

Alerts

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Introduction

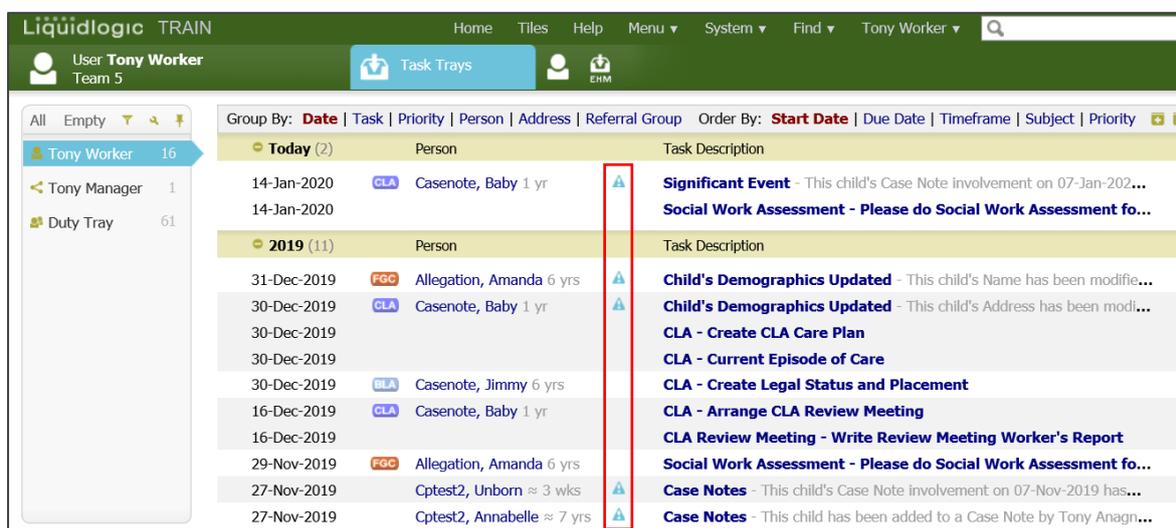
This guidance will describe the process for managing Alerts.

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

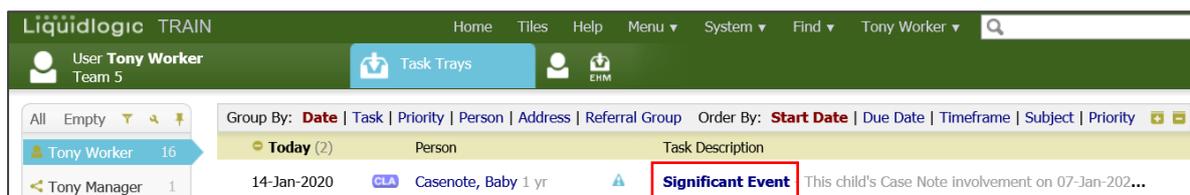
Alerts appear in a User's worktray. All alert tasks are indicated by a  symbol.



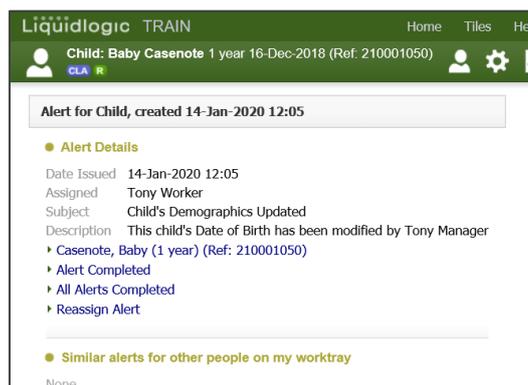
There are many different Alert Types in LCS and all are managed in the same way.

