




FuSioN User Guide

Searching for a Case

Overview

This User Guide details how to search for a case.

Searching for a Case

Step	Action
1.	<p>To search for an existing FuSioN case, navigate to Search Case, within the Main Menu on the homepage.</p>  <p>The screenshot shows the 'Main Menu' with several options. The 'Search Cases' option is highlighted with a red box. Other options include 'FuSioN Home', 'Person Search', 'Query Viewer', 'My Reports', 'Change My Password', 'Customers CRM', and 'Reporting Tools'.</p>
2.	<p>The Search Case functionality allows you to search for open or closed cases using the following search criteria:</p> <ul style="list-style-type: none">• Case ID: when cases are created and saved in FuSioN, a unique Case ID number is created. Searches can be conducted according to Case ID.• Person ID: when persons are added to FuSioN, a unique Person ID number is created. Searches can be completed by using this ID. This search will return all cases related to the particular person.• Surname: searches can be conducted for a case by a person's surname using the options 'begins with', 'contains' or is 'equal to'.• Forename: searches can be conducted for a case by a person's forename using the options 'begins with', 'contains' or is 'equal to'.• Start Date: searches can be made according to the start date recorded for the case.• Primary Issue: Search results can be filtered according to the primary issue recorded on the case.• Assigned To: using the magnifying glass, search results can be returned for the person assigned to the case. Here you can search for cases assigned to yourself.• Team: using the magnifying glass search for the relevant Team or Agency the case is assigned to.

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	<ul style="list-style-type: none"> • Referrer Type: Selecting a referrer type, will narrow the search results, according to the referrer type selected. • Summary: you are able to search by the brief summary recorded on a case. • Status: a search is able to be completed by the status of a case, in addition to other search criteria. • Reason for Case Closure: a search can be completed on the reason the case was closed. • Date Created: refers to the date the case was initially recorded in FuSioN, which can be different from the Start Date. • Corridor: refers to the Corridor the case belongs to.

Search Case

Add Case
*Action View Search Results ▼

▼ Search

Search
Clear

Case Sensitive

Case ID	=	▼	<input style="width: 95%;" type="text"/>
Person ID	=	▼	<input style="width: 95%;" type="text"/>
Surname	begins with	▼	<input style="width: 95%;" type="text"/>
Forename	begins with	▼	<input style="width: 95%;" type="text"/>
Start Date	=	▼	<input style="width: 95%;" type="text"/> <small>31</small>
Primary Issue	=	▼	<input style="width: 95%;" type="text"/> ▼
Assigned To	=	▼	<input style="width: 95%;" type="text"/> 🔍
Team	=	▼	<input style="width: 95%;" type="text"/> 🔍
Referrer Type	=	▼	<input style="width: 95%;" type="text"/> ▼
Summary	begins with	▼	<input style="width: 95%;" type="text"/>
Status	=	▼	<input style="width: 95%;" type="text"/> ▼
Reason for Case Closure	=	▼	<input style="width: 95%;" type="text"/> ▼
Date Created	=	▼	<input style="width: 95%;" type="text"/> <small>31</small>
Corridor	=	▼	<input style="width: 95%;" type="text"/> ▼

Searching for a Case

Step **Action**

When running a Case Search the search results will display at the top of the search screen.

3.

Search Case

▼ Search Results

Case Id	Start Date	Person	Summary	Primary Issue	Status	Reason for Closure	Assigned To	Team	Date Created	Case Type
100014871	13/08/2018	TEST	test	Child Protection	Open		HO, Siew Lan	CENTRECARE (PERTH/MIDLAND)	22/08/2018	ICM

First 1 of 1 Last

Add Case *Action View Search Results ▼

▼ Search

Search Clear

Case Sensitive

Case ID =

Person ID =

Surname begins with

Forename begins with

Start Date =

Primary Issue =

Assigned To =

Team =

Referrer Type =

Summary begins with

Status =

Reason for Case Closure =

Date Created =

Corridor =