



Date: September 7, 2016

DHCAA Operations Memo 16-26

Amended January 25, 2017

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
FSET Agencies
W-2 Agencies
Workgrouse Development Boards
Job Center Leads and Managers
Child Care Coordinators

Affected Programs:	
<input checked="" type="checkbox"/> BadgerCare Plus	<input checked="" type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> Child Care	<input checked="" type="checkbox"/> FoodShare
<input checked="" type="checkbox"/> FoodShare Employment and Training	<input checked="" type="checkbox"/> SeniorCare
<input checked="" type="checkbox"/> Medicaid	<input checked="" type="checkbox"/> SeniorCare
<input checked="" type="checkbox"/> Wisconsin Works	

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Health Care Access and Accountability

New Software for Accessing Documents in the Electronic Case File

CROSS REFERENCE

Electronic Case File Handbook, [Chapter 1 Viewing the ECF](#)

EFFECTIVE DATE

~~September 24, 2016~~ February 11, 2017

PURPOSE

This Operations Memo announces that the Wisconsin Department of Health Services (DHS) is upgrading and replacing the software used to access documents in the Electronic Case File (ECF).

BACKGROUND

Documents associated with cases in CARES Mainframe and CARES Worker Web (CWW) are stored in an electronic document repository called the ECF. Currently, when workers access the ECF, software called eClient allows workers to search for, view, edit, export, and delete documents based on their security access level.

On ~~September 24, 2016~~ February 11, 2017, DHS is upgrading and replacing eClient with new software called Navigator. Navigator will continue to allow workers to search for, view, edit, export, and delete documents based on their security access level.

POLICY

There are no policy changes associated with this Memo.

NAVIGATOR

With the implementation of Navigator, the ECF interface will look different; however, the overall functionality of the ECF will remain the same. For example, sessions will continue to time out after 30 minutes of inactivity, but workers can log back in and be directed to the page that they last accessed. The permission and security access levels for accessing the ECF will also remain the same.

Navigator information will be added to the Electronic Case File Handbook on ~~September 26, 2016~~ **February 13, 2017**. Workers can sign up at www.dhs.wisconsin.gov/em/signup.htm to be notified that the Electronic Case File Handbook has been updated.

ACCESS

Workers who already have access to the ECF can continue to access the ECF through the ECF link on the [Income Maintenance/Workforce Development Systems Gateway page](#). If a worker needs access to the ECF, the security officer for the county should complete a [CARES Automated Systems Access Request](#) (F-00476) and send it to DHS CARES Security.

After clicking the ECF link, workers will be directed to a new login page. (If they have not already logged into CWW or the ECF that day, workers may first be required to log in using their WAMS ID and password.) Workers should enter their RACF ID, also known as a Host on Demand and/or CARES Mainframe ID, and password and click **Log In**.

You are about to access a State of Wisconsin computer system. This is a restricted computer system for authorized users only. All equipment, systems, services, and software connected to this system are intended only for official business use of the State of Wisconsin, and may contain U.S. Government information. All data contained on this system is owned by the State of Wisconsin. The State of Wisconsin reserves the right to audit, monitor, record and/or disclose all transactions and data sent over this system in a manner consistent with State and federal law.

Use of this system by any user, authorized or unauthorized, constitutes consent to monitoring, recording, reading, copying, or capturing and disclosure of data and transactions by authorized personnel. Only software and/or hardware approved, scanned, and licensed for State of Wisconsin use is permitted on this system.

Any illegal, unauthorized use or modification of the State of Wisconsin data, equipment, systems, services, or software by any person(s) is prohibited and may be subject to civil or criminal prosecution under state and/or federal laws, and may also result in disciplinary action where appropriate.

Welcome to CARES ECF - Electronic Case File - SYSTEMS

User name:

Password:

(c) Copyright 2012, 2014 IBM Corp. IBM and the IBM logo are trademarks of IBM Corporation, registered in many jurisdictions worldwide. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates. The Oracle Outside In Technology included herein is subject to a restricted use license and can only be used in conjunction with this application. This Program is licensed under the terms of the license agreement accompanying the Program. This license agreement may be either located in a Program directory folder or library identified as "License" or "Non-IBM-License", if applicable, or provided as a printed license agreement. Please read this agreement carefully before using the Program. By using the Program, you agree to these terms.

Figure 1 Login Page

Note: Passwords cannot be reset from the new login page; however, they can be reset through CARES Mainframe.

DOCUMENT SEARCH

After logging in, workers will be directed to the home page. In the left navigation pane on the home page, a list of predetermined searches, which were based on frequently performed worker searches, will be displayed.

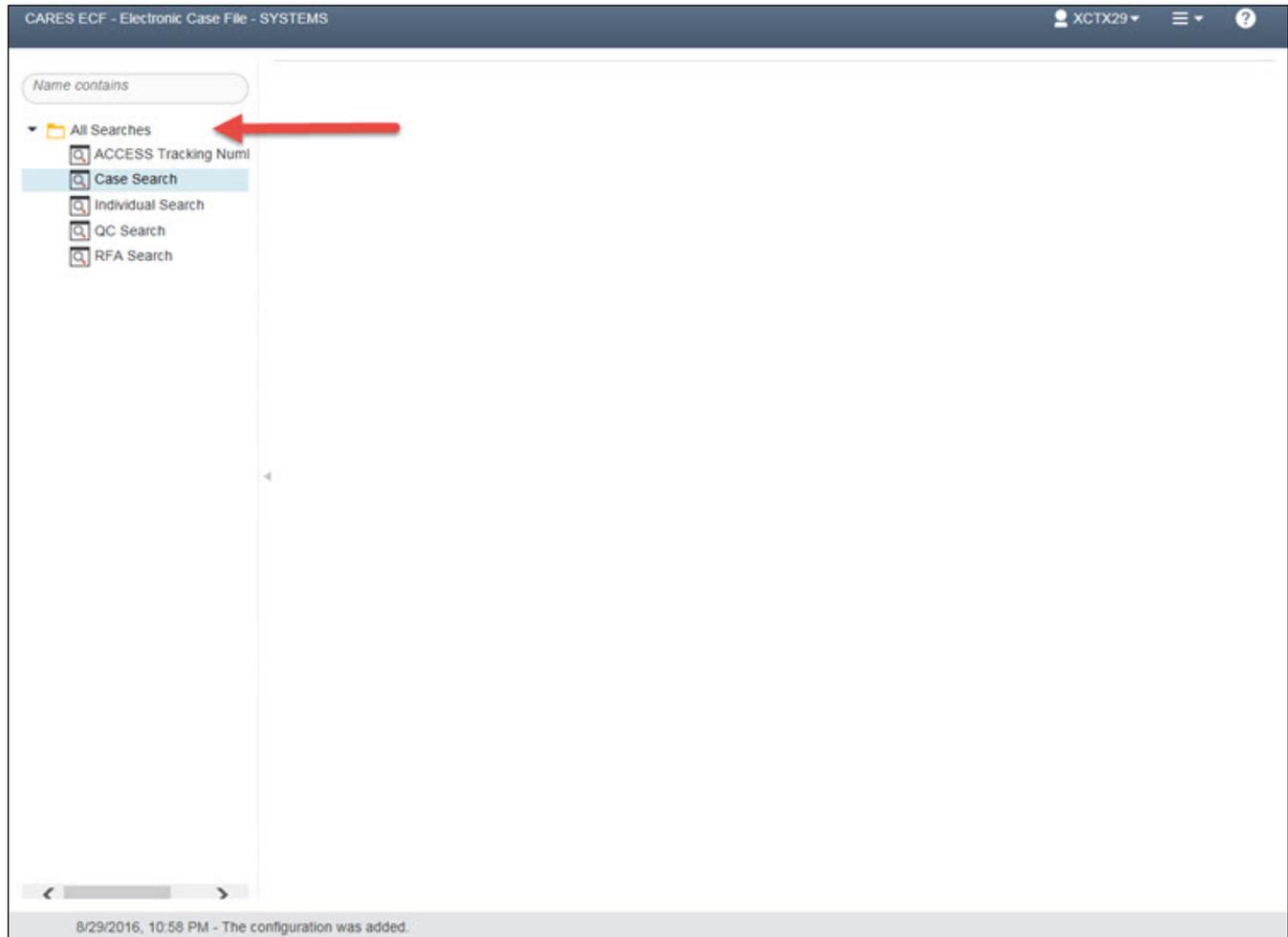


Figure 2 Home Page

The following searches will be available in Navigator:

