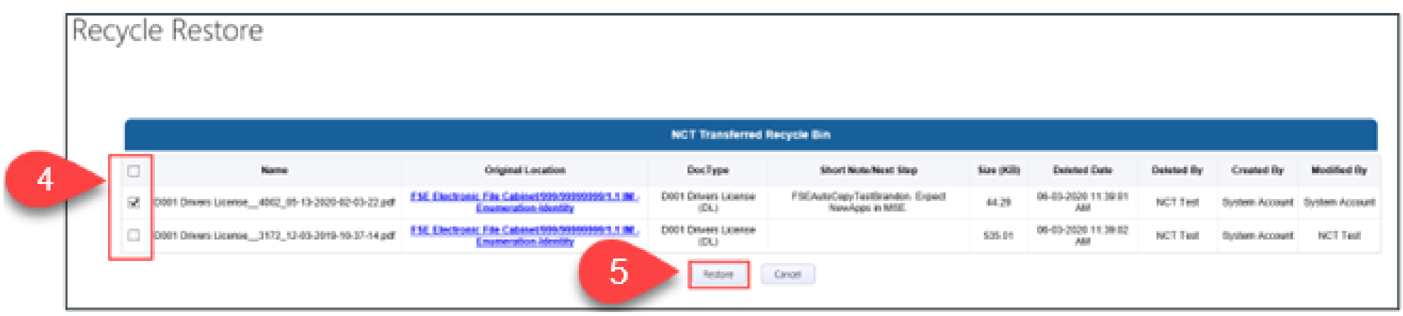
1. After transferring a Case File, the transferred Case File can be viewed by navigating to the Client **Case File** and clicking on the **Admin tab.**
2. Now, click the **View Transferred File** button located at the bottom of the File Retention section



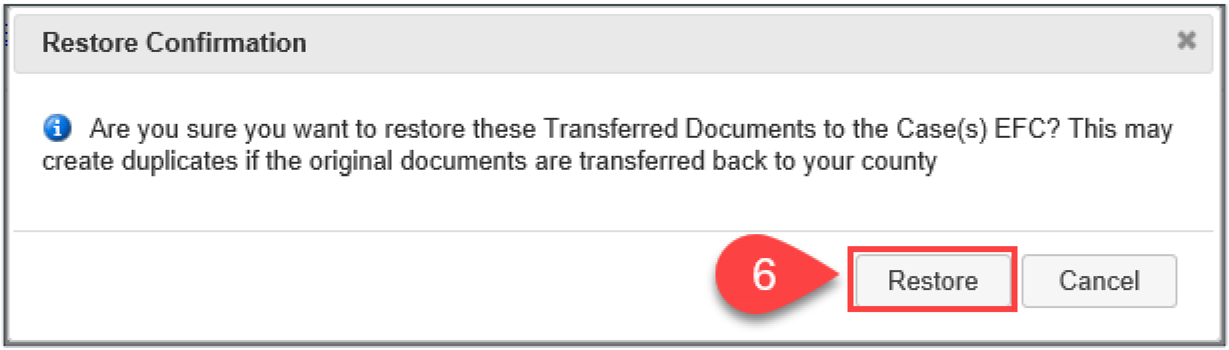
3. The **Recycle Bin Manager** will now open in a new internet tab. This tab will display all documents that were transferred from the Case File.



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.**

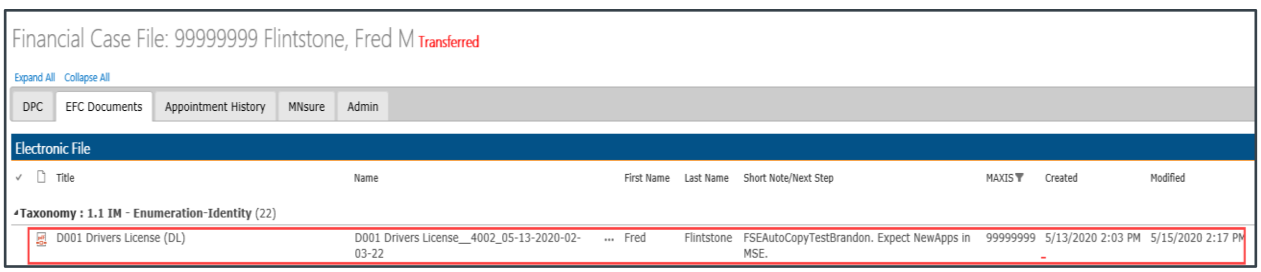


6. A message will appear to confirm the restoration of the documents that have been selected. Click **Restore** to confirm.



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

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



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.

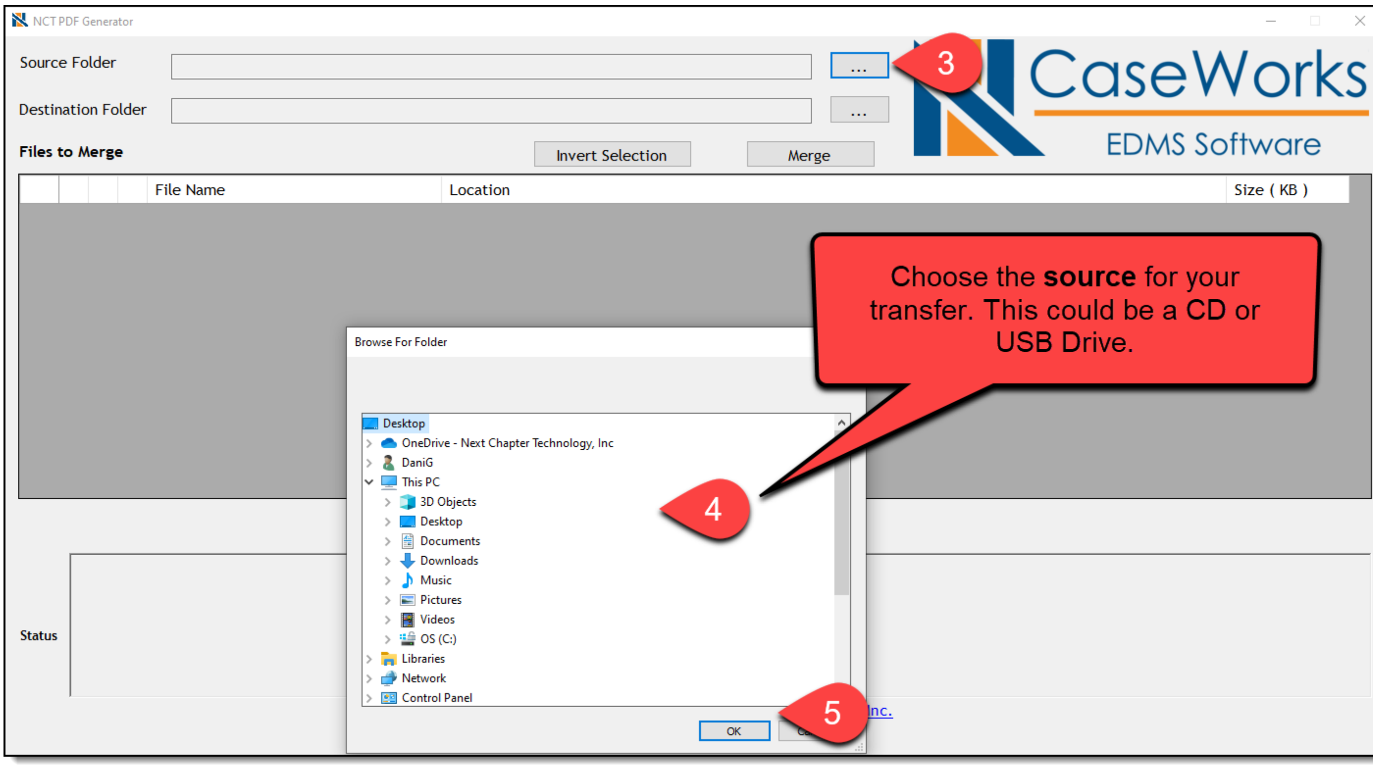
Transfer Cases into CaseWorks

Transfer Cases into CaseWorks using the NCT PDF Generator

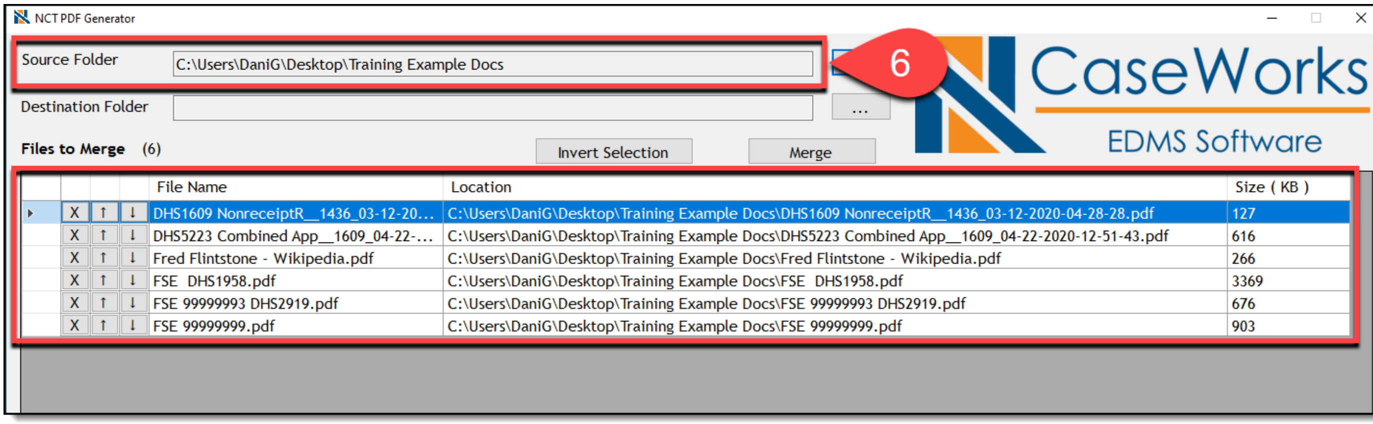
Case Files can be transferred into CaseWorks using the NCT PDF Generator. The NCT PDF Generator will convert .tiff and .jpg document types into .pdf to be transferred into CaseWorks.

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.

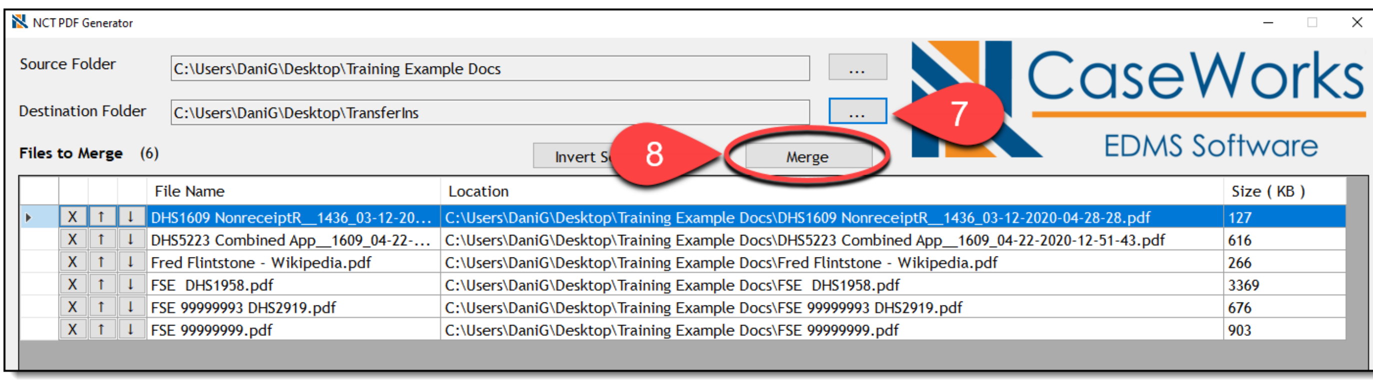
1. Create a folder on your desktop to transfer Case Files into.
2. Open the **NCT PDF Generator**.
3. Click the box to the right of the Source Folder.
4. Choose the **source** of your transfer. This may be a CD, USB drive or other folder with documents to be transferred into CaseWorks.
5. Click **OK**



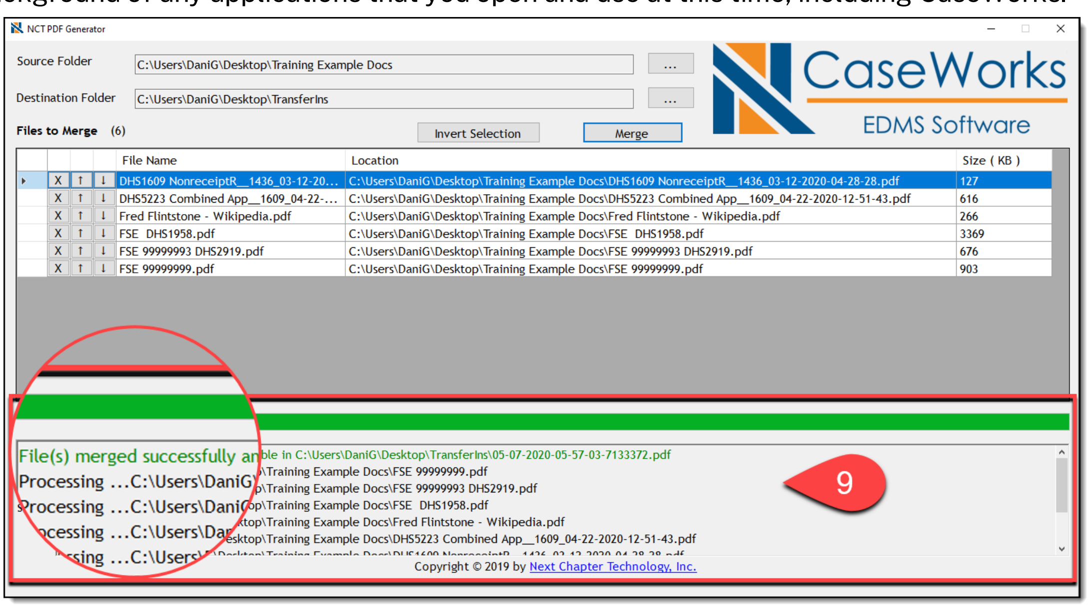
6. The file path will now show in the **Source Folder** bar and your files will be displayed below.



