



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop

Overview

The FamLink Desktop helps you to easily access and enter detailed information into FamLink efficiently and effectively. One of the ways the FamLink Desktop helps you organize and retrieve work is by employing a series of icons that graphically represent the people and the work of Children's Administration.

The Desktop contains a set of expandos customized for each worker group according to the work the members of the group perform. For example, on their Desktops, intake workers see all intakes assigned to them. On their Desktops, social workers see all cases assigned to them.

The Desktop has four main areas that enable you to navigate, access, and enter information.

These areas are:

- The Menu
- The Banner
- The Outliner
- Messages and Links

Workflow

Because you use Navigation throughout FamLink, it is not specific to any particular process.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop

The screenshot shows the FamLink login interface. At the top left is the 'FamLink' logo. Below it are two text input fields: 'Username:' containing 'train60' and 'Password:'. A red circle with the number '1' is around the Username field, and a red circle with the number '2' is around the Password field. Below the password field is a section titled 'Roles' containing a table with three rows of role information. At the bottom left is a 'Login' button, which is circled with a red circle containing the number '3'.

	Name	Region	Office	Unit	Job Class	Supervisor
<input type="radio"/>	Worker-60 CPS	Region 6	CA	Aberdeen	Social Worker I	Supervisor CPS
<input type="radio"/>	Supervisor-60 Intake	Region 6	CA	Aberdeen	Supervisor (Social Worker IV)	ProgramMgr Intake
<input checked="" type="radio"/>	Worker-60 Intake	Region 6	CA	Aberdeen	Social Worker I	Supervisor-60 Intake

This is the FamLink **Login** page, your starting point.

To log in to FamLink, you need to enter your user name.

If you perform multiple tasks in your job, FamLink may display a list of roles.

The role you use to log in determines your worker group, security profile, and assignments.

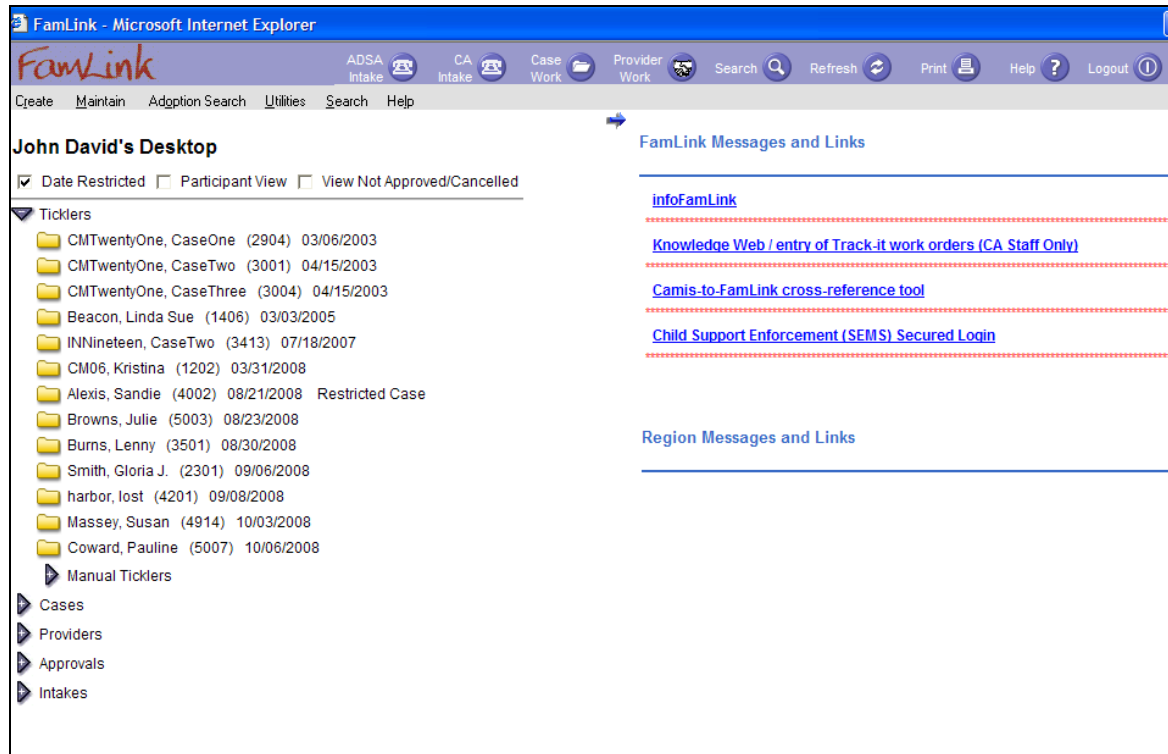
- (1) In the **Username** text box, type your user ID.
- (2) In the **Password** text box, type your password.
- (3) Click the **Login** button.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The FamLink Desktop displays.

The FamLink Desktop serves as your entry point to FamLink and the work it helps you do.

It is your Desktop, unique to your worker group, security profile, and assignments.

Your security profile gives you access to the information you need to complete your job. It determines which FamLink pages you are able to access and what you are able to do on each page (such as create, edit, add, delete, or read only).

