Manage Hotline Supervisor Approval Step Action Table

User
Hotline Supervisor.

Process
This step action table describes the actions needed to search for and open a Hotline, access the approval request, and approve or decline the hotline record.

Introduction

- The **Disposition by** field will auto-populate with the hotline supervisor's name and today's date, and cannot be edited.
- If an approval is declined, the supervisor is required to provide comments.
- When an approval is declined, an alert will be sent to the Primary Worker of the hotline with the comments provided by the supervisor.
- All hotline approvals/rejections will be saved to history.

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Approve Hotline

Step	Action
1	In the *Left Navigation* panel. • Click **Search.** • Click **Hotline Search.**
2	On the *Hotline Search* page. • Click in the **Hotline ID** text box. • Enter **Hotline ID**. • Click **Search**.
3	In the *Hotline Search* table. • Click the **Hotline ID** link to open the Hotline Details.
4	On the *Hotline Details* page. • Navigate down to the **Supervisor Approval** section. • Select **Approve**. • Add **Comments** to the Comments field, if required. • Click **Submit Disposition**. **Note:** The hotline is approved and no longer in a pending status.
5	On the *Hotline Details* page. • Navigate down to the **Call Disposition** section. • Click **View Submission History** link. **Note:** A pop-up window opens and the submission history for the referral displays, including the approval details.

Decline Hotline

Step	Action
1	In the *Left Navigation* panel. • Click **Search.** • Click **Hotline Search.**
2	On the *Hotline Search* page. • Click in the **Hotline ID** text box. • Enter **Hotline ID**. • Click **Search**.
3	In the *Hotline Search* table. • Click the **Hotline ID** link to open the Hotline Details.
4	On the *Hotline Details* page. • Navigate down to the **Supervisor Approval** section. • Select **Decline**. • Add required **Comments** in the Comments field. • Click **Submit Disposition**. **Note:** The disposition is submitted and the incoming request is declined.
5	On the *Hotline Details* page. • Navigate down to the **Call Disposition** section. • Click **View Submission** link. **Note:** A pop-up window opens and the submission history for the referral displays, including the declination details.