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.

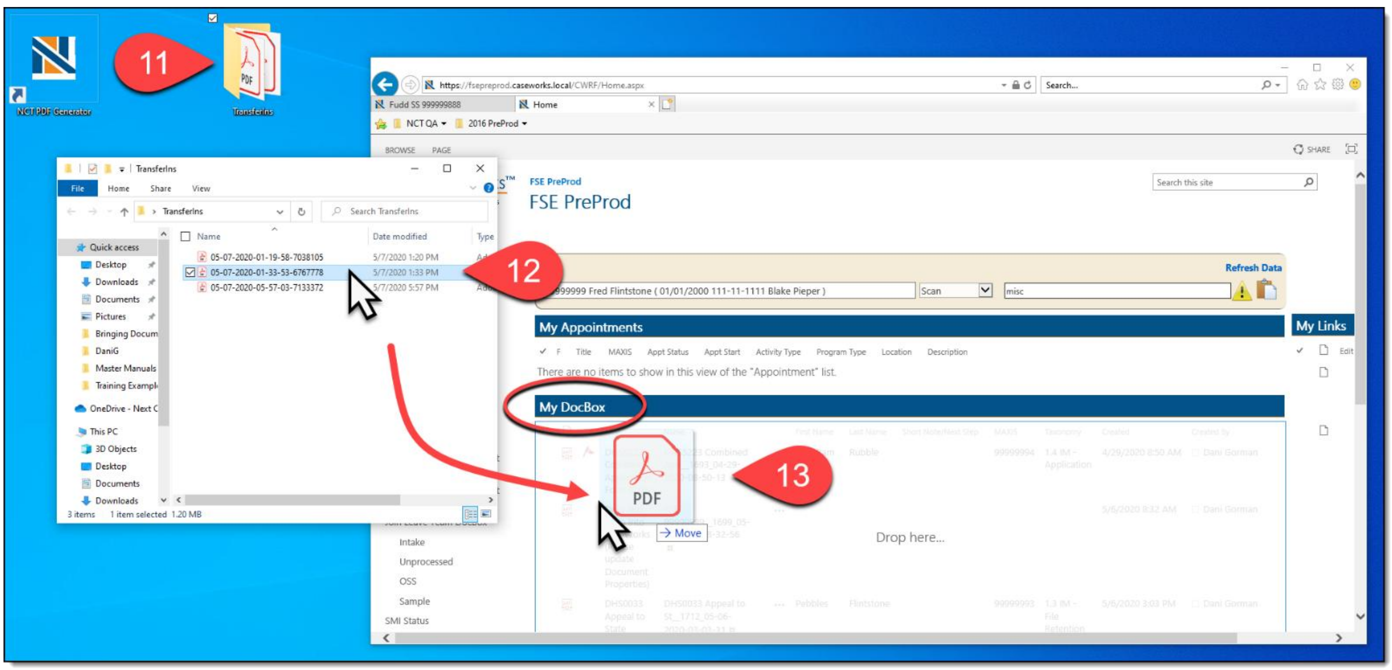


10. You can now **close** the NCT PDF Generator.

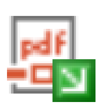
11. Open your CaseWorks Home page and make your CaseWorks and Desktop visible. Open the folder that you designated as the **Destination Folder** for your transfer.

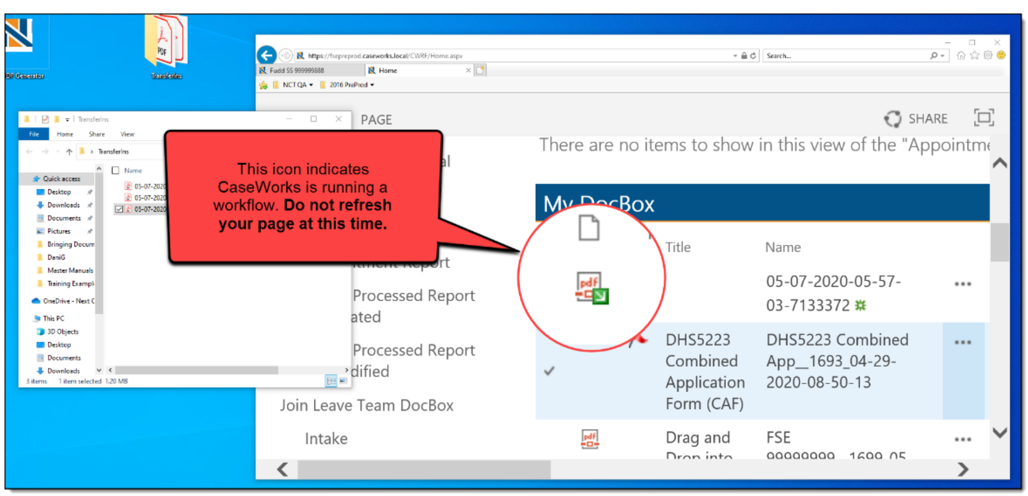
12. Click on the document(s) that you are transferring to CaseWorks.
Note: Multiple documents can be brought into CaseWorks by checking the boxes to the left and clicking on all to drag.

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.



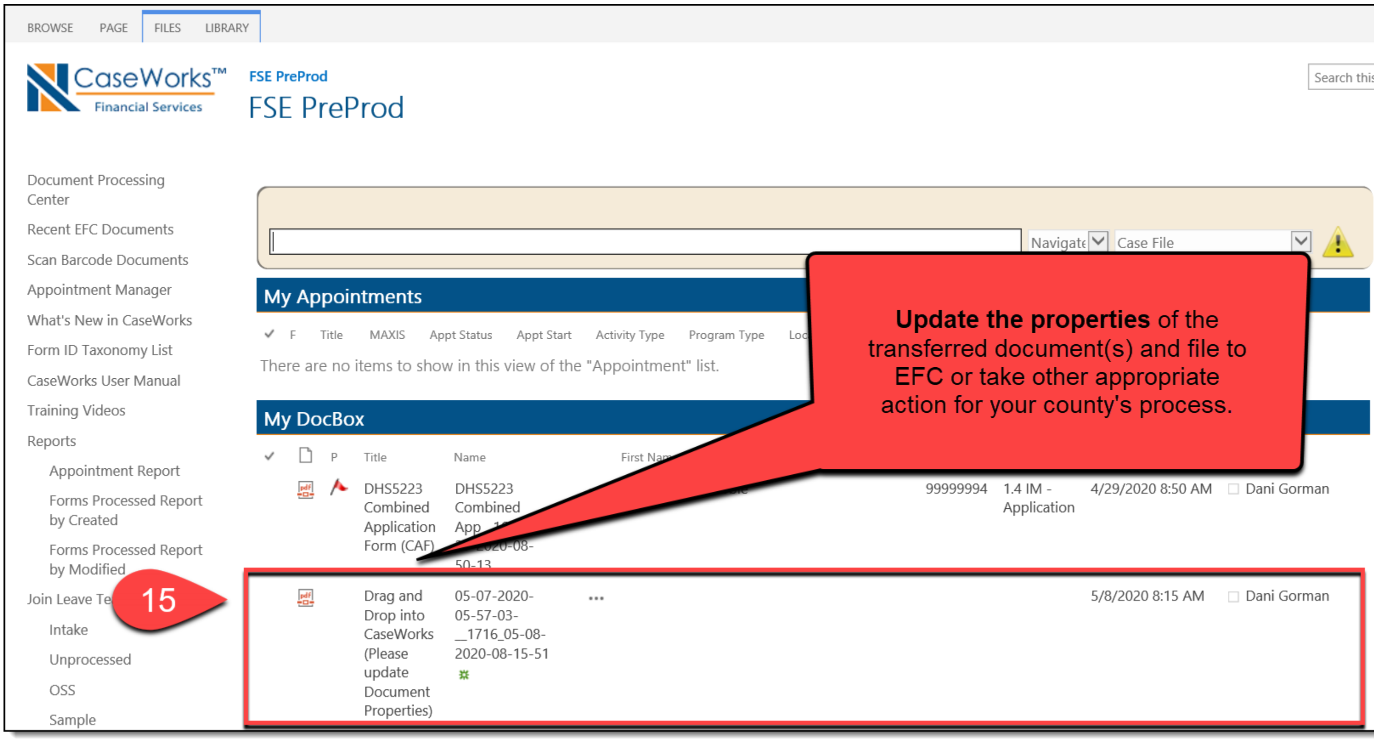
14. After you drag the document into My DocBox, you will see an icon in CaseWorks indicating that a workflow is running to get the documents into CaseWorks.



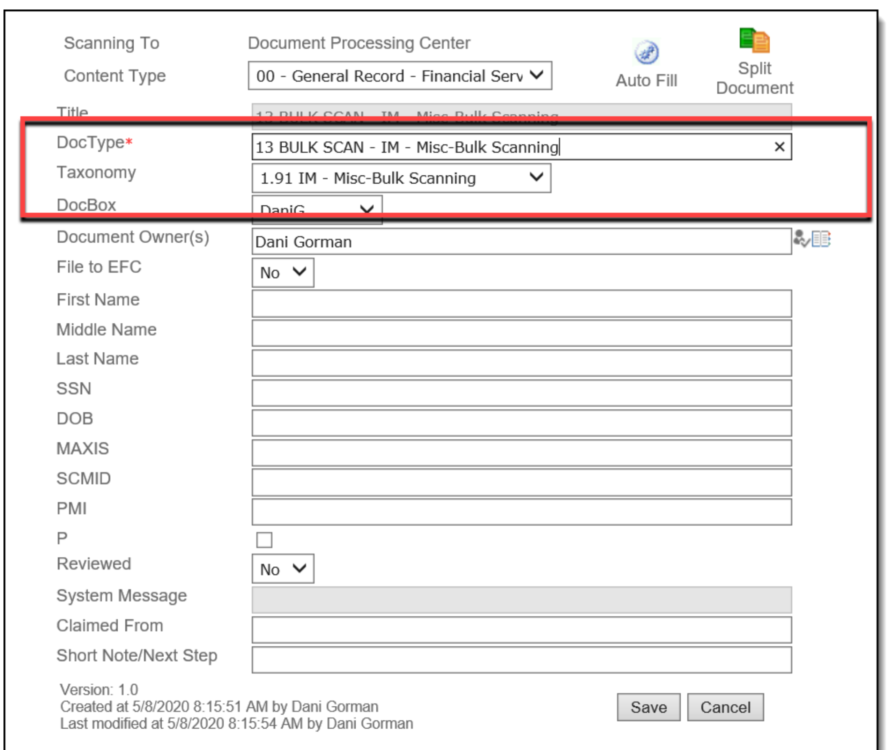


<u>**Do not refresh your page until the green and white icon disappears**</u>. This process may take a moment.

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

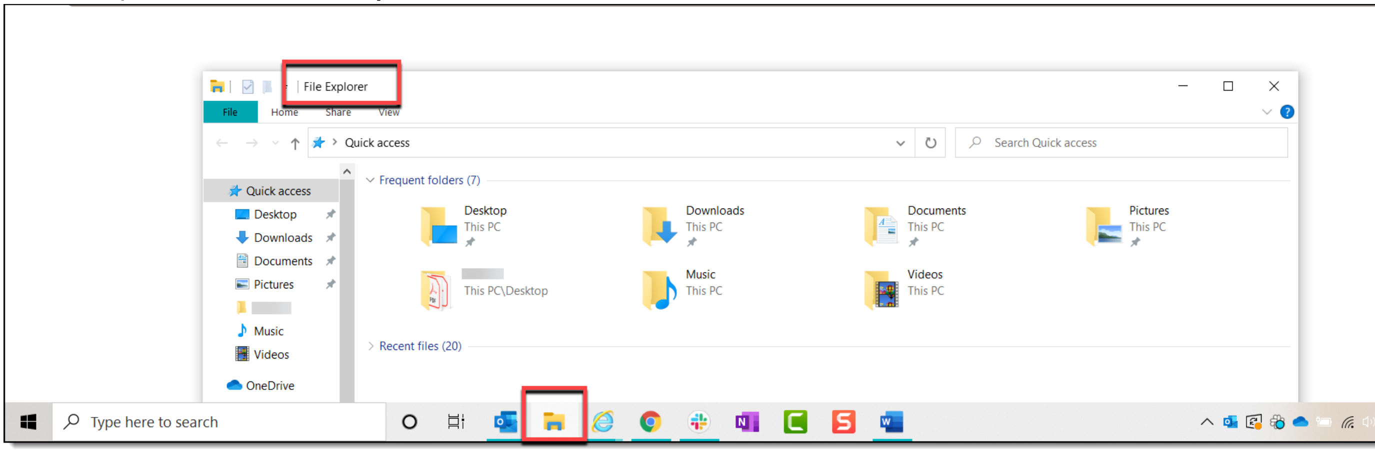


If this was a transfer of an entire Case File, the document can be titled as a **Miscellaneous Bulk Scan** (see image below). Update other document properties as appropriate and add a **Short Note/Next Step** about transfer if desired.

