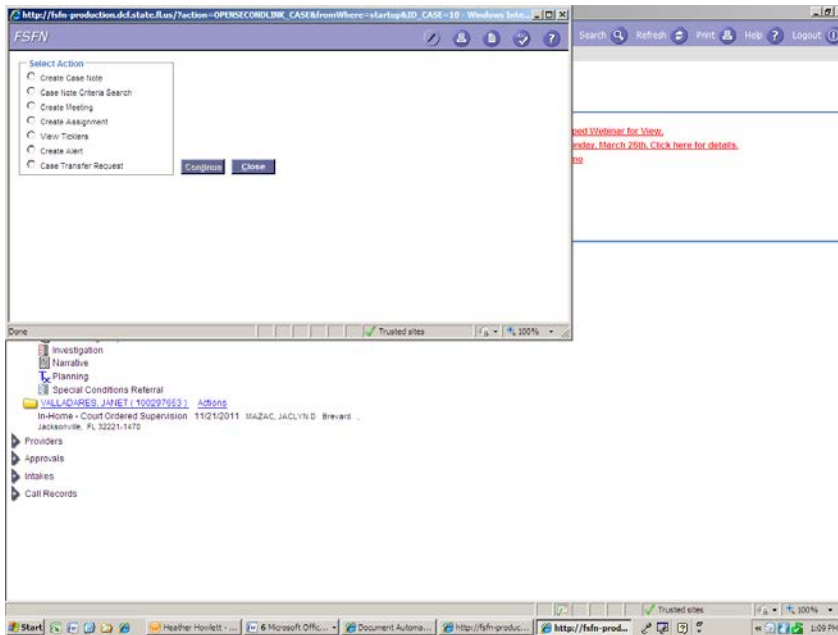


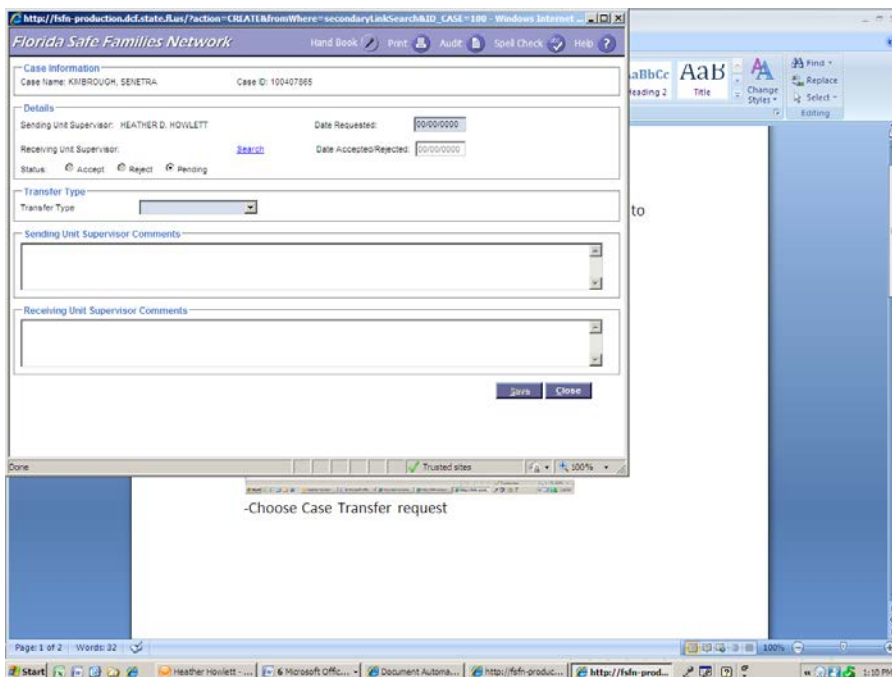
# OTI's in FSFN

## 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



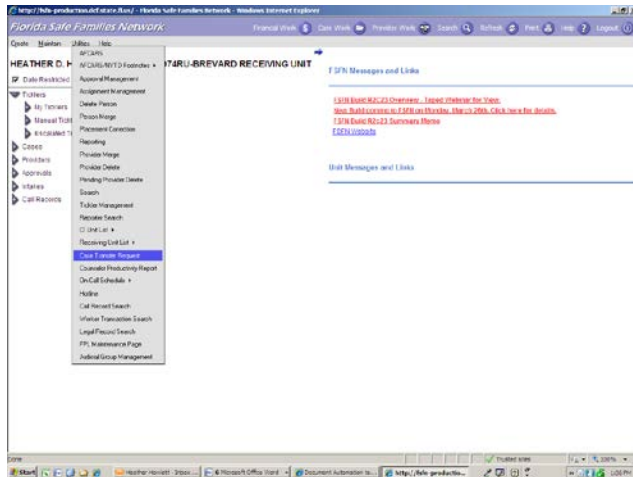
-Choose Case Transfer request, a second box will pop up



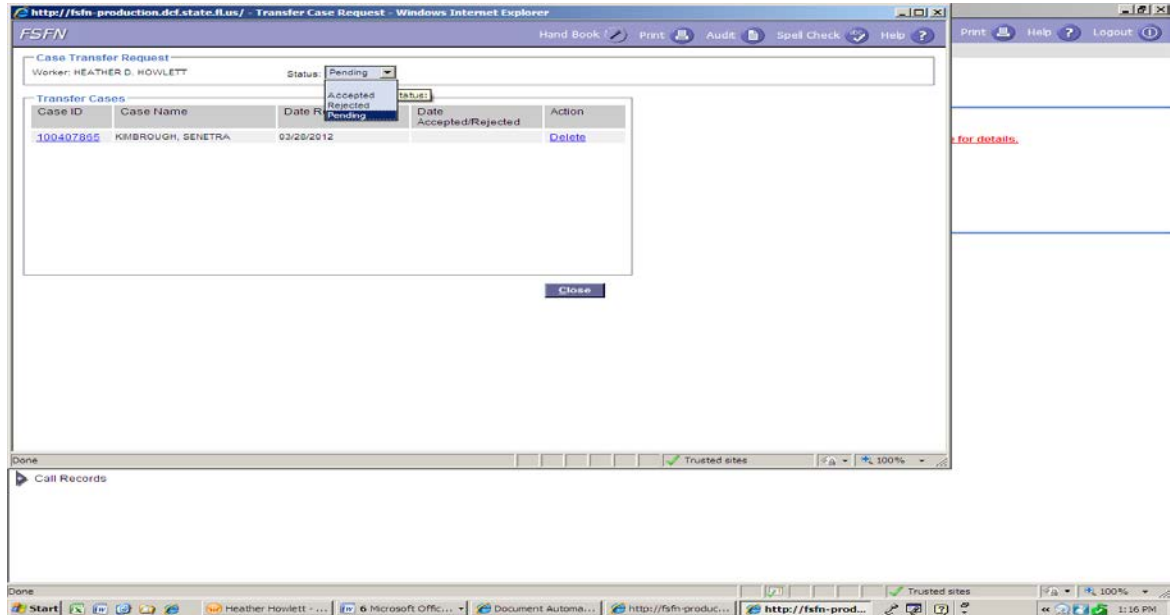
-Fill in the requested information and hit save

## How to Identify if requests are pending:

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



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



Can click on blue hyperlink for more info