

# Street Team Assistance updates 19/05

Hello Team,

This information is for agents that provide assistance through the **Street Team queue**.

If there is an enrollment that was created by a Street Team agent and it has **ALL** the documents approved and the account status is **Pending State Agency** (no matter which State Agency), they should press the **Relaunch workflow** button from the **Details** section, so that the interface process runs again. By doing this, the application may get Qualified. After following this process, agents may have to refresh the account a couple of times until they see the change of status.

Most probably, accounts with a Mandatory State Agency will remain in Pending status, but this process will allow to initiate the validation process again.

Lately, we have received some complaints from Street Team agents stating that nothing can be done in these situations, so please roll over this information to agents who provide assistance to Street Team agents for them to follow this procedure.