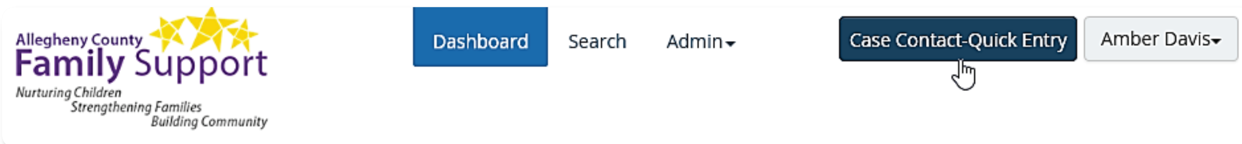
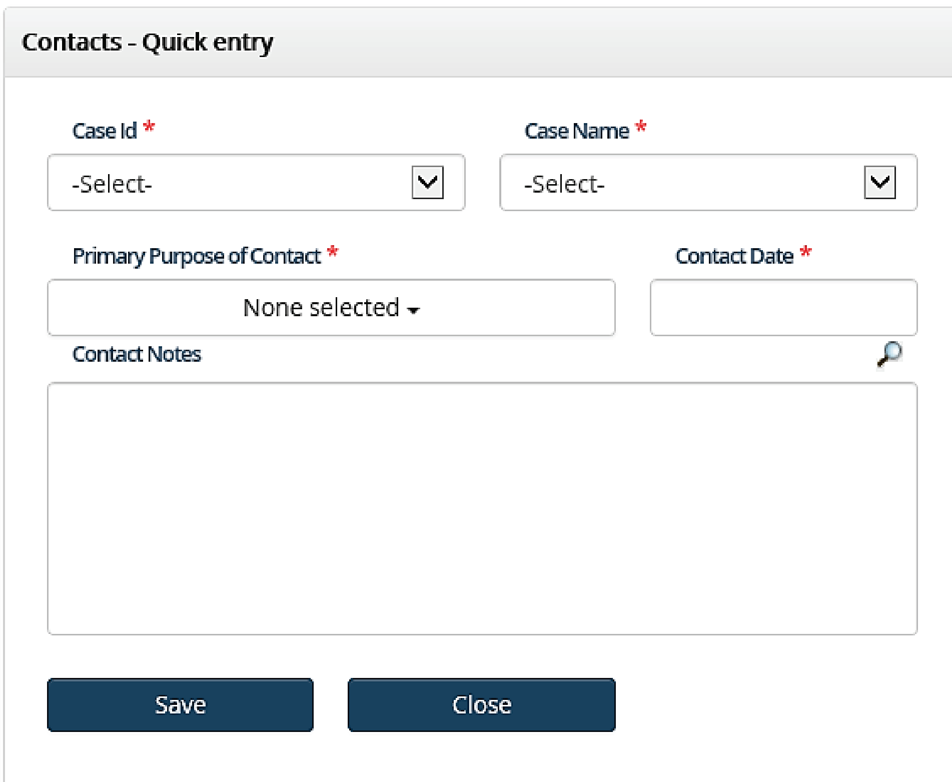
# Case Contact–Quick Entry – FSC Job Aid

The *Case Contact–Quick Entry* button can be found at the top of every screen and can be used to quickly start a Contact that has already occurred or is scheduled to occur.

