# 03 Call - Case Creation

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 Call Case Creation process as critical to the success of the project.

☐ After login Click on the Walkin Button on top of the page.

☐
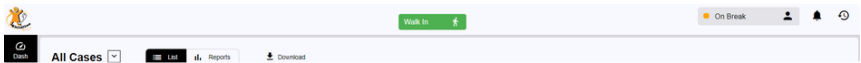
☐ Then click on the Enter Reporter Button to allow you to enter the reporter details. (A reporter is a person who walks to the call center to report an incident of violence against children.)
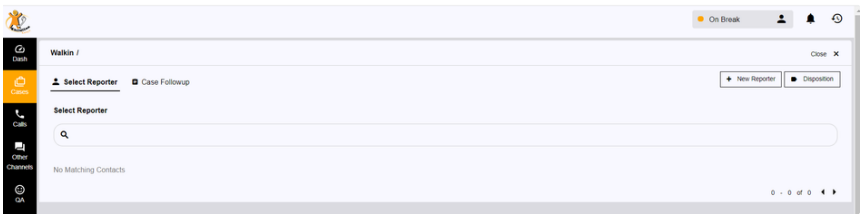
After clicking on the reporter details above a form comes up with the following details.

☐ Enter the required information/ The mandatory fields are marked with an asterisk. Click Next to complete the process.

☐ Determine which case type your need

to create by the case category. and select New Case.

- New Case - this will load the form with the Abuse categories as the default categories

you will see a form as indicated

Fill in the Client details by clicking on the + Button next to Client Details.

Some of the Questions on the client details will have follow-up Questions.

e.g Marital status.

- Fill in the perpetrator Details by clicking on the + button next to perpetrator details.

Perpetrator Details
+

- Select the Category (when the category falls under physical Abuse. you will see the following additional Questions.

Abuse Category

^Physical Abuse ×

Has the client received medical examination?
○ Yes   ○ No

if the category falls under sexual abuse you will see the following.

Abuse Category

^Sexual Violence^Defilement ×

When did the incident take place?

Was the Incident Reported?
○ Yes   ○ No

Has the Client been tested for HIV?
○ Yes   ○ No

Was ECP provided to prevent Un-intended pregnancies?
○ Yes   ○ No

Did the client get counselling / referred for Counselling and further psycho-social support?
○ Yes   ○ No

☐ Enter Details about the case in the case Narrative Section

☐ Enter Case Plan in the Case Plan Area

☐ State in Justice System

☐ Indicate the general Case assessment.

☐ Priority

☐ Status.

A supervisor has been created in the system where you can escalate the case.

If some services were provided

indicate the service and where referrals were given

Abuse Category

Is Case GBV Related?
○ Yes   ○ No

Case Narrative

Case Narrative

Case Plan

Case Plan

State in Justice System

General Case Assessment

Priority

Status

Escalated To

Services Offered

[▼]

Sometimes the case may be a GBV related (Kindly Indicate)

Referals

[▼]

Once All the fields are filled in submit the case.

How did you know about 116?

[▼]

Related Files

+ Attach Files

Is Case GBV Related?

○ Yes   ○ No

[**Submit New Abuse Case**]

Question	User Response	Our Comments
Did you successfully Create an Abuse Case	Tick where appropriate ☐ YES ☐ NO	
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	ℹ Your Names _____ ℹ Your signature. _____	

- Case follow is used whenever there is an existing case that requires an update.

when you click on the case follow-up you will see the case search screen as you can see above.

if you have some information about the case you can use a filter to search for the specific case.

☐ Click on the filter Icon
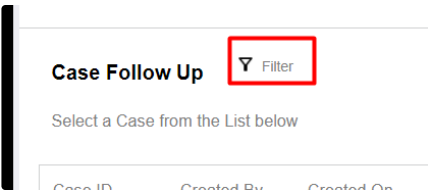
use some of the provider fields to search for your case.

upon search, your case will appear on the list as sin on the figure.

☐ Click on the case you filtered (the case form will open and allow you to update all the fields other than. (Category and Case Narrative

☐ Click on the update case upon completion of your update.

☐ Case history is created at the bottom of the screen for monitoring the case train

UPDATE COUNSELING UCHL-190

Client Details
➕

Perpetrator Details
➕

Services Offered
| Basic Need Support ✕ | ⌄ |

Referals
| Children's Home ✕ | ⌄ |

Know About 116

Related Files
➕ Attach Files

Case Category
^Legal_Issues^Adult Witness

Is Case GBV Related?
No

Case Narrative
hjuioiiio

Case Plan

Priority	Status	Escalated To
Medium ✕ ⌄	Ongoing ✕ ⌄	⌄

Update Counseling

Case History

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

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Question	User Response	Our Comments
Did you perfom a case follow UP to completion.	Tick where appropriate ☐ YES ☐ NO	
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	ℹ️ Your Names _____ ℹ️ Your signature. _____	

- Counselling will load the case with counseling categories.

☐ Click the Counselling Button at the top of the screen

☐ Fill in the form by selecting one of the counseling categories. Key in all the other details and submit.

Reporter Details

Malijana Lieta
^10-13   ^Female
^Tsela-le-Moleka

| New Case | Case Followup | Counselling | Information and Inquiry |

NEW COUNSELING UCHL-

Client Details
☐ Are you the client?
+

Counseling Category

Is Case GBV Related?
○ Yes   ○ No

Perpetrator Details
+

Case Narrative

Services Offered

Case Plan

Referals

How did you know about 116?

Priority   Status   Escalated To

Related Files
+ Attach Files

Question	User Response	Our Comments
Did you successfully create a counselling case.	Tick where appropriate ☐ YES ☐ NO	
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	ℹ Your Names _____ ℹ Your signature. _____	

- Information Inquiry will load the form with Information Inquiry Categories.

Click on the information Inquiry button on top of the screen.

New Case	Case Followup	Counselling	**Information and Inquiry**

☐ Fill in the inquiry categories as follows

☐ Click submit new Inquiry to submit the case.

NEW INFORMATION INQUIRY UCHL-

Client Details
☐ Are you the client?
+

Inquiry Category

Is Case GBV Related?
○ Yes   ○ No

Perpetrator Details
+

Case Narrative

Services Offered

Case Plan

Referals

How did you know about 116?

Priority   Status   Escalated To

Related Files
+ Attach Files

Submit New Inquiry

Question	User Response	Our Comments
Did you successfully Submit an Information Inquiry Case	Tick where appropriate ☐ YES ☐ NO	
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	ⓘ Your Names _____ ⓘ Your signature. _____	