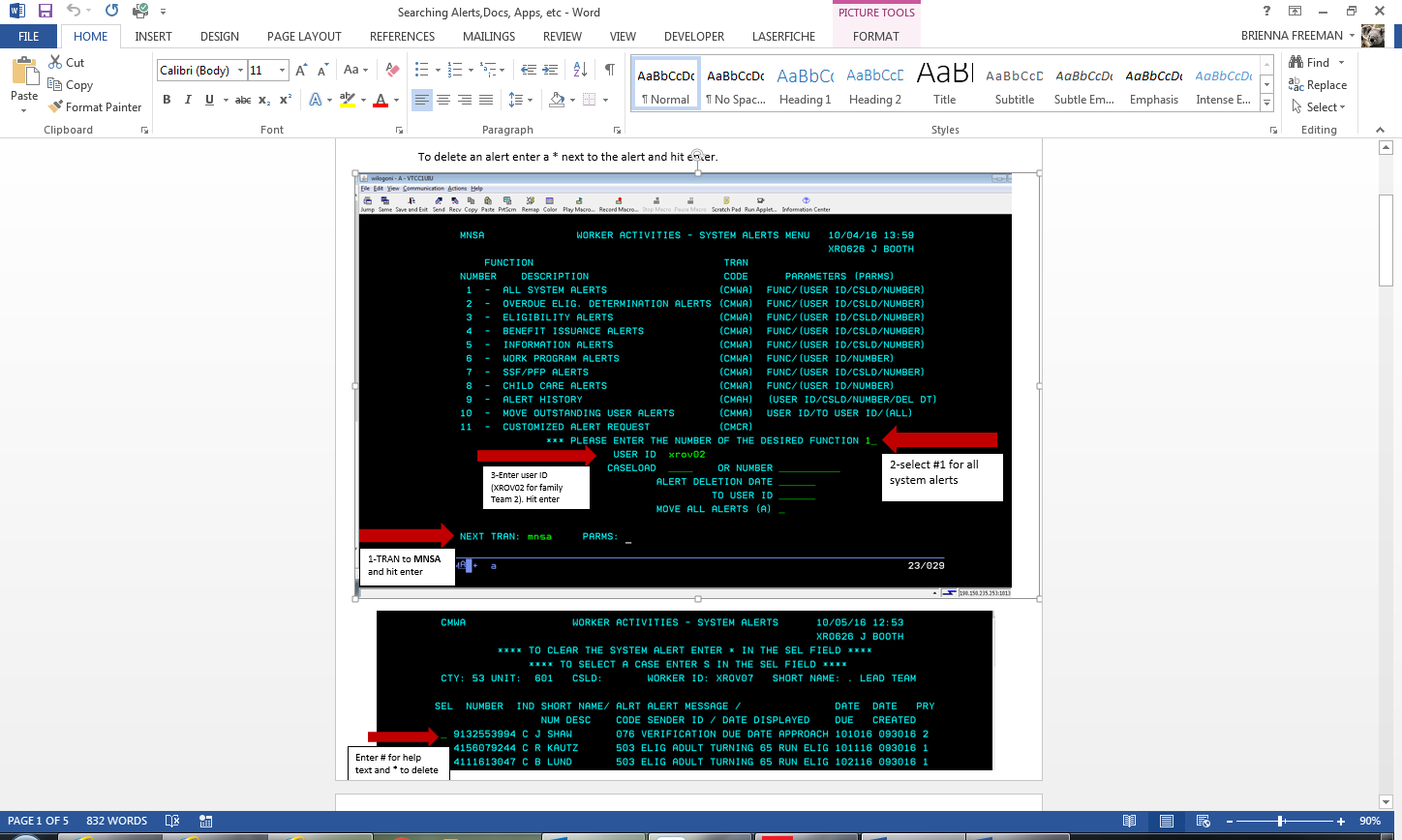
