



# CARE Inquiry User Manual

10/2006

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# Chapter 1

## Introduction to the Level of Care Inquiry System

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# Description of CARE Inquiry

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## Introduction

Currently there is a paper request (form ES-3164) created in writing by an EES worker in SRS requesting specific CARE information on a customer. The purpose of the request is to see if the customer is eligible for Medicaid payment to a nursing facility. It is faxed to a staff person at KDOA in the Policy & Planning Commission for them to look up the customer in KAMIS. KDOA completes the form with information from KAMIS and other investigation as needed. The form is then faxed back to the EES worker. The information is then entered into a spreadsheet at KDOA for tracking and reporting purposes. There is an average of 40 requests received in a day or 5,000 in a year.

After there was a change in staff and responsibilities, a request was made by KDOA to automate this process. Below is the automated process.

An SRS EES worker signs on to a secure online web application and completes a CARE Inquiry request. Once the request is submitted, the request forwards to a pending table listing. The designated KDOA staff person would then enter the system, access the pending list, and complete it by looking up the information in KAMIS. Once completed the request is saved as posted and the request is placed into a posted list for the SRS EES worker to check. There is an option available for the user to request that allows an e-mail to be sent stating a request has been posted. The EES worker is able to see all the information and print it off for their records. Once the request is viewed by an SRS person, it is flagged in the system that the request has been received. The request then moves to a received table list that can be viewed by SRS and KDOA.

There is the capability for a request to be saved in a work in progress mode if more information or investigation was needed by SRS or KDOA. Therefore, the staff person could go back later and finish the information request. However, once KDOA opens a request it is locked against any updates by SRS.

A download option is available in a comma delimited format for reporting purposes in a spreadsheet.

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# System Availability / Technical Support

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**Introduction**      The Kansas Department on Aging Help Desk provides Technical Support and Security Access for users.

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**Numbers**              Assistance is available Monday through Friday, 7:00am to 5:00pm.

Who to Call for	Number	E-Mail
Technical Assistance	785-296-4987	Helpdesk@aging.state.ks.us
Security Access	785-296-4987	Helpdesk@aging.state.ks.us

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**System Availability Hours**      The CARE Inquiry System has set business availability hours.

Days	Hours
Monday through Friday	7:30am - 10:30pm
Saturday	7:30am - 10:30pm
Sunday	11:00am - 10:30pm
On State of Kansas observed holidays, the system is available; however, ISD staff will not be available for assistance during these holidays, as well as Saturdays and Sundays.	

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# Security

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**Background** One of the system objectives for the Kansas Department on Aging Web Applications Systems is to provide security of data from unauthorized or unintentional exposure or damage.

As we extend system service to users communicating via the Internet, this security objective becomes even more critical. Requiring a user-specific password for access into the system is the starting point for security. Another aspect that users will see is the ability to perform certain functions and view or update certain data, as defined by a predetermined user role. User roles will be based on business need for data access.

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**Requesting Access** Each user's privileges must be submitted as appropriate for their respective Agency guidelines.

The access request must include the following information:

- The Users Full Name
  - The Users E-mail Address
  - The Users Office Telephone Number
  - If the User is employed by SRS, the Office they are associated with is required.
- 

**Access Management** All access profiles for the system users will be established and managed by the KDOA Information Services Support Branch staff. The Help Desk will directly notify users of their registered user name and initial password by e-mail.

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**Emergency Access Request** Any individual who requires emergency access to the system, or an emergency change in privileges, should contact the KDOA Help Desk (785-296-4987) for assistance.

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**User Review / Update** KDOA will periodically validate the list of system users.

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## Security, Continued

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**Password Requirements**

- Must be at between eight to ten characters long
- Can only be either alpha or numeric characters – no special characters are permitted.
- Can not contain a portion of the user name
- Can not repeat a character more than four times consecutively

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**Password Recommendations**

- Contain at least one uppercase character
- Contain at least one lowercase character
- Contain at least one numeric character

**Note:** A user should immediately contact the KDOA Help Desk if they believe their password may have been discovered by another person.