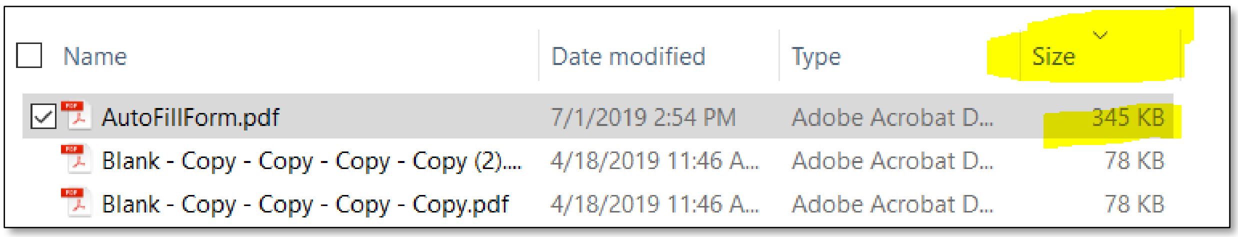


Transfer Cases from a CD into CaseWorks using Adobe Pro

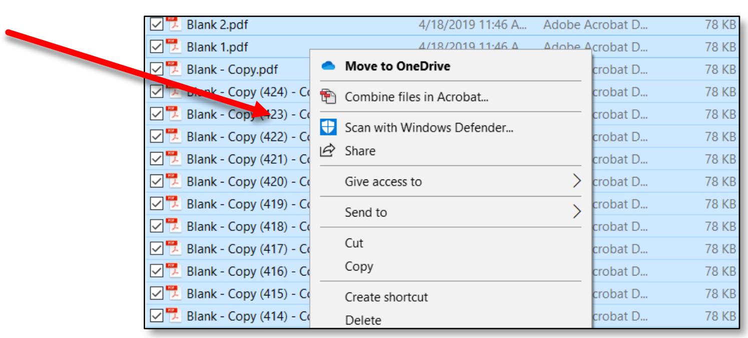
1. Open the CD in **File Explorer**



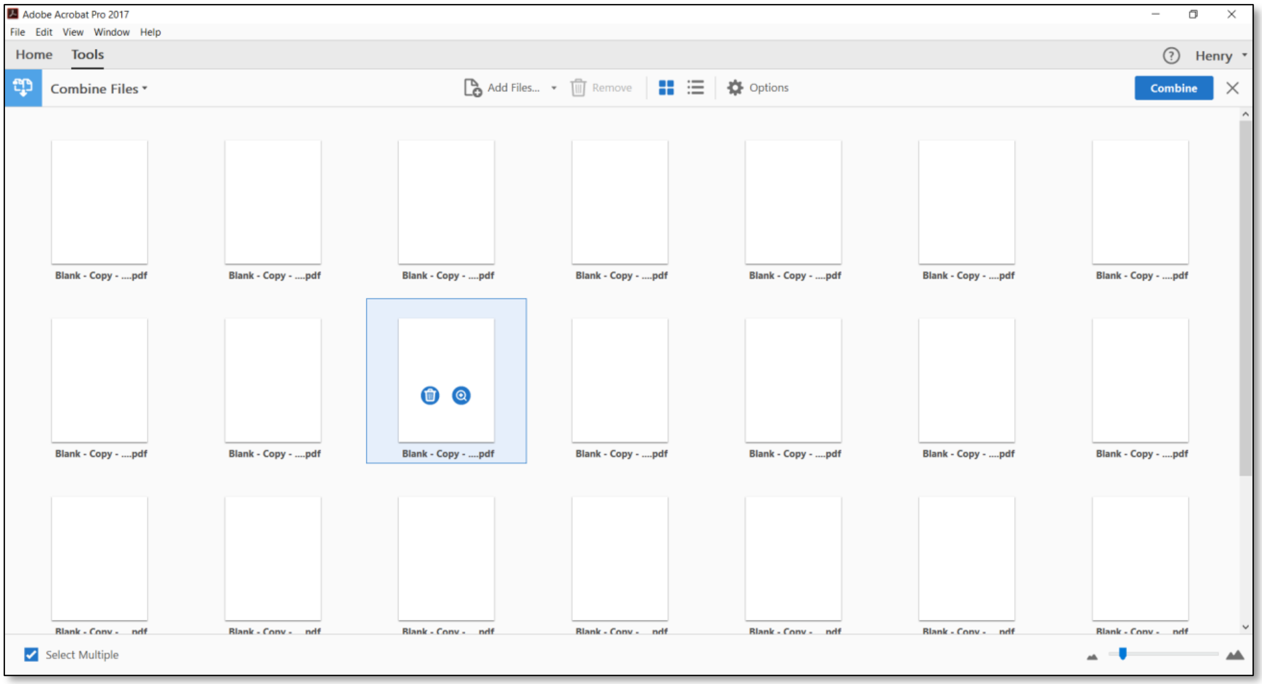
2. Next, sort the folder by File size by clicking on the ***Size*** column (the arrow above ***Size*** should be pointing down)



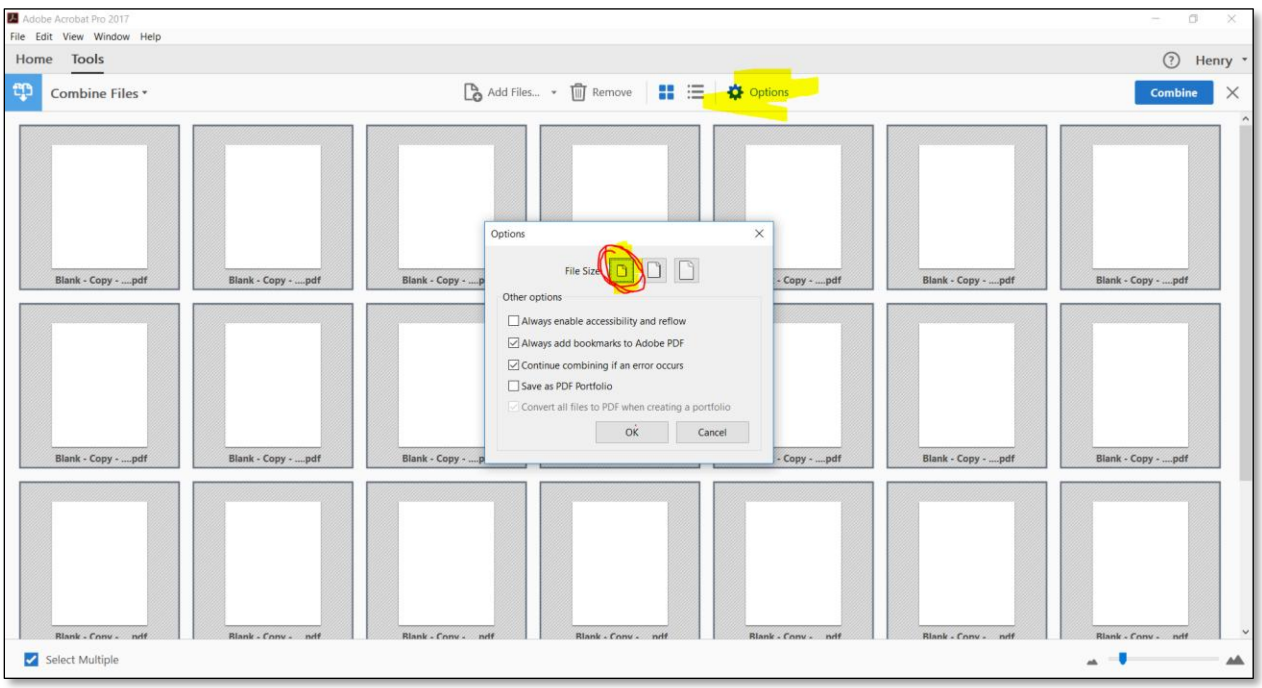
3. Use Print2CW to import large documents individually
    a. Open the document in PDF Reader
    b. Select **File** > **Print**
    c. Change the printer to **Print2CW** and click **Print**
    d. In the pop-up window, enter in the client's identifying information and select the client from the list
    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.

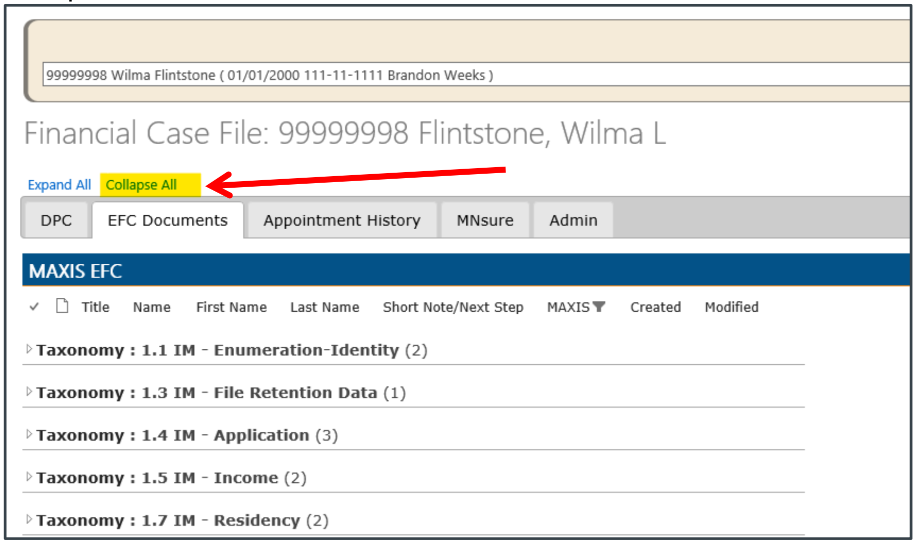


7. When ready, click the **Combine** button in the upper right-hand corner
8. After Adobe has completed combining the document, use the **Drag and Drop** feature to import the document into CaseWorks.

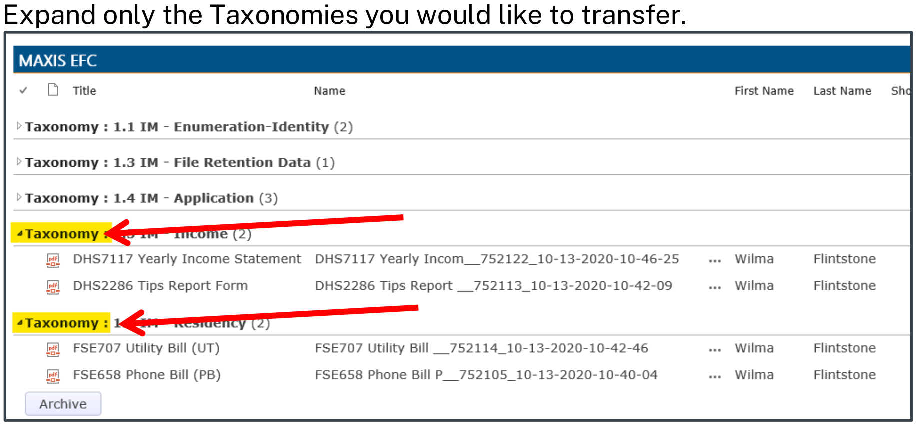
Transferring Select Documents/Taxonomies to another CaseWorks County

1. Navigate to Case File page.

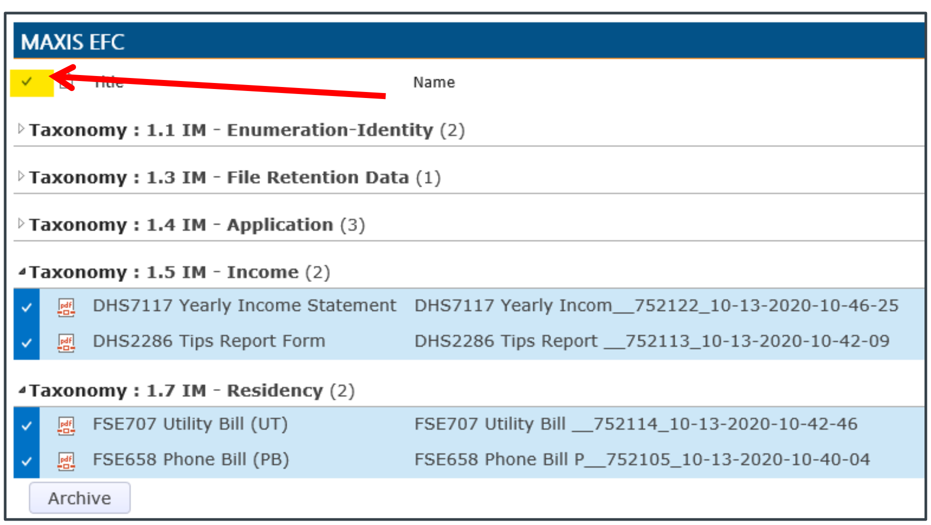
2. Collapse all the Taxonomies.



