



Admin – ITM Job Aid

The *Admin* screen allows Admin users to update system email preferences and transfer workloads.

Admin screen



Dashboard Search **Admin**

Jane Smith ▾

Admin Setup

Email Configuration

From Email Address *	<input type="text"/>
Send for Print *	<input type="text"/>
Crisis Referral Notification *	<input type="text"/>

Save

Workload Transfer

Transfer From *	<input type="text" value="-Select-"/>
Transfer To *	<input type="text" value="-Select-"/>

Transfer

Navigation

1. The **Admin** button can be found at the top of every ITM screen for users who have Admin access. Clicking on the **Admin** button will navigate the user to the *Admin* screen.



Email Configuration

1. Email Configuration:

The screenshot shows a web form titled "Email Configuration". It contains three text input fields, each with an asterisk indicating a required field. The fields are labeled "From Email Address *", "Send for Print *", and "Crisis Referral Notification *". Below the fields is a dark blue button labeled "Save".

- From Email Address*: Enter the email address of the person whose email should appear in the "From" field on the Invite and Action Plan emails that are sent from the ITM system.
- Send for Print*: Enter the email address of the clerical staff who should receive the emails containing the Invites and Action Plans that are to be printed and mailed out.
- Crisis Referral Notification*: Enter the email address of the person who should receive the email notification that occurs when a Crisis Referral is received in ITM.
- Click  to update the Email Configuration.

2. Workload Transfer: An ITM user's full list of assigned Referrals can be transferred to another user via the Workload Transfer process.

The screenshot shows a web form titled "Workload Transfer". It contains two dropdown menus, each with an asterisk indicating a required field. The dropdowns are labeled "Transfer From *" and "Transfer To *". Below the dropdowns is a dark blue button labeled "Transfer".

- Transfer From*: Select the user whose workload is to be transferred from the drop-down.
- Transfer To*: Select the user who is to receive the workload from the drop-down.
- Click  to complete the Workload Transfer.

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 the Self Service Tool go to <http://servicedesk.alleghenycounty.us>