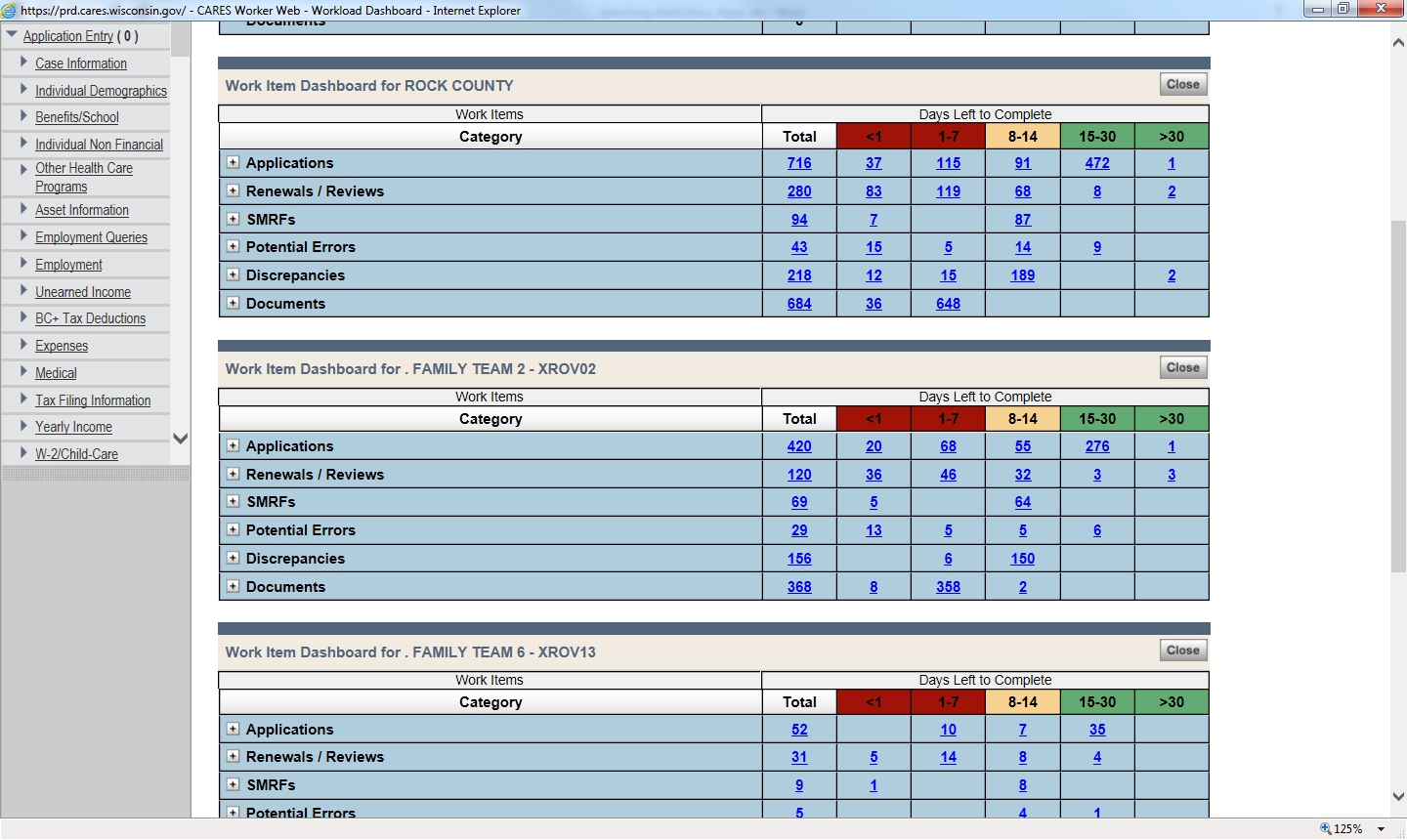
**Searching for Alerts**