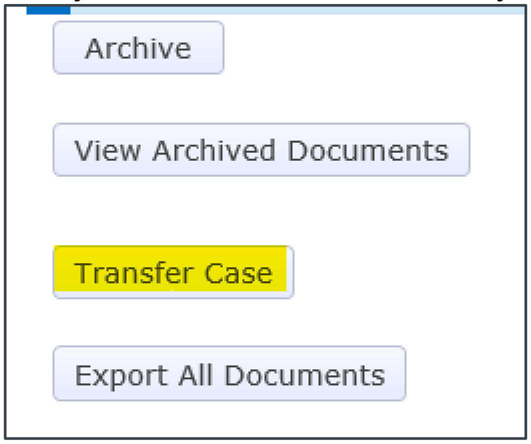
3. Expand only the Taxonomies you would like to transfer.



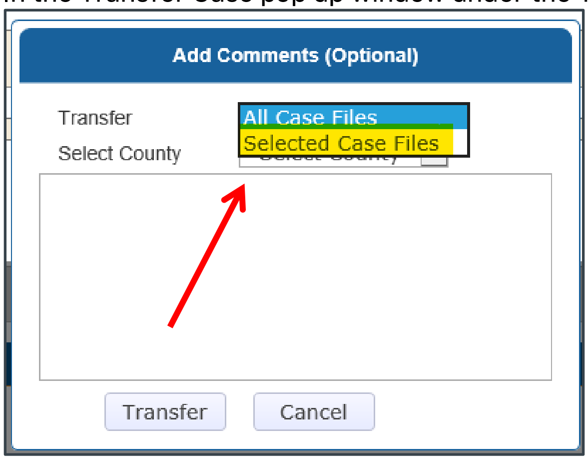
4. Click on the Checkmark to select all the displaying documents. (If you only need certain documents, then you can select them individually.)



5. Once you have selected the documents you would like to transfer, click on the Transfer Case button.



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.

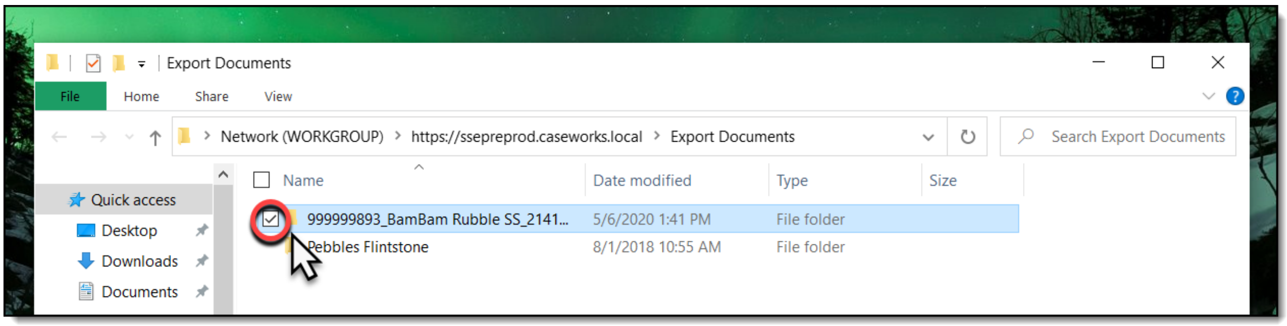
Note: If you still need any of the documents you had transferred, then you can retrieve them from the Transferred Documents Recycle Bin.

Creating a CD

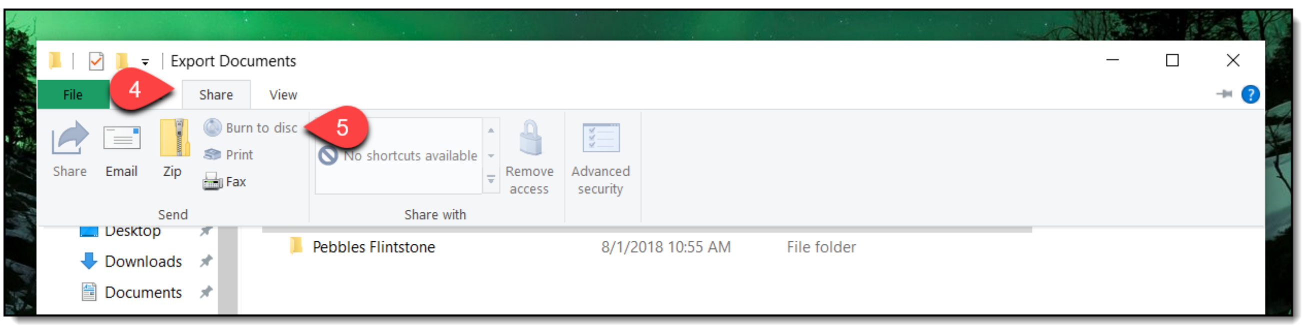
For **Burning to a CD**:

1. **Load** a blank CD into the CD drive.
2. Open the file location including your **Exported Documents.** For more information on Exporting Documents, please refer to the non-Admin CaseWorks User Manual.
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.**

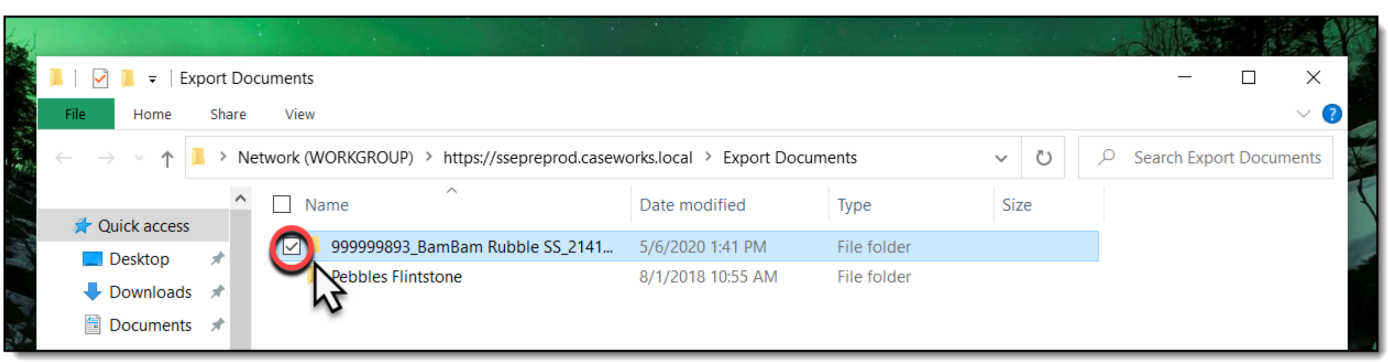


Send the CD to the requesting county. When this case is closed in SSIS, this will be reflected in CaseWorks automatically.

Creating a USB Drive

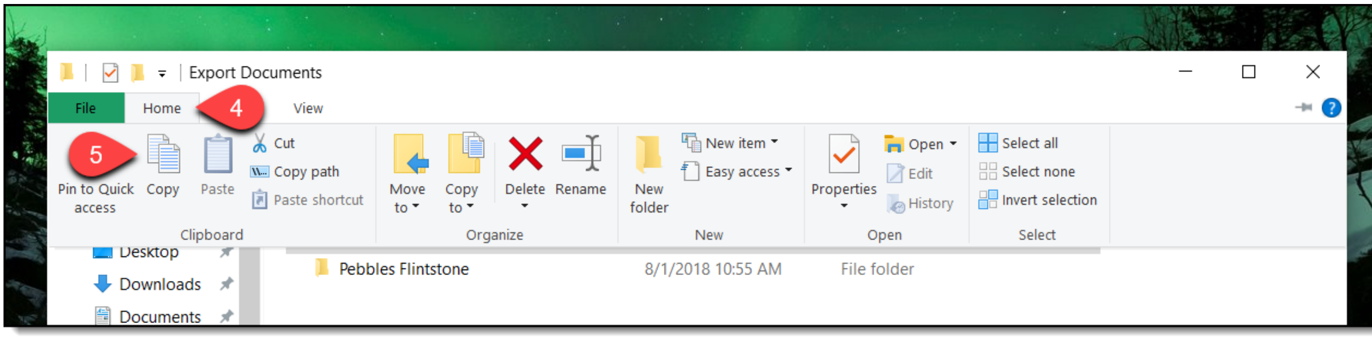
For transferring documents to a **USB Drive**:

1. Open the file location including your **Exported Documents.** For more information on Exporting Documents, please refer to the non-Admin CaseWorks User Manual. Open the Export Folder on your desktop.
2. Select the folder(s) that need to be copied to a USB Drive.



3. Click on the **Home tab** on the Export Documents explorer window.

4. Select **Copy** and then open your USB Drive to paste folder(s).

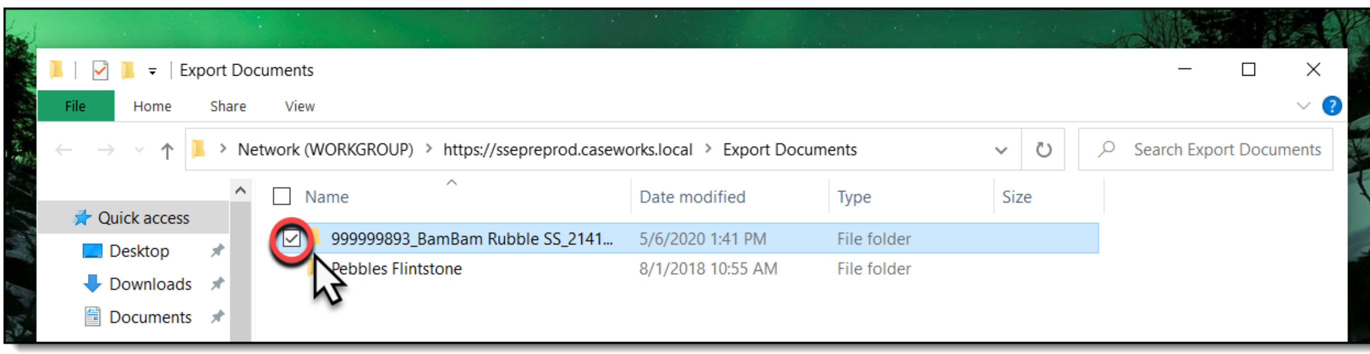


Emailing Documents from a Case File

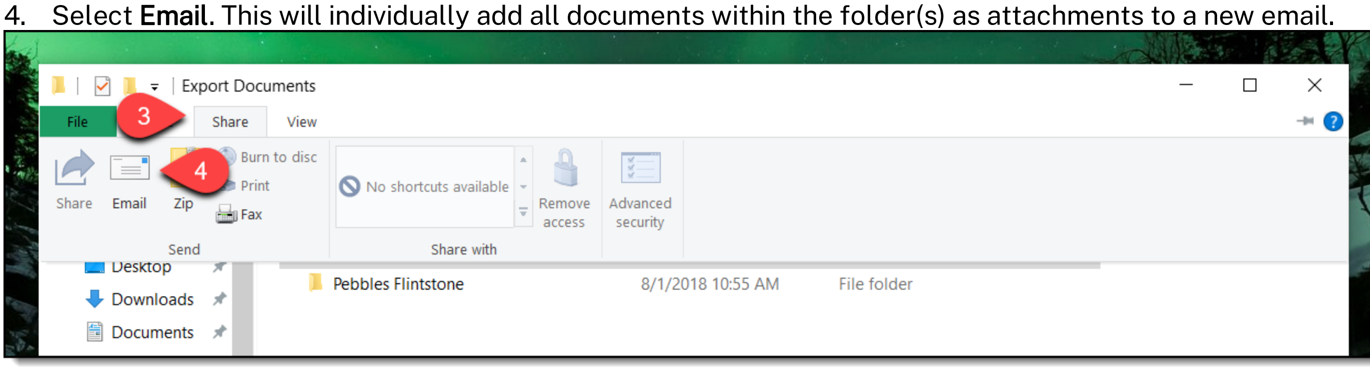
For **Emailing** files:

1. Open the file location including your **Exported Documents.** For more information on Exporting Documents, please refer to the non-Admin CaseWorks User Manual.
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.

