OTI's in FSFN

How to Request one:

1. The case must be assigned to you, from your desk top go to "ACTIONS" next to the case name a box will pop up

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-Choose Case Transfer request, a second box will pop up

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-Fill in the requested information and hit save

How to Identify if requests are pending:

- 1. Go to Utilities
- 2. Go to Case Transfer Request
- 3. A New box will pop up

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4. Change the status to Pending (or accepted or rejected)

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Can click on blue hyperlink for more info