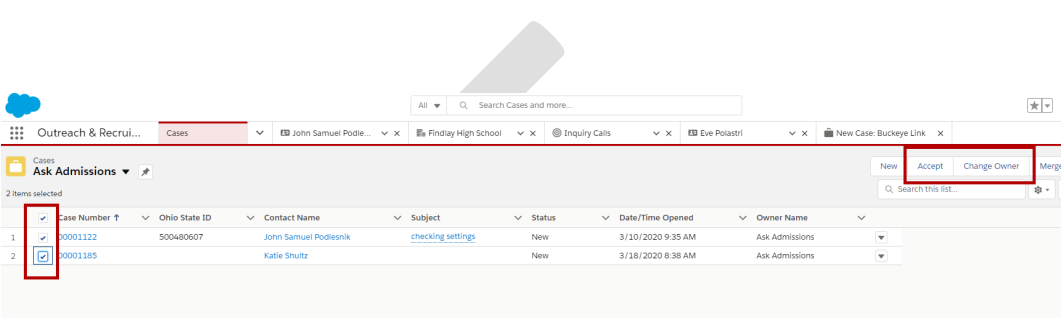
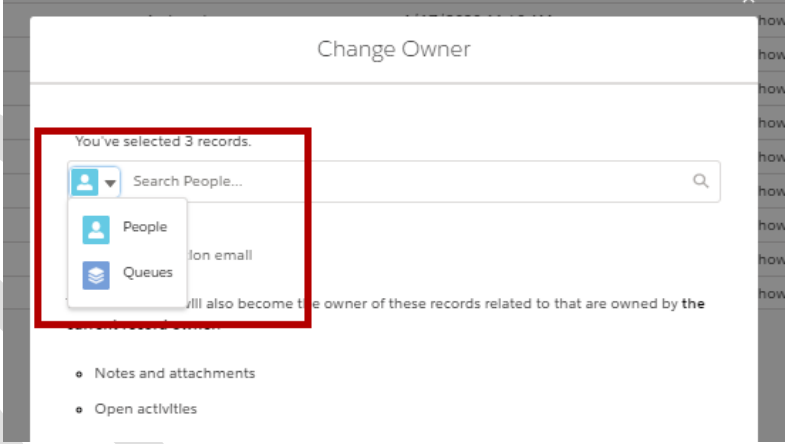
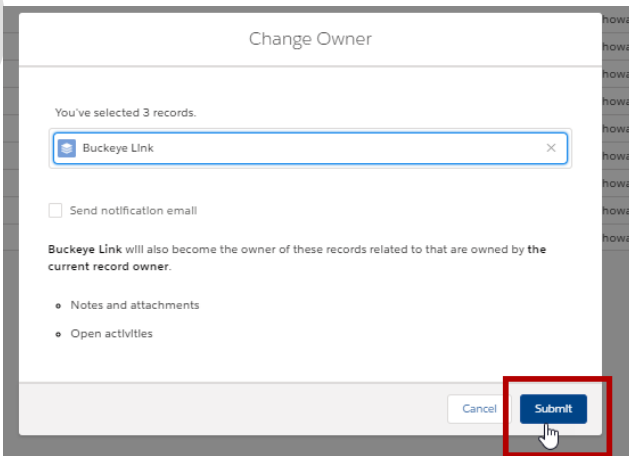
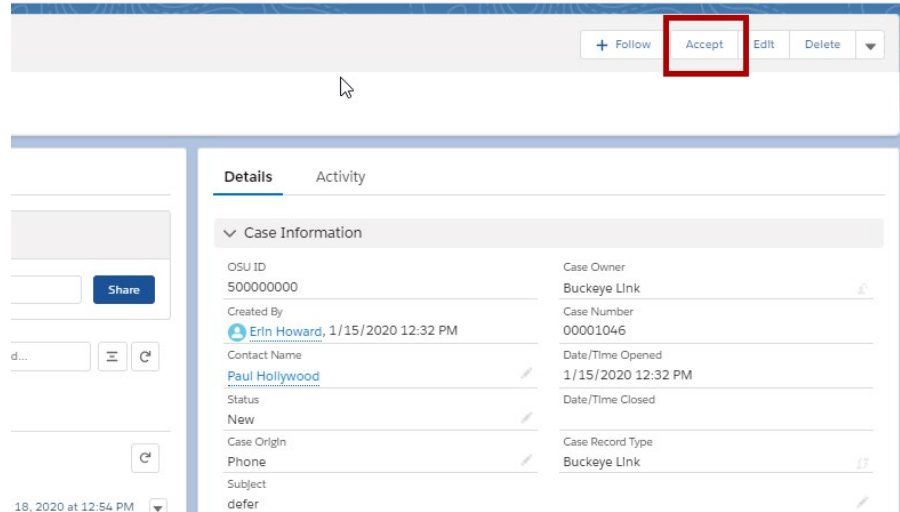