## Contacts



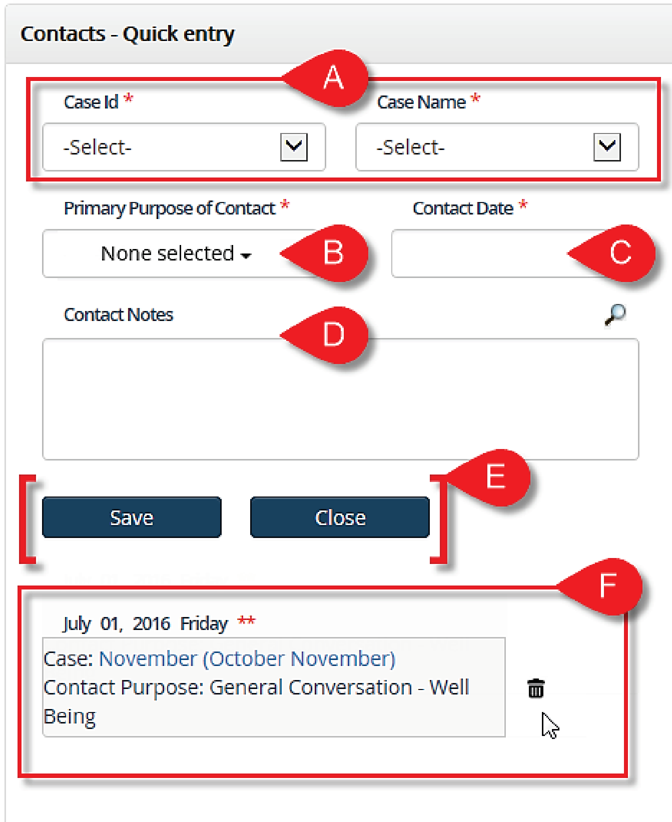




## Navigation

1. The **Case Contact - Quick Entry** button can be found at the top of every screen.

## *Case Contact – Quick Entry pop-up*

1. Click **Case Contact – Quick Entry** to open the pop-up.




a. Start by selecting either the *Case ID* or the *Case Name*. When one drop-down is selected the other drop-down will automatically fill in. The Case Name drop-down includes the name of the Participant in paretheses after the name of the case for easy identification.

b. *Purpose of Contact*: Select all of the purposes that apply to this contact.

> ***Important Note:*** *Selecting "Approved Home Visiting Model" will allow this contact to be tracked properly for* ***Home Visiting*** *reporting purposes.*

c. Enter the *Contact Date*.

d. *Contact Notes* can be entered but this field is not required in order to save the Quick Entry.

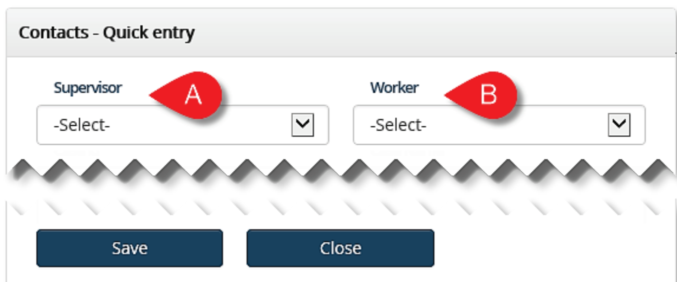
e. Click **Save** to add to the Quick Contact grid. Clicking **Close** will close the Quick Entry pop-up. Any information that was not already saved will be lost.

f. Contacts started in the *Case Contact–Quick Entry* pop-up will remain in the *Quick Entry* pop-up grid until the Contact is completed in Tracking > Contacts.

   i. To delete a Contact from the *Quick Entry* grid, move the mouse cursor to the right of the contact; the Delete Icon [ ] will appear. Click on the to delete the Quick Contact.

> ***IMPORTANT NOTE:*** *There is no Delete Confirmation pop-up when deleting a Quick Entry contact.*

2. Supervisors and Managers: Supervisors and Managers will have two additional drop-downs at the top of the *Case Contact–Quick Entry* pop-up before a *Case ID* or *Case Name* can be selected:




a. *Supervisor*: Select the Supervisor of the worker assigned to the case.

b. *Worker*: Select the Worker assigned to the case.

> ***TIP:*** *To view Cases directly assigned to a Supervisor, select the Supervisor's Name under* Supervisor *and "My Cases" under* Worker*.*

## For more information…

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access I-Service, go to: https://servicedesk.alleghenycounty.us

This and other Job Aids can be found at: http://s3.amazonaws.com/dhs-application-support/index.htm