Utilizing Messages and Queues from the Home Screen

Notes:
- This Quick Reference Sheet provides guidance on the Messages and Queues quick links found on the Home Screen. These Fast Links create a dashboard to help you manage your work at a glance.
  - Messages may be system-generated, such as an alert that a case has been transferred to your facility, or that an amendment has been approved. Or, they may be sent to you by another EDRS user.
  - Queues are separated into Registration Work Queues and Amendment Work Queues. The former contains cases owned by your facility that require further action by your office to complete. The latter contains amendments in progress, but not completed.

1 On the Home screen, there are **Messages** and **Queues**, each with an indicator number in the upper right corner. The number for Messages indicates how many new messages you have, and the number for each of the Queues is the quantity of items that require attention for registration or amendment activity.
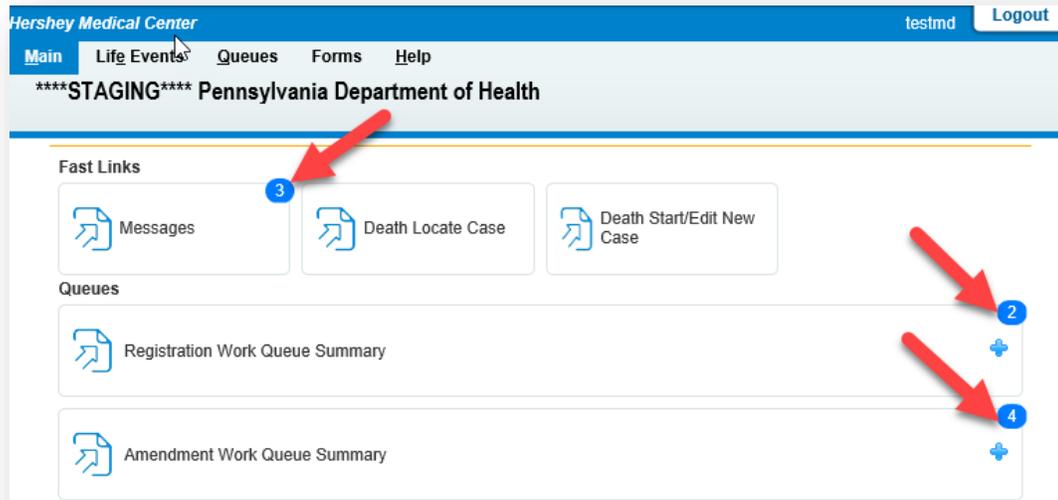
2 Clicking on the **Messages** box on the Home screen will take you to the Messages inbox. Unread messages show in **bold** text. Messages regarding a case you own will contain a hyperlink, either to the decedent name or the Case ID.

Click the **name** link in the From column to open the message in a popup window or click on the hyperlinked **decedent name** or Case Id in the Message column to access the case.

3 Clicking on the **+ icon** for a **Queue Summary** box on the Home screen will expand the box to provide additional details and links to the queues. Clicking the name of the queue will take you to a listing of cases having that status.

4 From the queue listing, you can easily access the case by clicking the **Case ID** or **decedent name**.

5 Monitor the status of your pending amendments through the **Amendment Work Queue Summary.** Remember, if an amendment shows the *Keyed* status it has not yet been submitted for approval. Click on the **Keyed** queue link to easily access the amendment and send it for approval.

6 From the queue listing, you can easily access the amendment by clicking the **Amendment Number** link.