Child Support Edition Specific Material

Privileging both PRISM and MCI documents for a Privileged Case

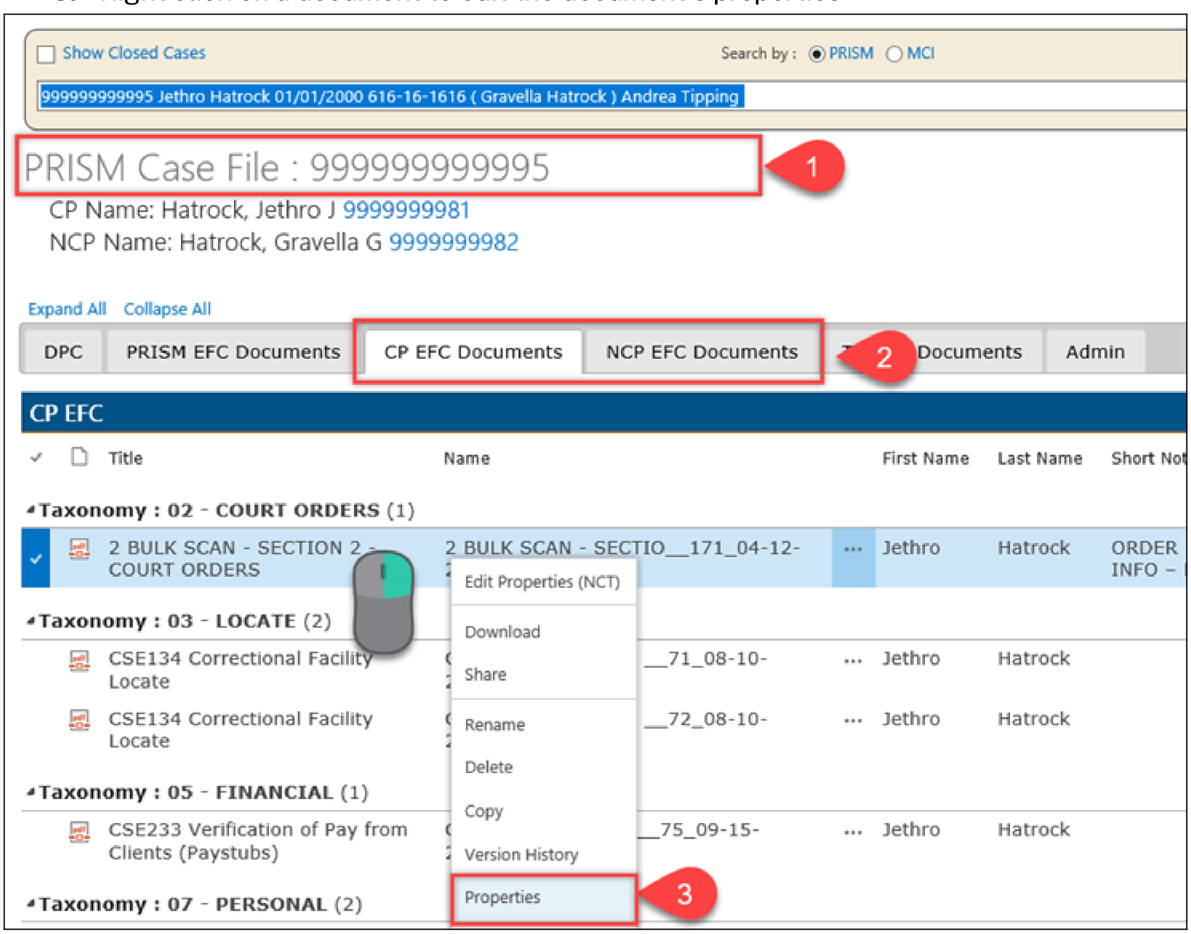
The Child Support Edition is unique from other editions in that it has two types of documents: PRISM and MCI. The current process for privileging cases in CaseWorks is to create the Privilege Case Folder or “Access Group” and then assign the case number you’d like to privilege to one of these folders/groups. When this Privilege Status is added in CSE, the ***PRISM number*** is entered in the Case Number field. This causes all ***PRISM Case EFC documents*** to become ‘locked down’ to the Access Group assigned to the Privileged Case. However, ***MCI documents*** (both DPC and EFC) are still accessible to all staff.

Note: This functionality has been identified as the current preferred method for privileging documents by our Child Support CaseWorks Users, as an MCI may have multiple PRISM cases associated with it, and not *all* MCI documents need to be locked down.

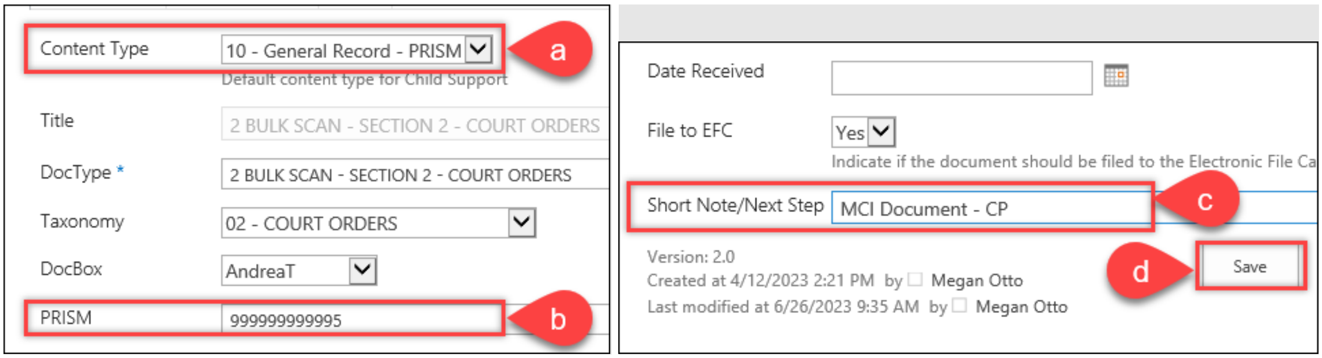
In order to ensure that any necessary MCI documents are also locked down, an additional step is necessary ***prior to adding Privilege Status to a case*** so that all current EFC documents- both PRISM and MCI, will be privileged.

To privilege any necessary MCI documents, please follow the steps below:

1. Navigate to the PRISM casefile page
2. On the CP and NCP EFC Documents tabs, locate any MCI documents that need to be privileged
3. Right click on a document to edit the document’s properties



4. Within the Edit Properties window:
    a. Change the Content Type to PRISM
    b. Ensure the Privileged Case PRISM number is entered in the PRISM field
    c. Enter a SNNS as appropriate
    d. Click save



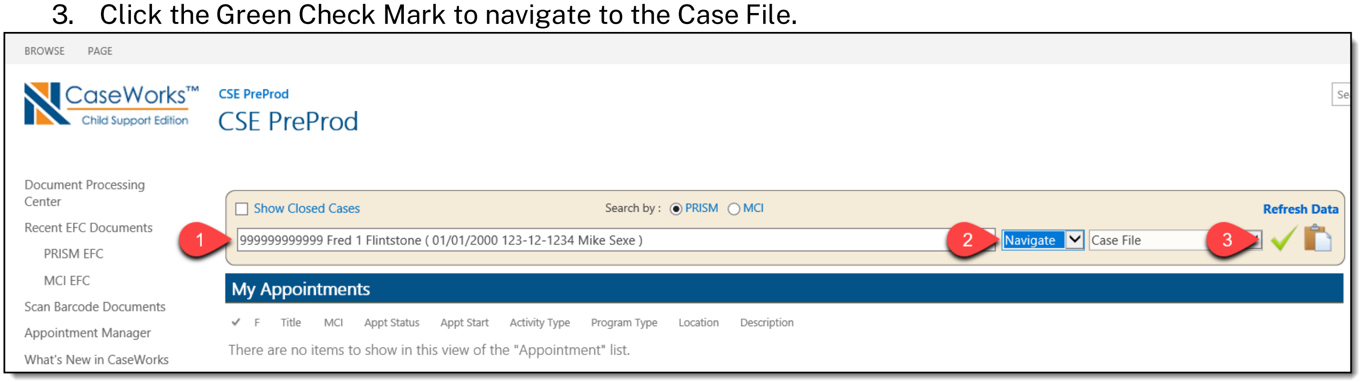
5. The MCI document(s) will now be located in the PRISM EFC. (Click PRISM EFC Documents tab to view).
6. After these steps have been applied for all current MCI EFC documents that need to be privileged, please proceed with the steps above for adding a Privilege Folder/Access group and adding Privilege Status to the PRISM case.
    a. **Note**: The above steps ensure that any ***current*** MCI EFC documents are included with the PRISM documents being privileged when the privilege status is added.
    b. Any ***new incoming*** MCI documents need to have the ***Content Type set to PRISM and the Privileged PRISM case number included*** in the document properties before being filed to the EFC in order to be locked down in the Privilege Case EFC.
        i. For example, if scanning to a Privilege case (even if it's an MCI document) make sure the document is scanned in as a **PRISM document** to ensure it is privileged properly.

Case Transfers

In the Child Support Edition of CaseWorks, the PRISM, CP MCI Case and NCP MCI Case are all transferred independently.

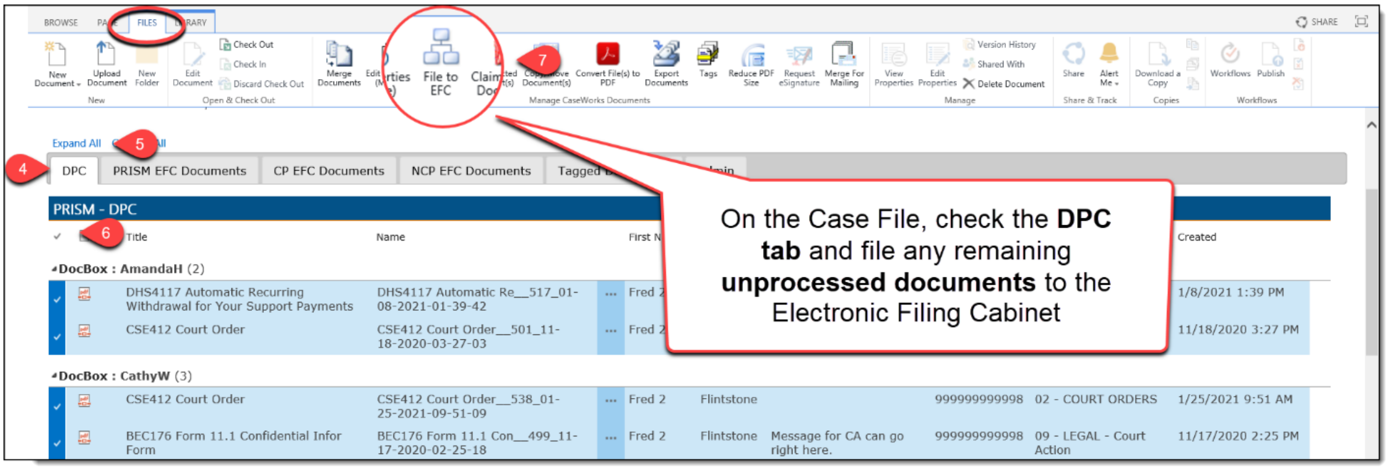
To transfer a PRISM Case File:

1. From your CaseWorks Child Support Edition Home page, use All Purpose Navigation to search for a client.
2. Choose Navigate from the dropdown menu.
3. Click the Green Check Mark to navigate to the Case File.



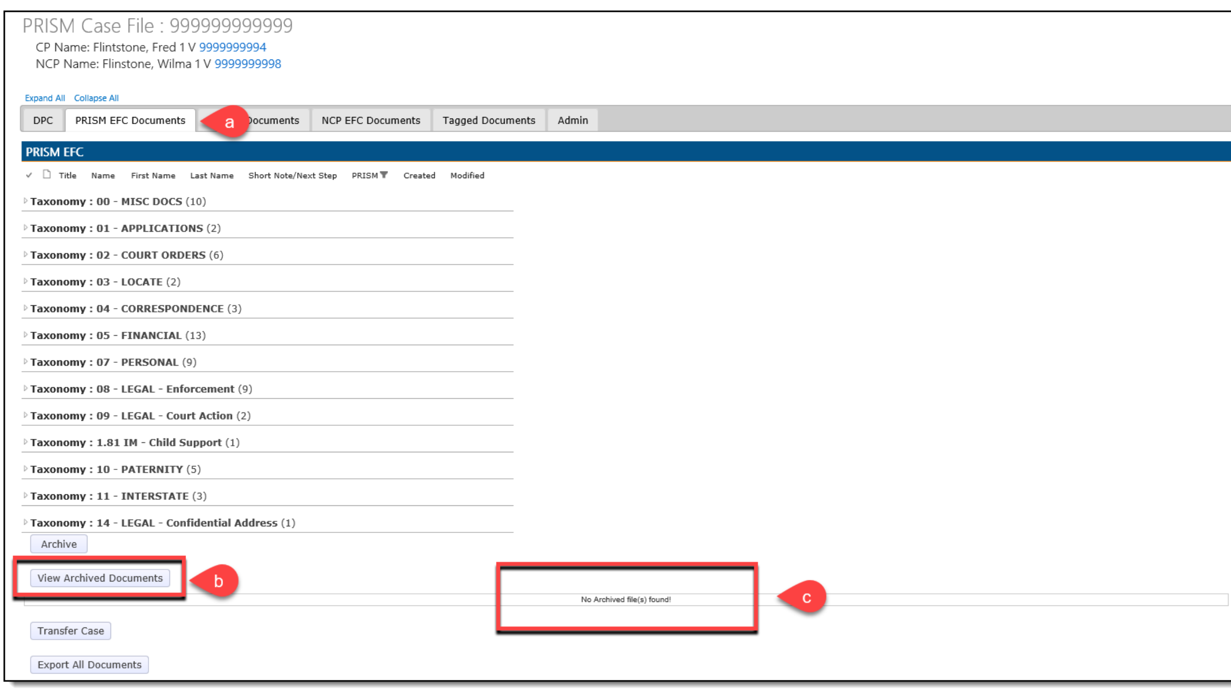
Before transferring a Case File, you will want to process any remaining documents for the client that remain in the Document Processing Center (DPC). Filing these documents to the Electronic Filing Cabinet will allow those documents to be included in the transfer to the next county.