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# Accessing the System

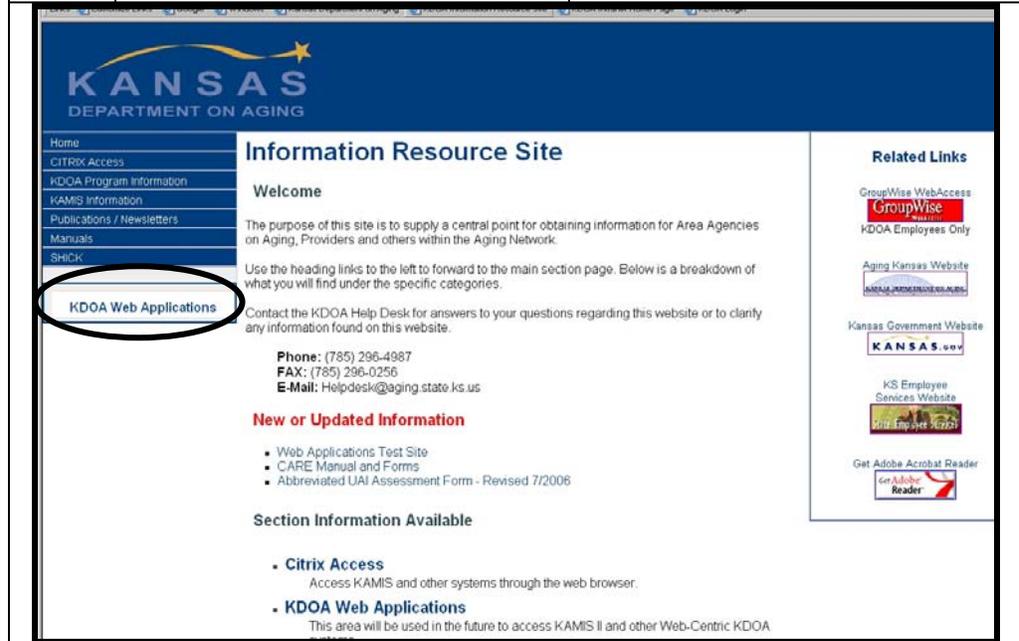
**System Requirements** Microsoft Internet Explorer 6.0 or newer.  
Disable all Pop-Up blockers.

**Pop-Up Blocker** Disable the blocker or allow pop-ups for the site. Depending upon the pop-up blocker used, the procedures differ. See the specific instructions from the software manufacturer.

**Introduction** The following are steps to accessing the KDOA Web Applications.

**How To** The following are the steps to access the Main Menu of the KDOA Web Application Log-on Page:

Step	Action	Result
1.	Open Microsoft Internet Explorer. Access the Aging Information Resource Web Site.  <a href="http://www.aging.state.ks.us">http://www.aging.state.ks.us</a>	Web site will be displayed.



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# Accessing the System, Continued

## How To (continued)

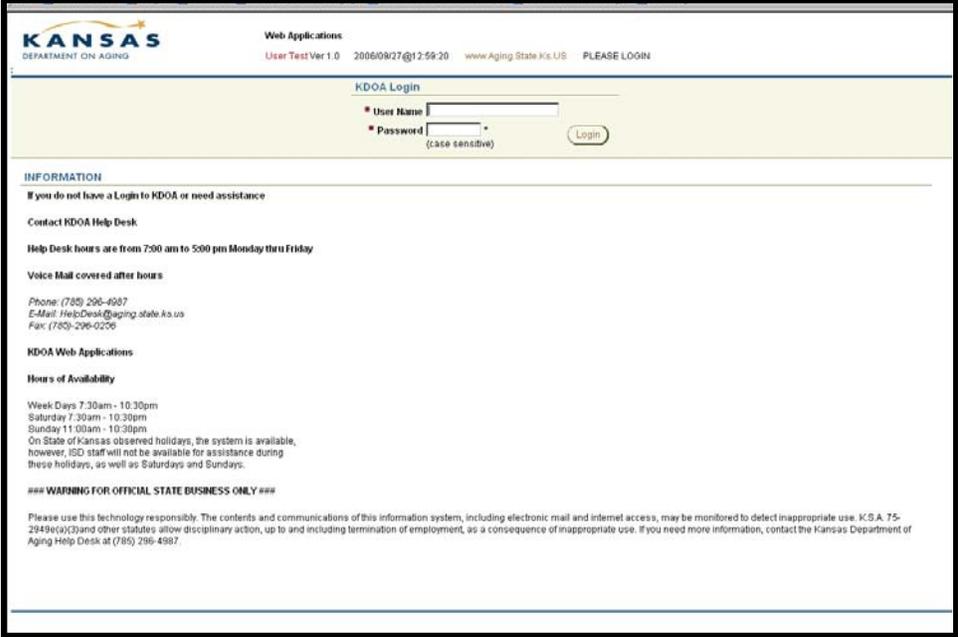
Step	Action	Result
2.	Select the KDOA Web Applications Link	<p>KDOA Web Applications Log In Page will be displayed.</p> <p><u>Recommended:</u> For ease of use in the future, create a bookmark for this page.</p>



# Logging-In to the System

## How To

Follow the steps in the table below to complete the Log-in process.