- **ACCESS Tracking Number:** Allows workers to retrieve all documents related to the ACCESS tracking number.
- **Case:** Allows workers to retrieve all documents related to a specific case number.
- **Individual:** Allows workers to retrieve all documents related to a person based on that person's PIN or Social Security number.
- **QC:** Allows workers to retrieve all documents related to a particular batch based on the batch name, document ID, or index station ID.
- **RFA:** Allows workers to retrieve all documents related to a specific Request for Assistance (RFA) number.

Note: Additional searches will be available to people with administrative access.

Once workers select a search, they will be able to enter criteria to narrow their search. The following are some general search guidelines:

- Entering criteria in multiple fields will narrow the search results.
- Wildcard searches (searches that use a question mark or asterisk) cannot be performed.
- Ten-digit case numbers must be used.
- Searches using the document code are case-specific (see the [Electronic Case File Handbook, Section 1.5 Document List](#), for more information on document codes).
- The Equals drop-down menu will allow workers to further narrow search results. For example, workers can choose to search for a document scanned between a specific period of time.

Additional search guidelines and instructions will be available in the Electronic Case File Handbook on ~~September 26, 2016~~ **February 13, 2017**.

EXAMPLE SEARCH

Note: A case search is shown in the examples below. For all searches, workers will be able to search by document code and scan date.

To search for all the documents related to a specific case number, workers should click **Case Search** from the home page. The Case Search page will be displayed.

The screenshot displays the 'Case Search' interface within the 'CARES ECF - Electronic Case File - SYSTEMS' application. On the left, a sidebar lists search options: 'All Searches', 'ACCESS Tracking Numl', 'Case Search' (highlighted), 'Individual Search', 'QC Search', and 'RFA Search'. The main search area is titled 'Case Search' and includes the following fields and options:

- Search Criteria:** ItemTypes: ECF Documents, Search in: ECF, Search options: Current version, Property options: Match all
- Case Number:** ? Equals []
- Document Code:** ? Equals []
- Scanned Date:** ? Between [M/d/yyyy] and [M/d/yyyy]

At the bottom of the search area, there are buttons for 'Search', 'Reset', and 'Results Display', along with a checkbox labeled 'Keep search criteria open'. Below the search area is a section for 'Search Results', which is currently empty. The footer of the page shows the date and time: '8/29/2016, 11:02 PM - The configuration was added.'

Figure 3 Case Search Page

Workers should enter applicable criteria in the fields and click **Search**. Documents meeting the entered criteria will then be displayed in the “Search Results” section. A maximum of 250 documents can be returned for each search.

CARES ECF - Electronic Case File - SYSTEMS

Name contains

All Searches

- ACCESS Tracking Numl
- Case Search
- Individual Search
- QC Search
- RFA Search

Case Search x

Search Criteria: ItemTypes: ECF Documents Search in: ECF Search options: Current version Property options: Match all

Search Results

Refresh Actions

Showing results for: Case Search

	Document Code	Document Type	Received Date	Scanned Date	Case Number	Last Name
	CHG	Change Reporting Form	06/27/2016		0123456789	MILLERSSS
	APP	Applications (Non-CAF)			0123456789	
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	LIP	Life Insurance Policies	06/27/2016	6/27/2016	0123456789	MILLER
	UI	Unearned Income	06/27/2016	6/27/2016	0123456789	MILLER
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	APP	Applications (Non-CAF)		6/23/2016	0123456789	MILLER
	BNK	Bank Accounts	06/27/2016	6/15/2016	0123456789	MILLERSSS
	CCSU	CARES Case Summary	06/27/2005	6/27/2005	0123456789	MILLER

8/29/2016, 11:06 PM - You have access to 9 documents.

Figure 4 Search Results

By default, documents are sorted by their most recent scan date. Workers can click on a column header to sort results by that column or to change whether results are sorted in ascending or descending order.

Workers will also be able to view the search results in either a details or magazine view. By default, the search results will be displayed in the details view.

The screenshot shows the 'Case Search' interface. On the left is a sidebar with search options: 'All Searches', 'ACCESS Tracking Numi', 'Case Search', 'Individual Search', 'QC Search', and 'RFA Search'. The main area is titled 'Case Search' and includes search criteria: 'ItemTypes: ECF Documents', 'Search in: ECF', 'Search options: Current version', and 'Property options: Match all'. Below this is a 'Search Results' section with a 'Refresh' button and an 'Actions' dropdown. A table displays the search results, with the row for 'CCSU' (CARES Case Summary) highlighted. A red arrow points to a view toggle icon (three horizontal lines) in the top right corner of the results area.

	Document Code	Document Type	Received Date	Scanned Date	Case Number	Last Name
	CHG	Change Reporting Form	06/27/2016		0123456789	MILLERSSS
	APP	Applications (Non-CAF)			0123456789	
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	LIP	Life Insurance Policies	06/27/2016	6/27/2016	0123456789	MILLER
	UI	Unearned Income	06/27/2016	6/27/2016	0123456789	MILLER
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	APP	Applications (Non-CAF)		6/23/2016	0123456789	MILLER
	BNK	Bank Accounts	06/27/2016	6/15/2016	0123456789	MILLERSSS
	CCSU	CARES Case Summary	06/27/2005	6/27/2005	0123456789	MILLER

8/29/2016, 11:06 PM - You have access to 9 documents.

Figure 5 Details View

To switch to the magazine view, workers can click the bulleted icon on the top right side of the “Search Results” section.

