

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.





Dash

Cases

Calls

QA

Contacts


Settings


All Cases


Case ID	Created E
190	Tiisetso
189	Kananelo
188	test
187	test
186	test
185	Thuso
184	Tay
183	test
182	test
181	test


All Cases									
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	iv
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	iv
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	iv
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	iv
183	test	17 Nov 2021 9:47 AM	Counselling	*Legal Issues	Low	Ongoing		call	n

Using the filter button at the top

Filter

CSV

List

Reports

riority	Status	Escalated To	Source	R
dium	Ongoing		call	M

Abuse

Abuse

Escalated To

Source

Reporter Name


Reporter Phone


Apply


Cancel


Filters


CaselID


Created On


Created By

Category

Priority

Status

Escalated To

Source

Reporter Name

Reporter Phone

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

UCLH-190

Case Update

Print

X

Reporter Details

Malliana 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

Case Narrative

Is Case GBV Related?

No

Case Plan

Case has now been moved to the police.

Status in Justice System

General Case Assessment

Priority

Medium

Status


Escalated To

Ongoing

Case History

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

1 - 2 of 2

 Case Update

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

UPDATE UCHL-190

Client Details

+

Perpetrator Details

+

Services Offered

Basic Need Support x Legal Support x

Referrals

Children's Home x Police x

Know About 116

Related Files

Attach Files

Case Category

^Legal_Issues^Adult Witness

Is Case GBV Related?

No

Case Narrative

hjuilolio

Case Plan

State in Justice System

General Case Assessment

Priority

Medium x

Status

Ongoing x

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

Malliana 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

hjuilolio

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 <input type="checkbox"/> YES <input type="checkbox"/> NO	
Did you successfully Edit a case	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.

Indicate your details



Your Names



Your signature.