1. In CARES Mainframe (HOD), enter TRAN code MNSA and hit enter.
2. In the *PLEASE ENTER THE NUMBER OF THE DESIRED FUNCTION* field, enter a **1** for *ALL SYSTEM ALERTS*.
3. Tab down the USER ID field and enter the XRO\*\*\* that you are searching alerts for and hit enter. Example: XROV02 for the Family Team.
   1. The alerts for the selected worker/team will show in order of due date with either a case number or pin number.
      1. Alert Help Text can be found by entering a pound sign (#) on the line to the left of the alert and hitting enter. To return to the alert listing from the alert help text, hit PF2.
      2. To delete an alert from the system, enter an asterisk (\*) on the line to the left of the alert and hit enter.



**Searching for Documents**

* Documents that have yet to be processed can be found on the assigned team’s dashboard under the DOCUMENTS category. To find the current documents to process, do the following:



1

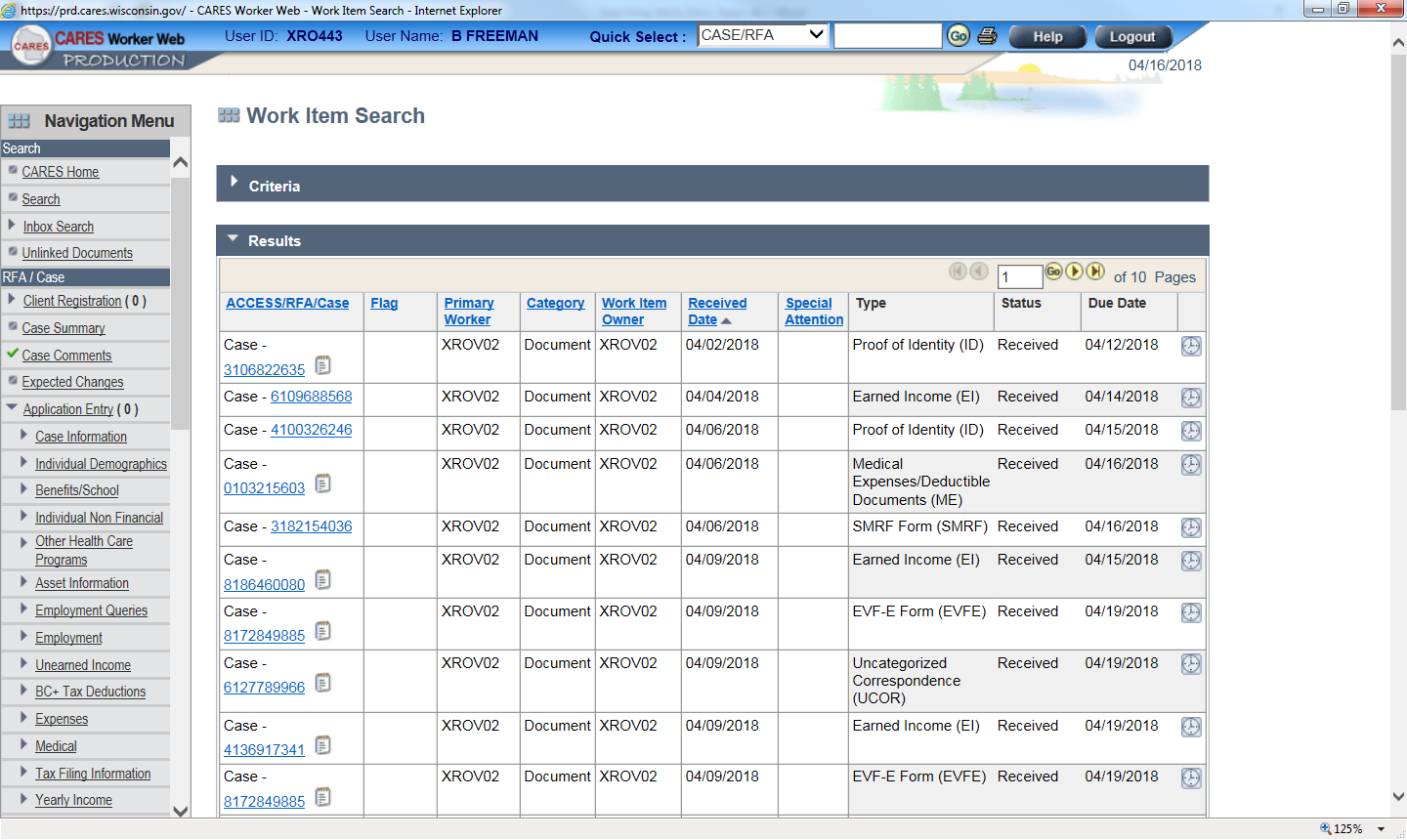
1. Expand the DOCUMENTS category by selecting the + symbol.
2. Expand the RECEIVED section by selecting the + symbol.



