Adults Quick Guide

Acknowledging a Case Note Alert

An alert is sent from a case note (recorded by another worker) to let you know there is a case note to read on a person's record.

Alerts will display and can be acknowledged from:

- your **Alerts** folder in your **Current work** section when in **Full** or **Narrow workview**

- the **Alerts** section on your **Homepage** when in **Closed** or **Narrow workview**

Acknowledging an alert will remove (delete) it from both places.

> You must **view** the case note **before** acknowledging the alert.
>
> Once acknowledged you will have no lasting reference of the alert in your workload.

To acknowledge case note alerts:

- Click the **Case note alert** hyperlink in your **Alerts** folder / the **Alerts** section on your **Homepage**

- Click the **Acknowledge** button