Viewing Alerts

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



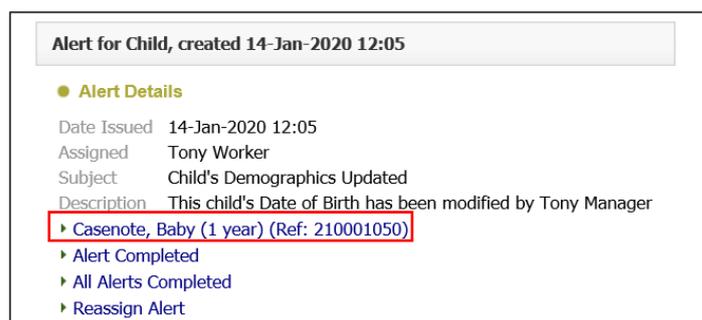
You'll be taken to an information page relating to the Alert where there will be a few options.



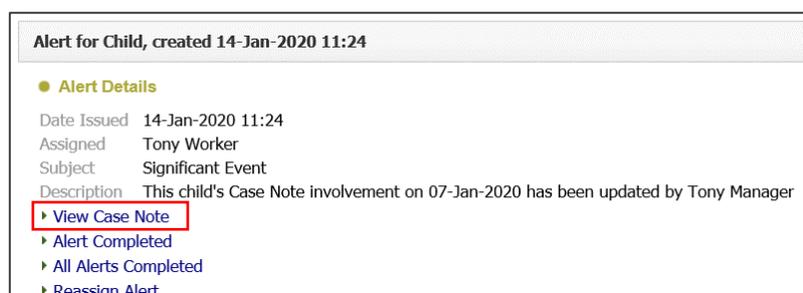
Details Link

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.



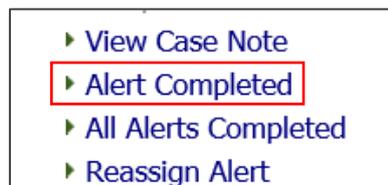
The next example indicates that a Significant Event has been recorded in a Case Note. Clicking the link will take you to the Case Notes screen to view the Case Note.



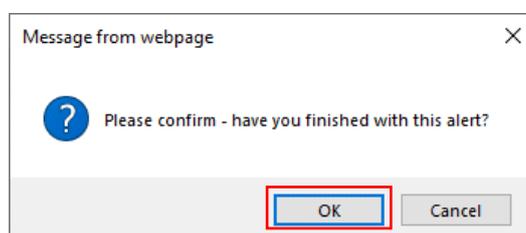
Each task has its own link and will take you to the relevant part of the record.

Alert Completed

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



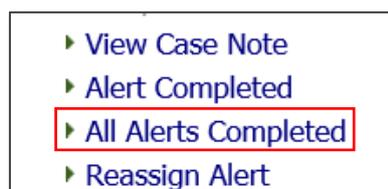
A message window will appear asking you to confirm this. Click **OK** to confirm.



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.

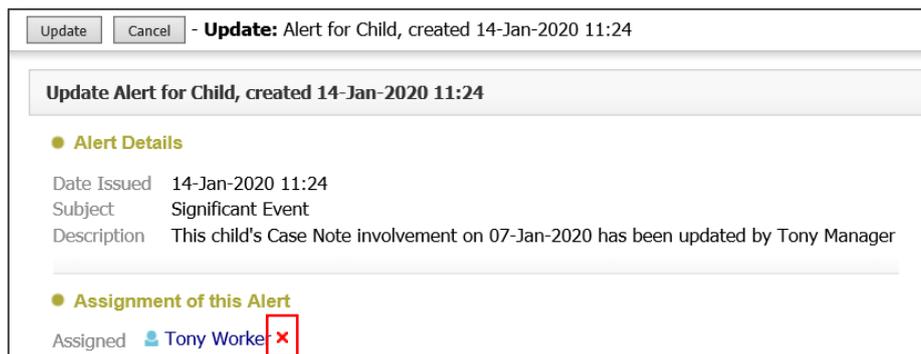
Reassign Alert

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 **✖** icon next to your name to remove it.



