

## View Images

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### Purpose

The purpose of this job aid is to provide instructions for viewing images in the System.

### Imaging Solution

The imaging solution is the repository for all images in the System whether scanned locally, in central processing or received via an interface. The process of scanning remains the same.

Within the System, there are pages with an Images button. Clicking this button pulls images from the imaging solution into a separate window for viewing.

### View Images – Case Summary

In the System, you can view images associated with a case or an individual on the Case Summary page.

### Starting Point

Step	Action
1.	Place the cursor over <b>Case Info</b> on the <b>Global</b> navigation bar.
2.	Select <b>Case Summary</b> from the <b>Local</b> navigator.
3.	On the <b>Person Search</b> page: a) Enter search criteria. b) Click the <b>Search</b> button.
4.	In the <b>Search Results Summary</b> page section: a) Click the < <b>Name</b> > hyperlink for the case you wish to view.
5.	On the <b>Case Summary</b> page: a) Click the <b>Images</b> button.

A pop-up window opens with the images associated with the case and/or individuals on that case.

### Point of Service

The Point of Service button allows you to view images for a specific submitted by a customer via BenefitsCal or lobby/kiosk device within 90 days.

## Access Images from the Case Summary:

Step	Action
1.	Place the cursor over <b>Case Info</b> on the <b>Global</b> navigation bar.
2.	Select <b>Case Summary</b> from the <b>Local</b> navigator.
3.	Click <b>Point of Service</b> on the <b>Task</b> navigation bar.

## Images Linked to Tasks

If your county has opted to set up document routing rules, a task can generate when a document is imaged and fully indexed. You can view the image that triggered a task from within in the context of a task.

## Starting Point – Worklist

Step	Action
1.	Place the cursor over <b>Case Info</b> on the <b>Global</b> navigation bar.
2.	Select <b>Tasks</b> from the <b>Local</b> navigator.
3.	Click <b>Worklist</b> on the <b>Task</b> navigation bar.
4.	On the <b>Worklist</b> page: a) Enter the search criteria. b) Click the <b>View</b> button.
5.	In the <b>Search Results Summary</b> page section: a) Click the < <b>Type</b> > hyperlink in the <b>Type</b> column.
6.	In the <b>Task Detail</b> pop-up window: a) Click the <b>Images</b> button.