When an internal 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 select 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 the 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'**
3. 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.sap

F. Ensure ADS ID (My Agent) is changed
Once the above steps are complete the Site Contact submits the name change to IBM. Once confirmation is received that the ADS ID information has been changed an EMP 2007I Request for Mobius ID – Internal User can be sent to Mobius IDs. The ADS ID and the Mobius ID must match in order for the internal user to login to Mobius.

G. 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 – once again what does this mean?
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'**.