



























Checking Case Status

- (1) To view the status of a case sent to Specialty Appliances, select the 'View Case Status' option from the home page.










- (2) All cases sent to Specialty Appliances from your office(s) will be visible within this module. The following options are available to filter cases:

VIEW CASES							
List is filtered. Reset							
Display   							
TRACKING	CASE # ↓	STATUS	PATIENT FIRST	PATIENT LAST	ADDRESS 1	DATE IN	
	<input type="text"/>	All Cases	test	<input type="text"/>	<input type="text"/>	FROM	<input type="text"/>
						TO:	<input type="text"/>
	6809454	In Production	Test	2	Kit Kat Lane	7/23/2018	
	6809450	In Production	Test	Test	123 New Colonial Drive	7/23/2018	
	6802486	In Production	Test	Lot Numbers	123 New Colonial Drive	7/9/2018	
  Track	6781740	Invoiced	test	habit	123 New Colonial Drive	5/24/2018	
	6768372	Invoiced	Test	Uploads	123 New Colonial Drive	4/19/2018	
  Track	6767047	Invoiced	Testing	Unsubmit	123 New Colonial Drive	4/16/2018	
	6755334	Invoiced	Test	Alerts	123 New Colonial Drive	3/16/2018	
  Track	6753294	Invoiced	Test	Test	7900 Medical Center Blvd.	3/12/2018	
  Track	6727522	Invoiced	Test	Boxing	2001 E. Broadway	1/26/2018	
  Track	6691229	Invoiced	Test	Test	1234 Kit Kat Lane	10/20/2017	
  Track	6685619	Invoiced	Test		123 New Colonial Drive	10/5/2017	
  Track	6683168	Invoiced	Test	Two	123 New Colonial Drive	9/29/2017	
  Track	6459433	Invoiced	Test		123 New Colonial Drive	1/5/2016	
  Track	6459428	Invoiced	Test		123 New Colonial Drive	1/5/2016	

Page size: 30 23 items in 1 pages

(3) When a case is selected, it will highlight pale yellow and there are certain actions that will appear depending on the status of the case:

- **Cancel Case**
 - Only cases that are still in the “Submitted” status are able to be cancelled through the portal.
 - To cancel a case that is “In Production”, please contact our customer service department!
- **Upload Files**
 - If sending scan(s) and Rx, upload all files as “Model Scan.”
 - If sending scan(s) ONLY, upload files as “Model Scan.”
 - If sending Rx ONLY, upload file as “Photos & Attachments.”
 - Only use “Photos & Attachments” if ONLY an Rx is being sent.
 - Upload size limit: 200MB
 - Please do not upload files to cases that are invoiced.
- **View Attached Files**
- **Track**
 - Clicking the “Track” icon will automatically open the carrier tracking details on that case.

VIEW CASES							
List is filtered. Reset		Case Actions → Cancel Upload Files View 1 Attached File					
Display   							
TRACKING	CASE # ↓	STATUS	PATIENT FIRST	PATIENT LAST	ADDRESS 1	DATE IN	
	<input type="text"/>	All Cases	portal	<input type="text"/>	<input type="text"/>	FROM: <input type="text"/>	TO: <input type="text"/>
 	6823699	Submitted	Portal	Test		8/23/2018	
 	6818966	Invoiced	portal	test	Kit Kat Lane	8/15/2018	