Here are the steps necessary to complete a claim that requires a security override. This is for claims like Division 1 or Division 2 that would be over the normal limit. You will need to have 2 users with enough privileges to approve claims. In QA we made a duplicate of the administrator user.

1. Sign on to the dashboard with a user that can do claims.
2. In Create Claim page, enter the ticket details, Claimant details and select the Submit button. A claim is created with a Hold status and a reason code of “Claim over Limit”
3. Select Edit Claim tab, in Edit Claim page select “Override Security Clearance” check box and select Submit button. Claim updated successfully message is displayed and the claim status is changed to Pending. Make note of the Claim ID. You will need it later.
4. Since Dual Control Approval is required for approving the claim, log into portal using another user with the proper privileges.
5. Navigate to Claim Summary page of the Claim ID.
6. Select Approve button. Claim approved successfully message is displayed and the claim status changed to “Sent to Payment”. If the winning division for the ticket claimed is associated with an Annuity Control, an Annuity is created. Otherwise the claim is sent to payments where a check can be generated.