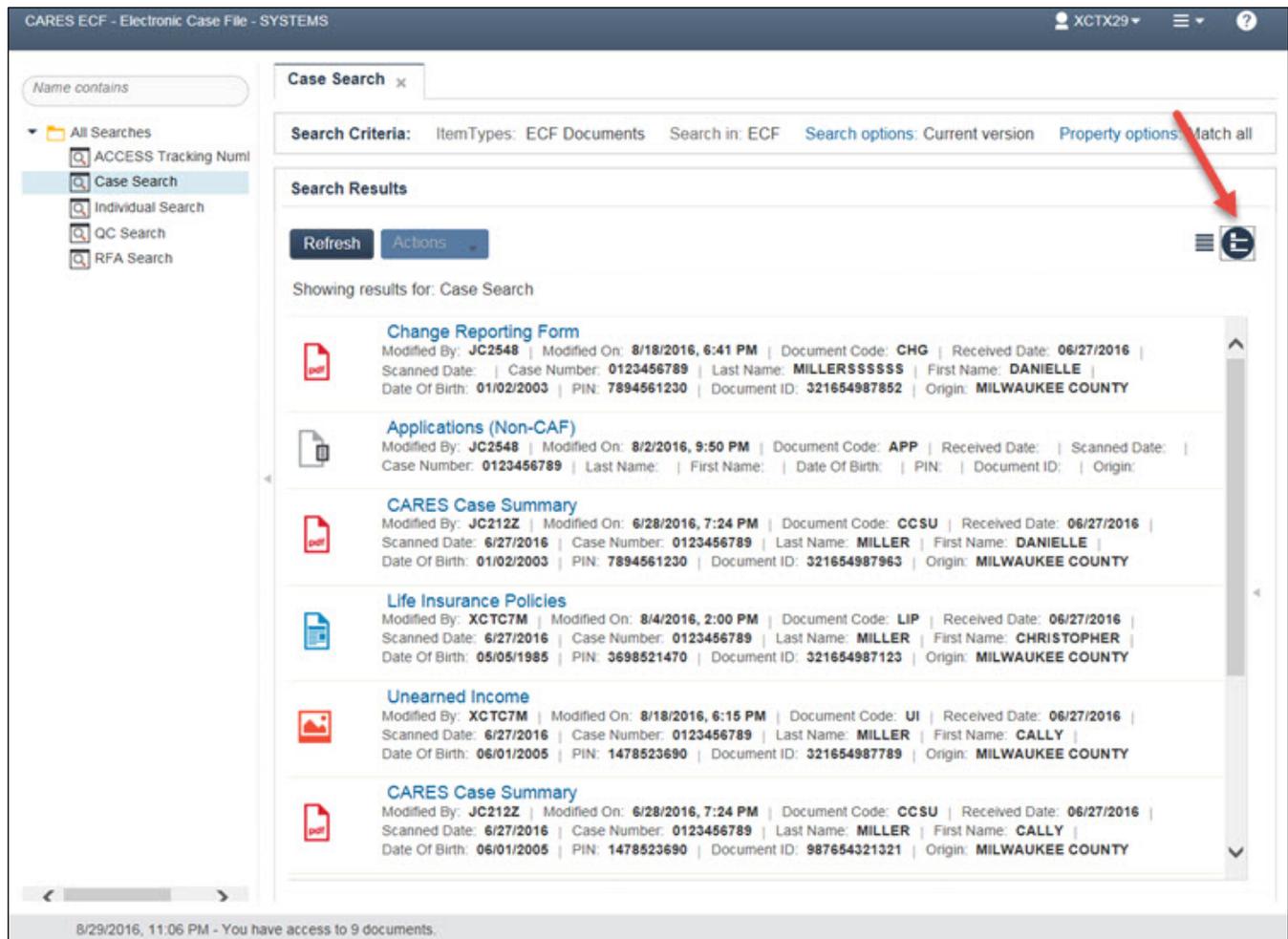


Figure 6 Magazine View

At the bottom of the page, a banner will indicate the number of search results that were returned.

The screenshot displays the 'Case Search' interface within the 'CARES ECF - Electronic Case File - SYSTEMS' application. The search criteria are set to 'ItemTypes: ECF Documents' and 'Search in: ECF'. The search options are 'Current version' and 'Property options: Match all'. The search results are displayed in a table with the following columns: Document Code, Document Type, Received Date, Scanned Date, Case Number, and Last Name. The results show 9 documents, including Change Reporting Forms, Applications (Non-CAF), CARES Case Summaries, Life Insurance Policies, Unearned Income, and Bank Accounts. A red arrow points to a banner at the bottom of the page that reads '8/29/2016, 11:06 PM - You have access to 9 documents.'

Document Code	Document Type	Received Date	Scanned Date	Case Number	Last Name
CHG	Change Reporting Form	06/27/2016		0123456789	MILLERSSS
APP	Applications (Non-CAF)			0123456789	
CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
LIP	Life Insurance Policies	06/27/2016	6/27/2016	0123456789	MILLER
UI	Unearned Income	06/27/2016	6/27/2016	0123456789	MILLER
CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
APP	Applications (Non-CAF)		6/23/2016	0123456789	MILLER
BNK	Bank Accounts	06/27/2016	6/15/2016	0123456789	MILLERSSS
CCSU	CARES Case Summary	06/27/2005	6/27/2005	0123456789	MILLER

Figure 7 Results Banner

Workers can single click on a result to open a Properties window that contains information about the document.

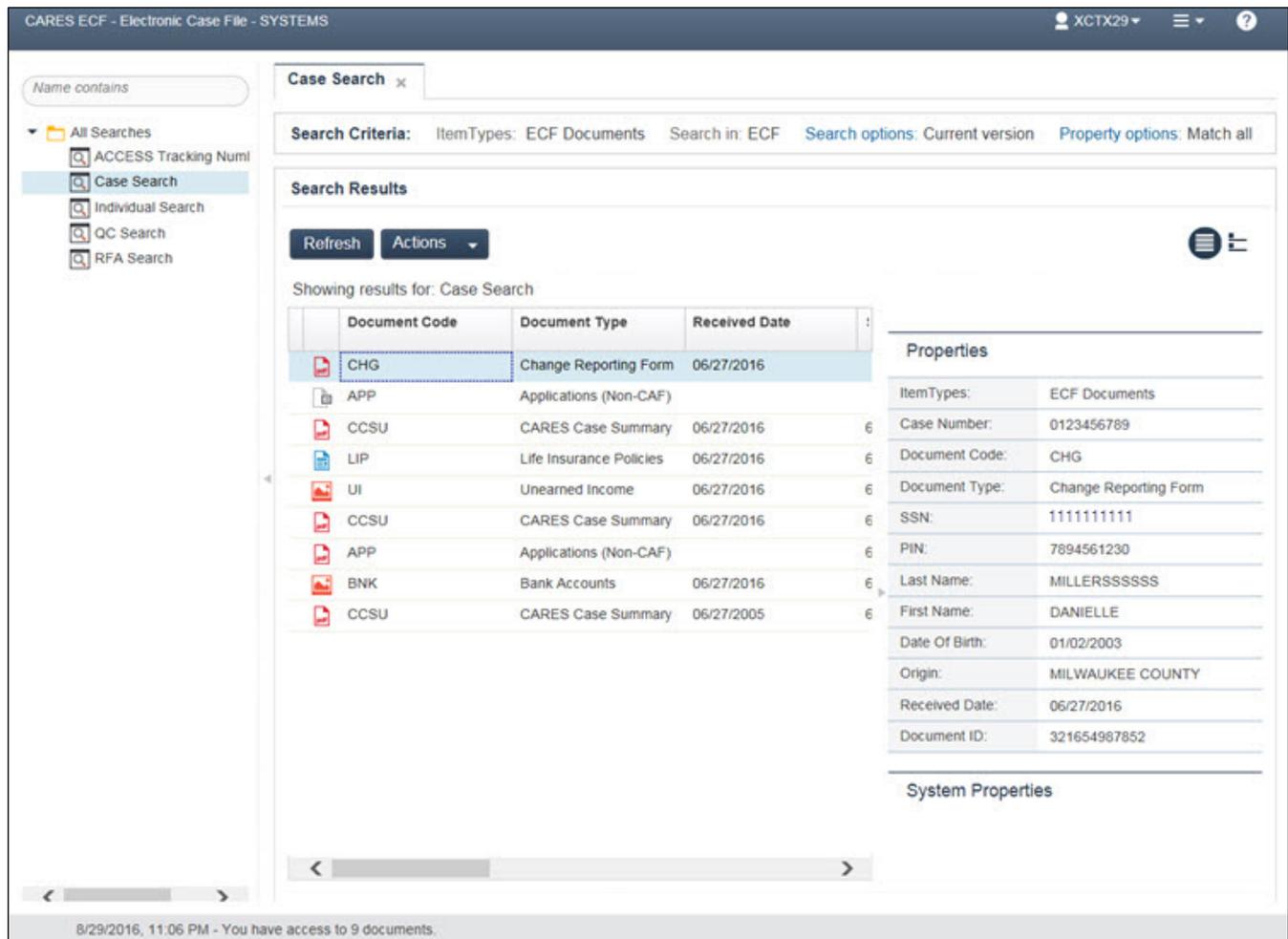


Figure 8 Properties Window

Workers can double click on a result to open it in a new window. The result's file type will determine the program in which it opens. Microsoft Word files will open in the internet browser, PDF files will open in Adobe Reader, and images will open in Daeja ViewONE, Navigator's document viewer. This Memo will only describe Daeja ViewONE functionality; the format and toolbars of the other programs may differ.

