Login to the System with valid credentials.
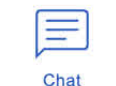
You will land on the Home screen which is a dashboard.

DoHS Case Manager

English 🔔 0 💬 0 Kathy 🡒

🏠 Home
💬 Chat
❓ Help

Home

Child Name	Case ID	Case Stage	Assigned Date	Foster Placement	Jurisdiction	County	Action
Search Child Name	Search Case ID	Search Case Stage	Search Assigned Da... 📅	Search Foster Placement	Search Jurisdiction	Search County	
E_6d26b676, T_9281ef51	484540	FCC	07/01/2025	Provider_30f0ebad	-	Randolph	👁 💬
B_bbd52a99, M_e8e3ad45	456820	FCC	07/01/2025	Provider_889a7f9e	-	Randolph	👁 💬
G_429e6948, M_02e90de1	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
K_814e9308, D_935afdb9	421334	FCC	07/01/2025	Provider_1165858b	-	Randolph	👁 💬
S_c094c105, S_ac54aa74	415500	FCC	07/01/2025	Provider_970e08f4	-	Randolph	👁 💬
W_cb909a4b, N_a7e27449	495232	FCC	07/01/2025	Provider_78d573a3	-	Randolph	👁 💬
E_f22c1f83, R_832d8ef3	484540	FCC	07/01/2025	Provider_30f0ebad	-	Randolph	👁 💬
G_429e6948, H_d0f4b959	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
G_429e6948, P_ae54d996	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
P_ee4657c9, A_d826db9a	421334	FCC	07/01/2025	Provider_d0e533ae	-	Randolph	👁 💬

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On the Dashboard, Click the Chat icon in the Action column against the case you want to initiate the chat.