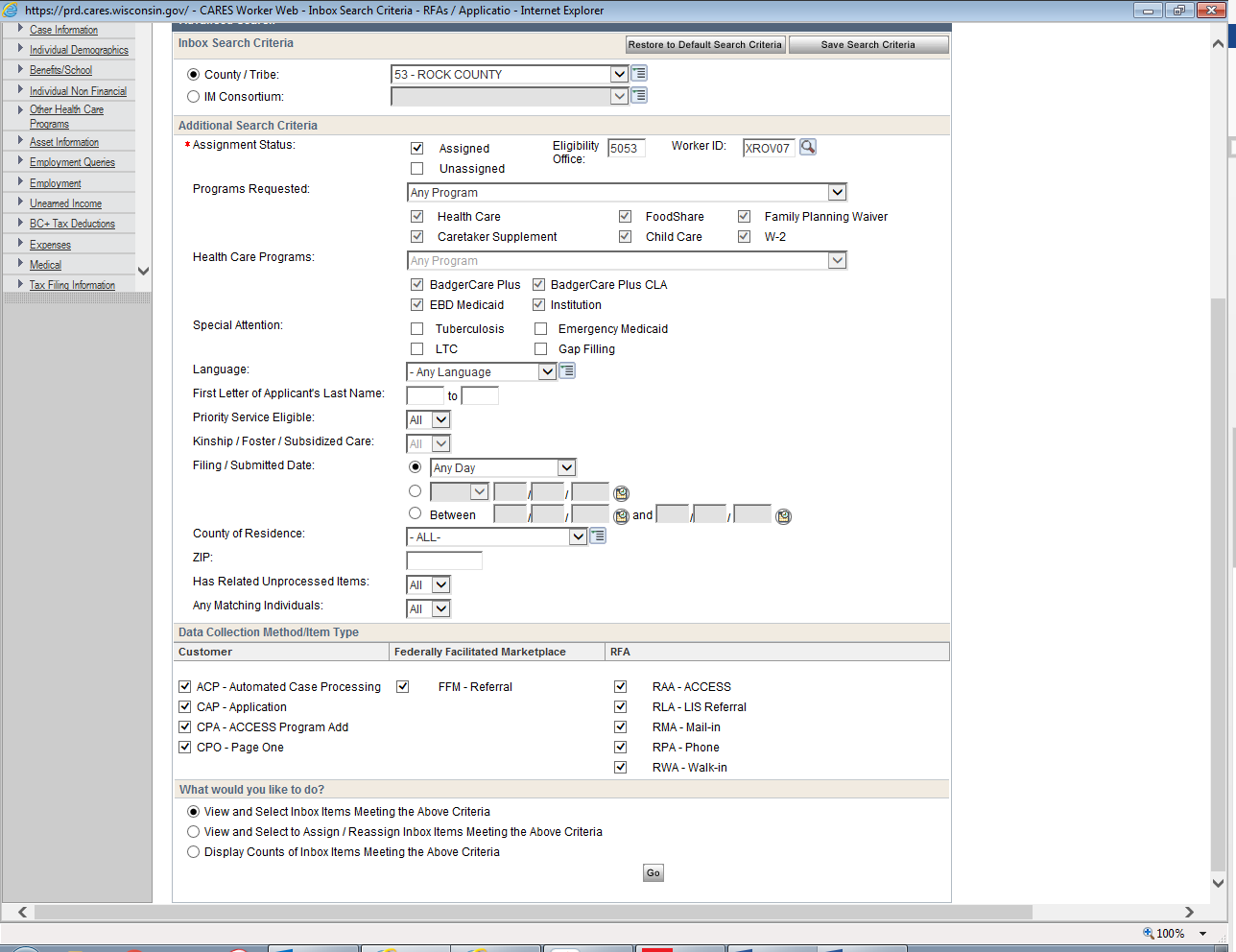
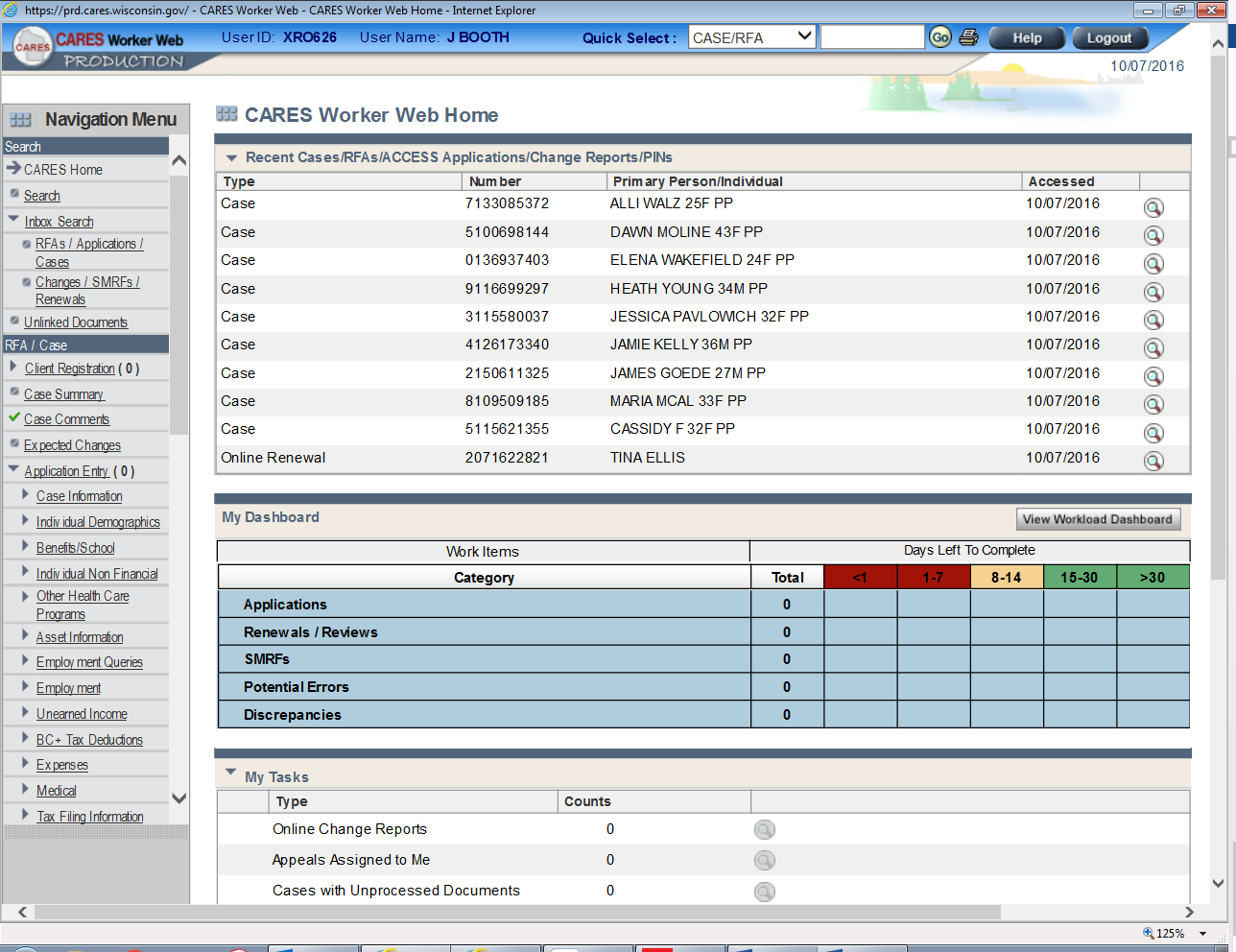
3

