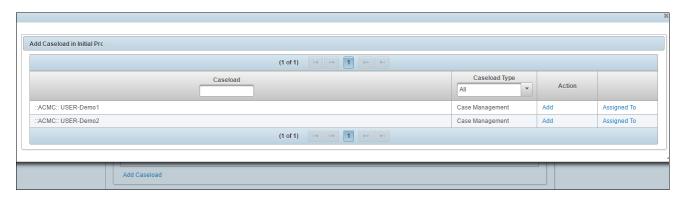
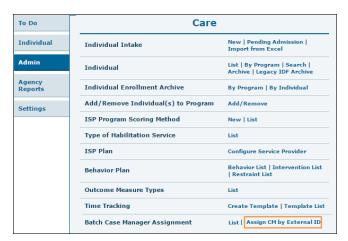


Case Management/El Caseloads not Syncing

 For Case Management type users if the case management or early intervention caseloads are not syncing or are incompletely syncing, it can be fixed when a user is assigned a caseload:



2. From the 'Admin' tab, under 'Care' section, click on 'Assign CM By External ID' next to Batch Case Manager Assignment



3. Enter the Case Management Users' CDSS Login ID and click the 'Assign' button. The caseload(s) would be updated.

*CDSS (case sensitive, usually has a numeric digit at the end). This is what generates the caseload from CDSS into Therap.