Step	Action	Result
1.	Once the KDOA Web Application window is displayed. Click in the Production Link.	The Log-in page will be displayed.
		
2.	Type in your <i>User Name</i> . Press <b>Tab</b> .	Insertion point advances.
3.	Enter <i>Password</i> . Press <b>Tab</b> .	Insertion point advances.

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# Logging-In to the System, Continued

## How To (continued)

Step	Action	Result
4.	Either press the <b>Enter</b> key or use the mouse pointer to click on the <b>Login</b> button.	<p>The username and password will be authenticated. This may take a few moments.</p> <p>Once completed the browser window will advance to the Main Window of the CARE Inquiry.</p>



# Main CARE Inquiry Page

## Introduction

The Main Page of the CARE Inquiry carries all the program options and commands.

**Main Page**

The screenshot shows the following elements:

- System Heading:** KANSAS DEPARTMENT ON AGING
- Login Information:** User Test Ver 1.0 2006/10/01@09:02:40 www.Aging.State.Ks.US  
Welcome: Galen Rhoades logged in at: 2006/10/01@09:02:30
- Search Options:** Search [ ] Display 15 [v] Go [RESET]
- Table:**

Srs Id	Days Dt	From*	Office*	Email	Phone	Fax	Customer*	Posted Dt
09127	2006	SRS	Office for SRS test signon.	ValerieMorrow	785-296-0895	785-291-3427	Mary BoPeep	
- Action Button:** Spread Sheet
- Scroll Bar:** Located on the right side of the page content area.

# Form Pages

The example used is the ES-3164 form

## Form Pages

The screenshot shows the 'CARE Inquiry (ES-3164)' form in a Microsoft Internet Explorer browser window. The browser's address bar shows the URL: <http://webapps.aging.state.ks.us:7778/pls/htmldb/f?p=106:2:3451289253169328331::NO:2::>. The page header includes the Kansas Department on Aging logo and the text 'CARE Inquiry (ES-3164)'. Below the header, there are navigation tabs: 'Creating Request', 'Request Posted', 'Response by KDOA', 'Viewed by SRS', 'Summary', and 'Help'. The main form area is titled 'SRS Request (ES-3164)' and contains several sections: 'SRS Office' with fields for 'Email', 'Phone', and 'Fax'; 'Customer' with fields for 'DOB', 'SS No.', 'Medicaid No.', 'NF Name', 'NF Phone', and 'NF Admit Date'; and 'Prior Living Arrangement (select one)' with radio button options: 'HOME/COMMUNITY', 'OTHER NF', 'OTHER STATE', and 'OTHER'. At the bottom of the form is a 'SRS Comment' text area with a character count of '0 of 1000'. Below the text area are 'Cancel' and 'Create' buttons. Callout boxes with arrows point to various elements: 'Form Heading' points to the 'SRS Request (ES-3164)' title; 'Pick Date Calendar option button' points to the 'DOB' field; 'Comment or Text Area' points to the 'SRS Comment' text area; 'Action Button' points to the 'Create' button; and 'Navigation Tabs' points to the 'Creating Request' tab.

# Navigational Icons and Buttons

## Introduction

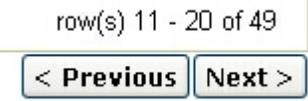
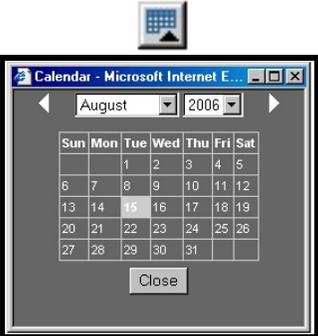
Icons are used as visual aids to indicate certain actions.