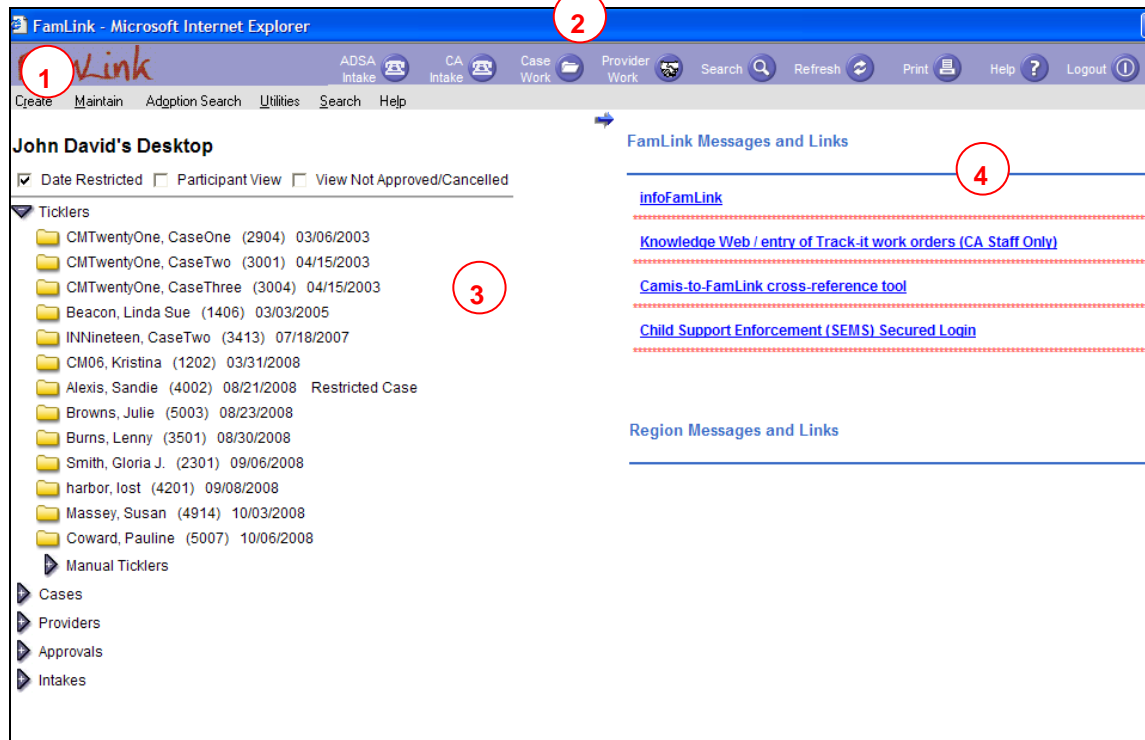
Security features are designed to limit access to sensitive data, to allow only authorized workers to do certain functions, and to control the approval process.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The FamLink Desktop *cont'd*

The Desktop has four major areas for easy navigation:

(1) The **Menu** has six menus:

- Create, Maintain, Adoption Search, Utilities, Search, and Help.

(2) The **Banner** has nine toolbar buttons:

- ADSA Intake (Aging and Disabilities Service Administration), CA (Children's Administration) Intake, Casework, Provider Work, Search, Refresh, Print, Help and Logout

(3) The **Outliner** has five expandos:

- Ticklers, Cases, Providers, Approvals, and Intakes
- Supervisors have an additional **Workers** expando.

(4) **Messages and Links** displays both statewide and regional messages and links

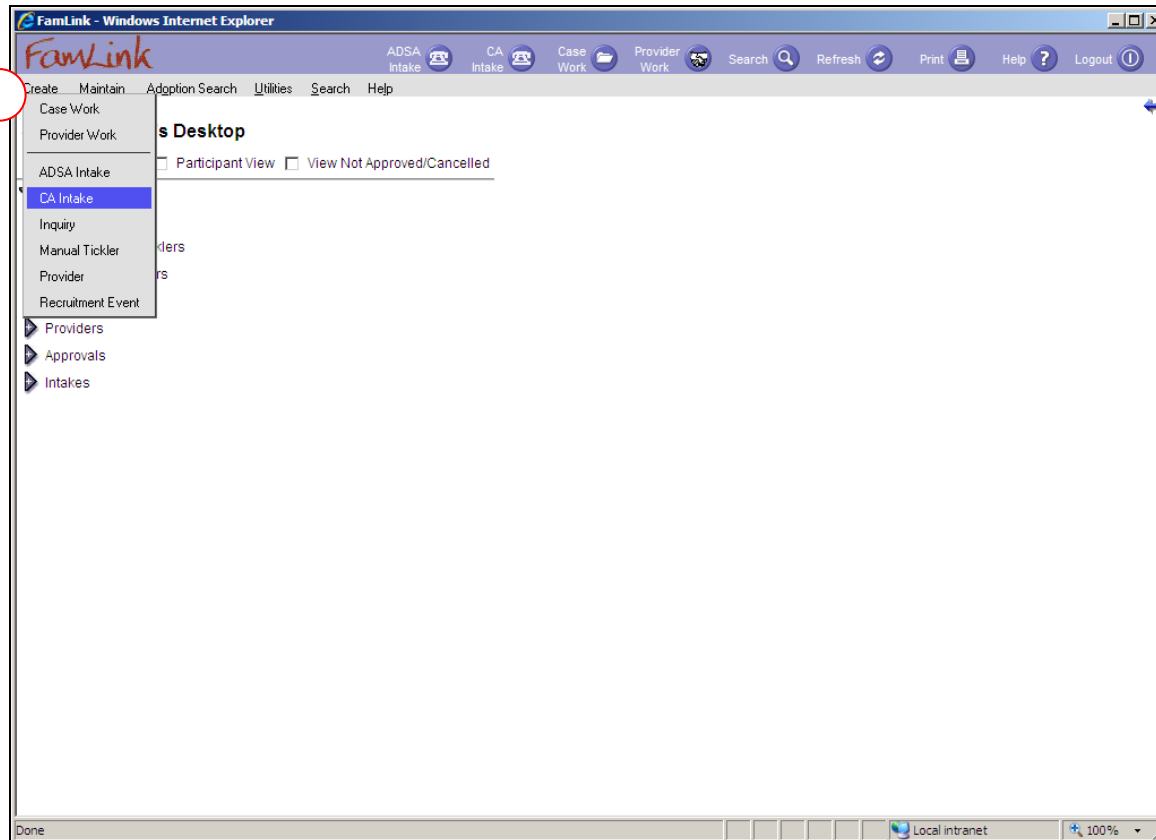
Let's look at each area more closely.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The menu on the FamLink Desktop

The menu provides access to all the FamLink functionality your security profile allows.

