

CREATING A NEW WORKER ACCOUNT FOR CASE MANAGERS

1. CREATING A NEW ACCOUNT REQUEST

Click **New Account Request** on the lefthand menu of the CAMS window.



The screenshot displays the 'The John Howard Society of Canada Case Administration Management System' interface. On the left, a vertical menu lists several options: 'My Cases', 'New Intake/Referral', 'Search Office/Prof.', 'Search Cases By:', 'Program Reports', 'Change/Edit Requests', 'New Account Request', 'Modify Account Request', and 'Log Out'. A red arrow points to the 'New Account Request' option. To the right of the menu, there is a table with columns labeled 'Intake Form', 'Needs Assmt.', 'Service Plan', 'Monthly Report', and 'Mi'. Below the table, the text '[#5] Omar Test [# 5]John Howard Ottawa' is visible, followed by 'JHSCANADA's Worker: **Kassandra Roy**' and 'Current Status: **Open** Status Date: 2018-06-28'. A yellow rectangular box is positioned below this text. The same text and box are repeated further down the page.

2. FILLING OUT THE NEW ACCOUNT REQUEST FORM

1. Enter the case manager's first name, last name, **work email** address, and start date (date they started work for the program).
2. Select **Yes** for *Waitlist Manager*.
3. Select the applicable "program" (i.e. your JHS location) and move it to the "Selected" box.
4. Select **YES** for *Add to current WAIT cases*.
5. The next two fields should be **No** as default (*Member of a worker team* and *Add to (ALL) current open cases*).
6. Select **No** for *Worker Supervisor*.
7. **Submit the request.**

The John Howard Society of Canada
Case Administration Management System

Log Out | Kassa

**** NOTE ** Complete ALL fields below and then click Submit Request.**

New Member Form

*First Name: Kathy
*Last Name: Test
*Email: ktest@jhsottawa.ca
*Start Date: 2018-06-28

Waitlist Manager

*Waitlist Manager Yes No

Select Programs:

Available	Selected
#1004 John Howard Halifax #1008 John Howard New Brunswick #1009 John Howard Newfoundland & Labrador #1005 John Howard Kingston #1001 John Howard B.C. Interior #1014 John Howard Vancouver #1015 John Howard Victoria #1002 John Howard Calgary #1003 John Howard Edmonton #1013 John Howard Saskatchewan #1017 John Howard Winnipeg	#1011 John Howard Ottawa

Add to current WAIT cases Yes No

Team

*Member of a worker team No

Add to current open cases

*Add to (ALL) current OPEN cases No

Worker Supervisor

*Worker Supervisor Yes No

Additional Info:

Submit Request Go Back

*denotes required field

NOTE: Select « Yes » as pictured and not « No » as per my instructions during the training!

NOTE: With a **Supervisor account**, Supervisors are able to see Open and Waitlisted cases for all of their workers *in addition* to their own cases. See the **“Managing Assigned Cases”** work instructions for instructions on how to do this, and how to re-assign cases to a different Case Manager.