4. On the Case File page, click on the **DPC tab**.
5. Next, **Expand All** to select multiple documents at a time.
6. **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.
7. 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:

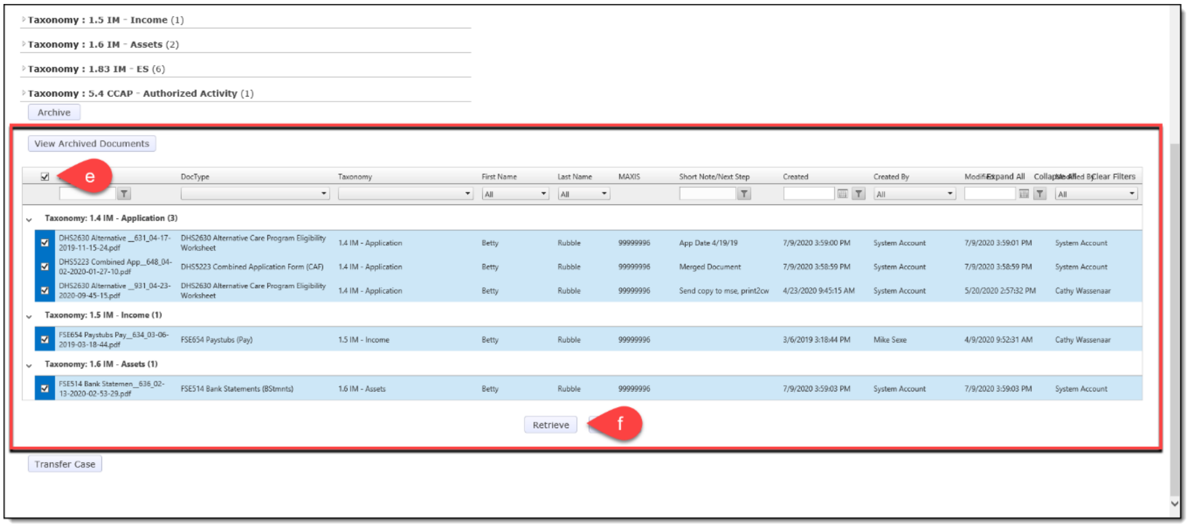
a) Navigate to the **EFC Documents tab** on the Case File Page
b) Click on the button that says **View Archived Documents**
c) If there are no Archived file(s), you will see a message below the View Archived Documents button that says **No Archived File(s) found!**



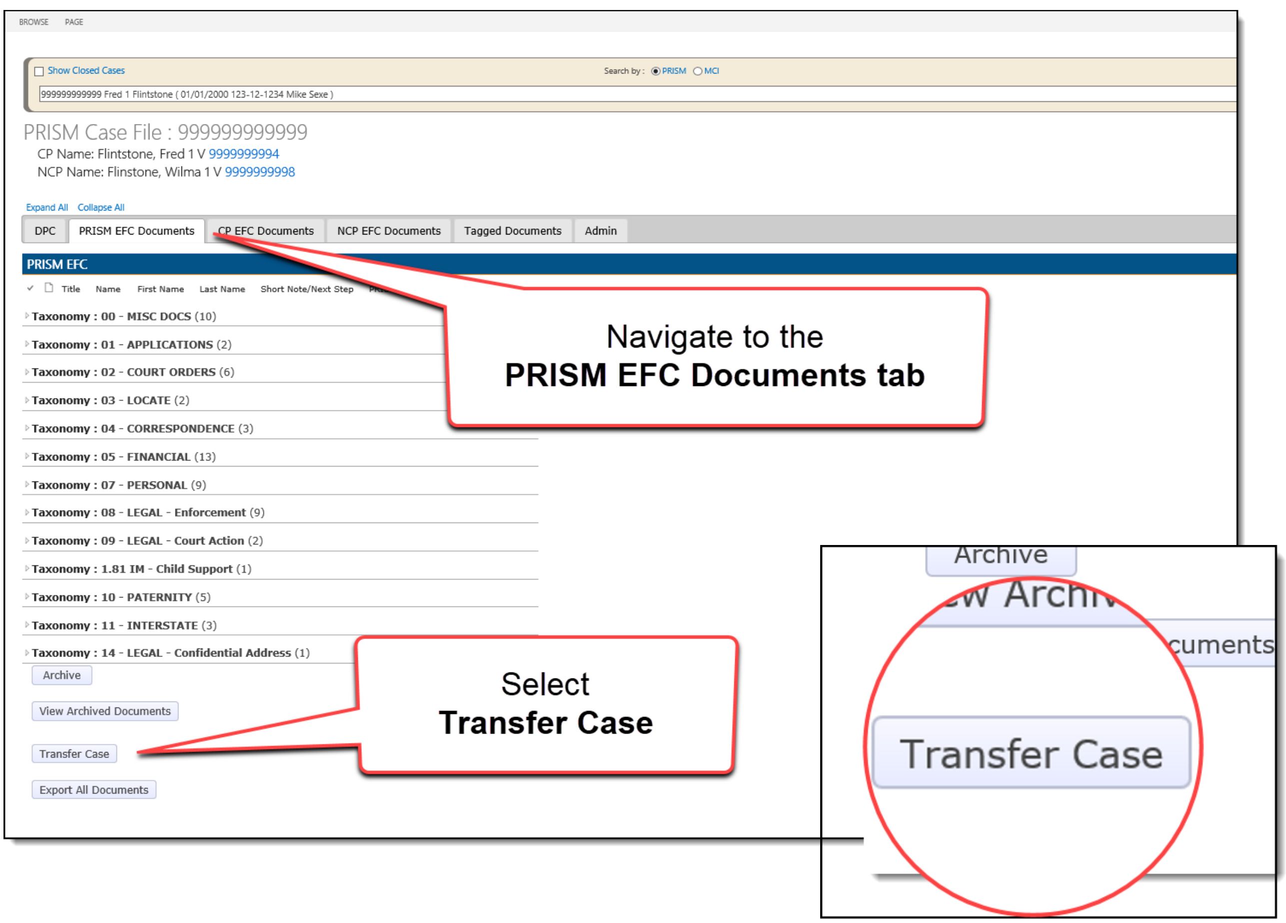
d) If any files have been archived, you will see a table below the **View Archived Documents** button that displays any archived documents.

e) Select all the documents from the archived documents section by **clicking on the checkbox** next to the column headers.

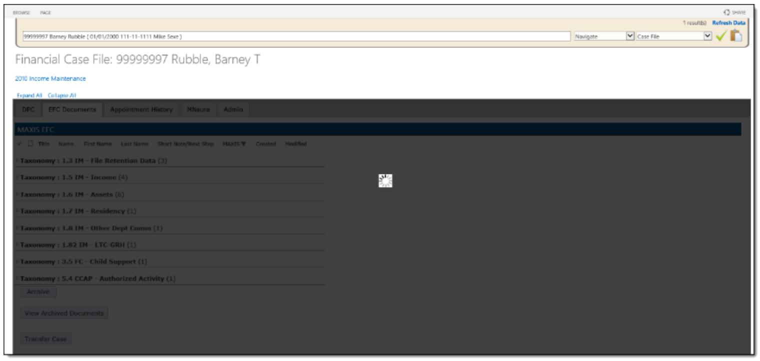
f) Now click **Retrieve.** These documents will now be filed in the **EFC Documents tab.**



8. 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
9. If you are transferring **all documents** in the Case File, scroll to the bottom of the page.
10. Select **Transfer Case.**



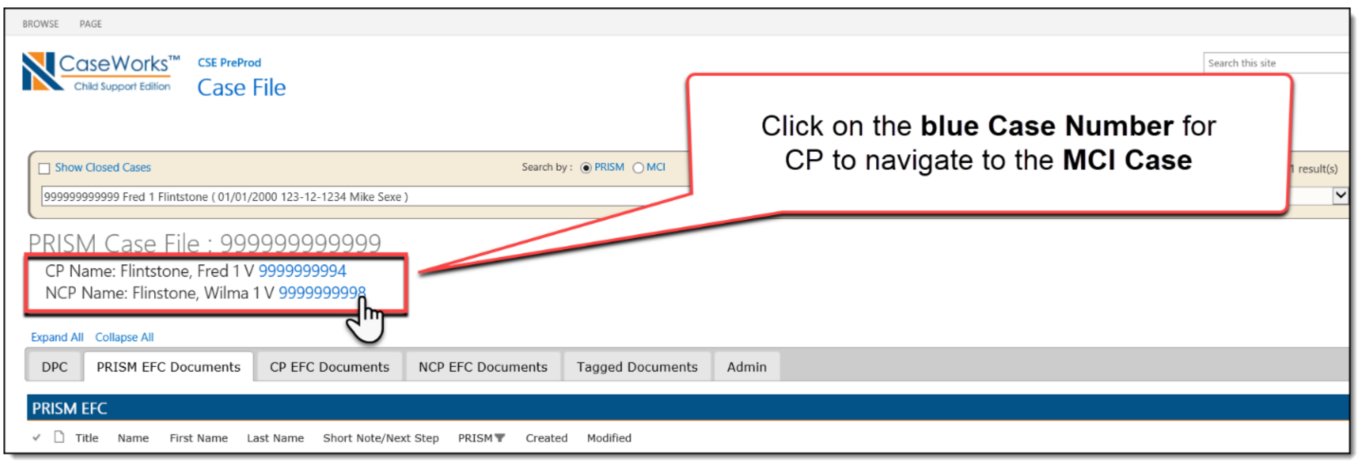
This screen will appear as the transfer function is initiating. You may work on a new tab of CaseWorks is working in the background.



If you are ***not*** transferring an entire Case File, you can transfer selected documents. Review how to transfer selected documents/taxonomy here.

