**Alerts**

**Alert Information:**

* Alerts are generated to inform you that you may need to take action on a case. Some alerts are informational only while others indicate that action is required.
* Alerts should be accessed daily and used as a tool to manage your case load.
* By working your alerts on a regular basis, you will increase the accuracy of the benefits that you issue.
* To access alerts, use the CARES mainframe, they are not available from within CWW. Some alerts will be displayed as Action Items in CWW.

**Accessing System Alert in HOD:**

* **To find the alerts menu:**
	+ **NEXT TRAN**- MNSA
	+ **PARMS**- Leave blank
	+ Press ENTER
* **To find all system alerts for a worker/Team:**
	+ **DESIRED FUNCTION**- 01
	+ **USER ID**- X--###
	+ Press ENTER



**Anatomy of an Alert:**

* **NUMBER**- Case number or PIN
* **SHORT NAME**- Last name if individual or case head
* **ALRT CODE**- Alert code/number
* **ALERT MESSAGE**- Alert text
* **DATE DUE**- Date the alert should be processed by
* **PRY**- Priority of the alert (1-Critical, 2-Very Important, 3-Important, 4-Least priority, 5-Informational)
* Use **F7** to page back and **F8** to page forward. You may also use the scroll function on your computer mouse to move through the alert pages.

**Alert Help Text:**

* For alert help text (when available) in CWW:
	+ On the Navigation Menu under Worker Tools, select **Reference Tools** and then **Alert Code Help Text Search**.
	+ Enter the alert code and select **Search**
	+ If available, the alert text will appear for the alert in question. This will provide you with:
		- Program that generated the alert
		- Why the alert was generated
		- Worker action required



**Deleting an Alert:**

* Once action has been taken on an alert it must be deleted.
* You have two options for deleting an alert:
	+ In HOD- enter an asterisk in the SEL field and hit ENTER. This will delete the alert from both HOD and the case in CWW.
	+ In CWW- the alert shows under ACTION ITEMS. Check the box and select CLEAR CHECKED ACTION ITEM(S) to delete the alert in CWW and HOD

**How to Narrow by Team and Alert Code:**

* To get to the Customized Alert Screen:
	+ **NEXT TRAN-** CMCR
	+ **PARMS-** Leave blank
	+ Enter
* To search by team and 1-3 alert codes at a time:
	+ **USER ID-** XROV##
	+ **ALERT CODE-** Enter 1-3 alert codes.
	+ Enter

****

**Check Alert History for Deleted Alerts:**

* While on the SYSTEM ALERTS MENU (MNSA)
	+ **DESIRED FUNCTION-** 09
	+ **USER ID-** X---###
	+ Enter
* A list of deleted alerts will show by case number.

