When an external user legally changes their name (i.e. married, divorced, name change, etc.) the following steps **must** be completed.

A. Forward Tasks

All tasks **must** be forwarded to a supervisor, a person in your organization, or appropriate work queue. Ensure all Assigned tasks are reserved. The following steps explain the process. To Reserve Tasks, the user;

1.   From the User Home Page click '**Inbox**'
2.   Click '**Assigned Tasks**' on Navigation Bar
3.   From **Assigned Tasks** screen click '**Reserve**'
4.   From **Reserve Task** screen click on '**Reserve**'
5.   Click '**Reserved Tasks**' in Navigation Bar, this takes the user to the **Reserve Tasks** screen.

If a user has no unreserved tasks or once all tasks have been reserved the user;

1.   From the User Home Page click '**Inbox**'
2.   Click '**Reserved Tasks**' on Navigation Bar
3.   Click the number under the '**View**' heading or click on the number under the **Task ID**
4.   Once the task opens click '**Forward**'
5.   Next to the '**Forward To**' drop down selects the appropriate item '**User**' or '**Work Queue**'
6.   Search and select the appropriate user or work queue information
7.   Click '**Save**'

B. Print My Cases

The User prints a copy of their clients. To print a copy of the clients from '**My Cases**', the user;

1.   From the User Home Page click '**My Cases**' on Navigation Bar
2.   Presses Ctrl + P to print

C. Delete Notifications

The User should delete all Notifications. To delete Notifications, the user;

1.   From the User Home Page click '**Inbox**'
2.   Click '**Notifications**' on Navigation Bar
3.   From **My Alerts** screen click on '**View**' under the title '**Action**'
4.   Review the information and if any necessary action is required follow up and then click '**Delete**'
5.   Click '**Yes**' to confirm delete.

D. Unsubscribe from a Work Queue

If a user has previously subscribed to a work queue, they must unsubscribe.
To unsubscribe from a Work queue, the user;

1.   From the User Home Page click '**Inbox**'
2.   Click '**Work Queues**' on Navigation Bar
3.   From **My Work Queues** screen click on '**Un-subscribe**'
4.   Click '**Yes**' to confirm unsubscribe.

E. Unsubscribe to Mobius Update

If a user has been receiving Updates they need to change their information to continue receiving the Updates. If a user has not been receiving Mobius Updates the link is included:
http://employment.alberta.ca/hre/awonline/reg/mobiussubscribe.asp

F. Once the Mobius Id is created the user will be notified. After the ID is received, the user;

1.   Ensures all Tasks are forwarded back – to who – what does this mean to a user?
2.   Changes the ownership of their cases from the list that was printed

To change the ownership, the user;

1.   From the **Integrated Case Home** screen
2.   Clicks '**User Roles**' on Navigation Bar
3.   Clicks '**New Owner'**
4.   From **Set Case Owner** screen searches and selects appropriate name for New Owner.
5.   Selects a reason from the drop down list
6.   Clicks '**Save**'