To open more than one document at a time, workers should press **Ctrl**, click on multiple documents, and select **Open** from the Actions drop-down menu or right click and select **Open**.

DAEJA VIEWONE

In Daeja ViewONE, workers can modify how the document displays (for example, rotate the document), navigate between documents, or print the document.

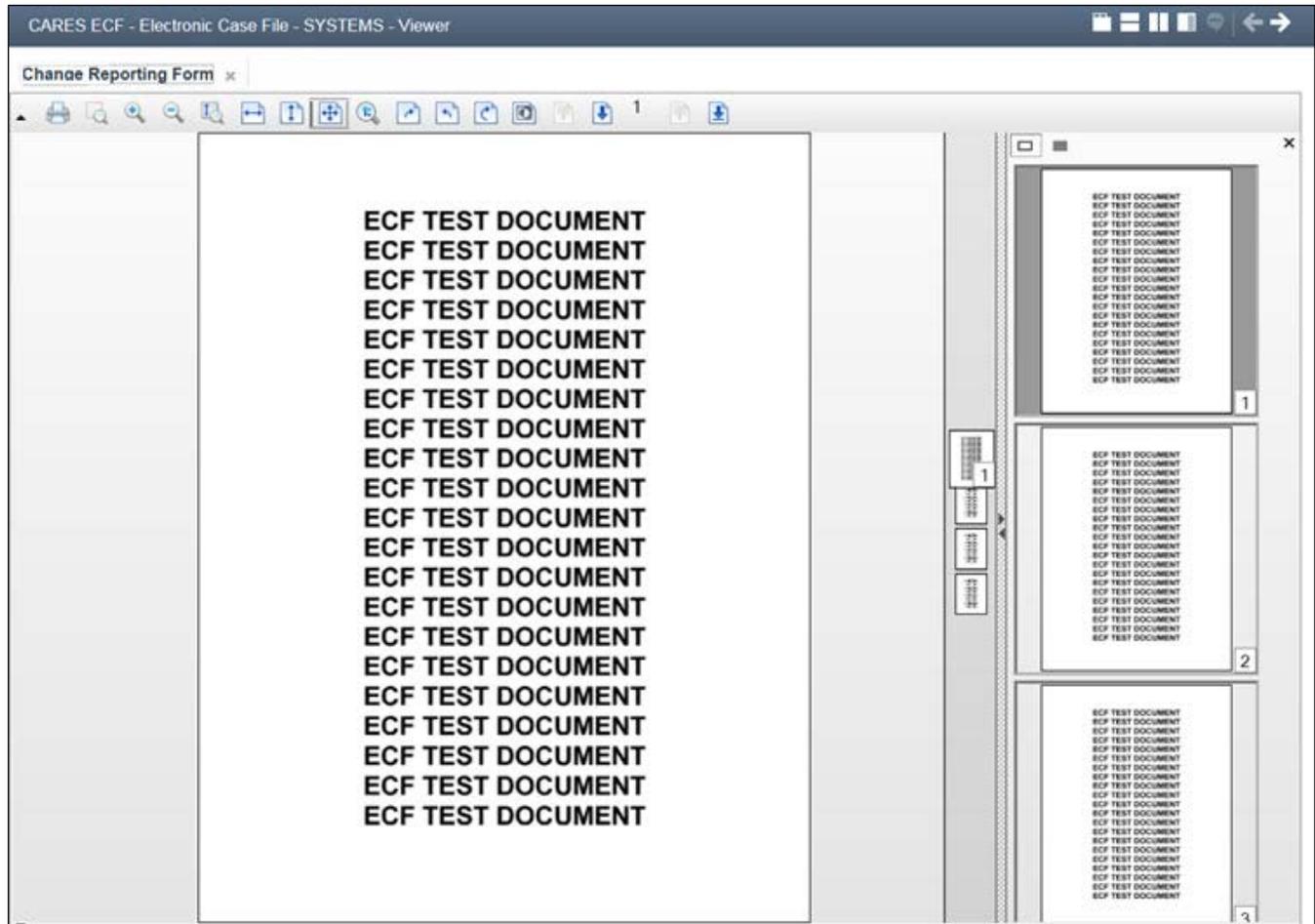


Figure 9 Document Displaying in Daeja ViewONE

TABBED VIEW

Workers will be able to have multiple documents open at the same time in Daeja ViewONE. The first time a worker clicks on a search result, it will open in a new window. Each subsequent result that a worker clicks will open in a new tab.