Icon	Action
	<p><b>Auto-completed information.</b> These are fields that have been completed by the system.</p>
	<p><b>E-Mail Notification Indicator.</b> This indicates that the user has requested to be notified by s-mail when a response from KDOA as been posted.</p>
	<p><b>Spreadsheet link.</b> This link will produces a download file in a comma delimited file format that will allow it to open in a spreadsheet program.</p>
	<p><b>View/Update Icon.</b> Clicking on this icon will perform the action as indicated in the column heading, i.e. open the corresponding form.</p>
	<p><b>Required Field icon.</b></p>
	<p><b>Action Button.</b> The buttons are labeled accordingly to the action they will perform.</p>
	<p><b>Status Indicator.</b> The browser status indicator bar will be displayed at any time there is a request made to the database to either save or to bring back information.</p>

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# Navigational Icons and Buttons, Continued

Introduction (continued)

Icon	Action
	<p><b>Page Advance Indicators.</b> The system allows a certain number of lines of data to be seen at a time. When there is more information to be displayed, page advance indicators will be displayed.</p>
	<p><b>Date Picker Icon and Calendar.</b> Dates can be typed into the field in the mm/dd/yyyy or selected with a calendar.</p>
	<p><b>Comment Box:</b> Has a count down option under the box that indicates how many characters are available.</p>

# Logging-Out of the System

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**Introduction** The user should sign-off the system if they are going to be absent from their work area for an extended period. This is for security reasons.

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**How to** Follow the steps in the table below to log-out of the system.

Step	Action	Result
1.	Click on the <b>Log-Out</b> Link at the top left of any window within the system.	The browser window will be returned to the Login Page.



# Chapter 2

## SRS Requests

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# Creating Request Navigational Tab

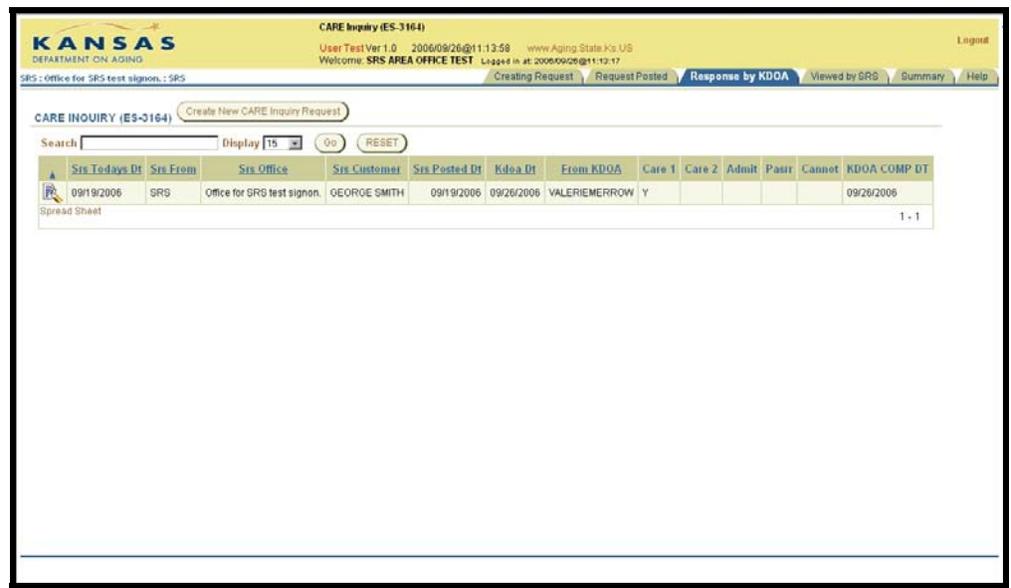
## Introduction

This section explains how to create a new request. Some of the screen prints have been cropped to show the details of the screen.

## How to Create a New Request

Follow the steps in the table below to add a new CARE Inquiry Request.

Step	Action	Results
1.	<b>Login</b> to the System	The Response by KDOA Navigation Tab will be displayed first as default. There may be rows displayed in the table indicating a response from KDOA.



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# Creating Request Navigational Tab, Continued

## How to Create a New Request (continued)

Step	Action	Results
2.	To enter a new Inquiry Request, click on the <b>Create New CARE Inquiry Request</b> button.	The SRS Request (ES-3164) page will be displayed.

The screenshot shows a web form titled "SRS Request (ES-3164)" from the Kansas Department on Aging. The form is used for creating a new inquiry request. It includes the following fields and options:

- SRS Office:** A dropdown menu currently showing "Office for SRS test signon."
- \* Email:** A text input field.
- Phone:** A text input field.
- Fax:** A text input field.
- \* Customer:** A text input field.
- DOB:** A date input field with a calendar icon.
- SS No.:** A text input field.
- Medicaid No.:** A text input field.
- NF Name:** A text input field.
- NF Phone:** A text input field.
- NF Admit Date:** A date input field with a calendar icon.
- Prior Living Arrangement (select one):** Radio buttons for:
  - HOME/COMMUNITY
  - OTHER NF
  - OTHER STATE
  - OTHER
- Post Request to KDOA:** A checkbox.
- SRS Comment:** A text area with a character count of "0 of 1000".

