

Handout 9: Transferring a Case

Depending on its classification, a case may need to be reassigned to the staff member responsible for the next step. A CWA staff member can use the **Reassign Existing Cases** page to reassign a case.

Figure 1: Reassign Existing Cases page

1. Navigate to the **Reassign Existing Cases** page (figure 1).
2. Click on the **magnifying glass** icon next to the **Office** field to view the roles assigned to the case. A **List of Values** pop-up box opens.
3. Select the correct role from the list.
4. Click the **OK** button.
 - The case appears in the **Select Case(s)** grid. The name of the staff member currently assigned to the case displays along with the **Case ID** number and the names of the **CP** and **NCP**.

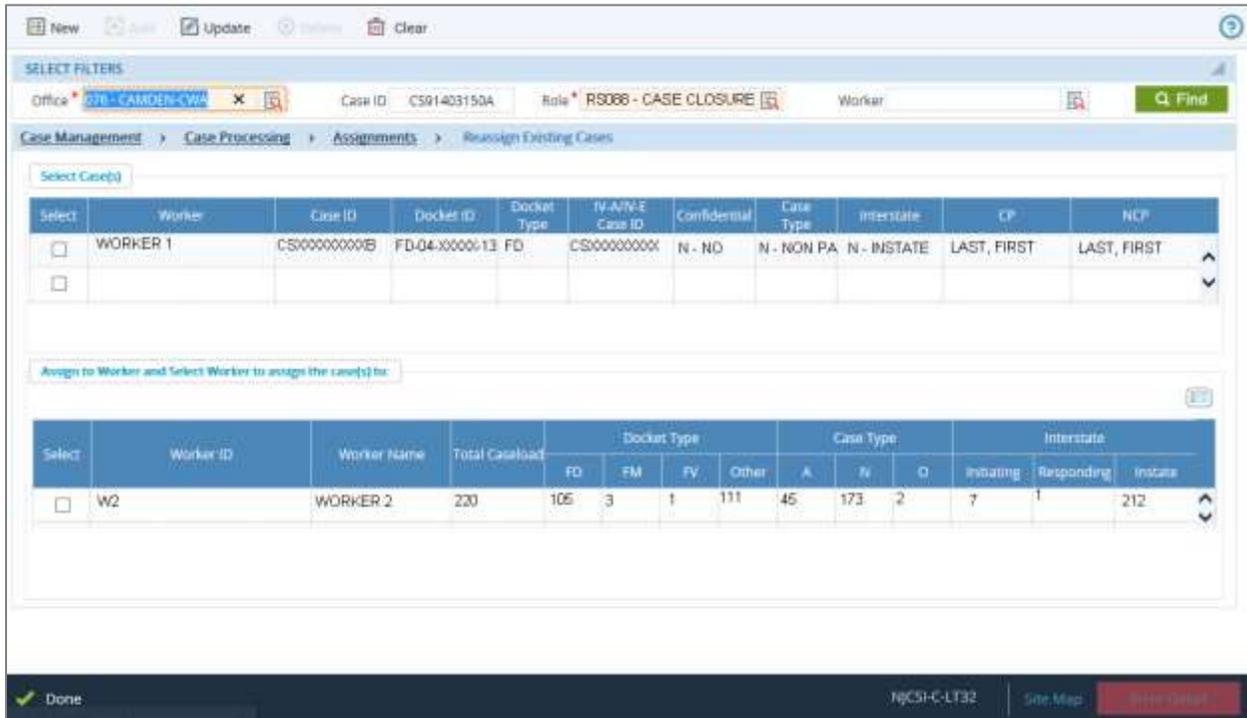


Figure 2: Reassign Existing Cases page

- A list of CWA staff members with their relevant roles will appear in the **Assign to Worker and Select Worker to assign the case(s) to** grid.