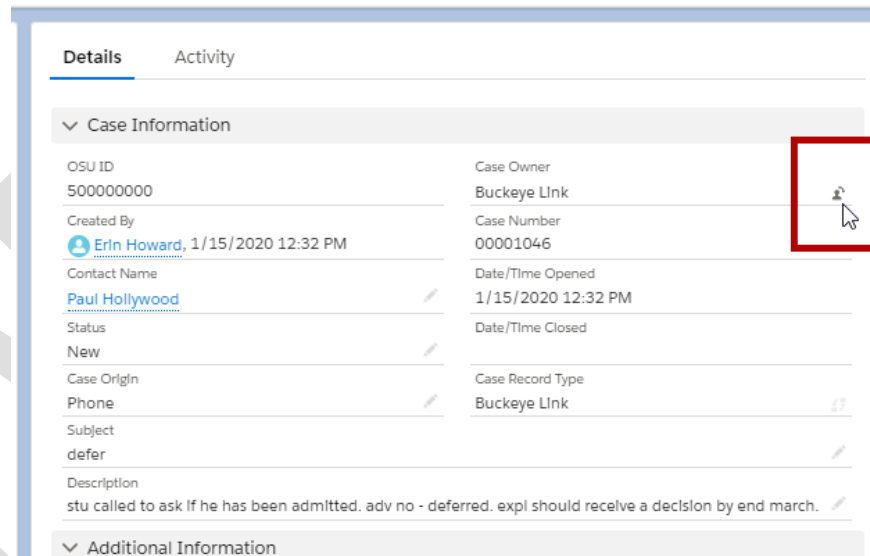
ACCEPTING AND REASSIGNING CASES

| Step-by-Step | Screen |
|--|--|
| <p>Accepting or assigning a case from Case List View:</p> <p>Select the case(s) that you want to assign and click “Accept” or “Change Owner.”</p> <p>If you want to reassign to yourself or another individual, select “People” from the dropdown and find the appropriate user’s name.</p> <p>To reassign to a group, select “Queues” and find the group that should have ownership of the case.</p> <p>Once selection is made, hit submit.</p> |  <p>The screenshot shows the 'Cases' list in the 'Ask Admissions' section. Two cases are selected: Case Number 10001122 (John Samuel Podiesnik) and Case Number 10001185 (Katie Shultz). The 'Accept' and 'Change Owner' buttons are highlighted in the top right corner.</p>  <p>The 'Change Owner' dialog box is shown. It indicates 'You've selected 3 records.' The 'Search People...' dropdown menu is open, showing 'People' and 'Queues' options. The 'People' option is selected.</p>  <p>The 'Change Owner' dialog box is shown again, now with 'Buckeye Link' selected in the dropdown menu. The 'Submit' button is highlighted in the bottom right corner.</p> |

To accept a case while viewing the record, click the “Accept” button in the upper right corner.



To reassign a case to another user or group, click the “Change Owner” icon next to where the Case Owner is indicated.



The process to then select a user or group is the same as previously detailed on the list view.