At the bottom of the form are two buttons: "Cancel" and "Create".

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# Creating Request Navigational Tab, Continued

## How to Create a New Request (continued)

Step	Action	Results
3.	Complete the known information.	<b>Required Fields:</b> <ul style="list-style-type: none"> <li>• SRS Office and E-mail (These fields are automatically populated with the logon.)</li> <li>• Customer Name</li> </ul>

**KANSAS**  
DEPARTMENT ON AGING

CARE Inquiry  
User Test Ver  
Welcome: SR

SRS : Office for SRS test signon. : SRS

Current status: **CREATING REQUEST** Posted:  
Last Update: SRS: SRS date: 09/26/2006 12:55:06 KDOA: date:

**SRS Request (ES-3164)**

Date 09/26/2006  
From SRS

\* SRS Office Office for SRS test signon.

\* Email srs@srs.org

Phone 7852964987

Fax

\* Customer George Jetson

DOB

SS No. 123456789

Medicaid No.

NF Name

NF Phone

NF Admit Date

HOME/COMMUNITY  
 OTHER NF  
 OTHER STATE  
 OTHER

Prior Living Arrangement (select one)

Post Request to KDOA

Posted Date

SRS Comment  
0 of 1000

Cancel Apply Changes

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## Creating Request Navigational Tab, Continued

### How to Create a New Request (continued)

Step	Action	Results				
4.	<table border="1"> <thead> <tr> <th>If information is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Complete</td> <td>Click on the <b>Post Request to KDOA</b> checkbox.</td> </tr> </tbody> </table>	If information is...	Then...	Complete	Click on the <b>Post Request to KDOA</b> checkbox.	 <p>The screenshot shows a form with a radio button labeled 'OTHER' selected. Below it is a text input field. A checkbox labeled 'Post Request to KDOA' is checked and circled in black. Below the checkbox are fields for 'Posted Date' and 'Comment'.</p>
	If information is...	Then...				
	Complete	Click on the <b>Post Request to KDOA</b> checkbox.				
	Not complete	Leave the Post Request to KDOA checkbox unchecked.				
 <p>The screenshot shows a form with a radio button labeled 'OTHER' selected. Below it is a text input field. A checkbox labeled 'Post Request to KDOA' is unchecked and circled in black. Below the checkbox are fields for 'Posted Date' and 'Comment'.</p>						

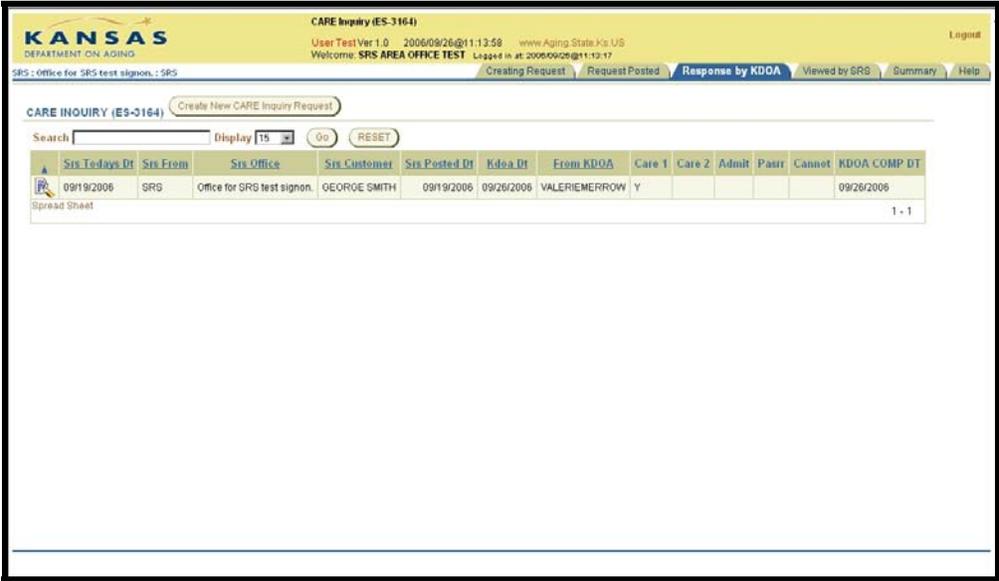
 5. | Click on the **Create** button | The entry will save and display the according to the table below. || 6. | | Post Request to KDOA checkbox is ... | Then...   | |--------------------------------------|---| | Checked                              | The request will be displayed on the Request Posted navigation tab for KDOA action.           | | Not complete                         | The request will be displayed on the Creating Posted navigation tab for SRS continued action. | |  |

# Updating a Pending Request

**Introduction** At times more information may become available and can be updated on the request. Updates to the request can be done from the Creating Request or Request Posted Navigational tabs.

