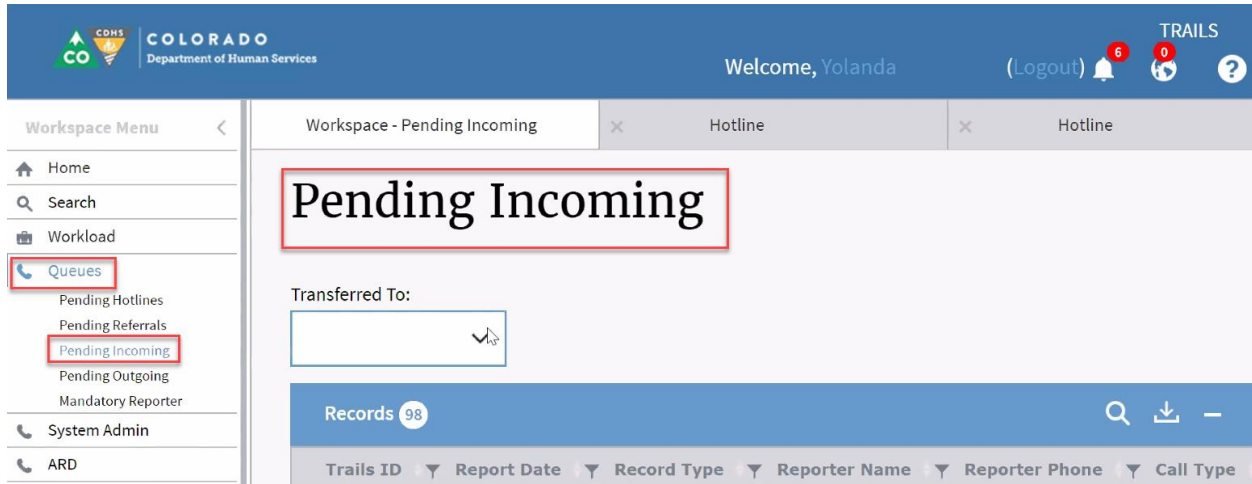




How to Acknowledge, Accept and Assign a Hotline Record in Modernized Trails: The Three A's



In order to correctly transfer a Hotline in Modernized Trails, the user must complete the process exactly or complications may arise. You must start in the Pending Incoming Queue. If you do not start in the Pending Incoming Queue, the transfer process will not completely work in its entirety. Then follow the process of the Three A's to successfully transfer a Hotline record.



Once you select a Hotline ID to transfer from the Pending Incoming Queue, the Three A's of a successful Hotline Transfer are as follows:

- A**cknowledge Receipt of Transfer of Hotline Record
- A**ccept Transfer of Hotline Record
- A**ssign or Accept Hotline Record

Step One: **A**cknowledge Receipt of Transfer of the Hotline Record:

In order to view this hotline, you must acknowledge receipt of its transfer.

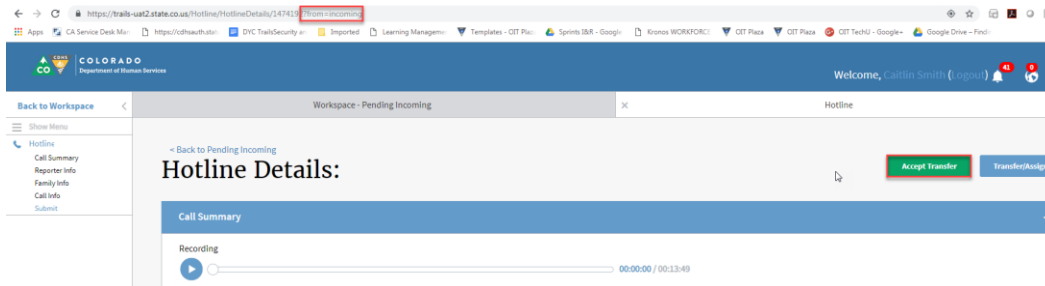




How to Acknowledge, Accept and Assign a Hotline Record in Modernized Trails: The Three A's



Step Two: **A**ccept Transfer of Hotline Record. One way to tell if you are doing this correctly is to look in the url for Modernized Trails. It will show: “**?from=incoming**” if it is coming from the Pending Incoming Queue. Then click on the Accept Transfer button. This will change the “Primary Worker” to “County Inbox”.



Step Three: **A**ssign or Accept Hotline Record

When you are ready to assign this Hotline to a worker, you click on the Transfer/Assign Button and fill in EITHER the Recipient County OR the Primary Worker, but you cannot fill in both. Then you must add a comment, click the Transfer/Assign button.

Transfer/Assign History
✕

Transfer/Assign OR

Recipient County*
 Jefferson ▼

Recipient Primary Worker
 Start Typing...

Admin Group ▼

Unit ▼

Comments*
 Test

Transfer/Assign

Secondary Workers + Add Secondary Worker

User/Worker	Admin Group	Admin Unit	Role	Start Date	End Date	Comments
No information available						

Close
Done

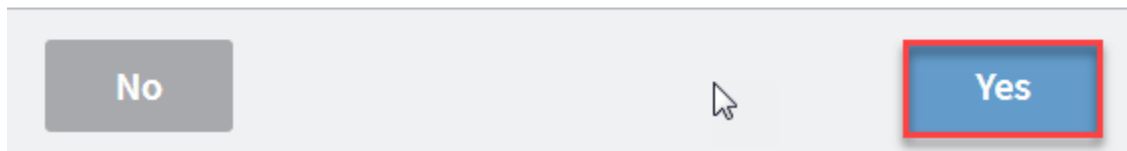


How to Acknowledge, Accept and Assign a Hotline Record in Modernized Trails: The Three A's



Then you will receive another pop up message asking if you are sure. If you are sure, click Yes. This modal pop up will go away and the user will need to click “Done” on the Transfer/Assign History Modal shown above. Now the Primary Worker shows correctly as the worker’s name.

Are you sure you want to transfer this hotline?



Or you can assign yourself as the primary worker.