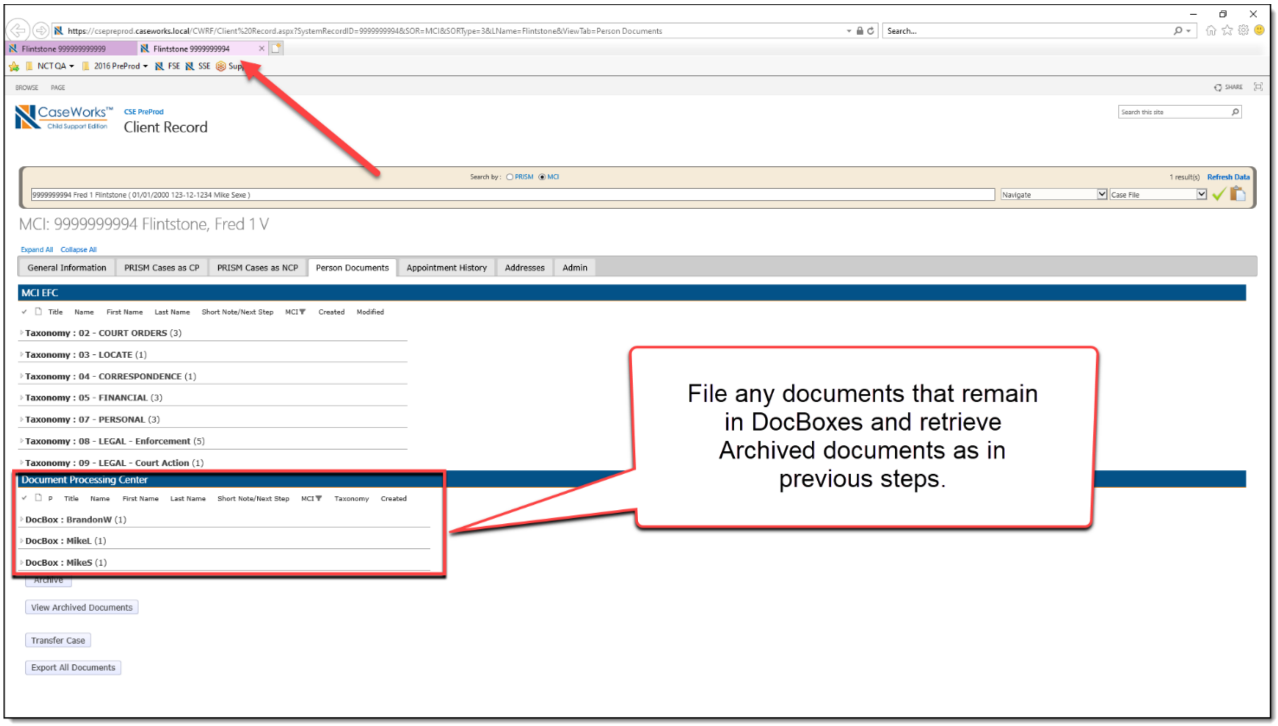
Transfer MCI Person Documents

1. To transfer Person Documents from the **Custodial Parent** (CP) MCI Case File page, click on the blue CP MCI number.

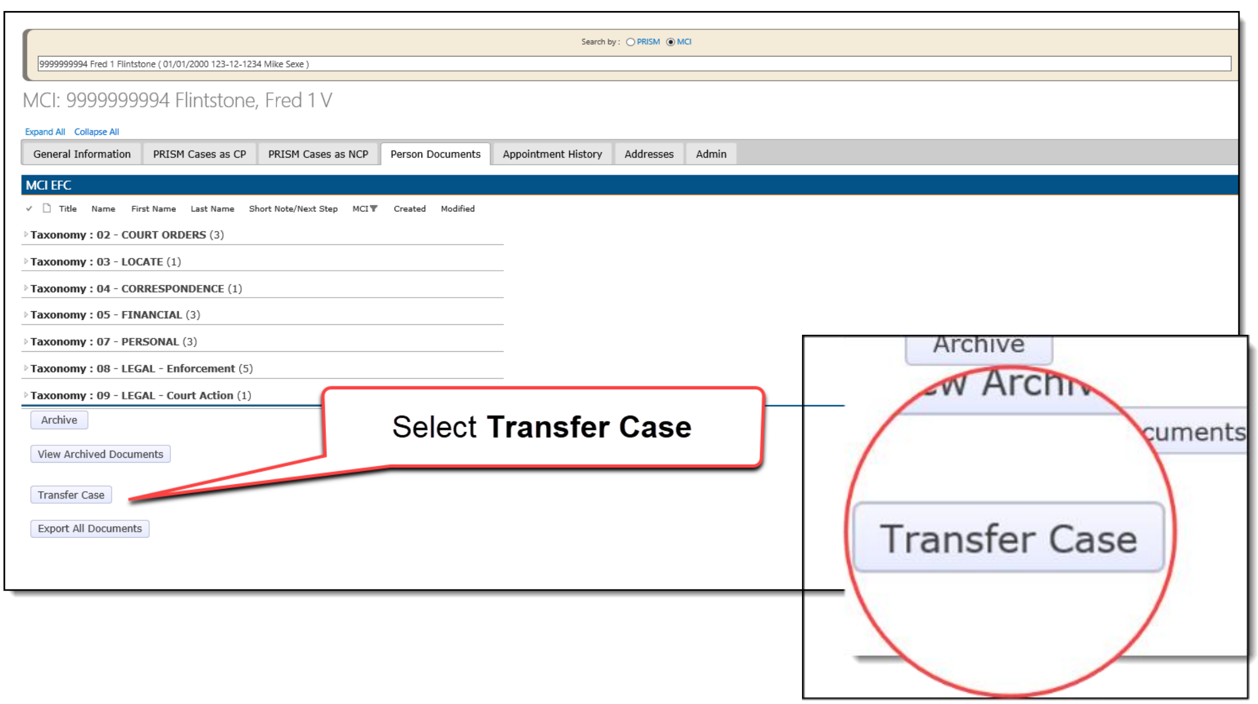


A new tab will open corresponding with the MCI Case Number that you selected.

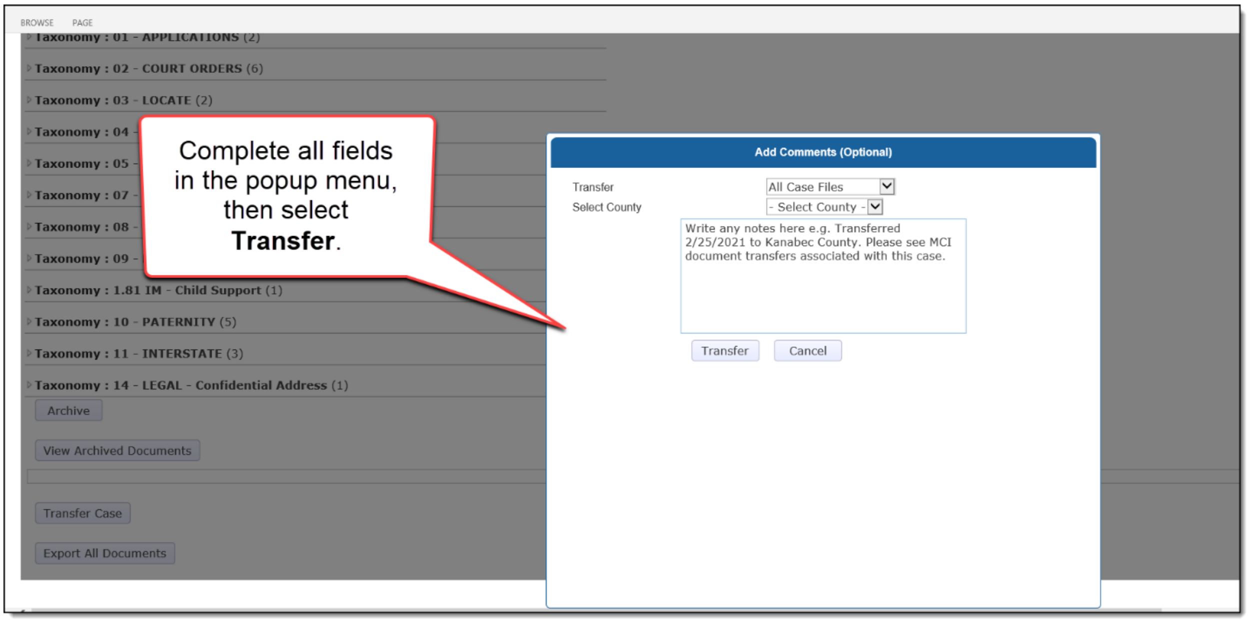
2. Select the Person Documents tab.
3. As in prior steps when transferring a Case, file down any documents that remain in DocBoxes and Retrieve Archived documents if applicable.



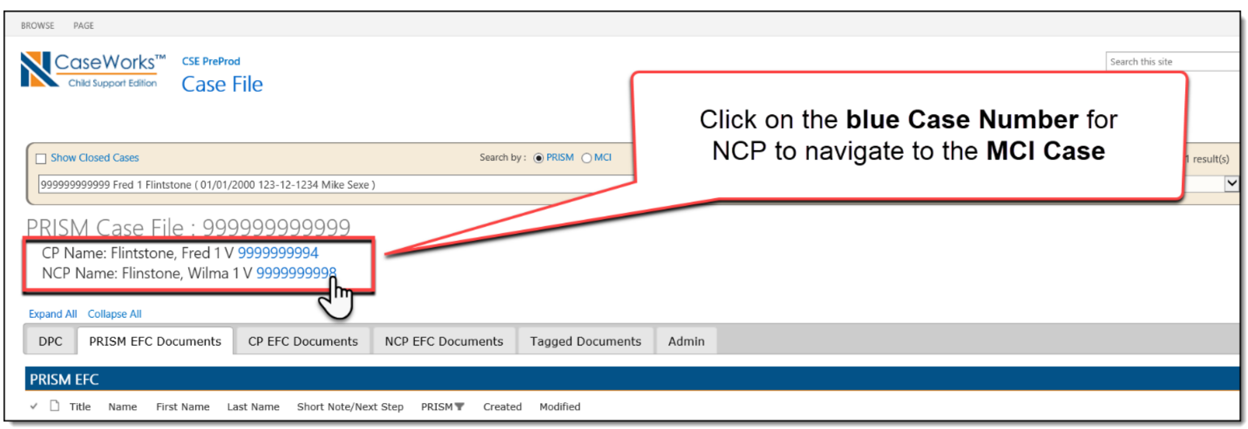
4. At the bottom of the Person Documents tab, select **Transfer Case.**



5. 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 need to transfer only selected documents to the receiving County.
6. Choose the **County** from the drop-down menu that you are transferring the MCI Case File to.
7. Write any **notes** that you would like included in the transfer (i.e. Date transferred, County, etc.)
8. Select the **Transfer** button.

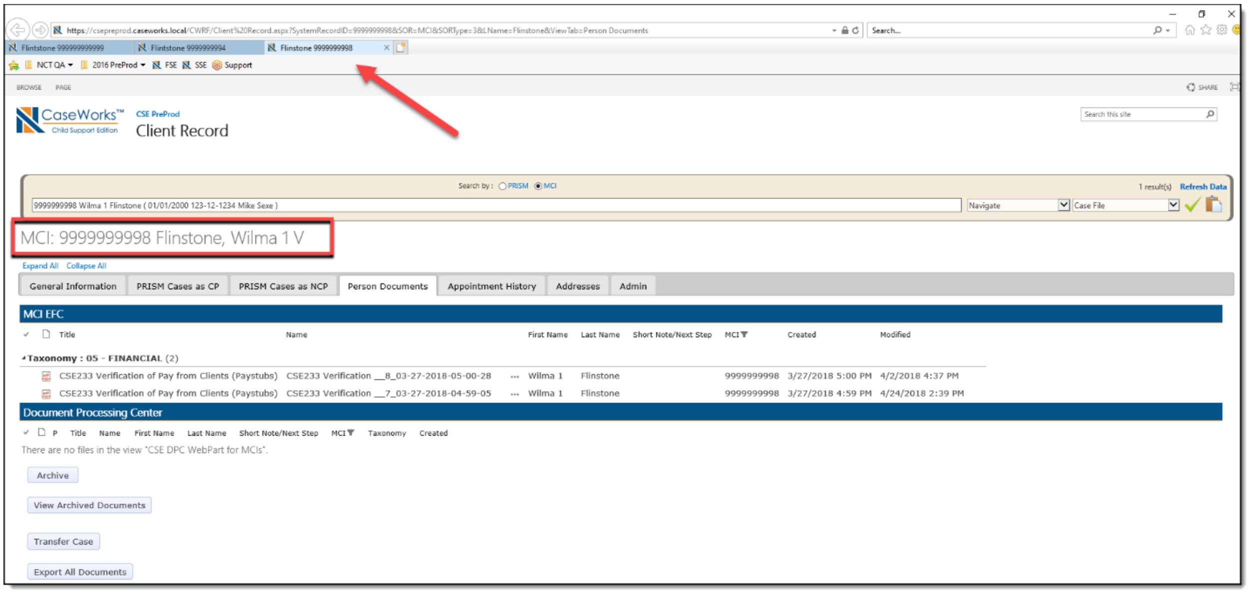


9. Now return to the original CaseWorks browser tab showing the PRISM Case File Tab.
10. To transfer Person Documents from the **Non-Custodial Parent** (NCP) MCI Case File page, click on the blue NCP MCI number

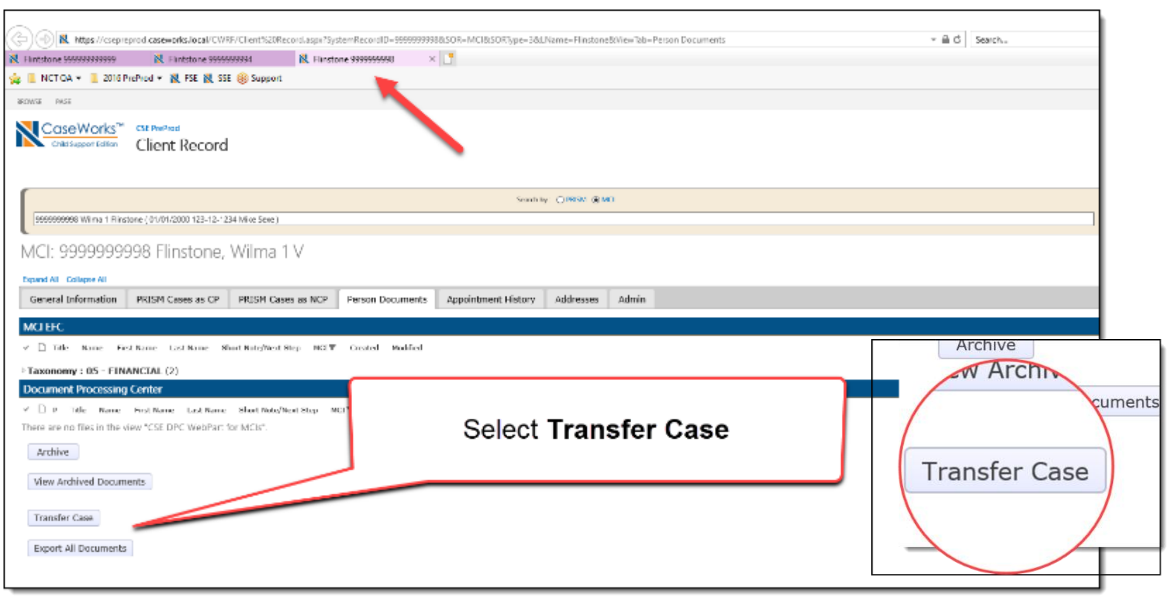


A new tab will open corresponding with the Case Number that you selected.

11. Select the Person Documents tab.
12. As in prior steps when transferring the PRISM Case, Expand all to see all documents.
13. Select all documents by clicking on the check mark to the left of the column titles.