**Note** Once KDOA opens the request, that request will be placed into a locked status so that the request can not be updated.

**How to Update a Pending Request** Follow the steps in the table below to edit/update an existing LOC Request.

Step	Action	Results
1.	Login to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	Locate request for the customer to be updated.	Will be listed on either the Creating Request or Request Posted Navigational Tabs depending upon the last action to the request.

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# Updating a Pending Request, Continued

## How to Update a Pending Request (continued)

Step	Action	Results										
3.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	<p>Page will be displayed. Depending upon the request status the following will occur.</p>										
4.	<table border="1" data-bbox="548 766 1393 955"> <thead> <tr> <th data-bbox="548 766 917 808">If Request is...</th> <th data-bbox="917 766 1393 808">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 808 917 955"> <p>Pending in the Create Request Page table.</p> </td> <td data-bbox="917 808 1393 955"> <p>The request page will display in an editable status. The heading will indicate that the request has not been posted.</p> </td> </tr> <tr> <td colspan="2" data-bbox="548 955 1393 1312">  </td> </tr> <tr> <td data-bbox="548 1312 917 1459"> <p>Pending in the Request Posted Page table prior to KDOA opening the request.</p> </td> <td data-bbox="917 1312 1393 1459"> <p>The request page will display in an editable status. The heading will indicate when the request was posted.</p> </td> </tr> <tr> <td colspan="2" data-bbox="548 1459 1393 1816">  </td> </tr> </tbody> </table>	If Request is...	Then...	<p>Pending in the Create Request Page table.</p>	<p>The request page will display in an editable status. The heading will indicate that the request has not been posted.</p>			<p>Pending in the Request Posted Page table prior to KDOA opening the request.</p>	<p>The request page will display in an editable status. The heading will indicate when the request was posted.</p>			
If Request is...	Then...											
<p>Pending in the Create Request Page table.</p>	<p>The request page will display in an editable status. The heading will indicate that the request has not been posted.</p>											
												
<p>Pending in the Request Posted Page table prior to KDOA opening the request.</p>	<p>The request page will display in an editable status. The heading will indicate when the request was posted.</p>											
												

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## Updating a Pending Request, Continued

### How to Update a Pending Request (continued)

Step	Action	Results						
	<table border="1"> <thead> <tr> <th>If Request is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Pending in the Request Posted Page table after KDOA opened the request.</td> <td>The request page will display in an locked status. The heading will indicate who is working on the request.</td> </tr> </tbody> </table>	If Request is...	Then...	Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.	 <p>The screenshot shows the KANSAS DEPARTMENT ON AGING SRS interface. At the top, it says 'CARE Inquiry (ES-3164)'. Below that, it shows 'User Test Ver 1.0 2006/09/27@10:03:24' and 'Welcome SRS AREA OFFICE TEST'. The main content area displays 'SRS : Office for SRS test signon. : SRS' and 'Current status: REQUEST POSTED Posted: 09/27/2006'. Below this, it shows 'Last Update: SRS: SRS date: 09/27/2006 10:02:16 KDOA: GALENRHOADES date: 09/27/2006 10:03:14'. At the bottom, it says 'SRS Request (ES-3164)' and 'Date 09/27/2006'. An arrow points from the 'Then...' text in the adjacent cell to the 'REQUEST POSTED' status in the screenshot.</p>		
If Request is...	Then...							
Pending in the Request Posted Page table after KDOA opened the request.	The request page will display in an locked status. The heading will indicate who is working on the request.							
5.	Click on the <b>Apply Changes</b> button	The entry will save and display the according to the table below.						
6.	<table border="1"> <thead> <tr> <th>Post Request to KDOA checkbox is ...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Checked</td> <td>The request will be displayed on the Request Posted navigation tab for KDOA action.</td> </tr> <tr> <td>Not complete</td> <td>The request will be displayed on the Creating Posted navigation tab for SRS continued action.</td> </tr> </tbody> </table>	Post Request to KDOA checkbox is ...	Then...	Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.	Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.	
Post Request to KDOA checkbox is ...	Then...							
Checked	The request will be displayed on the Request Posted navigation tab for KDOA action.							
Not complete	The request will be displayed on the Creating Posted navigation tab for SRS continued action.							

