

Alerts

Contents

Introduction	2
Alerts in the Work Tray	2
Viewing Alerts	2
Details Link	3
Alert Completed	4
All Alerts Completed	4
Reassign Alert	4



Introduction

This guidance will describe the process for managing Alerts.

Alerts are used to inform users about any specific events that have taken place and generate an **Alert Task** in a User's work tray.

There are various types of alert task generated in LCS. The process for managing them is the same.

Alerts in the Work Tray

Alerts appear in a User's worktray. All alert tasks are indicated by a 🔺 symbol.

Liquidlogic TRAIN		Home Tiles	Help Mei	nu 🔻 System 🔻	Find 🔻	Tony Worker 🔻	Q,
User Tony Worker Team 5	👲 (Task Trays	₩ ЕНМ				
All Empty 🔻 🔍 🖡	Group By: Date Task I	Priority Person Address	Referral G	roup Order By: S	Start Date	Due Date Time	eframe Subject Priority 🛛 🖬
Lony Worker 16	Today (2)	Person		Task Description			
< Tony Manager 1 Puty Tray 61	14-Jan-2020 🚥	Casenote, Baby 1 yr	A	Significant Even	nt - This ch sessment -	ild's Case Note inv - Please do Soci	volvement on 07-Jan-202 al Work Assessment fo
	2019 (11)	Person		Task Description			
	31-Dec-2019 FGC	Allegation, Amanda 6 yrs	5 A	Child's Demogr	aphics Up	dated - This child	l's Name has been modifie
	30-Dec-2019	Casellote, baby 1 yi		CLA - Create CL	A Care Pla	an	IS Address has been modi
	30-Dec-2019			CLA - Current E	pisode of	Care	
	30-Dec-2019 BLA	Casenote, Jimmy 6 yrs		CLA - Create Le	gal Status	and Placement	:
	16-Dec-2019 CLA	Casenote, Baby 1 yr		CLA - Arrange C	CLA Review	v Meeting	
	16-Dec-2019			CLA Review Me	eting - Wr	ite Review Mee	ting Worker's Report
	29-Nov-2019 FGC	Allegation, Amanda 6 yrs	5	Social Work As	sessment ·	Please do Soci	al Work Assessment fo
	27-Nov-2019	Cptest2, Unborn ≈ 3 wk	s 🔺	Case Notes - Th	is child's Ca	ise Note involvem	ent on 07-Nov-2019 has
	27-Nov-2019	Cptest2, Annabelle \approx 7 y	/rs 🔺	Case Notes - Th	is child has	been added to a	Case Note by Tony Anagn

The are many different Alert Types in LCS and all are managed in the same way.

Viewing Alerts

To view an Alert, click on the **Task Description** for the alert.

Liquidlogic TRAIN		Home	Tiles Help	Menu 🔻	System 🔻	Find 🔻	Tony Worker 🔻 🔍		
User Tony Worker Team 5		Task Trays							
All Empty 🔻 🔍 🖡	Group By: Date	Task Priority Person	Address Refe	rral Group	Order By: S	tart Date	Due Date Timefram	e Subject Priority	
Lony Worker 16	Today (2)	Person		Tas	Description				
< Tony Manager 1	14-Jan-2020	Casenote, Bab	oy 1 yr	A Sig	nificant Ever	t This ch	nild's Case Note involve	ment on 07-Jan-202	

You'll be taken to an information page relating to the Alert where there will be a few options.

REF: LCSALERTS V1.0





Details Link

Each alert gives you the opportunity to access the part of the child's record that it relates to. This is always the top link in the list of actions.

The alert example below relates to a change made to the child's basic demographics. Clicking on the link takes you to the child's basic demographics screen.



The next example indicates that a Significant Event has been recorded in a Case Note. Clicking the link will take you to the Case Notes screen to view the Case Note.



Each task has its own link and will take you to the relevant part of the record.

REF: LCSALERTS V1.0



Alert Completed

After viewing details of the alert, you can confirm that you have finished with it by clicking the link **Alert Completed**.



A message window will appear asking you to confirm this. Click **OK** to confirm.



The alert task will be closed and removed from your work tray.

All Alerts Completed

This link will complete **all** alert tasks in your worktray. Once clicked, you will need to confirm, this action.



Once completed, all alert tasks will be removed from your work tray.

NOTE: Use this option with caution as there is a risk you will remove an alert task that you have not yet viewed.

Reassign Alert

Alert tasks can be reassigned to other LCS Users and team work trays.

Click the link **Reassign Alert**.



View Case Note
Alert Completed
All Alerts Completed
Reassign Alert

Click on the \times icon next to your name to remove it.



A **User Chooser** field will appear where you can type in the name of the User or Team that need to have the alert task. Alternatively, you can click on the sicon next to it to access the Address Book.



NOTE: For details on how to use the Address Book and User Chooser, please consult the relevant guidance document.

Once you have selected the relevant User or Team to receive the alert task, click the **Update** button.



iquidlog	C TRAIN	Home (1) 🔻	Tiles	Help	Menu 🔻	System
Update Cano	el - Update: Alert for Child, c	reated 14-Jan-2020 11:2	24			
Update Alert	for Child, created 14-Jan-202	0 11:24				
Alert Deta	ils					
Date Issued Subject Description	14-Jan-2020 11:24 Significant Event This child's Case Note involver	ment on 07-Jan-2020 ha	s been u	odated b	y Tony Man	ager
Assignme	ent of this Alert					
Assigned 🚨	Duty Tray 🗙					
2	changed from Tony Worker	\triangleright				

The task will now be reassigned to the chosen User/Team work tray.

Alert for Chil	d, created 14-Jan-2020 11:24
Alert Deta	ails
Date Issued	14-Jan-2020 11:24
Assigned	Duty Tray
Subject	Significant Event
Description	This child's Case Note involvement on 07-Jan-2020 has been updated by Tony Manager
View Case	Note

The alert task will be removed from your worktray.