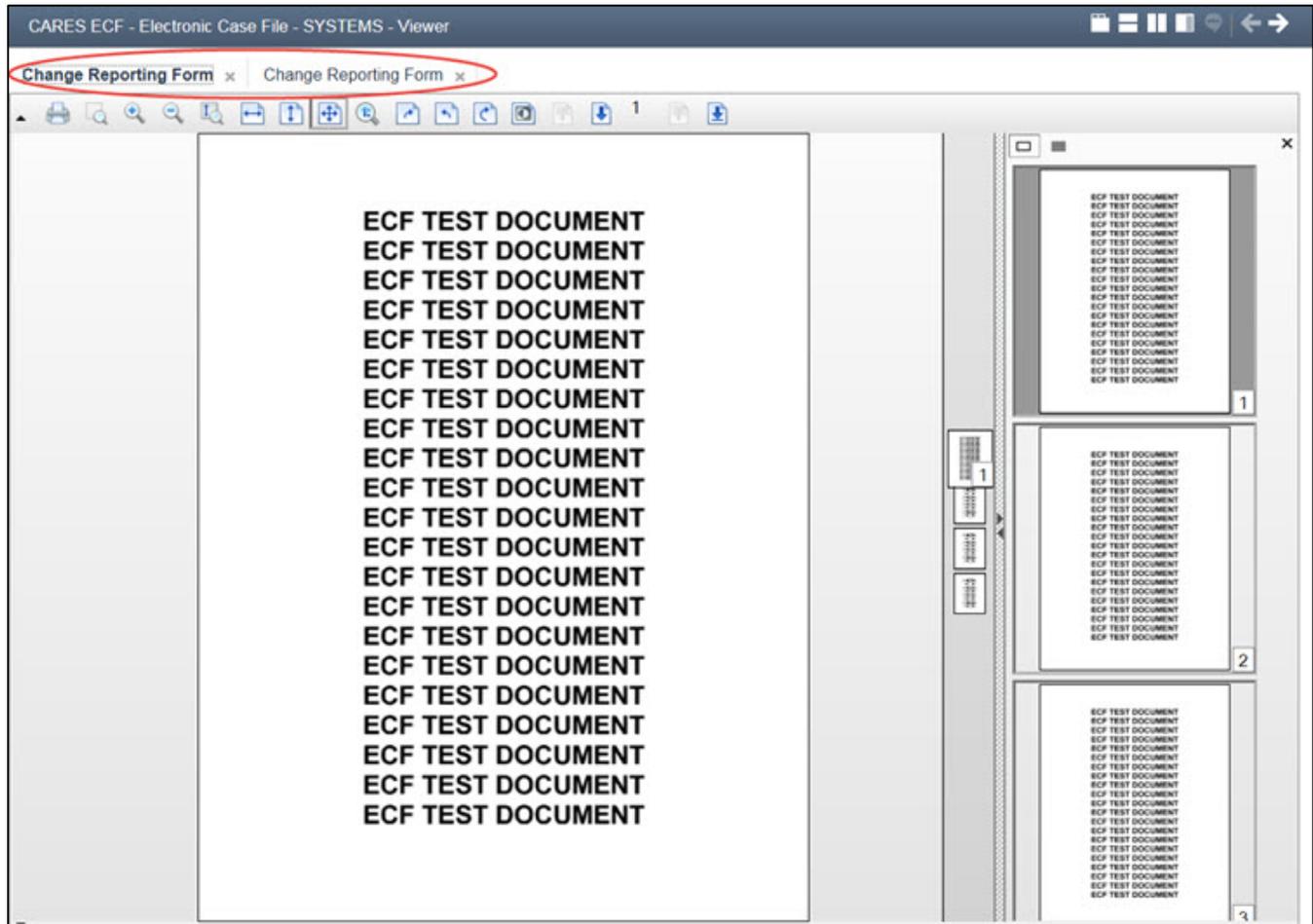


Figure 10 Tabbed View in Daeja ViewONE

Workers can navigate between the different results by clicking a tab. To close just one result, workers can click the x next to the document name in the tab.

PRINTING DOCUMENTS

Documents in Daeja ViewONE will need to be printed individually; multiple documents cannot be printed simultaneously.

To print a document, workers can click the print icon on the Daeja ViewONE toolbar.

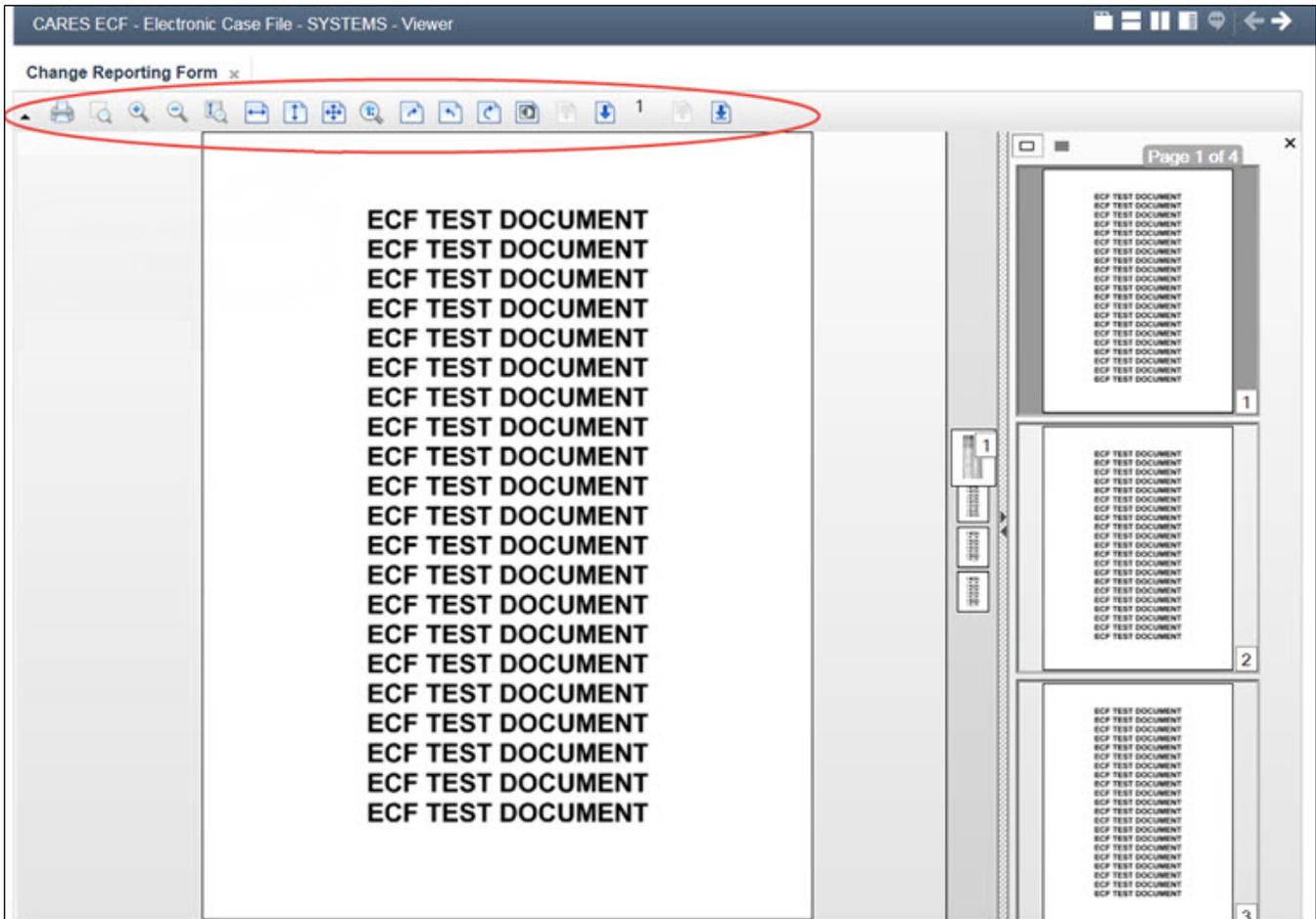


Figure 11 Daeja ViewONE Toolbar

The Print dialog box will be displayed.

