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| EOTS – Reassign Function as a Team Leader |
| Video Transcript |
| OFFICIAL |

This video contains a short tutorial on how to reassign a Case in the Enterprise Outcomes Tracking System. This function can only be performed by a Team Leader.

On the dashboard screen, locate a Case that you wish to reassign. You will notice on the right-hand side, there is a column that tells you what user this case is currently assigned to.

Click the "View" icon under the "Actions" column to go to the "Manage Cases and Groups" screen.

Click the "Reassign" icon for the Case you wish to reassign.

In the pop up, select the user from the dropdown menu that you wish to reassign the Case to.

Once complete, click the "Reassign" button.

The system will process the change and a confirmation of reassignment will appear on the bottom of the screen.

Thank you for watching.

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