

WEMS Testing Practice Activity – USER

WEMS test site: <http://icaa-admin.dhsoha.state.or.us/>

To enter test complaints: <http://icaa-test.dhsoha.state.or.us/>

**Use the instructions in the WEMS User Manual and Oregon ICAA Policies and Procedures Manual to help you as you work through the scenarios in WEMS *

SCENARIOS TO PRACTICE	NOTES OR QUESTIONS
On the Homepage in Action Items	
<i>Go to Unverified Complaints</i>	
1. Associate complaint with an already existing business. Mark the complaint as actionable.	
2. Associate a complaint by creating a new business. Mark the complaint as non-actionable.	
<i>Go to Complainant Response Letters Due</i>	
3. Generate a New Correspondence/Complainant Response Letter (CRL). <ol style="list-style-type: none"> a. Copy CRL text, paste into a word document. b. Enter a sent date for the CRL. c. Create a PDF and upload it. 	
<i>Go to Initial Business Response Letters Due.</i>	
4. Generate a New Correspondence/Initial Response Letter (IRL). <ol style="list-style-type: none"> a. Copy the IRL text into a word document. b. Enter a sent date for the IRL. c. Create a PDF and upload it. 	
<i>Go to Initial Site Visits Due</i>	
5. Add an initial site visit. <ol style="list-style-type: none"> a. Enter notes into the site visit notes box. b. Mark that a violation is found. (Look in the follow-up visit tab. The follow up is visit automatically created.) 	
6. Report an Enclosed Area (note that you can do this at an initial, follow-up or post-remediation plan visit). <ol style="list-style-type: none"> a. Go to the Enclosed Area Tab b. Click on “report an enclosed area” and follow the prompts. 	

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SCENARIOS TO PRACTICE	NOTES OR QUESTIONS
7. Enter an additional site visit and mark it as visit denied. (the visit moves to Citation in action items).	
8. Spend time looking through all of the tabs in complaint view.	
<i>Go to Follow up Visits Due</i>	
9. Add a follow up visit after an initial site visit. <ul style="list-style-type: none"> a. Mark as no violation. The complaint should clear out of the system. b. Mark as a violation. The complaint should move to Citation. 	
<i>Go to Post Remediation Plan Visits Due</i>	
10. Add a post remediation visit. <ul style="list-style-type: none"> - A post remediation visit with violations should move to Citation. - A post remediation visit without violations should clear out of action items. 	
<i>Go to Businesses with Enclosed Areas Pending</i>	
11. View businesses in your county with pending enclosed areas. Note: users are not able to alter data in this tab until OHA has made a determination about the enclosed area.	
<i>Go to Citations</i>	
12. View businesses in your county with citations in process. Note: users are not able to alter data in this tab.	
Business View and Complaint View	

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<p>13. Toggle between business view and complaint view using the links at the top of the page. Pay attention to actions you can and can't take in the business view tab.</p> <ul style="list-style-type: none">a. Add comments in the business details tab in "complaint view"b. Add comments in the "comments" tab in "business view"c. Note that you can view these comments in both business and complaint views.	
<p>On the Homepage – use the Reports icon on the top of page to generate various reports.</p>	
<p>Search Complaints – use the magnifying glass icon at the top of the page to search for complaints</p>	