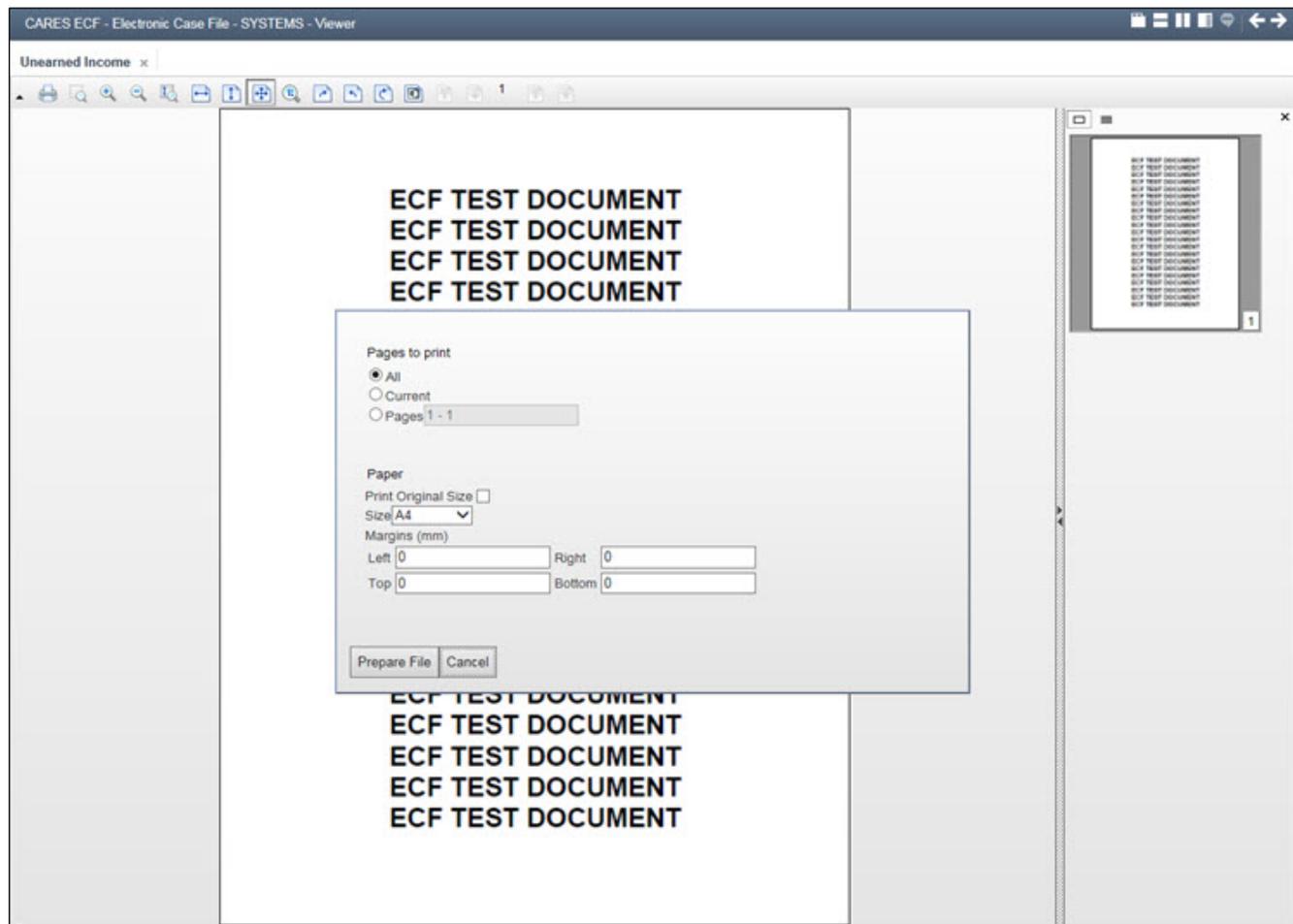


Figure 12 Print Dialog Box

Workers can select the pages they would like to print, adjust the margin size, and/or adjust the page layout before printing. When ready to print, workers should click **Prepare File**. A second dialog box will open. Workers should then click **Print** to print the document.

CLOSING DAEJA VIEWONE

To close Daeja ViewONE, workers should click the red x in the top right corner of the screen. The CARES ECF browser window will remain open.

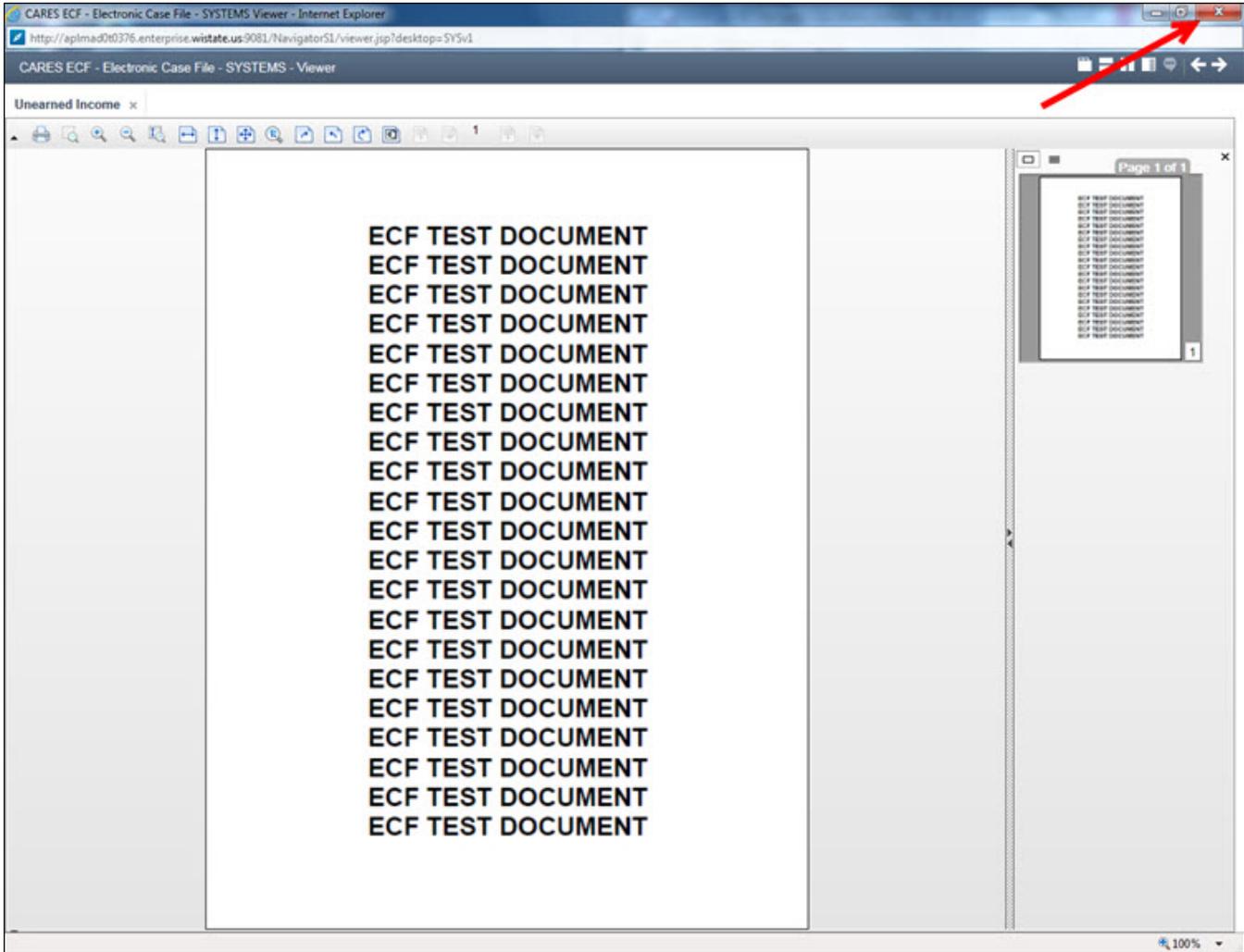


Figure 13 Closing Daeja ViewONE

ELECTRONIC CASE FILE VIEWER TOOLBAR

The toolbar at the top of all the document viewers provides workers with additional viewing functionality and document information.