2

1. Click on the hyper link under TOTAL.
2. Once the Results page has populated, select **RECEIVED DATE** to sort the documents from oldest to newest. You would then select the blue hyper link under the **ACCESS/RFA/CASE** section to pull up the case/document for processing.



**Searching for Applications and RFA’s**



Note: you can select “save search criteria” to save your selections for the next time you come to the page.

1

4

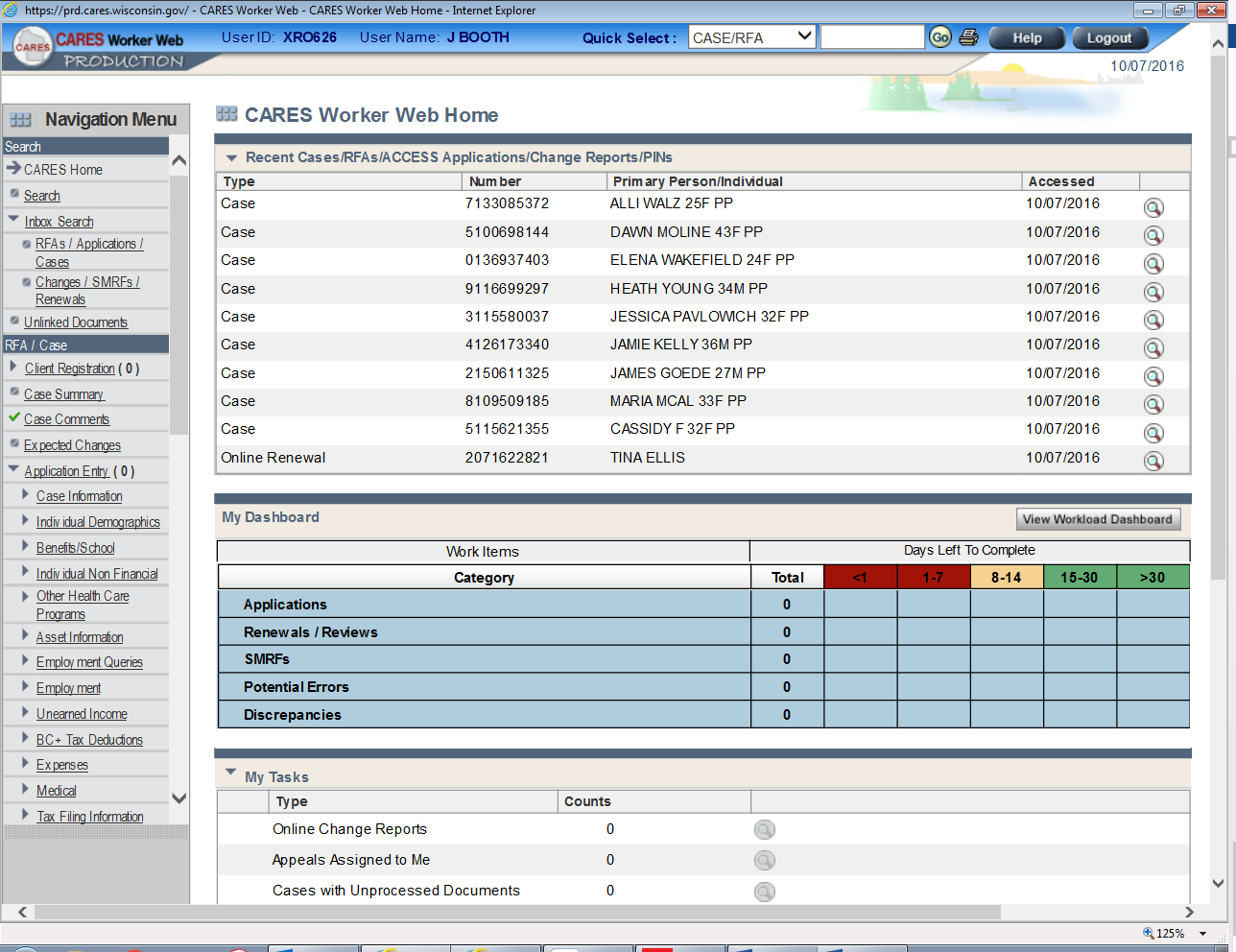
3

2

In CWW, navigate to the Cares Worker Web Home page.

1. In the **SEARCH** section of the Navigation Menu, select **INBOX SEARCH** and then select *RFAs/Applications/Cases*.