Depending on your security profile, you can select actions from lists that display when you click the menu options.

Let's look at the **Create** menu:

(1) When you click the **Create** menu, the actions available are:

- Case Work
- Provider Work
- ADSA Intake (Create ADSA intake available for use by ADSA employees)
- CA Intake (Create CA intake available for use by CA employees)
- Inquiry
- Manual Tickler
- Provider
- Recruitment Event

Security features are designed to limit access to sensitive data, to allow only authorized workers to do certain functions, and to control the approval process.

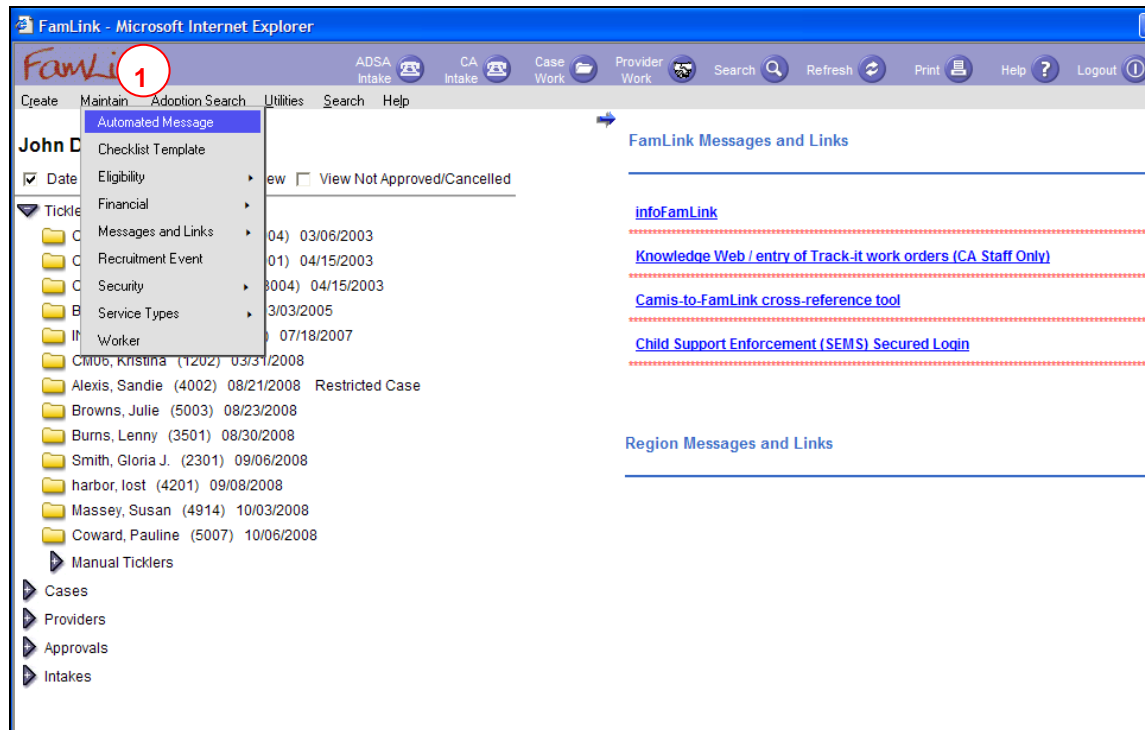
Now, let's look at the **Maintain** menu.



FamLink User Manual

Course: **FamLink Fundamentals**

Topic: **Navigation - FamLink Desktop**



The menu *cont'd*

(1) When you click the **Maintain** menu, the actions available are:

- Automated Message
- Checklist Template
- Eligibility
- Financial
- Messages and Links
- Recruitment Event
- Security
- Service Types
- Workers