14. At the bottom of the Person Documents tab, select **Transfer Case.**



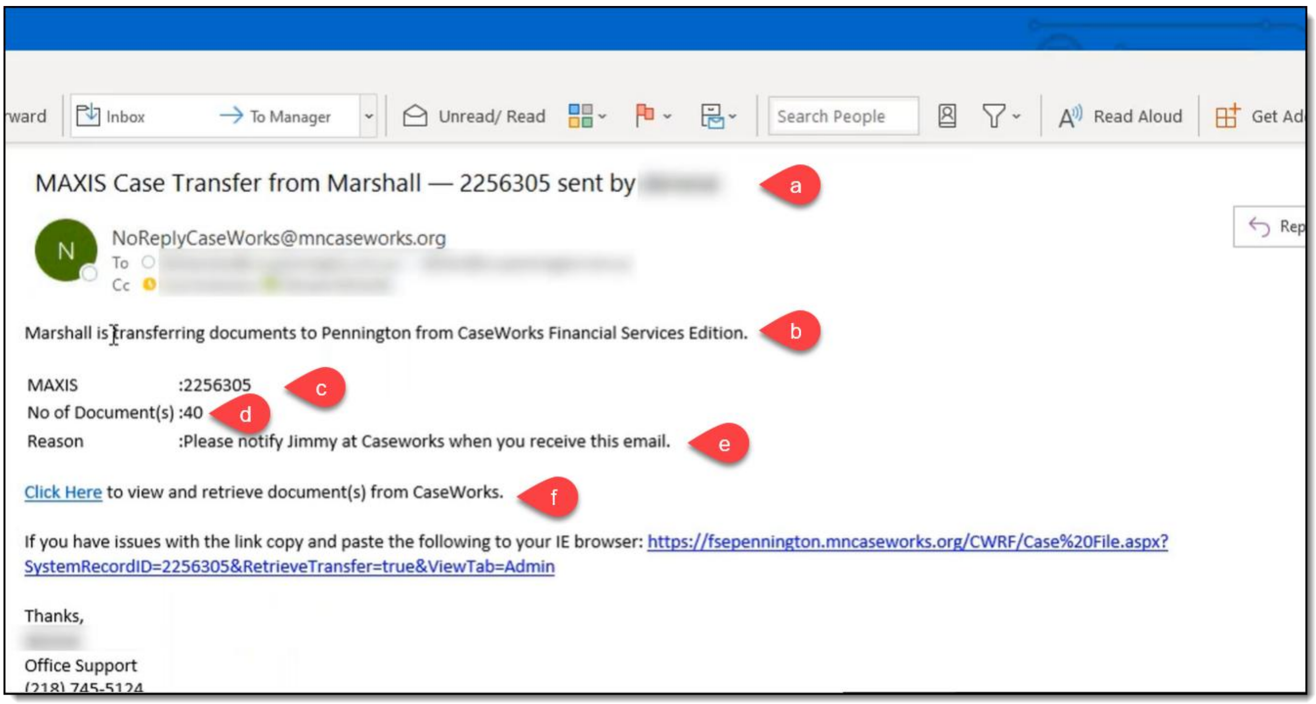
Once the Case File has been transferred in CaseWorks, an email will be sent to the receiving County. This email includes the following information:

<u>Subject line:</u>

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

<u>Email Body:</u>

b) The transferring County (your County), the receiving County and the Edition of CaseWorks that the Case File was transferred to
c) PRISM 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



View and Restore Documents for Transferred Cases

Please review how to view and restore transferred cases/documents section here.

Financial, MNsure, and Workforce Edition Specific Material

AutoCopy feature in CaseWorks

The **Autocopy** feature helps county workers collaborate across the Financial, MNsure, and Workforce editions of CaseWorks. This feature will send a **copy** of a document to the case owner in another edition when a document is initially brought into CaseWorks (i.e. upon initial scan, upload, or Print2CW). Currently, autocopies can be sent between FSE←→MSE and between FSE ←→WFE.

For an **Autocopy** to be triggered, the following requirements must be met:

- The DocType must be included in the AutoCopy Doctype List in both editions (i.e. FSE and MSE)
- There must be a common MAXIS number between the editions OR secondarily, a common SSN
    - Note: CaseWorks looks for an SSN match for autocopies between FSE and MSE only

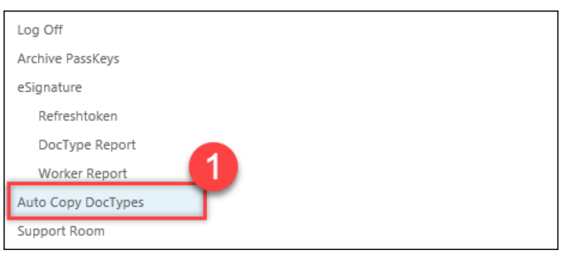
Follow the below steps for adding, editing, and deleting an AutoCopy Doctype:

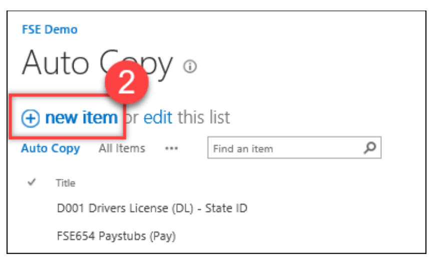
- Note: Only staff with this role in CaseWorks will be able to view the link in the Left Navigation Panel and add or modify AutoCopy Doctypes. Please submit a support ticket if this role should be added for you.

Add an AutoCopy DocType

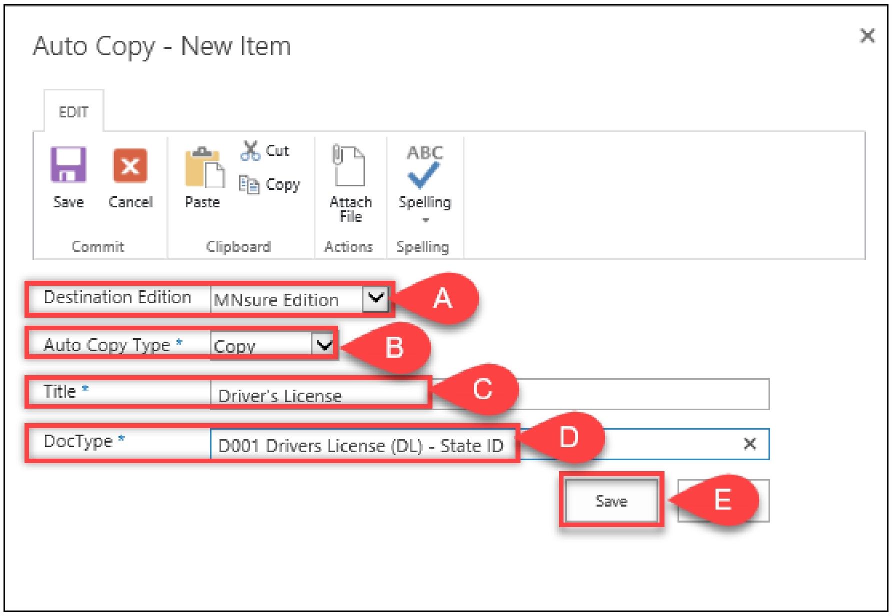
Note: Be sure to add the AutoCopy DocType in ***both editions'*** AutoCopy DocType List when adding a new AutoCopy DocType.

1. Select 'AutoCopy DocTypes' in the Left Navigation Panel
2. Click 'new item'

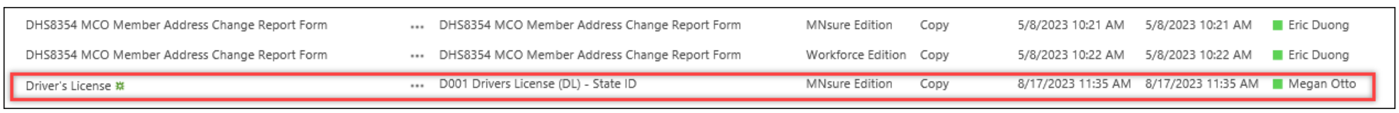




3. In the window that opens, complete the following fields:
    a. Destination Edition
        i. In FSE, AutoCopies can be sent to MSE or WFE.
        ii. In MSE and WFE, AutoCopies can be sent to FSE.
    b. AutoCopy Type
        i. Choose 'Copy'
    c. Title
        i. Entered the desired Title. This may include the DocType name and/or form number
    d. DocType
        i. This is a 'contains field'; results will display as you begin typing. Select an option that appears to ensure the DocType is spelled correctly.
    e. Click Save

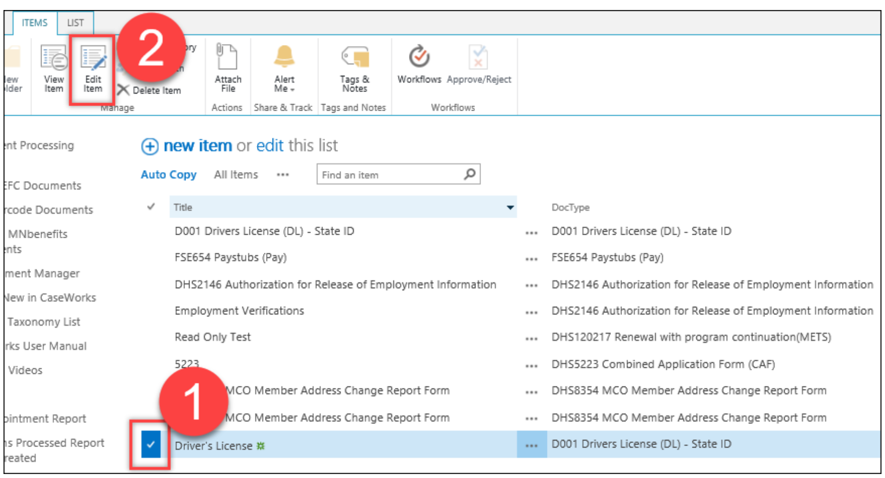


The newly created AutoCopy DocType appears at the bottom of the list.

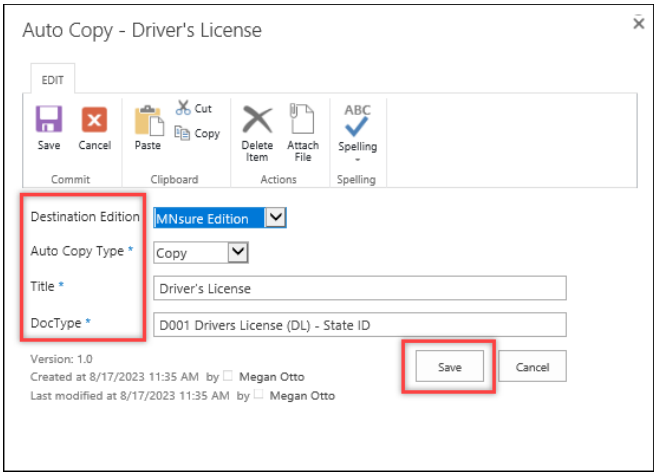


Edit an AutoCopy Doctype

1. Select the AutoCopy DocType by clicking the checkmark
2. Click 'Edit Item' in the Ribbon Bar

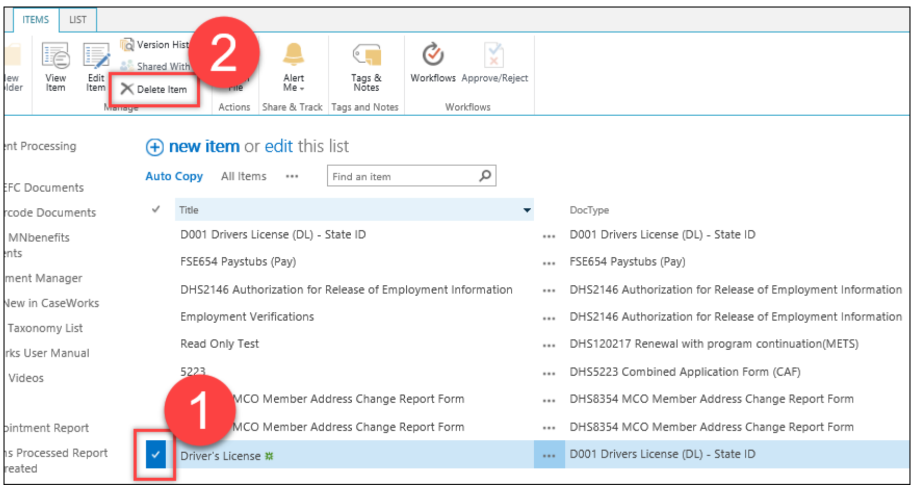


3. Make any desired changes in the window that appears and click Save.



Delete an AutoCopy Doctype

1. Select the AutoCopy DocType by clicking the checkmark
2. Click ‘Delete Item’ in the Ribbon Bar



Inactive Cases Report

The Inactive Cases Report allows CaseWorks users to run a report of cases whose EFC documents have not been modified for the number of years specified. The generated report will be an excel sheet containing Case Number, Number of Documents, File Size of Documents, Oldest Modified Date, and Latest Modified Date.

It’s important to note that running this report ***will not purge*** any files, and instead is to be used to ***identify*** cases that may qualify for purging. The final purge process and the list of cases to purge is still controlled exclusively by those with the **Purge Admin Role** at the county by *uploading* the purge report in CaseWorks.

To run an Inactive Cases Report, follow the steps below:

1. Select ‘Inactive Cases Report’ under Purge Document
2. Enter the number of years desired
3. Click the excel icon or press Enter to generate the report

The report opens in excel showing cases that have not had EFC documents modified for the number of years specified (i.e. 10 years).

For information on how to format this report, save, and upload it to CaseWorks to initiate a purge, please click here.