DoHS Case Manager

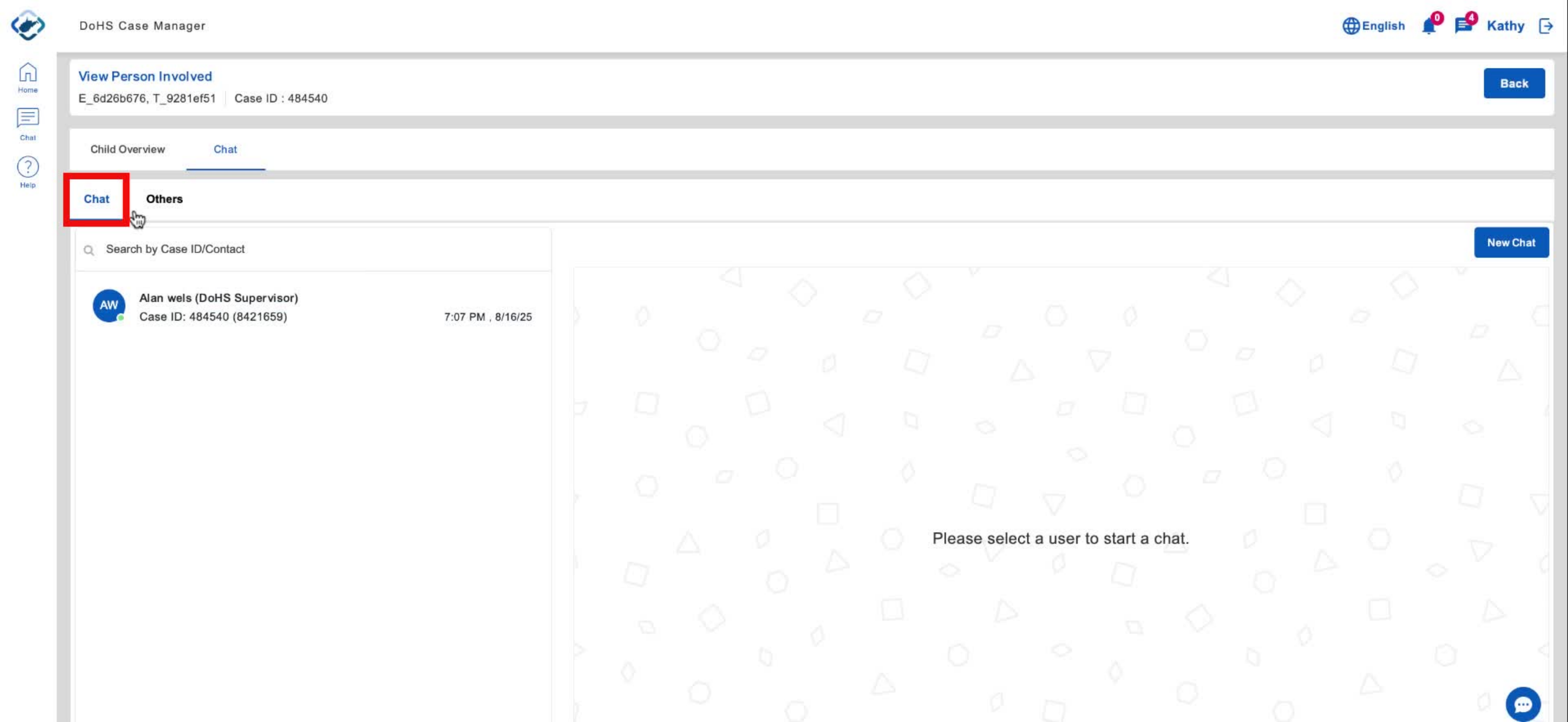English 🔔 0 🚩 4 Kathy ⏏

Home

Home

Child Name ▼	Case ID ▼	Case Stage ▼	Assigned Date ▼	Foster Placement ▼	Jurisdiction ▼	County ▼	Action
Search Child Name	Search Case ID	Search Case Stage	Search Assigned Date Press ... 📅	Search Foster Placement	Search Jurisdiction	Search County	
E_6d26b676, T_9281ef51	484540	FCC	07/01/2025	Provider_30f0ebad	-	Randolph	👁 💬
B_bbd52a99, M_e8e3ad45	456820	FCC	07/01/2025	Provider_889a7f9e	-	Randolph	👁 💬
G_429e6948, M_02e90de1	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
K_814e9308, D_935afdb9	421334	FCC	07/01/2025	Provider_1165858b	-	Randolph	👁 💬
S_c094c105, S_ac54aa74	415500	FCC	07/01/2025	Provider_970e08f4	-	Randolph	👁 💬
W_cb909a4b, N_a7e27449	495232	FCC	07/01/2025	Provider_78d573a3	-	Randolph	👁 💬
E_f22c1f83, R_832d8ef3	484540	FCC	07/01/2025	Provider_30f0ebad	-	Randolph	👁 💬
G_429e6948, H_d0f4b959	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
G_429e6948, P_ae54d996	234013	FCC	07/01/2025	Provider_35f528f9	-	Randolph	👁 💬
P_ee4657c9, A_d826db9a	421334	FCC	07/01/2025	Provider_d0e533ae	-	Randolph	👁 💬

10 ▼   Page 1 of 2 (20 items) ‹ 1 of 2 ›

💬

In the Chat tab, the Chat sub-tab is displayed by default. This section shows existing chat messages between users on the left side, while the right side provides an option to initiate a new chat.

In the chat section, click on "New Chat" to start a conversation.

DoHS Case Manager

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View Person Involved
E_6d26b676, T_9281ef51 | Case ID : 484540

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Search by Case ID/Contact

New Chat

AW **Alan wels (DoHS Supervisor)**
Case ID: 484540 (8421659)   7:07 PM , 8/16/25

Please select a user to start a chat.

The Add New Chat modal displays a list of people the logged-in user can chat with. Select the record corresponding to the person you want to start a chat with.