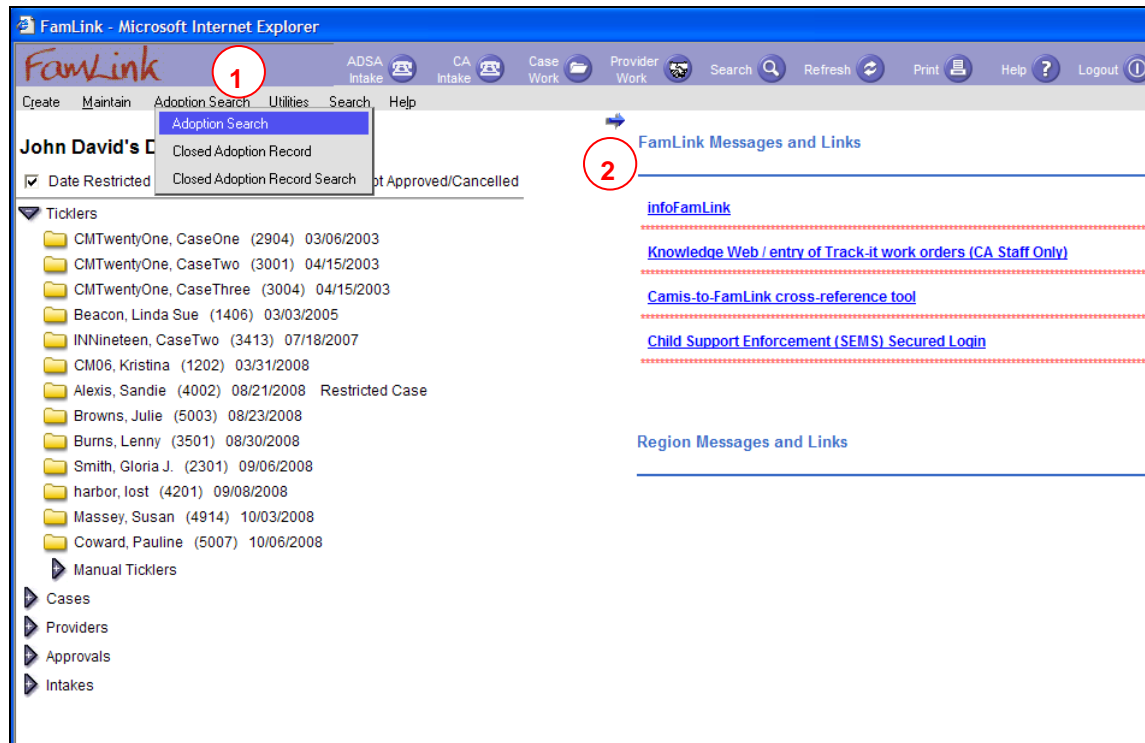
Let's look at the Adoption Search Menu



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The menu *cont'd*

(1) When you click the **Adoption Search** menu, the actions available are:

- Adoption Search
- Closed Adoption Record
- Closed Adoption Record Search

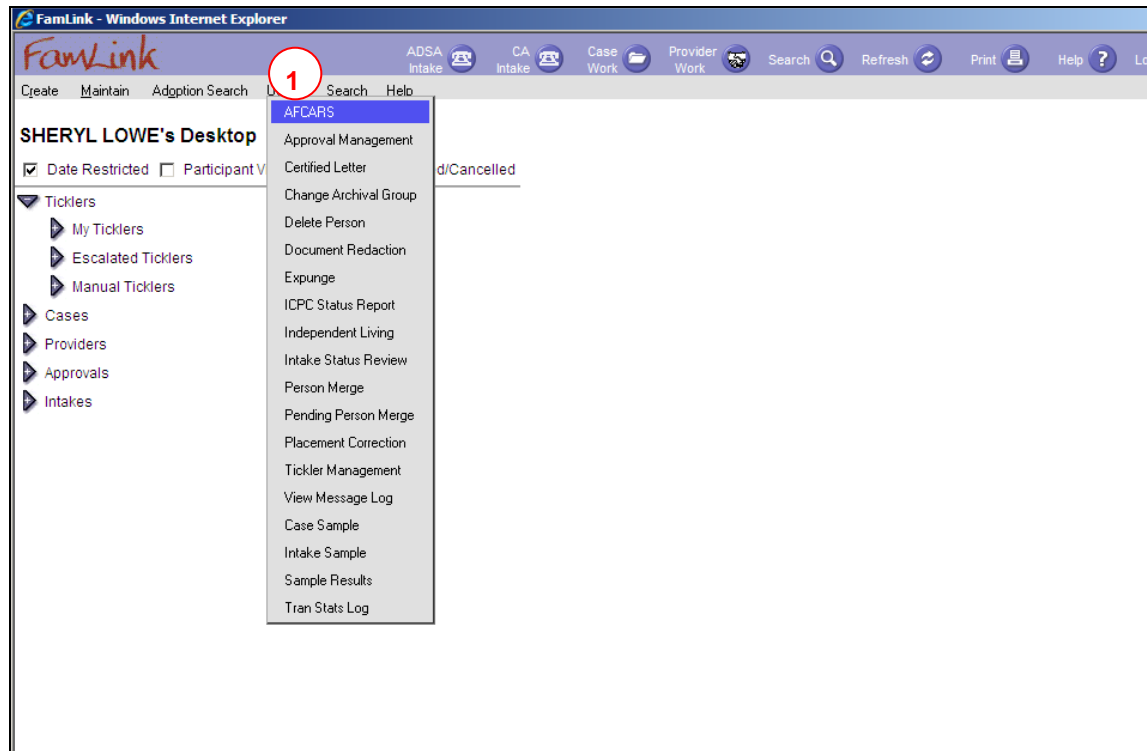
(2) Click the blue arrow to close the FamLink Messages and Links portion of the screen.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The menu *cont'd*

(1) When you click the **Utilities** menu, the actions available are:

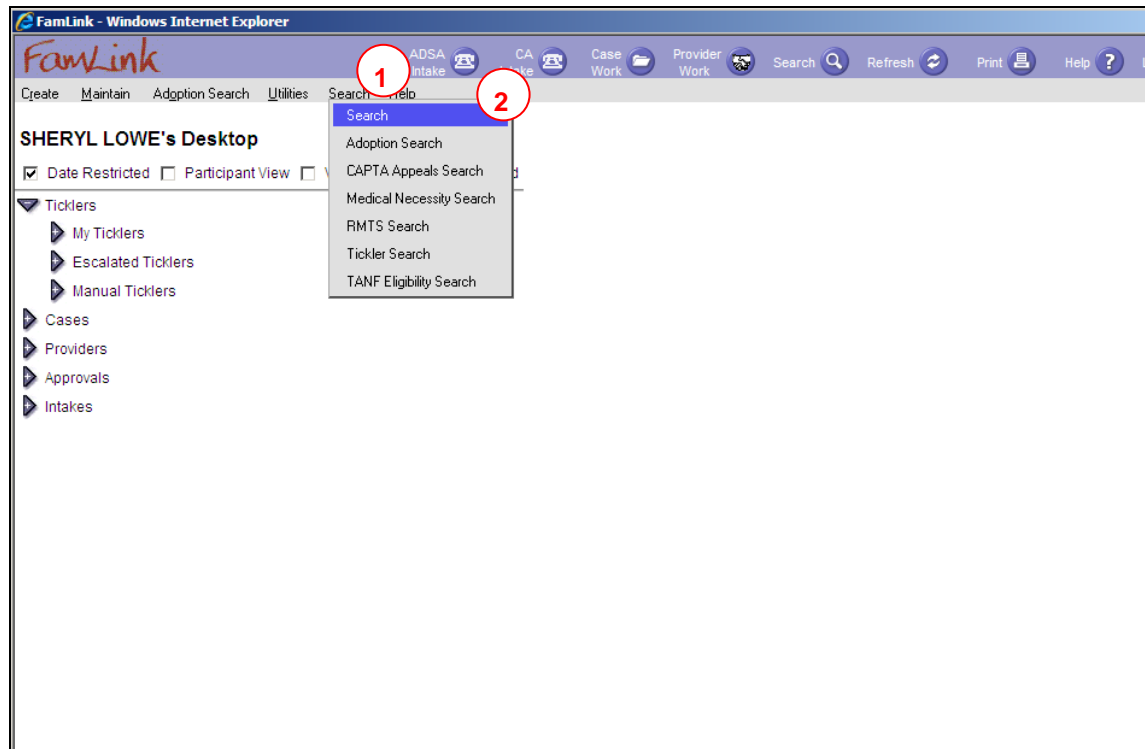
- AFCARS
- Approval Management
- Certified Letter Tracking
- Change Archival Group
- Delete Person
- Document Redaction
- Expunge
- Interstate Compact on the Placement of Children (ICPC) Status Report
- Intake Status Review (ADSA employees only)
- Person Merge
- Pending Person Merge
- Placement Correction
- Tickler Management
- View Message Log
- Case Sample
- Intake Sample
- Sample Results
- Tran Stats Log



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The menu *cont'd*

(1) When you click the **Search** menu, the actions available are:

- Search
- Adoption Search
- Child Abuse Prevention and Treatment Act (CAPTA) Appeals Search
- Medicaid Billing Data Search
- Search Ticklers

(2) When you click the **Help** menu, the actions available are:

- About
- Help

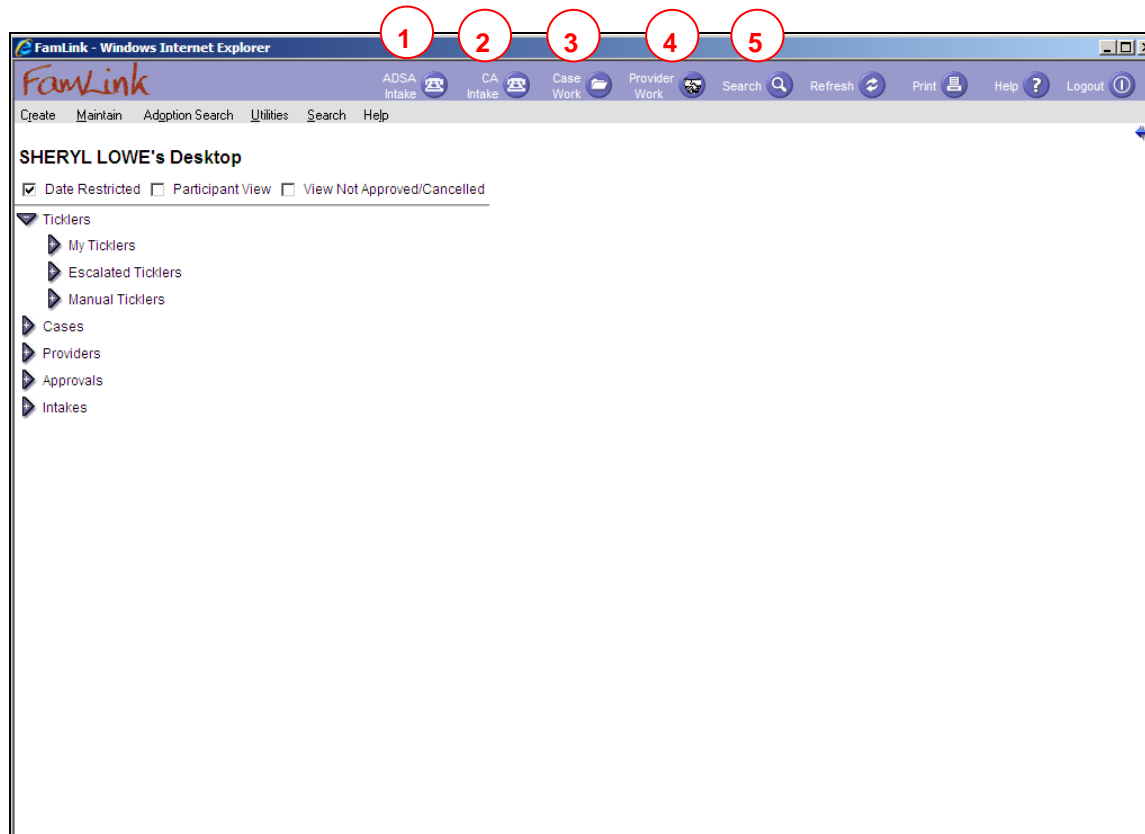
Now, let's look at the FamLink Banner.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



The FamLink Banner, on the FamLink Desktop

The FamLink Banner provides shortcuts to these common functions:

(1) ADSA Intake

This takes you to a new **ADSA Intake** page, the starting point for ADSA intakes.