Figure 14 Electronic Case File Viewer Toolbar

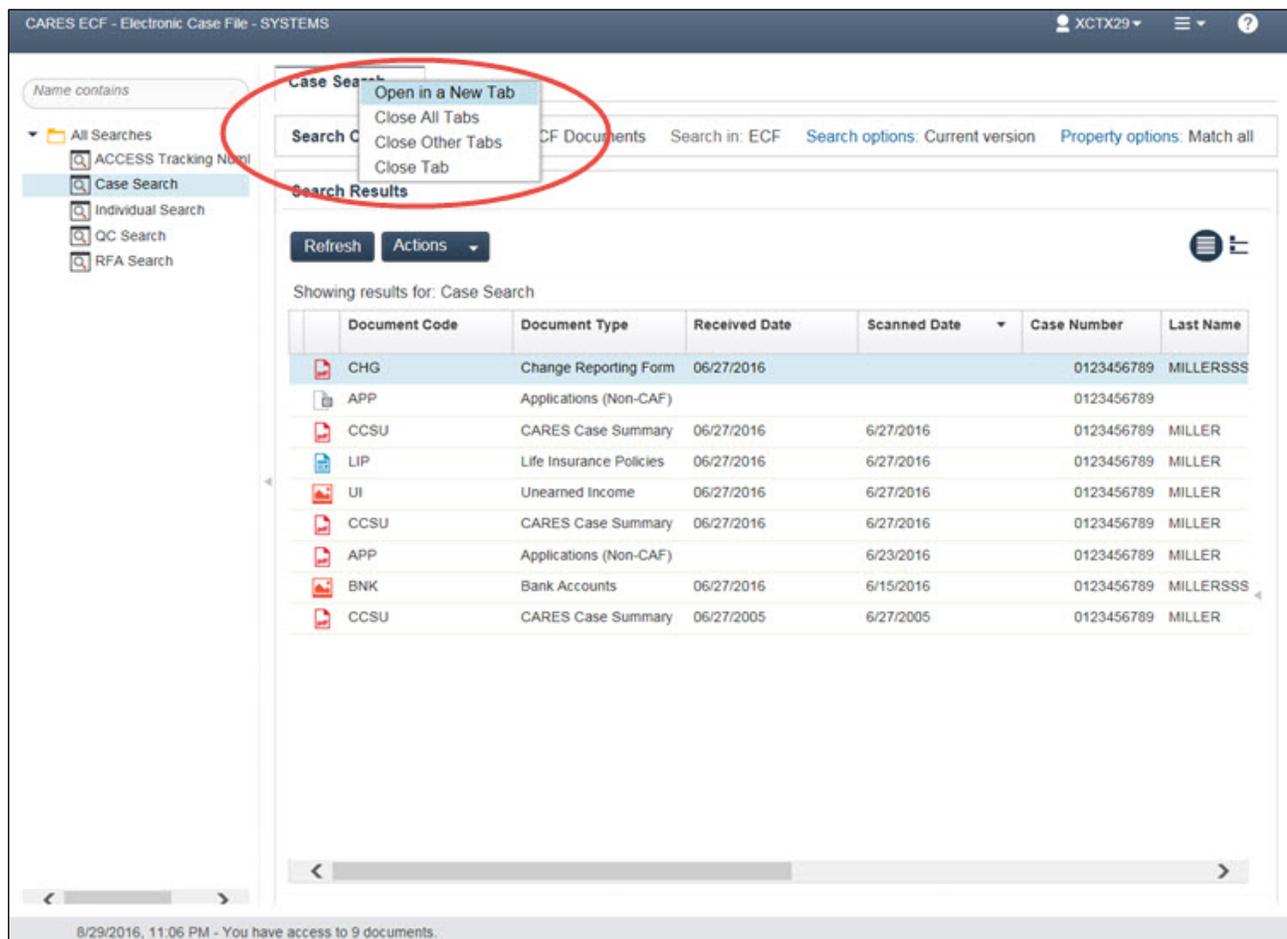
The toolbar has the following options:

- **View as Tabs:** Allows workers to view only the current image in the document viewer (default view).

- **Split panes top and bottom:** Allows workers to split the viewer into two screens, one on the top and one on the bottom, to compare any two documents that were returned in the search results (for example, workers could view page one of a bank statement on the top screen and page 60 of a correspondence document on the bottom screen).
- **Split panes left and right:** Allows workers to split the viewer into two screens, one on the right and one on the left, to compare any two documents that were returned in the search results.
- **View properties:** Allows workers to view all the document properties, such as case number, document code, and document type (displays the same information as the Properties window on the Search page).
- **Note log:** Allows workers to view notes added directly to the document. (Note logs should not be used. All notes related to the document should be detailed in the case or PIN comments in CWW).
- **Previous and next document:** Allows workers to switch between documents. Clicking the back arrow takes workers to the previous search result and clicking the forward arrow takes workers to the next search result.

MULTIPLE OPEN SEARCHES

Multiple searches can be open at the same time. To open an additional search, workers should right click on the tab of the current search and select **Open in a New Tab**.



The screenshot displays the 'CARES ECF - Electronic Case File - SYSTEMS' application. The interface includes a search bar, a sidebar with search options, and a search results table. A red circle highlights the 'Case Search' tab, which has a context menu open over it. The context menu options are: 'Open in a New Tab', 'Close All Tabs', 'Close Other Tabs', and 'Close Tab'. The search results table shows the following data:

	Document Code	Document Type	Received Date	Scanned Date	Case Number	Last Name
	CHG	Change Reporting Form	06/27/2016		0123456789	MILLERSSS
	APP	Applications (Non-CAF)			0123456789	
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	LIP	Life Insurance Policies	06/27/2016	6/27/2016	0123456789	MILLER
	UI	Unearned Income	06/27/2016	6/27/2016	0123456789	MILLER
	CCSU	CARES Case Summary	06/27/2016	6/27/2016	0123456789	MILLER
	APP	Applications (Non-CAF)		6/23/2016	0123456789	MILLER
	BNK	Bank Accounts	06/27/2016	6/15/2016	0123456789	MILLERSSS
	CCSU	CARES Case Summary	06/27/2005	6/27/2005	0123456789	MILLER

At the bottom of the screen, a status bar indicates: '8/29/2016, 11:06 PM - You have access to 9 documents.'

Figure 15 Opening a New Tab for an Additional Search

A blank search will open in the new tab. Workers can enter new search criteria and then search for documents matching that criteria.

