# Reception Log & Message Center

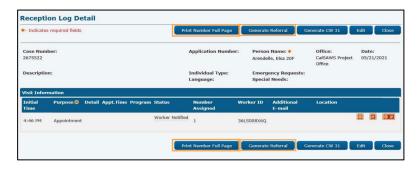
#### CalSAWS Reception Log Overview

- 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.

### 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.





## **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.

#### 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**.