(2) CA Intake

This takes you to a new **CA Intake** page, the starting point for CA intakes.

(3) Case Work

This takes you to the **Create Case Work** page, the starting point for creating various pieces of work for cases assigned to you.

(4) Provider Work

This takes you to the **Create Provider Work** page, the starting point for various pieces of work for providers assigned to you.

(5) Search

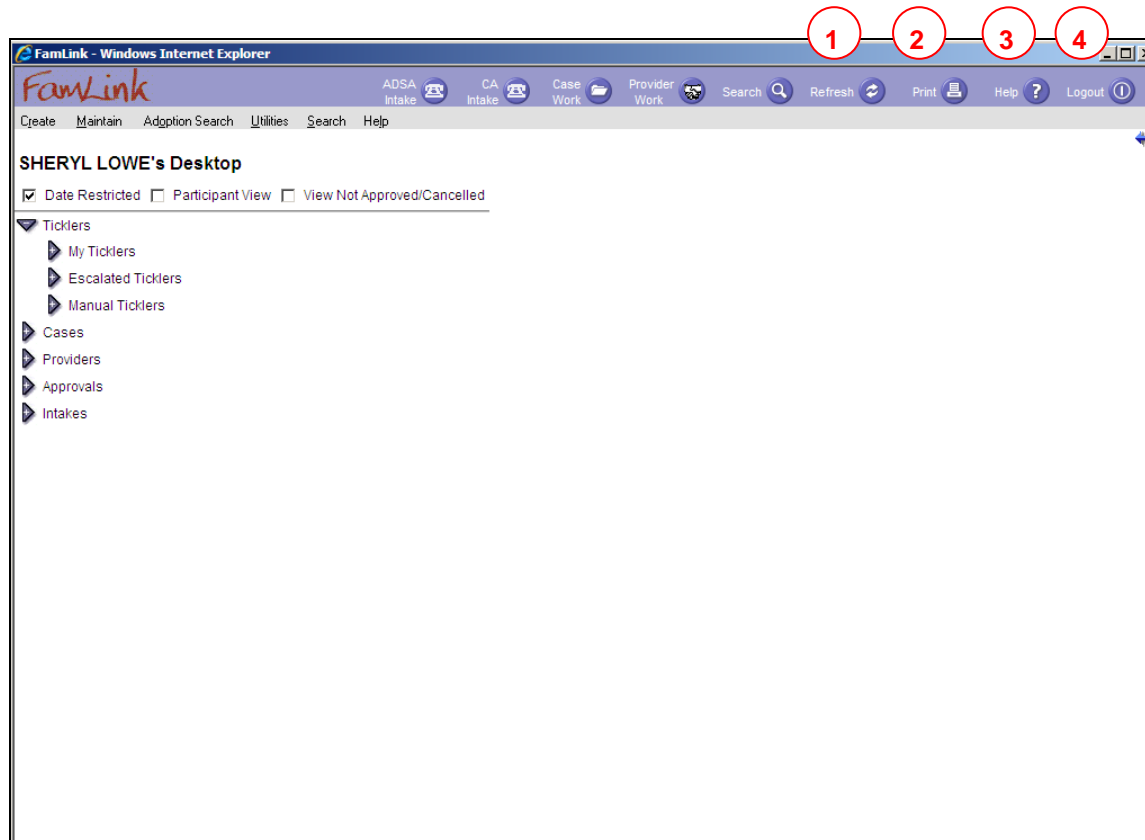
This takes you to the **Search** page where you can do navigational searches for cases, persons, providers, or workers.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



FamLink Banner *cont'd*

(1) Refresh

Only available on the Desktop, this button updates FamLink with new real-time data and refreshes the Desktop to the “log-in” state.

(2) Print

This allows you to print a page as it appears on your computer screen.

(3) Help

This opens FamLink Online Help. When you open Help from a certain page, Help displays that page topic. Click the “X” in the upper right corner of the Help page to exit.

(4) Logout

Use this button to logout and exit FamLink.

