

Use **Notify Other User** to send an email notification about your current case.

### Who can Notify:

Anyone who has access to a case can use the Notify Other User feature. If you can view a case, you can send a notification on it.  
*Note: This does not include sensitive cases.*

### Who can be Notified:

Any user with a valid email that is in an organization that has taken part in the case or is about to receive this case. Note: to send a notification to a user at another organization, they must be upgraded to AFHCAN version 8.0 or higher.

**Note:** The case can only be owned by one user at a time. Notifying user(s) will only give that user access to view, add an administrative form or notify another user. The notified user will not own the case and cannot add case content.

### Use this function to:

- ⇒ Notify travel department
- ⇒ Notify a second clinic to coordinate visits
- ⇒ Notify another service team

## Method 1. Notify other user(s) through the SEND option in AFHCANweb

1. Click Send and select your case recipient in the **To** box. Available users will auto populate as you type. You may also click **Choose** to find recipients.

2. To notify another user, select **Add** under **Notify Other User upon case send**

3. Type user(s) name. Available users will auto populate as you type. *Note: user names will display with their associated organization.*

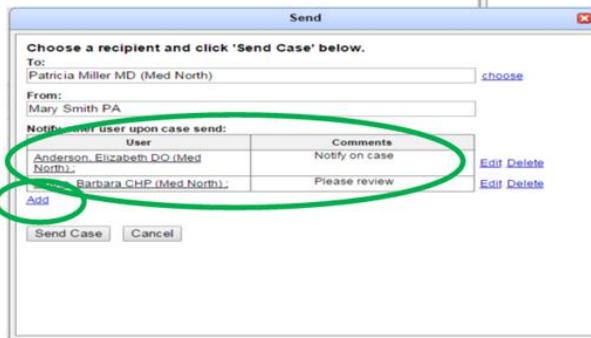
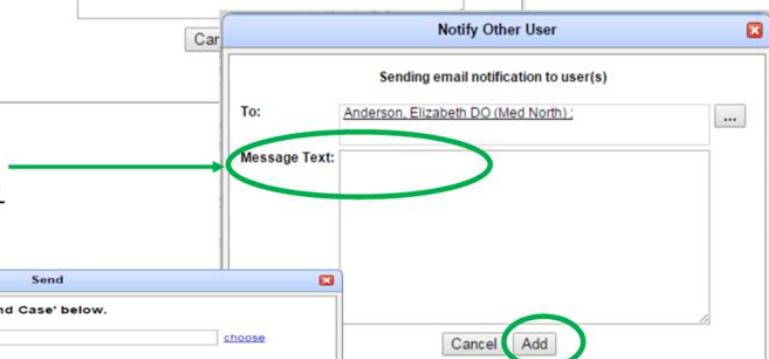
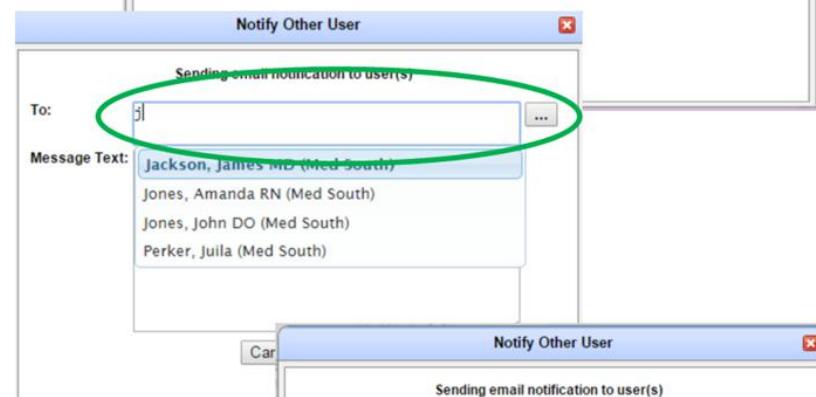
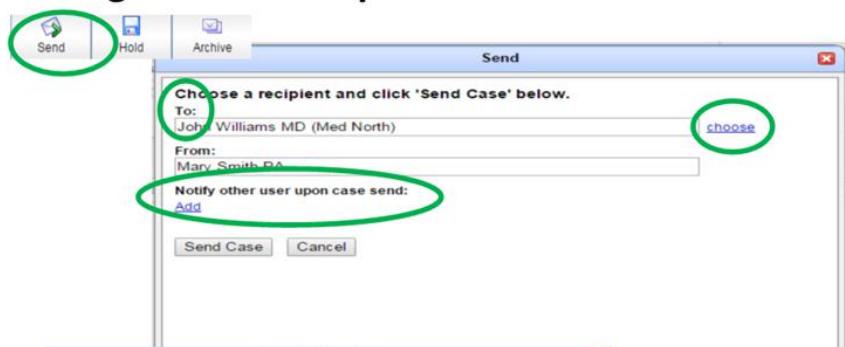
Conduct an Advanced Search by clicking **...**

