

Searching for an e-App using e-Tools

Objective

After reading this, the user will be able to accurately search for an e-Application using e-Tools in KEES.

Overview

Registration will be starting a new process that changes how we register applications when multiple applications are received. Registration will not e-Link each application to the case. They will add a journal entry that identifies the e-App number of each additional application and will re-index images to the case. In some cases such as FFM and MIPPA applications there will not be an image found in images. This job aid will explain how a user can access the additional e-App(s) using only the e-App number given in the journal entry.

Locating e-App

1. Determine if there are additional applications by reading the journal on the case. If there are additional e-Apps not e-Linked the e-App number will be included in the journal. It may be necessary to look through multiple journal entries to locate all unlinked e-Apps needed for processing.

02/12/2016 8:30 AM

Paper application received 1/14/2016 is an additional request for coverage. Program block is in Pending status. E-App 1072556 is set to Not Accepted and is not linked to the case. Added Jefferson and Ana to HH.

2. Determine if there are Images in Image Now that correspond to the additional app(s) mentioned in the journal. If all unlinked e-apps have an image, viewing the e-app is not needed.

NOTE: All FFM applications will have an e-App number that begins with 7. If the e-app number in the journal begins with this number no image will be in image now continue to **STEP 3**.

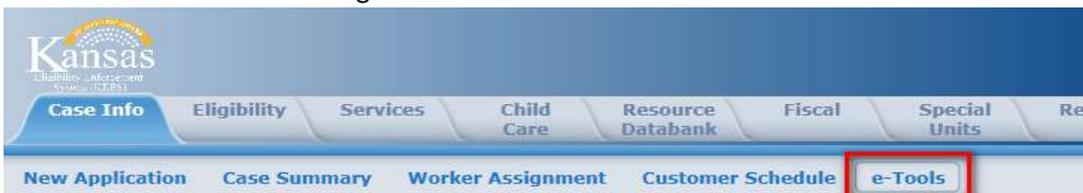
3. If there are no images in Image Now you will need to search for the e-App using e-Tools. Begin by clicking the **Kansas Logo** to return to the KEES home page.



4. In the Task Portlet select **View All**.



5. Select **e-Tools** in the local navigation menu.



- Select all in the **e-App Status** drop-down.
- Type in your e-App number in the **e-App Number** textbox.
- Checkmark the e-Application box under **Type**. (See the image below for an example of the the e-Application Search window.)

The screenshot shows a search interface with the following fields and values:

- e-App Status:** All
- e-App Number:** 1072556
- Type:** e-Application
- Search By:** All
- Application Date Range:** Begin Date: [empty], End Date: [empty]
- Advanced Search:** [button]
- Search:** [button]

- Click **Search**.
- Search Results Summary displays. Ensure the **Applicant Name** column matches the case name on your case.

Search Results Summary					
Expedited Services	Recertification/Renewal	e-App Number	Applicant Name	Application Date	e-App Status
No	No	1072556	Banner, Bruce	01/14/2016	Not Accepted

- Click the hyperlink in the **e-App Number** column to view the e-app.

Search Results Summary					
Expedited Services	Recertification/Renewal	e-App Number	Applicant Name	Application Date	e-App Status
No	No	1072556	Banner, Bruce	01/14/2016	Not Accepted

STEPS 3 - 11 need to be repeated for every e-App on your case that was *not* e-linked and *does not* have images in ImageNow.