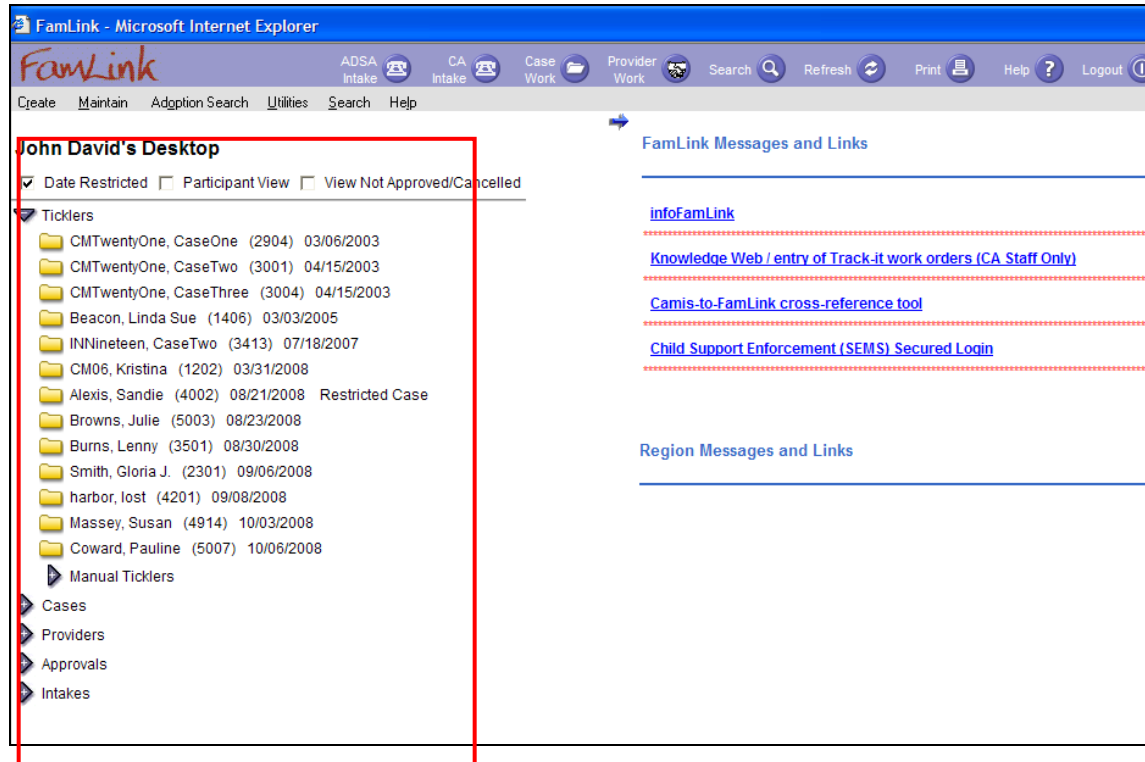
- FamLink updates some data at night. This means you see some results the next day.
- As tempting as it may be, **do not** use the “X” in the upper right corner to exit any page in FamLink, other than Help.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



Outliner on the FamLink Desktop

The Outliner is the section of the Desktop that is unique to you. It uses expandos that display your work and the work of your group. The work displays vertically, in an outline format customized for you.

For example:

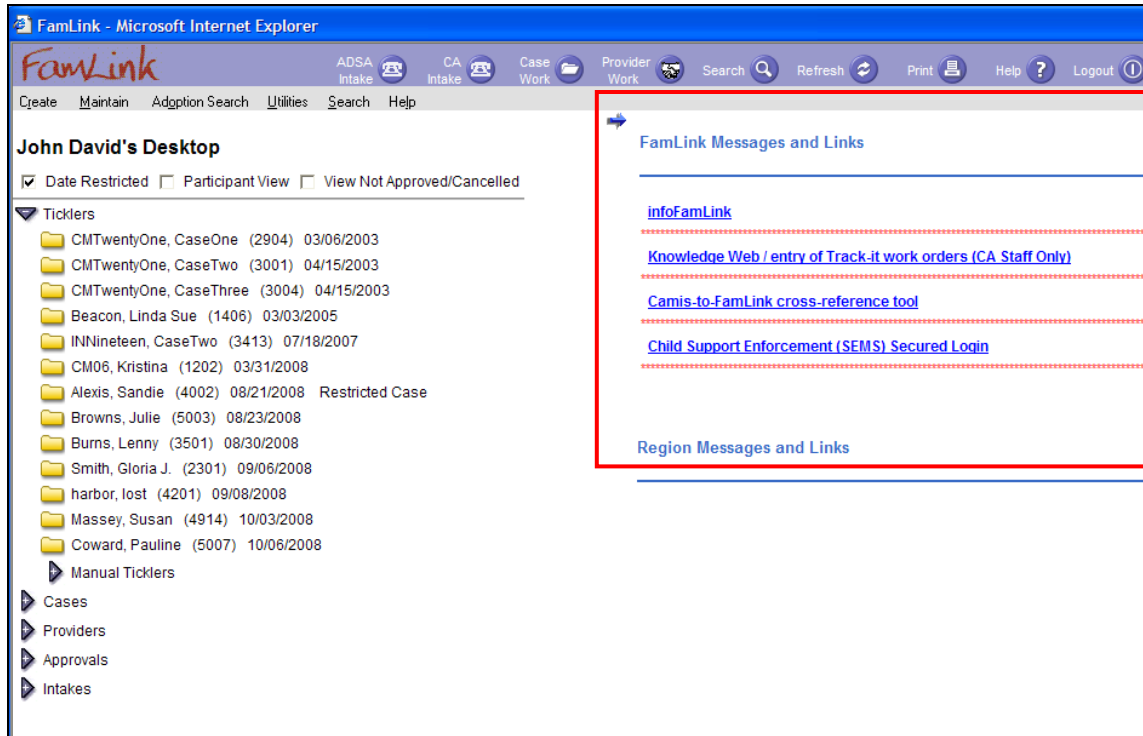
- If you have an assignment to a case or provider, the case name or provider name displays in your Outliner.
- Only workers with security to intakes will have the **Intakes** expando. Other workers can access intakes from the case or provider when the intake is linked to the case/provider.
- You can change how FamLink sorts the information in the Outliner by selecting different views. For example, you can restrict your view by date or sort by participant.
- If you are an intake worker, you may not have any work in the **Providers** expando. This is because intake workers generally are not responsible for licensing or other such provider activities.
- If you are a supervisor, you have a **Workers** expando so that you can view the work of your staff.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



FamLink Messages and Links area.

The **FamLink Messages and Links** area is where statewide and region-specific messages and links display.