2. In the **INBOX SEARCH CRITERIA SECTION**, select *Rock County* as the County/Tribe.
3. In the **ADDITIONAL SEARCH CRITERIA** section, check Assigned, enter **ELIGIBILITY OFFICE** as *5053* and the **WORKER ID** as *XRO\*\*\** (example: XROV02). \*\*Leave all of the other sections checked as they appear on the page.
4. Select the radial button for *View and Select Inbox Items Meeting the Above Criteria* and click *GO.*

**Searching for Changes, SMRFs and Renewals**

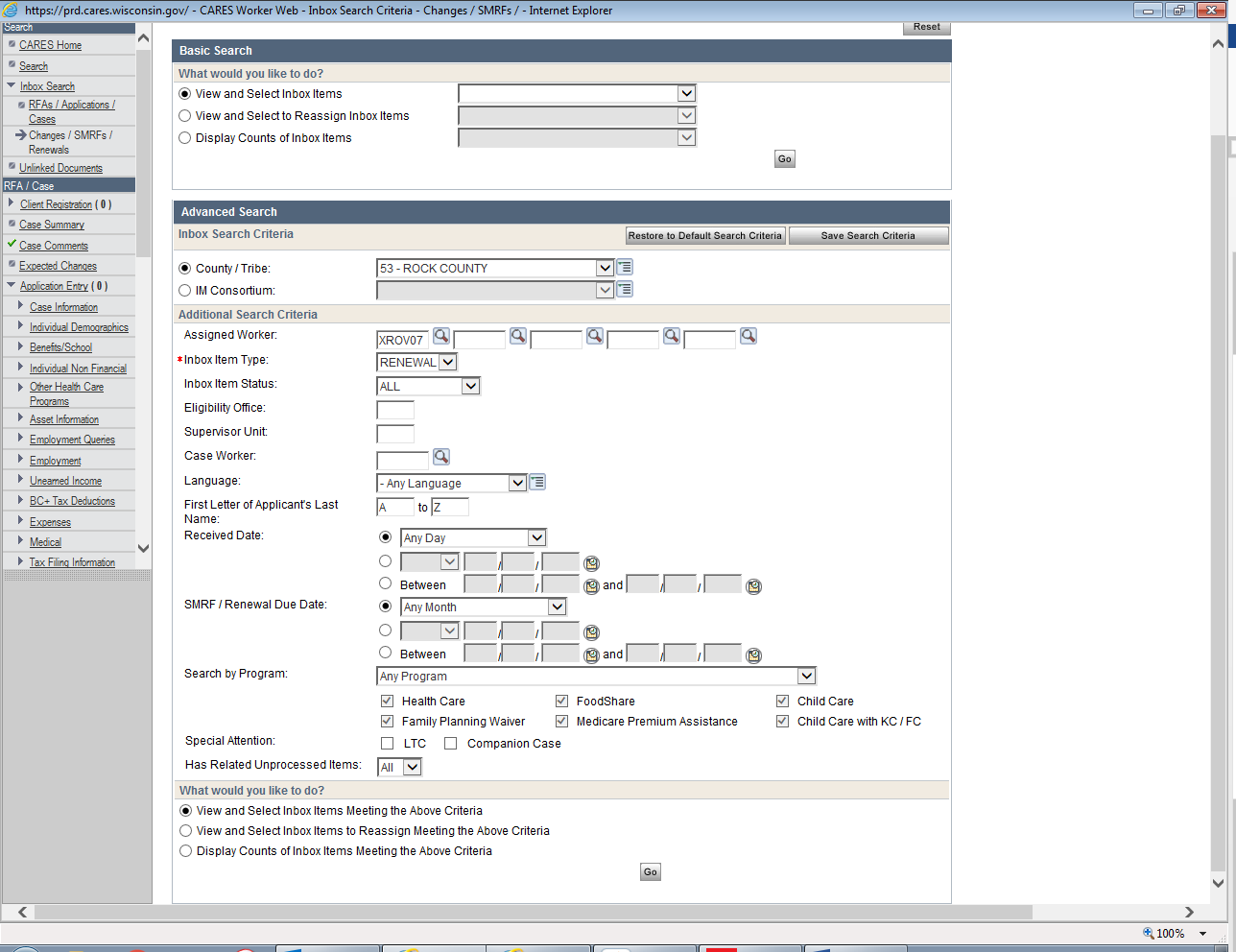


Note: you can select **SAVE SEARCH CRITERIA** to save your selections for the next time you come to the page.

