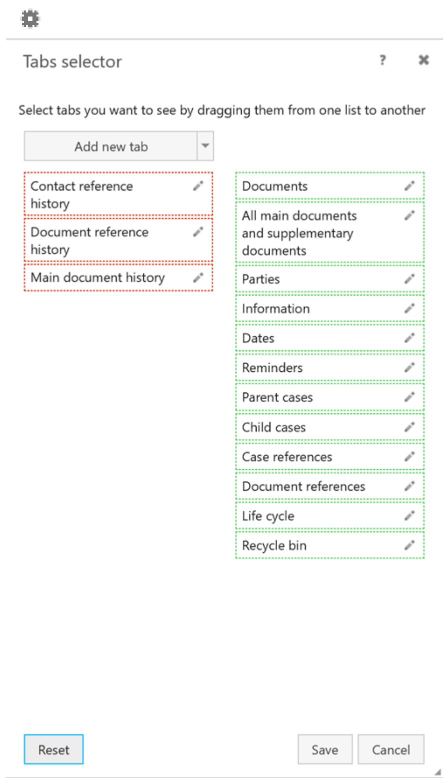
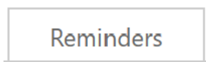
Reminders

This is a guide for using Reminders in your case handling.
Reminders functions by adding reminder dates on a case, on which you have to send a reminder of a reply, or if you have set a deadline in order to continue your case handling.

Phase	Instructions	Navigation
Add the tab Reminders	Open a case and click on the cog wheelicon in the far right corner (top) in the detail page's navigation pane. The dialog box *Tabs selector* opens and gives a view of the visible tabs on the navigation pane (green highlight) and the tabs available to add (red highlight). Double-click on **Reminders** (if not yet added to your pane, it will be highlighted in red), then click **Save.** In all the cases you open from now on, the tab **Reminders** will be visible in the detail page's navigation pane.	 
Create a Reminder	In a specific case, click on the tab **Reminders**, then click on the **Add** icon. In the dialog box *Add reminder*, you have to fill in: **Date**: the date you want to be reminded on **Reminder for**: choose your name from the list. The field **Reminder text** is a free text field in which you can elaborate on what to to be reminded of. End by clicking **Save.** Tip: You can add an endless number of	  

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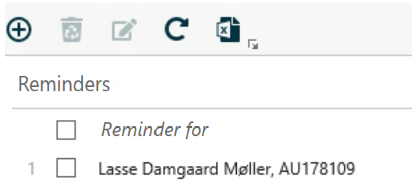
<td>reminders.

In the tab Reminders all reminders made by you or your colleagues are visible.

If you tick the box to the left on a reminder you can edit (pencil icon) or delete it (recycle bin icon).</td>
<td>

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<td>Establish overview</td>
<td>If you want an overview of your cases containing reminders, create a search and save it (See the guide “Create list or search”).
Fill in the following in your search:
Case Handler: your own name
Reminder: click on the two squares icon (visible when you move your mouse to the right of this field), write @Filled in in the Reminder date from-field, then click Add, and then click Apply.

Search and then save the search – and personalise your Dashboard to add this list to it.
When a reminder date is due or overdue, it will turn red on your list.</td>
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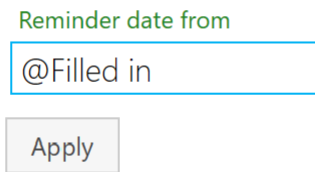
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