- In this area, the State Help Desk can display useful messages or hyperlinks. All FamLink users across the state can view the information displayed here.
- In the **Region Messages and Links** section, each region can display its own messages or region-specific hyperlinks. For example, a region can choose to display details about upcoming training opportunities and contact information.
- Located at the top left of the **FamLink Messages and Links** area is an arrow pointing to the right. Click this arrow to close the **FamLink Messages and Links** area and gain more Desktop space for your Outliner.
- To display the **FamLink Messages and Links** area again, click the arrow pointing to the left, located on the upper right of the Desktop.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop

Case Notes - Microsoft Internet Explorer

FamLink

Case: Burns, Lenny Worker Creating Note: David, John Worker Making Contact: David, John
Case Note ID: 1501 Date Entered: 10/10/2008 08:40 AM ☐ Note Finalized

Actions
Print Notes

Note Information

*Date Occurred: 07/15/2008 10:10 AM PM
*Category: CPS
*Type: Administrative

Related Participants and Collaterals:
Larry Burns
Laura Burns

Related Intakes
07/16/2008 1:56 PM 3804

FamLink -- Web Page Dialog

Save changes before closing page?

Yes No Cancel

Activities Per Person

Activity	Participant	Location	*Time	Delete	TCM
Record - Disclosure/Discovery	No data found	Parental Home	10:10 AM PM	Delete	
	Larry Burns		10:10 AM PM	Delete	

Insert Correction Note Create Save Close

Closing Pages in FamLink

Once you're done with a page and are ready to close it, click **Close** at the bottom of the page or click the **Yes**, **No**, or **Cancel** button on the dialog box that displays when you haven't saved your work before closing.

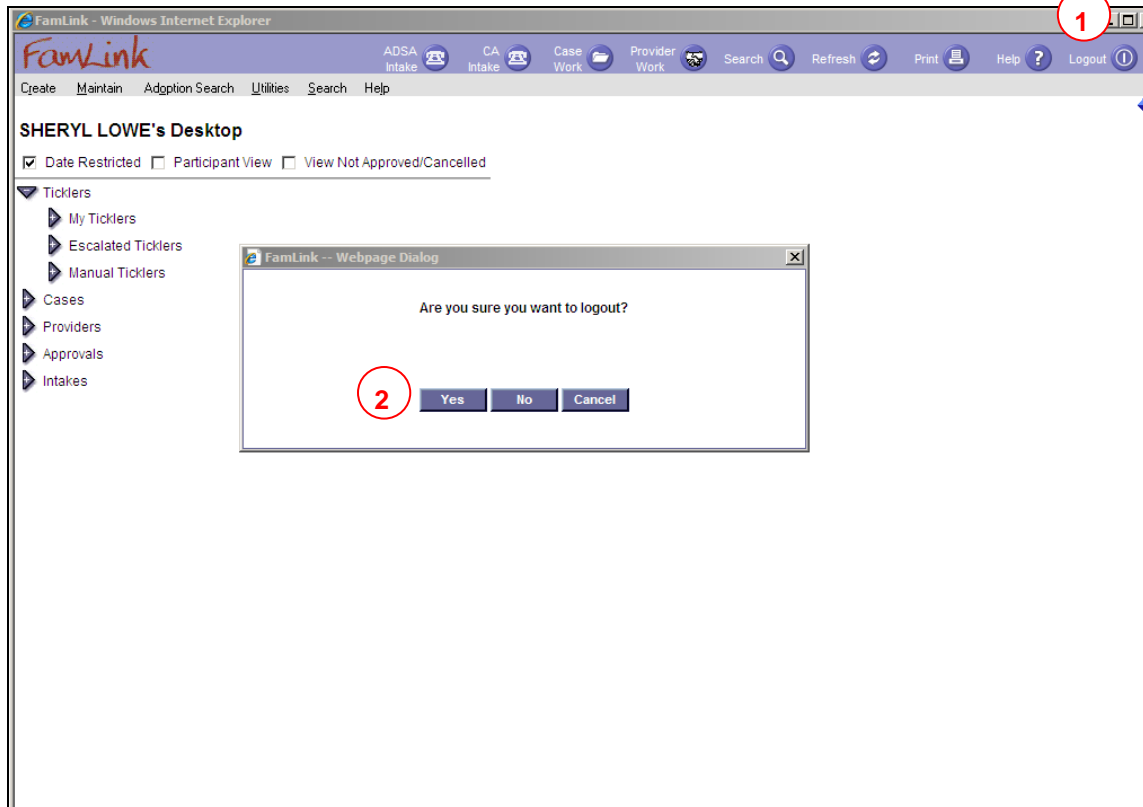
- **Never close a FamLink page by clicking the "X" in the upper right-hand corner.** Doing so may result in the loss of information. To avoid this, be sure to close all pages properly.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop



Logging Out of FamLink.

To log out of FamLink properly:

- (1)** Click **Logout** on the FamLink Banner.
 - Do **not** use the "X" in the upper right-hand corner.
- (2)** On the dialog box, click **Yes**.
 - You return to the FamLink Logon page.



FamLink User Manual

Course: FamLink Fundamentals

Topic: Navigation - FamLink Desktop

FamLink

Username:

Password:

Roles

	Name	Region	Office	Unit	Job Class	Supervisor
<input type="radio"/>	Worker-60 CPS	Region 6	CA	Aberdeen	Social Worker I	Supervisor CPS
<input type="radio"/>	Supervisor-60 Intake	Region 6	CA	Aberdeen	Supervisor (Social Worker IV)	ProgramMgr Intake
<input checked="" type="radio"/>	Worker-60 Intake	Region 6	CA	Aberdeen	Social Worker I	Supervisor-60 Intake

The FamLink Logon page displays.

You have completed the **Navigation – FamLink Desktop** topic in the FamLink User Manual.