
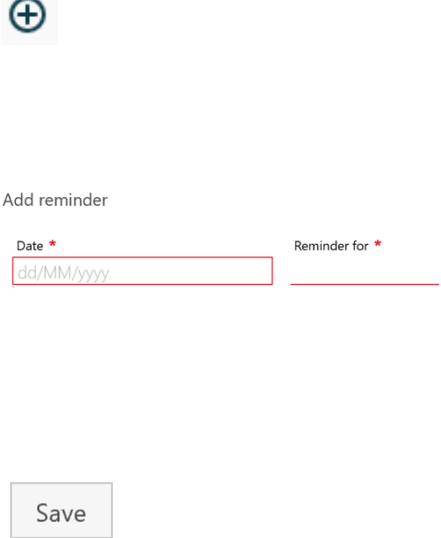
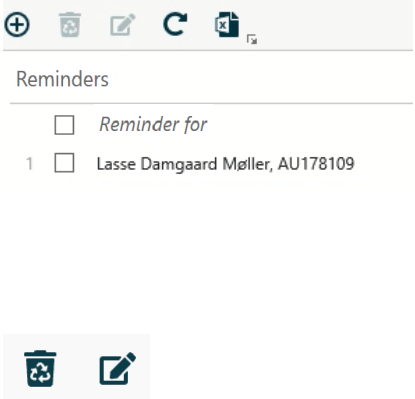
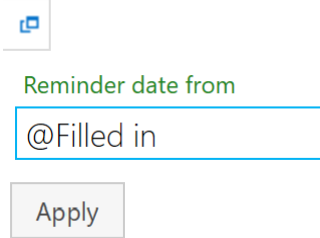


This is a guide for using Reminders in your case handling.
 Reminders functions by adding reminder dates on a case, on which you have to send a reminder of a reply, or if you have set a deadline in order to continue your case handling.

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

	<p>reminders.</p> <p>In the tab Reminders all reminders made by you or your colleagues are visible.</p> <p>If you tick the box to the left on a reminder you can edit (pencil icon) or delete it (recycle bin icon).</p>	 <p>Reminders</p> <p><input type="checkbox"/> <i>Reminder for</i></p> <p>1 <input type="checkbox"/> Lasse Damgaard Møller, AU178109</p>
<p>Establish overview</p>	<p>If you want an overview of your cases containing reminders, create a search and save it (See the guide “Create list or search”).</p> <p>Fill in the following in your search:</p> <p>Case Handler: your own name</p> <p>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.</p> <p>Search and then save the search – and personalise your Dashboard to add this list to it.</p> <p>When a reminder date is due or overdue, it will turn red on your list.</p>	 <p>Reminder date from</p> <p>@Filled in</p> <p>Apply</p>