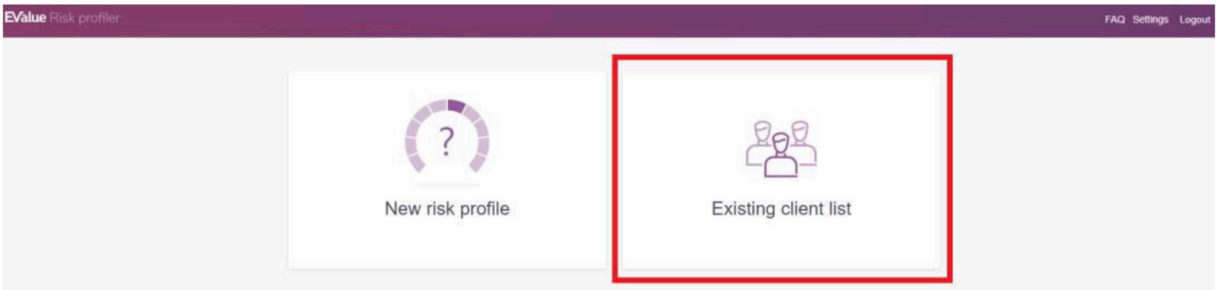
ATRQ - Search Function

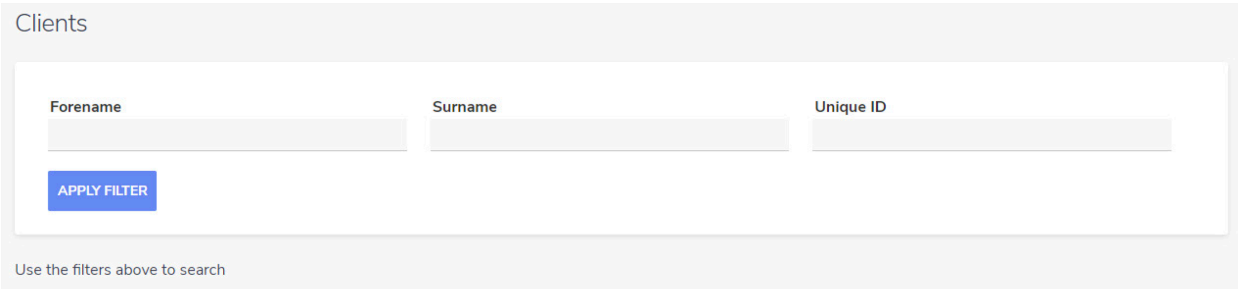
Risk Profiler

Search Function

The ATRQ service provides a search function for you to locate specific cases. In order to access this function, log in and select the Existing Client List option:



Enter the details of the case for which you wish to search and click "Apply Filter"



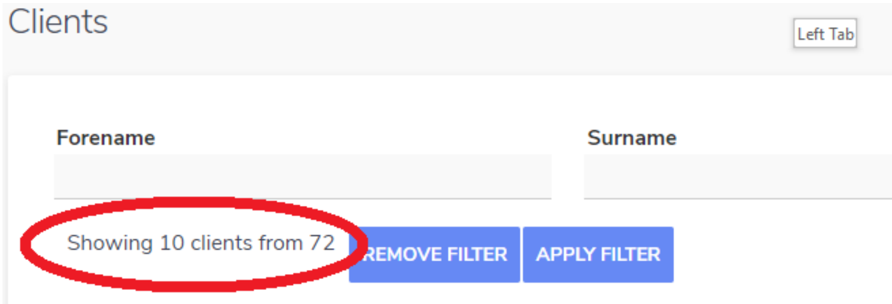
If you click Apply Filter without entering any search details, all cases created by your user ID will be shown in a list:

Name	Assigned adviser	Date of birth	Unique ID	NI no.	Last event	Date of event	Immediate retirement
Case 06-Feb-2020 13:56	testteam.prod@360_5				New client		No
Case 11-Feb-2020 16:20	testteam.prod@360_5				New client		No
Case 06-Feb-2020 13:57	testteam.prod@360_5				New client		No
Case 09-Dec-2019 13:48	testteam.prod@360_5				New client		No

Please note:

The columns highlighted above are not yet available for use within the tool but will be visible within this search screen.

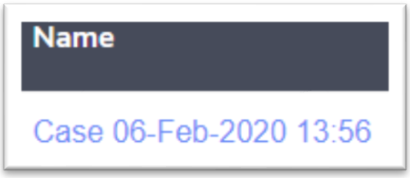
In addition, where no information has been added to the search function, the default filter of your user ID will be applied. This will then give you the number of cases which you have raised, out of the total number of cases within the system overall:



You will not be able to see the other cases which are included in the total number, as you are restricted to viewing your own cases only.

Please note:

The search function will only search on the title of the case, (which should be the client name), and not the content. If you did not set the client name on raising the case, then the default title give to each case will be in the format Case – Date – Time.



You can go back and amend the case name at a later date. Please refer to "How do I add or amend a case name?" in the FAQ.