



Reopen Hotline Step Action Table



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User

Hotline Worker and Hotline Supervisor.

Process

This step action table describes the actions needed to request that a hotline be reopened so that edits can be made. In addition, the actions required for the supervisor to accept or decline the hotline reopen request will be described.

Introduction

- The request to reopen a hotline will go through the approval request process.
- If accepted, the Hotline will go back to the county’s “Pending Hotlines” queue and the Primary Worker’s “Workload”.
- If rejected, the Hotline will remain submitted.
- If the request is approved and the re-opened hotline is a **secondary** association (hotline was connected to the referral), the association will be removed.
- If the request is approved and the re-opened hotline is the **primary** association to the referral (hotline that created the referral), the existing referral will be deleted (made “inactive”) and the association will be removed.

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Reopen Hotline – Hotline Worker Request

Step	Action
1	In the <i>Left Navigation</i> panel. <ul style="list-style-type: none">• Click Search.• Click Hotline Search.
2	On the <i>Hotline Search</i> page. <ul style="list-style-type: none">• Click in the Hotline ID text box.• Enter Hotline ID.• Click Search.
3	In the <i>Hotline Search</i> table. <ul style="list-style-type: none">• Click the Hotline ID link to open the Hotline Details.
4	On the <i>Hotline Details</i> page. <ul style="list-style-type: none">• Click the Request Reopening button.
5	In the <i>Request Reopening</i> pop-up window. <ul style="list-style-type: none">• Click the Send To text box.• Enter Supervisor.• Click Comments* text box.• Enter Comments.• Click Send.



Reopen Hotline Step Action Table



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Reopen Hotline – Hotline Supervisor Accept

Step	Action
1	In the <i>Left Navigation</i> panel. <ul style="list-style-type: none">• Click Search.• Click Hotline Search.
2	On the <i>Hotline Search</i> page. <ul style="list-style-type: none">• Click in the Hotline ID text box.• Enter Hotline ID.• Click Search.
3	In the <i>Hotline Search</i> table. <ul style="list-style-type: none">• Click the Hotline ID link to open the Hotline Details.
4	On the <i>Hotline Details</i> page. <ul style="list-style-type: none">• Click the Accept button.
5	In the <i>Approve Request</i> pop-up window. <ul style="list-style-type: none">• Click Comments* text box.• Enter Comments.• Click Send.



Reopen Hotline Step Action Table



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Reopen Hotline – Hotline Supervisor Decline

Step	Action
1	In the <i>Left Navigation</i> panel. <ul style="list-style-type: none">• Click Search.• Click Hotline Search.
2	On the <i>Hotline Search</i> page. <ul style="list-style-type: none">• Click in the Hotline ID text box.• Enter Hotline ID.• Click Search.
3	In the <i>Hotline Search</i> table. <ul style="list-style-type: none">• Click the Hotline ID link to open the Hotline Details.
4	On the <i>Hotline Details</i> page. <ul style="list-style-type: none">• Click the Decline button.
5	In the <i>Approve Request</i> pop-up window. <ul style="list-style-type: none">• Click Comments* text box.• Enter Comments.• Click Send.
