ERA Basics: Tasks

What are Tasks?
Each time a user starts a process in ERA, it's called a "case".
ERA creates a Task when:
- You save a case for later (on purpose or because you timed out)
- A case has been processed, and there is something else you need to do

Your Tasks will list only the incomplete cases currently assigned to you. Use the Case Search Bar to search for other cases – finished or not.

Case Search Bar
Enter a full case number – including dashes – to search for any open or closed case

View
Select to toggle between grid and detail view

Case Headers
Select a header title to sort by that column; select it again to reverse the order.
- **Employer:** All employers you support will be displayed at the same time.
- **Case Number:** Unique to each case
- **Process:** The process in which the case was created.
- **Activity:** The task pending in the case. There can be more than one option.
- **Task Due Date:** The recommended timeframe to complete the task.

Case
A "case" is a saved instance of a process. ERA assigns a unique case number to each of these instances, including the process, the date, and an incremental counter.

All cases assigned to you, that are not done, will appear here in your Tasks. Select the "Activity" to work on the case. Select "View Summary" to look at the case without editing it.

Case State Information
Sort by age of the case. Age is based on the Process Creation Date. Green are new, Yellow are aging, and Red are overdue.
In the "Detail" view only, select the “star” to flag a case so you can quickly sort to it later.

Page Navigator
Your tasks might not fit on one page. You’ll see page numbers here if there are more tasks.