1

In CWW, navigate to the Cares Worker Web Home page.

1. In the **SEARCH** section of the Navigation Menu, select **INBOX SEARCH** and then select *Changes/SMRFs/Renewals*.
2. In the **INBOX SEARCH CRITERIA SECTION**, select *Rock County* as the County/Tribe.
3. In the **ADDITIONAL SEARCH CRITERIA** section, enter the **WORKER ID** as *XRO\*\*\** (example: XROV02) and the **INBOX ITEM TYPE** as *Renewal, Change or SMRF* (whichever you are searching for).
4. Select the radial button for *View and Select Inbox Items Meeting the Above Criteria* and click *GO.*



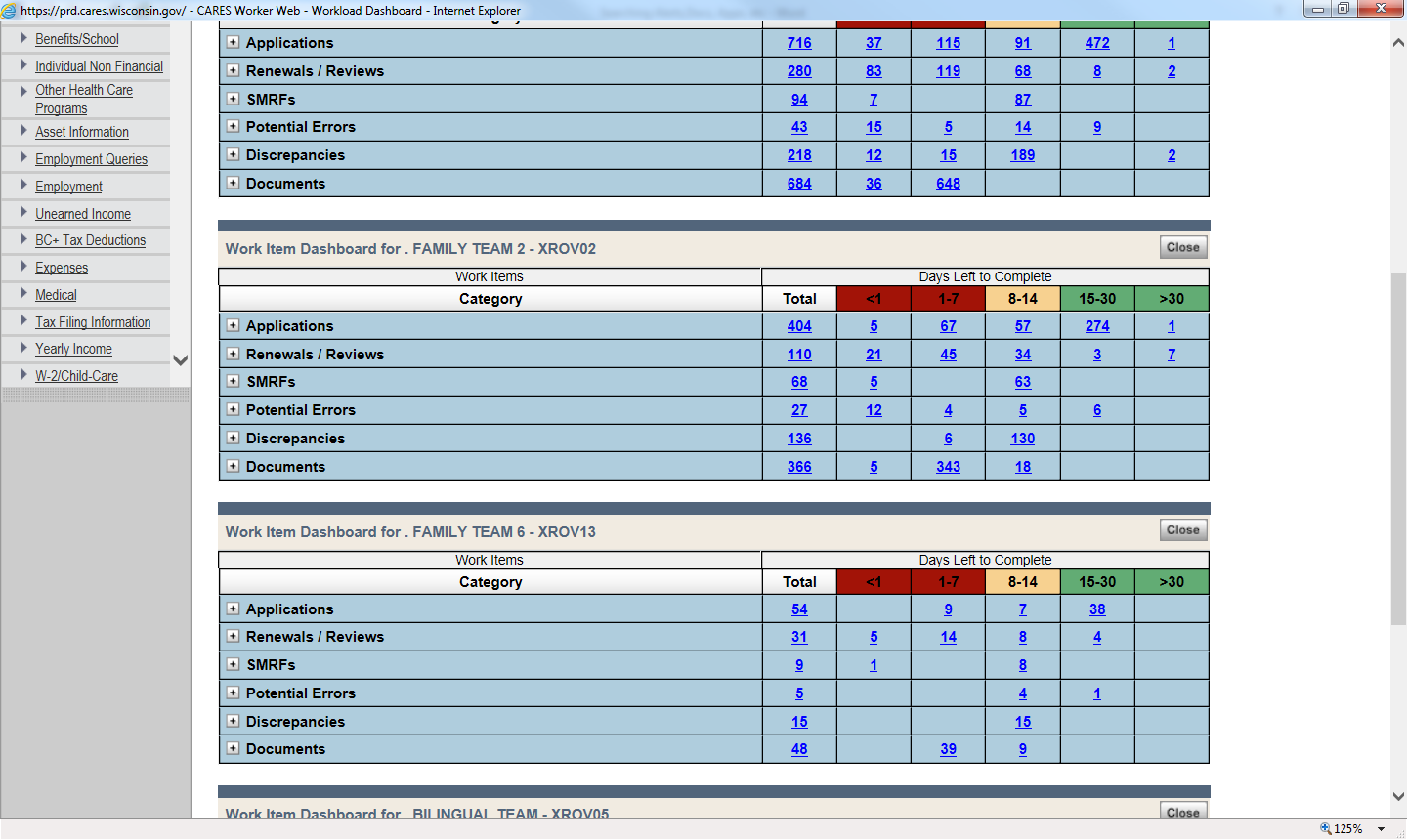
4

2