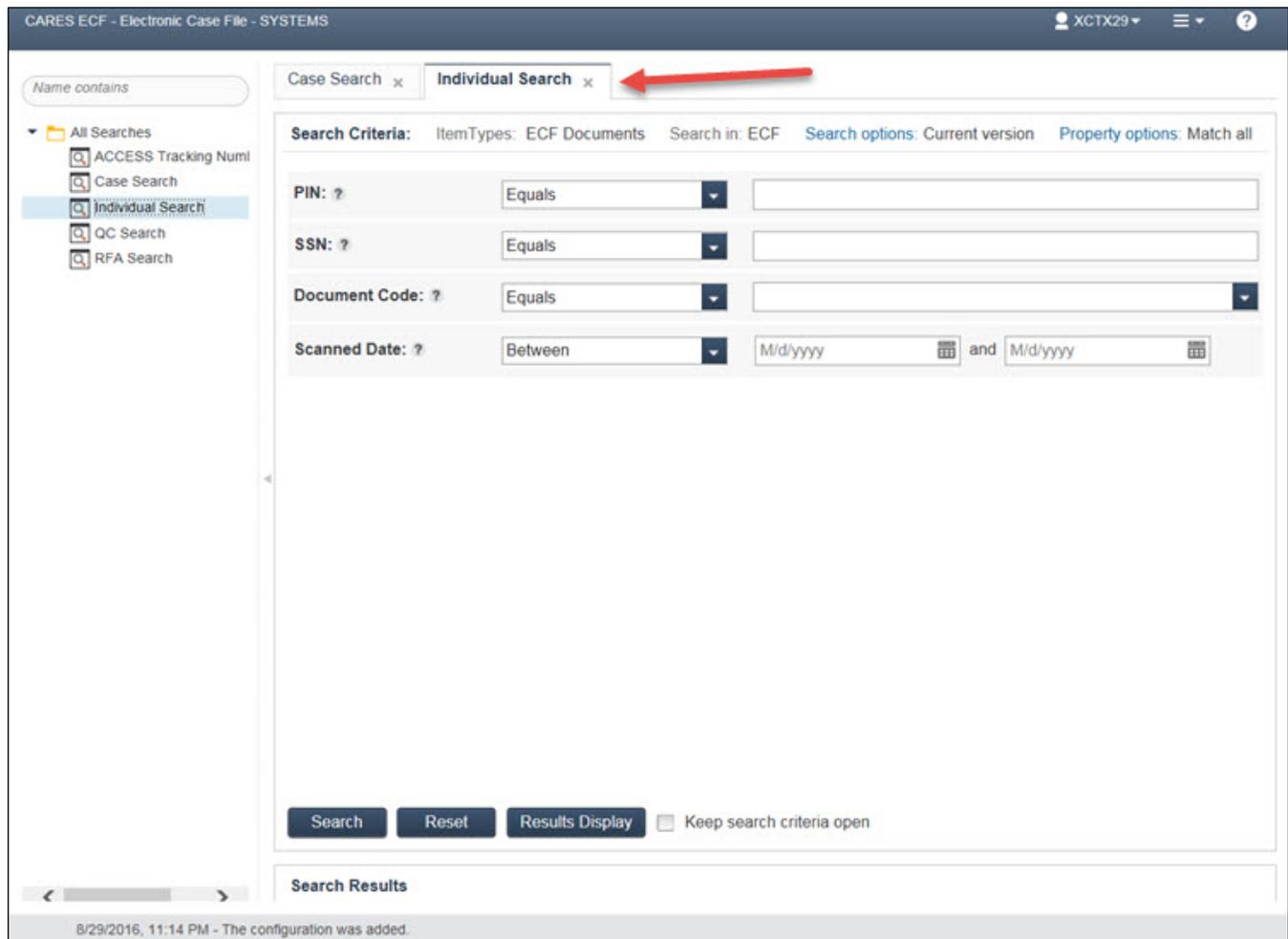


Figure 16 Multiple Open Searches

To navigate between open searches, workers can click a search's tab.

ADVANCED FUNCTIONS

A number of advanced functions that are not required for daily business operations will also be available. These functions include:

- Deleting documents from the ECF.
- Editing attributes, such as re-indexing or moving a document to another case.
- Exporting documents.

Since these functions are used for exceptions and corrections, they are generally only available to managers, supervisors, lead workers, and/or CARES Call Center workers. To request that a person have access to these functions, the security officer for the county should complete a [CARES Automated Systems Access Request](#) (F-00476) and send it to DHS CARES Security.

Additional information about the advanced functions will be available in the [Electronic Case File Handbook, Section 1.3 Advanced Functions](#).

LOGGING OUT

To log out of the ECF, workers must click their user name in the title bar and select **Log Out** from the drop-down menu.

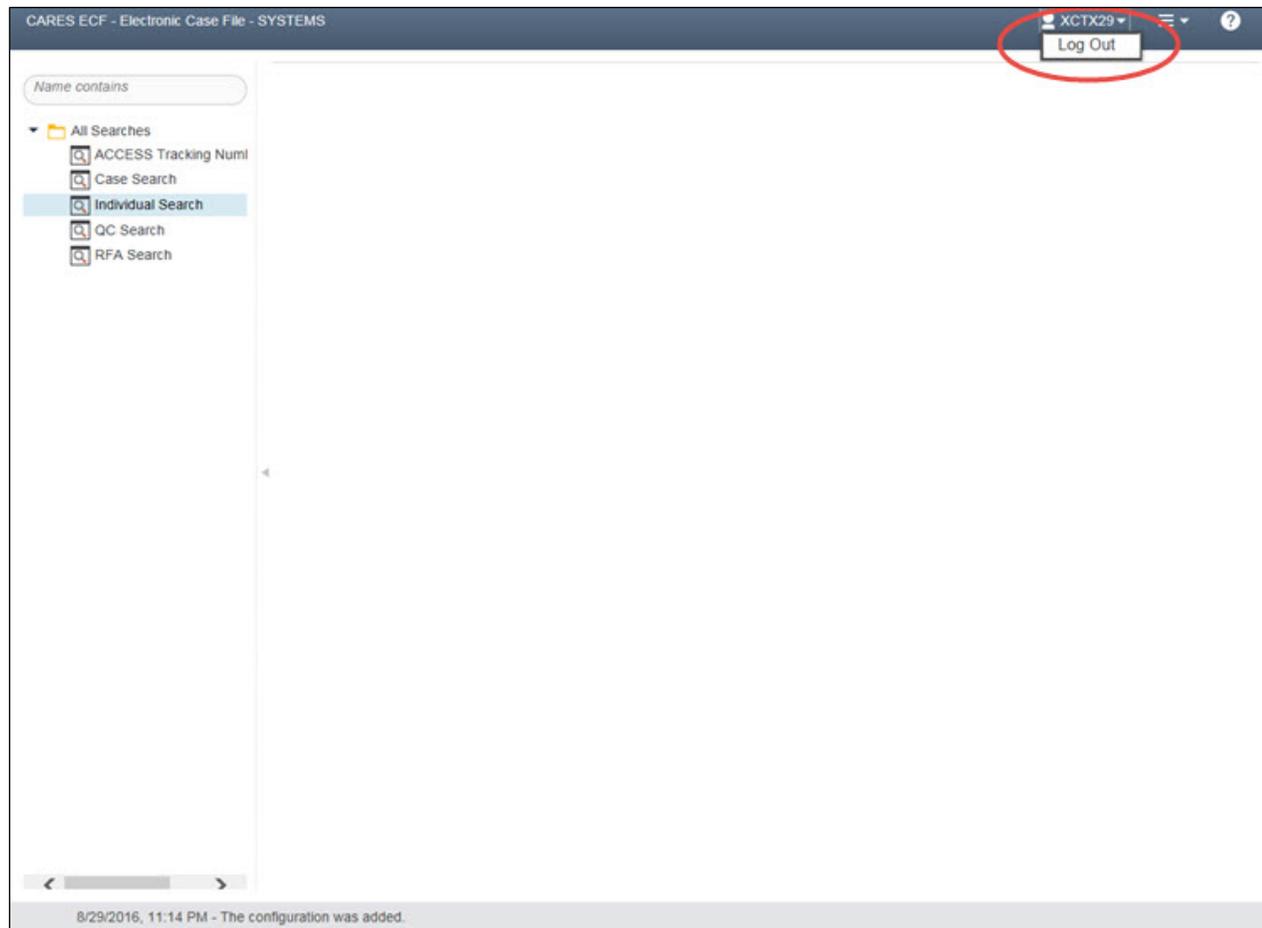


Figure 17 Logging Out

A dialog box will open.

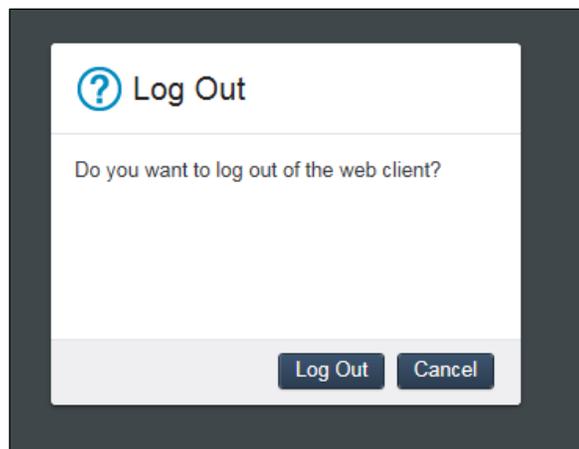


Figure 18 Log Out Dialog Box

Workers should click **Log Out** to log out of the ECF.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/ADK