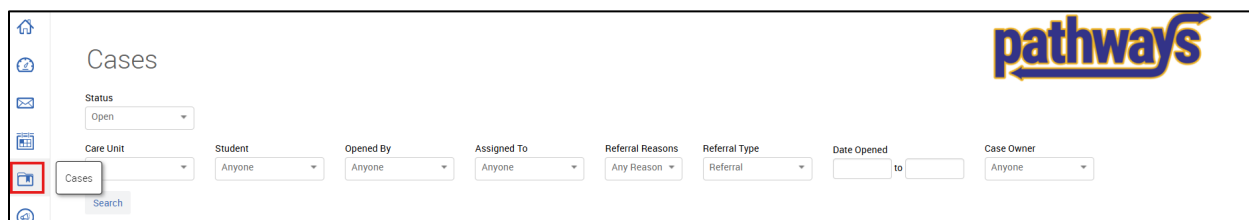
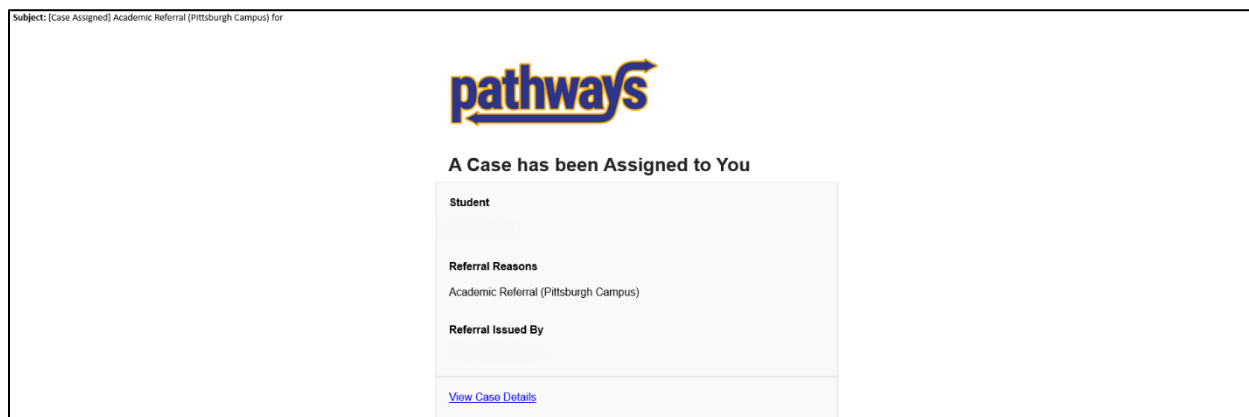
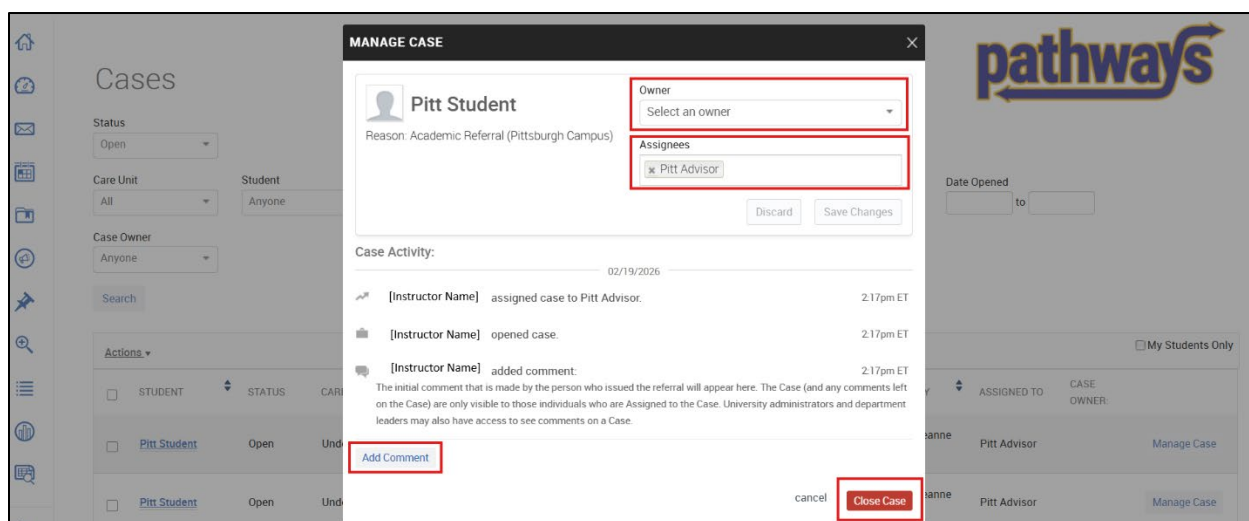


How to Manage a Case (Opened from a Referral)

An **email** will be sent to you when you are assigned to a Case. Use the link to log into Pathways to manage the Case. You can also access cases from the **Cases** section of Pathways found in the left-hand menu.



Depending on your individual unit's recommended actions and follow-up, you can add a comment, assign additional advisors to the case, or close a case.



1. Assign an Owner
2. Assign an additional advisor
3. Add a Comment
4. Close Case

Notes about comment visibility

The person who issued the referral cannot see general comments that you add to the case. If you would like to communicate anything to the person who issued the referral, you will need to message or email them separately. Comments are for documentation purposes only – they are not a “conversation,” even though the initial comment may make it seem as such.

The only comment that you can make visible to the person who issued the referral is the Case Closed Comment.

Closing the case sends an email to the person who issued the referral. When appropriate, select the box to “Allow closed comments to be shown in email.”

If you select this box, any comments that you make when you close the case will be included in the Case Closed email. The Case Closed reason will always be visible in this email.

The screenshot shows the 'MANAGE CASE' form in the Pathways system. The form is titled 'MANAGE CASE' and has a close button (X). The 'Student' field is 'Pitt Student' and the 'Reason(s)' field is 'Academic Referral (Pittsburgh Campus)'. The 'Outcome' field is highlighted with a red box, and a dropdown menu is open, showing options: 'Choose', 'No Follow-Up Necessary', 'Student Did Not Respond to Outreach', 'Student Received Support', 'Student Was Emailed', and 'Administrative Case Closure'. The 'Comment' field is empty. There is a checkbox labeled 'Allow closed comments to be shown in email' which is currently unchecked. The 'Go Back' and 'Submit' buttons are at the bottom. The background shows the 'Cases' sidebar with filters for Status, Care Unit, Student, and Case Owner.

The screenshot shows the 'MANAGE CASE' form with the 'Outcome' dropdown menu closed and 'Student Received Support' selected. The 'Comment' field is now visible and empty. The checkbox labeled 'Allow closed comments to be shown in email' is now checked and highlighted with a red box. The 'Go Back' and 'Submit' buttons are at the bottom. The background shows the 'Cases' sidebar with filters for Status, Care Unit, Student, and Case Owner.