4. The Advanced Search will pop up. Search for user(s) by **Organization** or the **Search** bar

5. Once recipients are selected, click **OK**. *Note: multiple users can be sent the same notification if they are on AFHCANweb version 8.0.*

6. Type your message, then click **Add**. *This message appears in the email notification, but will not be added to the case.*

7. If you want to notify additional users with a **different** message, click **Add** again and follow the above steps.



*Note: You may also delete messages before you send.*

## Method 2. Notify other user(s) using the All Case Options section within a case

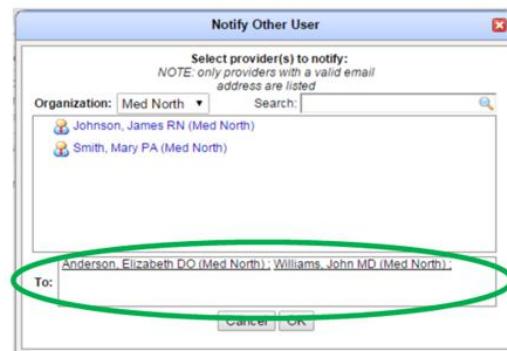
1. Select **Notify Other User** in **All Case Options**. If this option does not display, reference the AFHCANweb Handy Guide or Customizing Case Options video at <http://afhcan.org/videos.aspx>.



2. Type the name(s) of the user(s) you would like to notify in the **To** field. Available names auto-populate. If the desired names do not appear, click the search button.

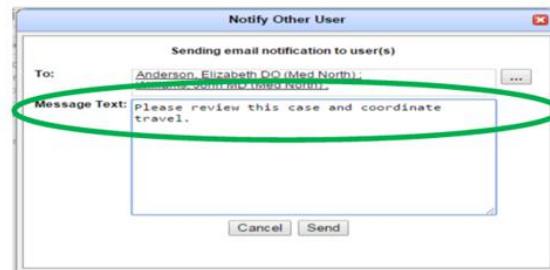


3. Clicking search opens a new window. Choose the **Organization** associated with the user(s) you want to notify. Scroll through to find the user(s) to notify, or type in the search field.



4. Select the user (s) to notify. Selected users appear in the **To** field. *Note: multiple users can be sent the same notification if they are on AFHCANweb version 8.0.*  
Select **Ok**.

5. Add your message. *Note: This message will appear in the email notification, but will not be added to the case.*



**Note:** When you are the one being notified on an AFHCANweb case, the notification will be sent to the email that is associated with your user profile in AFHCANweb . The following will appear in the body of the email.

You have been sent a Telehealth Consult **Telemedicine** case.  
  
**View this case** on your **Telemedicine** Server.  
**This is an auto-generated email.**  
**Please do not respond to this email.**

When you click View this case, you will be prompted to log in, and then be immediately directed to the case.