Update Cancel - **Update:** Alert for Child, created 14-Jan-2020 11:24

Update Alert for Child, created 14-Jan-2020 11:24

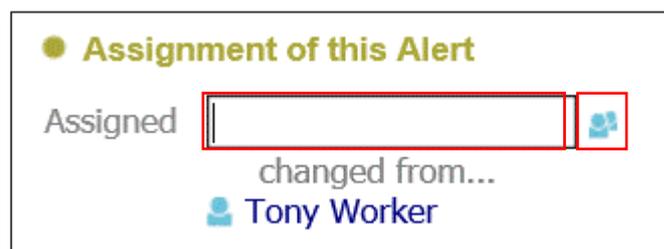
● **Alert Details**

Date Issued 14-Jan-2020 11:24
Subject Significant Event
Description This child's Case Note involvement on 07-Jan-2020 has been updated by Tony Manager

● **Assignment of this Alert**

Assigned  Tony Worker **✖**

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  icon next to it to access the Address Book.



● **Assignment of this Alert**

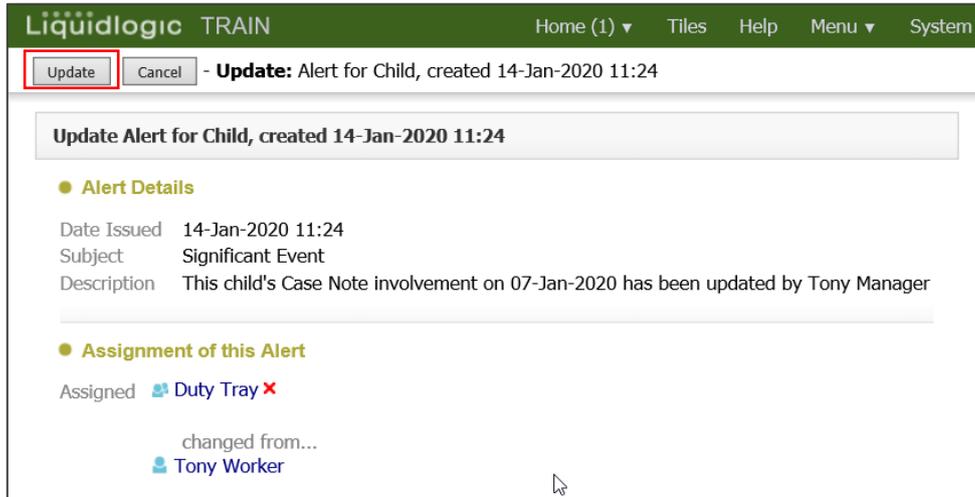
Assigned 

changed from...

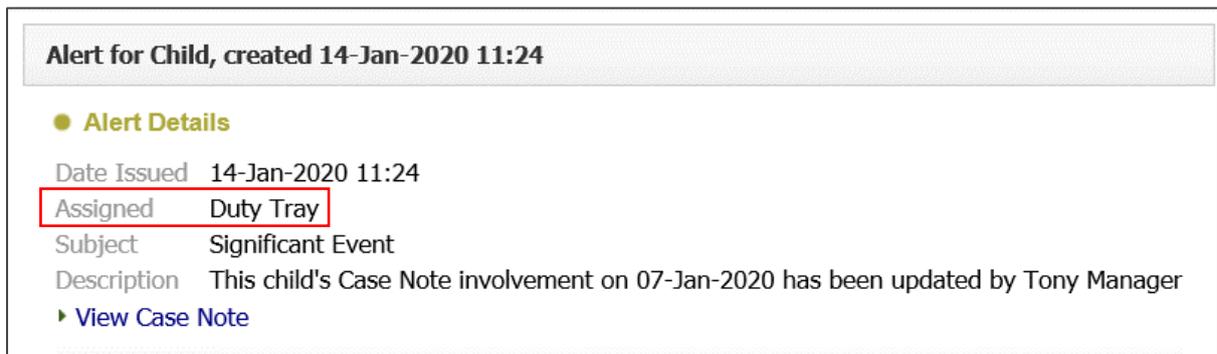
 Tony Worker

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.



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



The alert task will be removed from your worktray.