Click the "Start" button in the modal to initiate the chat.
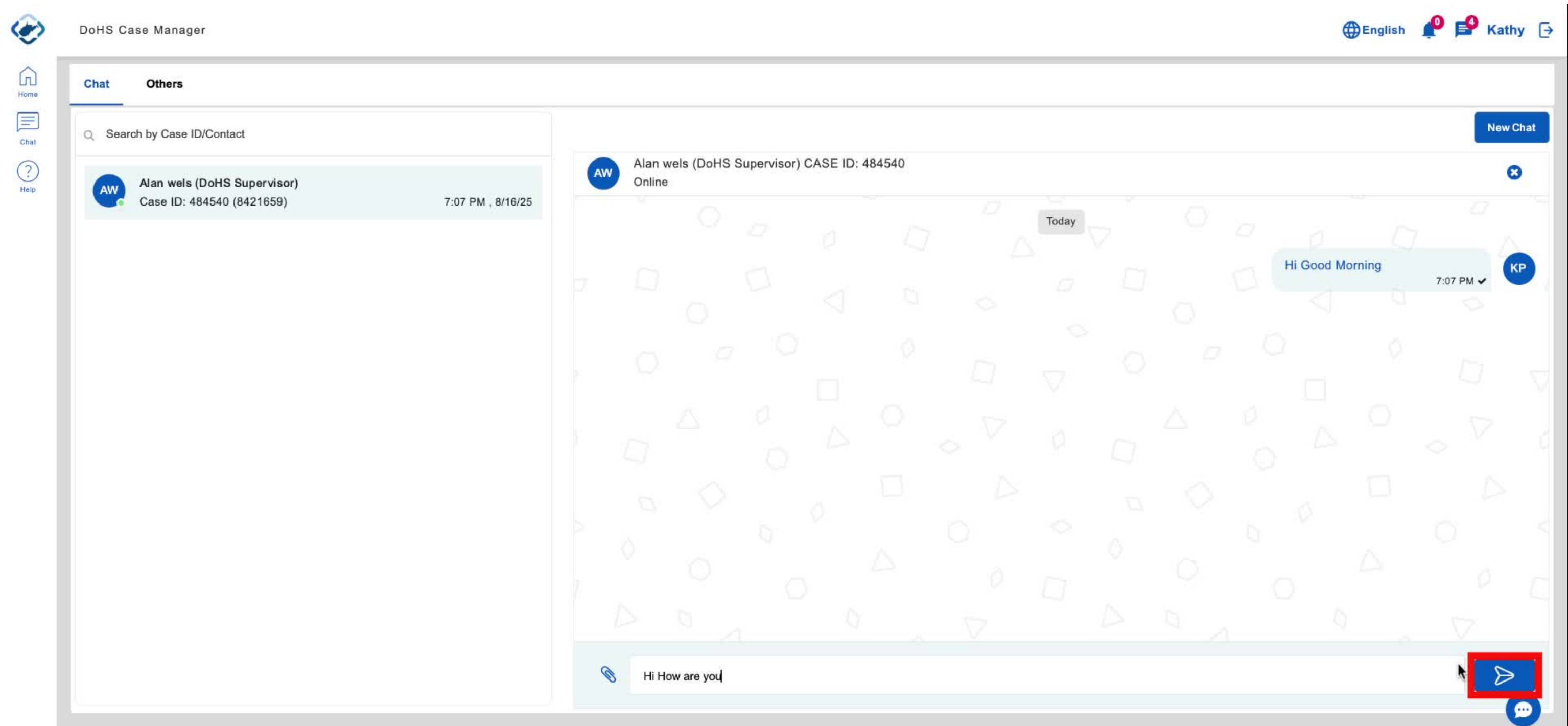
In the chat window, type your message in the "Compose your Message" box.
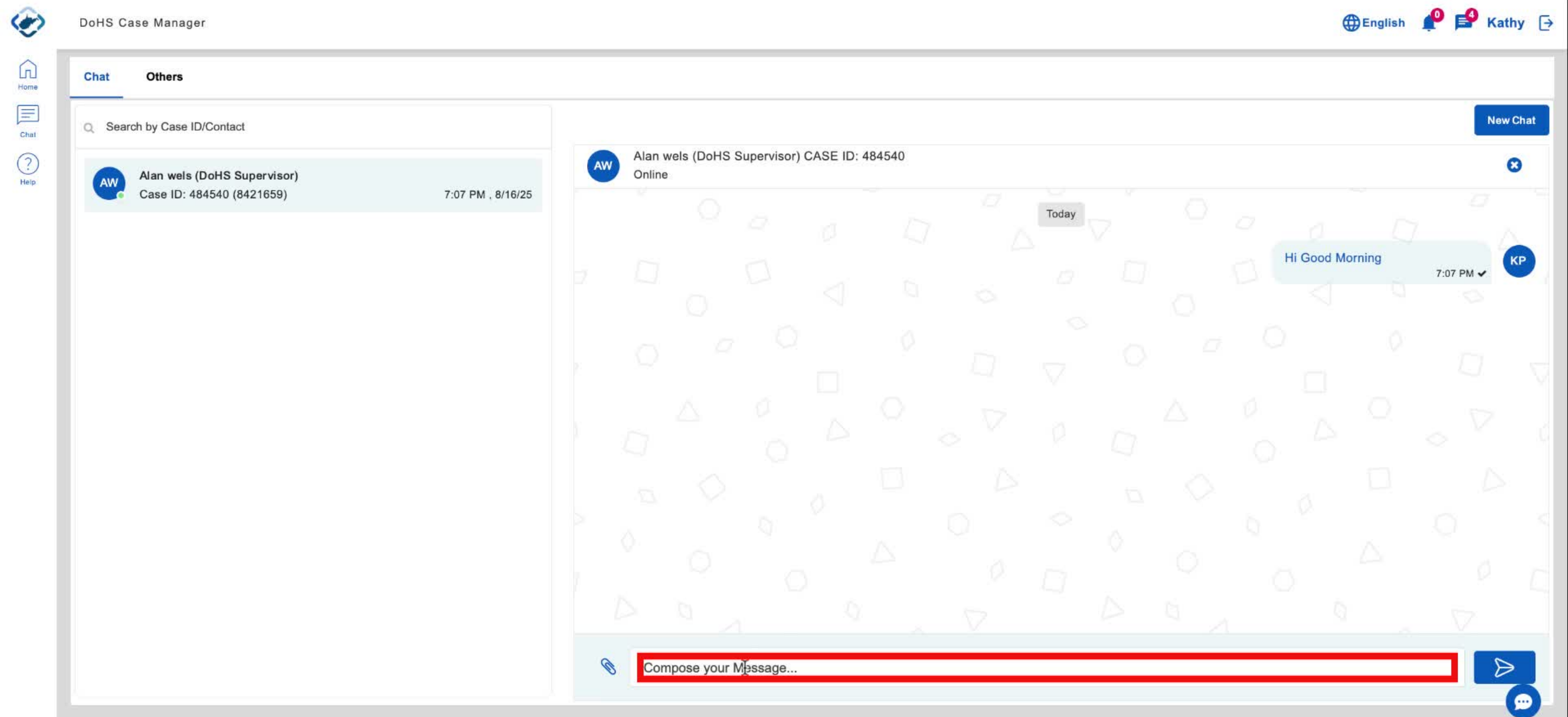
Click the send button in the chat area to send your message. The message is sent successfully.

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Search by Case ID/Contact

New Chat

AW **Alan wels (DoHS Supervisor)**
Case ID: 484540 (8421659)   7:07 PM , 8/16/25

AW **Alan wels (DoHS Supervisor) CASE ID: 484540**
Online

Today

Hi Good Morning
7:07 PM ✔   KP

7:07 PM ✔   KP

Hi How are you

Switch to the "Others" tab by clicking on it.

DoHS Case Manager

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View Person Involved
E_6d26b676, T_9281ef51 | Case ID : 484540

Back

Child Overview   Chat

Chat   **Others**

Search by Case ID/Contact

New Chat

AW Alan wels (DoHS Supervisor)
Case ID: 484540 (8421659)   7:07 PM , 8/16/25

Please select a user to start a chat.

The Others tab is available to Case Managers and Supervisors, allowing them to monitor chats between other parties involved in the case.