

## 04 Case Update/Edit Process

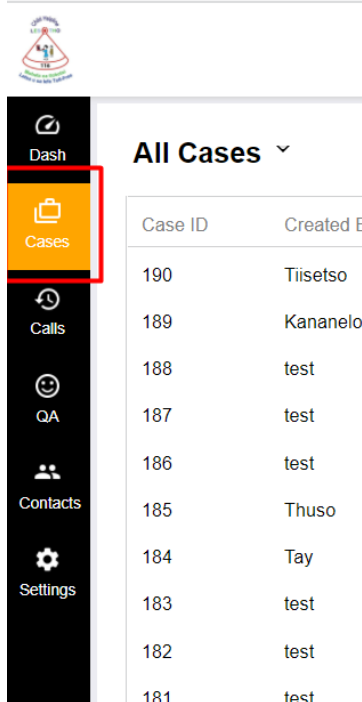
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

In this situation, we have identified the Case Update process as critical to the success of the project.

When a case is ongoing any new developments can be updated on the case provided that the case details are known.

to update a case.

- Click the briefcase button on the left side menu as seen below. You will see a list of cases. as seen on the right.



Using the filter button at the top

- Key in the case ID of the case you are searching for. and click apply

Escalated To:   
Source:   
Reporter Name:   
Reporter Phone:

You will see one list item based on the case id you keyed in.

- Double click on the list to open the case form.

To update the case click on the case update button (arrow down)

**All Cases** Filter CSV List Reports

Case ID	Created By	Created On	Type	Category	Priority	Status	Escalated To	Source	R
190	Tiisetso	17 Nov 2021 12:09 PM		*Legal_Issues*Adult Witness	Medium	Ongoing		call	M
189	Kananelo	17 Nov 2021 11:26 AM	Abuse	*Sexual Violence*Teenage Pregnancy	High	Ongoing		walkin	R
188	test	17 Nov 2021 11:22 AM	Abuse	*Physical Abuse*Corporal Punishment	Low	Ongoing		call	M
187	test	17 Nov 2021 11:12 AM	Abuse	*Sexual Violence	High	Ongoing		walkin	R
186	test	17 Nov 2021 11:10 AM	Abuse	*Physical Abuse*Corporal Punishment	High	Ongoing		walkin	M
185	Thuso	17 Nov 2021 10:17 AM	Abuse	*Sexual Violence*Teenage Pregnancy	High	Ongoing	Lirontso	walkin	L
184	Tay	17 Nov 2021 9:57 AM	Abuse	*Physical Abuse	High	Ongoing	Boitumelo	walkin	M
183	test	17 Nov 2021 9:47 AM	Counselling	*Legal Issues	Low	Ongoing		call	h

**Filters**

CaseID:

Created On:

Created By:

Category:

Priority:

Status:

Escalated To:

Source:

Reporter Name:

Reporter Phone:

Escalated To:   
Source:   
Reporter Name:   
Reporter Phone:

Case Update

You will see the following screens.  
the update fields are marked with boxes.

All Cases

CaseID

190

Case ID	Created By	Created On	Type	Category	Priority
190	Tiisetso	17 Nov 2021 12:09 PM		^Legal_Issues^Adult Witness	Medium

Uchl-190

Case Update

Print

Reporter Details

Maliyana Lieta

10

Female

Client Details

Perpetrator Details

Services Offered

Basic Need Support

Legal Support

Referrals

Children's Home

Police

Case Category

^Legal\_Issues^Adult Witness

Is Case GBV Related?

No

Case Narrative

hjuioioio

Case Plan

Case has now been moved to the police.

Status in Justice System

General Case Assessment

Priority

Medium

Status

Ongoing

Escalated To

Case History

Medium Priority	Ongoing	Case has now been moved to the police.	test	23 Nov 2021 12:42 PM
Medium Priority	Ongoing	yutftyua	Tiisetso	17 Nov 2021 12:09 PM

Update Uchl-190

Client Details

+

Perpetrator Details

+

Services Offered

Basic Need Support

Legal Support

Referrals

Children's Home

Police

Know About 116

Related Files

+

Attach Files

Case Category

^Legal\_Issues^Adult Witness

Is Case GBV Related?

No

Case Narrative

hjuioioioio

Case Plan

State in Justice System

General Case Assessment

Priority

Medium

Status

Ongoing

Escalated To

Update

Case Edit

Click the Update button  
(Arrow down) to find the  
case edit

Case Update

Print

Edit Case

Change the relevant field and click  
save an edit to complete your edit.

Reporter Details

Marijana Lieta

^10-13 ^Female

Client Details

☒ Are you the client?

+

Perpetrator Details

+

Services Offered

Basic Need Support x

Legal Support x

Referrals

Children's Home x

Police x

How did you know about 116?

Related Files

+

Attach Files

Abuse Category

Is Case GBV Related?

☐ Yes

☒ No

Case Narrative

hjulolilo

Case Plan

Case has now been moved to the police.

State in Justice System

General Case Assessment

Priority

Medium x

Status

Ongoing x

Escalated To

Save Edits for

Question	User Response	Our Comments
Did you successfully Update survey.	Tick where appropriate <div> <input type="checkbox"/> YES           <input type="checkbox"/> NO           </div>	
Did you successfully Edit a case	Tick where appropriate <div> <input type="checkbox"/> YES           <input type="checkbox"/> NO           </div>	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	<div> <div> <div></div> <div>Your Names</div> </div> <div></div> <div> <div></div> <div>Your signature.</div> </div> <div></div> </div>	