# Request Posted Navigational Tab

**Introduction** This section explains how to view a request that has been posted for KDOA action. Some of the screen prints have been cropped to show the details of the screen.

**How to View a Posted Request** Follow the steps in the table below to view the Requests that have been posted for KDOA action.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Request Posted</b> Navigational Tab	Page will be displayed with a table listing all the requests pending action for the SRS Office.



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# Request Posted Navigational Tab, Continued

## How to View a Posted Request (continued)

Step	Action	Results
3.	Click on the <b>View/Update</b> icon next to the customer row to add or view information.	<p>Page will be displayed with the completed information. The inquiry will be in a view only status if KDOA has viewed the inquiry.</p> <p>A comment will be added to the inquiry if KDOA is waiting on information.</p>

The screenshot displays the 'KANSAS CARE Inquiry (ES-3164)' web application. At the top, it shows the user is logged in as 'SRS AREA OFFICE TEST' on 10/16/2006. The main content area is titled 'SRS Request (ES-3164)' and lists various fields: Date (10/02/2006), From (SRS), SRS Region (Office for SRS test signon.), Email (henrymace@aging.state.ks.us), Phone (782966456), Fax (7852967777), Customer (Jane Jetson), and other personal and administrative details. A 'Comments by KDOA' section is highlighted with a red circle, showing a comment: 'Waiting for more information by the NF'. A 'Cancel' button is visible at the bottom left of the form area.

# Response by KDOA Navigational Tab

## Introduction

This section explains how to view a request that has been completed by KDOA. Some of the screen prints have been cropped to show the details of the screen.

## How to View a Completed Request

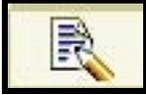
Follow the steps in the table below to view the Requests results.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
		
2.	Locate request for the customer.	The table will list only the requests completed by KDOA for the SRS Office that the user is associated.

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# Response by KDOA Navigational Tab, Continued

## How to View a Completed Request (continued)

Step	Action	Results
3.	<p>Click on the <b>View/Update</b> icon next to the customer row needing updated.</p> 	<p>The Request Results Page will be displayed.</p> <p>Once the page is opened, the request is moved from the Response by KDOA Navigational Tab to the Viewed by SRS Navigational Tab.</p>

Changing Status from **RESPONSE BY KDOA** to **VIEWED BY SRS**.



**CARE Inquiry (ES-3164)**  
User Test Ver 1.0 2006/09/27@11:05:00 www.Aging.State.Ks.US  
 Welcome: SRS AREA OFFICE TEST Logged in at: 2006/09/27@10:41:02

**SRS : Office for SRS test signon. : SRS** Creating Request Request Posted Res

Current status: **VIEWED BY SRS** Posted: 09/27/2006 Completed: 09/27/2006 Viewed:  
 Last Update: SRS: SRS date: 09/27/2006 10:02:16 KDOA: GALENRHOADES date: 09/27/2006 10:40:44

**SRS Request (ES-3164)**

Status VIEWED BY SRS  
 Date 09/27/2006  
 From SRS

- \* **SRS Office** Office for SRS test signon.
- \* **Email** SRS@SRS.ORG  
 Phone 7852964987  
 Fax
- \* **Customer** JANE JETSON  
 DOB  
 SS No. 987654321  
 Medicaid No.  
 NF Name  
 NF Phone  
 NF Admit Date
- Prior Living Arrangement HOME/COMMUNITY  
 Posted Date 09/27/2006

SRS Comment

[Click Here To Print This Page](#)

**KDOA**

KDOA Date 09/27/2006  
 From GALENRHOADES

**SECTION A - CARE Level I Completed?**  
 YES Date 07/07/2006 LOC Score 62 LOC Met? YES

**SECTION B - CARE Level II Completed?**  
 NO Date | |

**SECTION C - Urgent/Provisional Admit?**  
 NO Start Date End Date

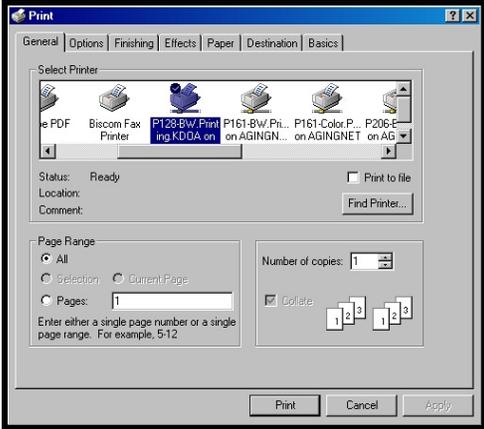
**SECTION D - Other States PASRR on File?**  
 NO State Date

