

Reception Log & Message Center

CalSAWS Reception Log Overview

- The **Reception Log** is used to track Customer visits to County offices.
- When users access the **Reception Log List** page, the default display is the current date and all visits that correspond to the status of **Waiting to be Seen**.
 - The Reception Log can be used to send E-mail notifications to a User or send electronic messages to the Message Center.
- When accessing the **Reception Log Detail** page, the buttons labeled **Generate Referral** and **Generate CW 31** can be found at the top or the bottom of the page.
 - The **Generate Referral** button allows users to generate the CSF 130 County Referral form.
 - The **Print Number Full Page** button allows the user to generate a receipt that includes the number(s) assigned and can be printed with a standard local printer.
- **Reception Log** entries with the **Exclamation Mark** or **Special Circumstances** icon are sorted at the top of the results.

Reception Log List

* - Indicates required fields.
 > Refine Your Search

Search Results Summary Results 1 - 1 of 1

View Date(s): 05/21/2021 to 05/21/2021
 Last Refreshed at 4:47 PM

Date	Initial Time	Waiting Person	Language	Indiv. Type	Case	Purpose	Detail	Appt. Time	Visit Status	Number Assigned	Worker ID
05/21/2021	4:46 PM	00:01	Arende... Elsa 20F		2675522	Appointment			Worker Notified	1	36LS008X6Q

Reception Log Detail

* - Indicates required fields

Print Number Full Page Generate Referral Generate CW 31 Edit Close

Case Number: 2675522 Application Number: Person Name: * Arendelle, Elsa 20F Office: CalSAWS Project Office Date: 05/21/2021

Description: Individual Type: Language: Emergency Requests: Special Needs:

Visit Information

Initial Time	Purpose	Detail	Appt. Time	Program	Status	Number Assigned	Worker ID	Additional E-mail	Location
4:46 PM	Appointment				Worker Notified	1	36LS008X6Q		

Print Number Full Page Generate Referral Generate CW 31 Edit Close

Security Tip

- Any **Confidential Case** may be added to the **Reception Log** and the information is suppressed for users who do not have the appropriate security group(s).
- Users with edit access to the **Reception Log** can add visits with their Worker ID. Users with multiple Worker IDs can toggle between offices on the CalSAWS homepage.

Message Center Functionality

- The **Message Center** displays electronic messages sent from the Reception Log or the lobby device to a specified User.
- From the **Message Center**, users can:
 - View their messages.
 - Update the Reception Log visit status to **Worker Acknowledged**, **Meeting Started**, or **Complete**.
- The **Message Center** is located under the **Global navigation bar** and only displays when the User is logged into the System and has messages.
- The **Globe**  icon expands and collapses the **Message Center**.
- The **Message Center** displays:
 - Messages sent to all positions of the logged in User
 - Messages specific to a case when in the context of the case.
 - The Reception Log visit type.
 - The customer's name.
 - The case number if provided.

Reception Log & Message Center Actions

From the **Reception Log Detail** page, the **Reception Log** status is updated by clicking one of the following icons:

-  The **Monitor Call** icon updates the status of the reception log entry to Lobby Monitor Call and calls the customer based on configuration. This icon does not display if the reception log entry's status is **Meeting Started**, **Complete**, or **No Response** or if the lobby monitor is not configured.
-  The **Star** icon updates the status of the Reception Log entry to **Worker Acknowledged**.
-  The **X** icon updates the status of the Reception Log to **No Response**.
-  The **Play** icon updates the status of the Reception Log entry to **Meeting Started**. This icon only displays when the Reception Log entry's current status is **Worker Acknowledged**.
-  The **Check Mark** updates the status of the Reception Log entry to **Complete**.