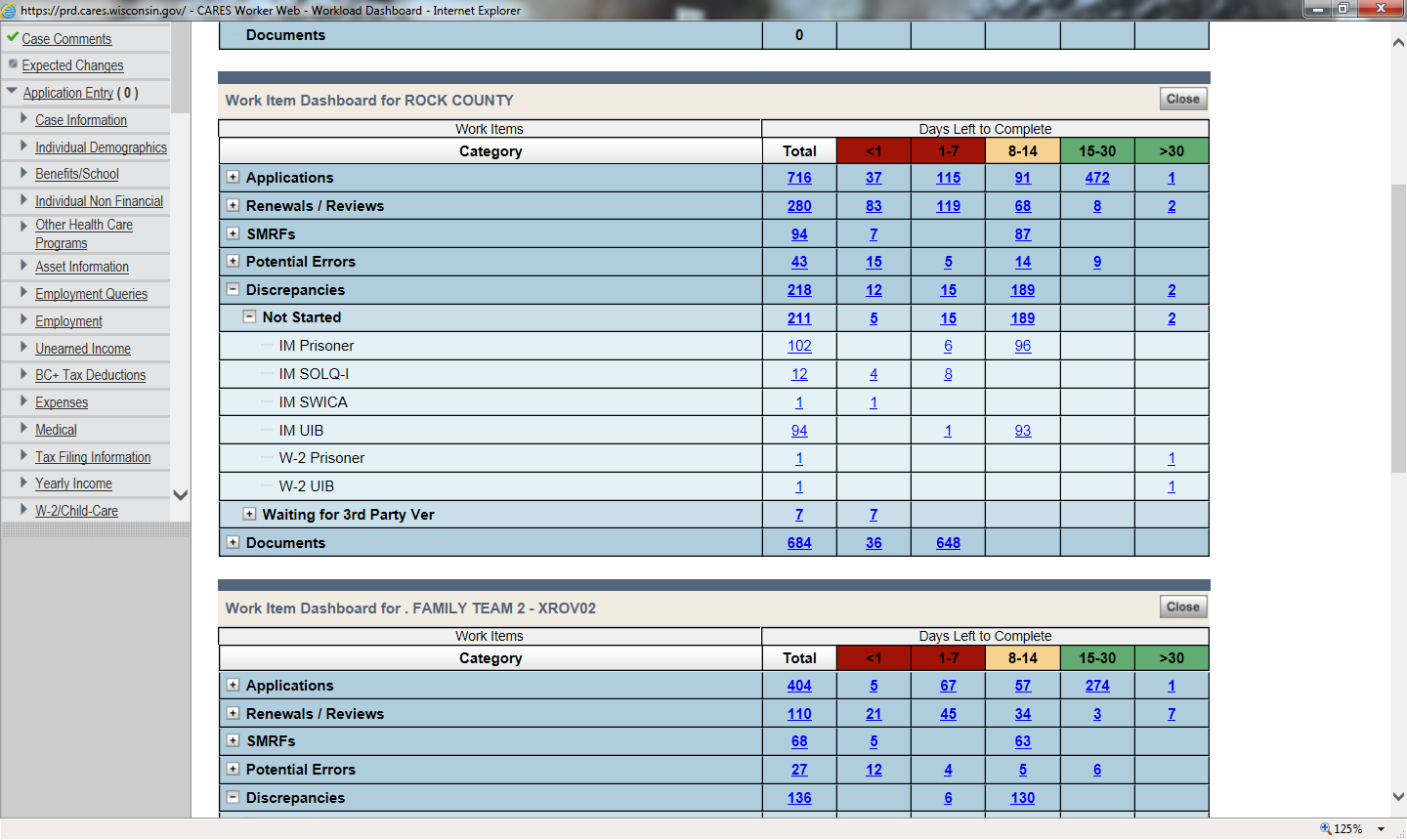
3

**Searching for Discrepancies**

* Discrepancies can be found on the Team Dashboard under the category of *Discrepancies*.



* Within the Discrepancies tab you can view a breakdown of *Not Started*, *Waiting for 3rd Party Verification* and *Waiting for Customer Information.* Each of these subsections will show a breakdown of the type of discrepancy (IM Prisoner, IM SOLQ-I, IM SWICA and IM UIB).



* Select the appropriate blue hyperlink for the discrepancy type you wish to view/process. A list of all cases with this type of discrepancy for the team selected will show.