**SECTION E - LOC Cannot be Completed Because:**  
 Other Comments  
 KDOA Completed Date 09/27/2006

*Continued on next page*

## Response by KDOA Navigational Tab, Continued

### How to View a Completed Request (continued)

Step	Action	Results
4.	To print the response, click on the <b>Click Here to Print This Page</b> link.	Print dialog box will be accessed. (this may look differently depending on the computer configuration)
		
5.	Click on <b>Print</b>	Page Prints

# Viewed by SRS Navigational Tab

**Introduction**

This section explains how to view a request that was previously viewed by SRS. Some of the screen prints have been cropped to show the details of the screen.

**How to View a Request again**

Follow the steps in the table below to view the Requests once again.

Step	Action	Results
1.	<b>Login</b> to the System.	The Response by KDOA Page will be displayed first as default.
2.	Click on the <b>Viewed by SRS</b> Navigational Tab	Page will be displayed with no results unless an inquiry was view on the current date.
		
3.	Select the <b>From</b> date	Defaults to current date.
4.	Select the <b>To</b> date	Optional - Defaults to a future date (12/31/2999).
5.	Select the <b>Limit to</b> area	If the option is left as “Select Office/Region” setting then the Office/Region that the user is associated with will be the displayed.

*Continued on next page*

## Viewed by SRS Navigational Tab, Continued

### How to View a Request again (continued)

Step	Action	Results
6.	Click on the <b>Go</b> button	A table listing all the requests that have been viewed during the time frame by an SRS person for the SRS Office.

The screenshot shows the 'CARE INQUIRY (ES-3164)' web application. At the top, there is a header with the Kansas Department on Aging logo and navigation tabs: 'Creating Request', 'Request Posted', 'Response by KDOA', and 'Viewed by SRS'. Below the header, there is a search area with a 'Search' field, a 'Display' dropdown set to '15', and date filters for 'From' (09/26/2006) and 'To' (12/20/2006). A 'Limit to:' dropdown is set to 'Select Office/Region'. A 'Go' button and a 'RESET' button are also present.

SRS Inquiry #	SRS From	SRS Region	SRS Email	SRS Phone	SRS Fax	SRS Customer	SRS Posted To	SRS Date	SRS Ssn	SRS Medicaid Nbr	SRS RI Name
09262006	SRS	Office for SRS test signon.	srs@srs.org	7852964987		George Jetson	0926/2006	04-JUL-20	123456789		
09272006	SRS	Office for SRS test signon.	SRS@SRS.ORG	7852964987		JANE JETSON	0927/2006		987654321		
09272006	SRS	Office for SRS test signon.	SRS@Email.org	7852964987		ELROY JETSON	0927/2006	01-JAN-20	456789321		

Below the table, there is a link for 'Spread Sheet'.

**Note:** This page can be scrolled to the right to view all the fields. However, it can also be re-printed if needed by selecting the View/Update icon in the customer row.

# Summary Navigational Tab

## Introduction

The page is a quick summary count of how many requests have been created, posted and completed.

The screenshot shows the 'Summary' page of the SRS system. At the top, there is a navigation bar with tabs for 'Creating Request', 'Request Posted', 'Response by KDOA', 'Viewed by SRS', 'Summary', and 'Help'. The 'Summary' tab is active. Below the navigation bar, there are search filters for 'Created Dates', 'Request Posted Dates', and 'Response by KDOA Dates', each with a date input field and a 'Go' button. A 'LIMIT TO' dropdown menu is set to 'Select Office/Region'. Below the filters are three data tables showing request counts for various dates and statuses.

Created Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25	TOTALS
CREATING REQUEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

Request Posted Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
REQUEST POSTED	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Response by KDOA Dates	10-12	10-13	10-14	10-15	10-16	10-17	10-18	10-19	10-20	10-21	10-22	10-23	10-24	10-25
RESPONSE BY KDOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VIEWED BY SRS	0	0	0	0	1	0	0	0	0	0	0	0	0	0
DISCARDED	0	0	0	0	0	0	0	0	0	0	0	0	0	0

## Date Range

With no entry, the default view will show a two week time frame, a week prior and a week in the future of the current date. There is date entry option to look at a specific date. Enter the date and press the Go button and the date will be highlighted.

## Limit to Office/Region Selection

With no entry, the default view will show the summary count for the Office/Region that the user is associated. If a summary is needed for a particular Office or Region, select the region and press the Go button and the information will be displayed.