

## Quick Start Guide: Communication Center (CCR) for Clients

**Log In:** <https://workflow.avadynehealth.com>

### Create a New Request

1. **Search** for and open an account
2. Click **New Request** and fill out the form
3. Click **Submit and Close** to submit the Request to Avadyne and close the account from your screen
4. Or click **Another Request** to submit the Request but keep the account open so you can create another Request *on the same account*

Next By History Search

Search:

Account #:

Name:

Search

Another Request Submit and Close Cancel

### Respond to an Avadyne Request

1. In the **Requests from Avadyne** list, click **Next**
2. Under “**Incoming – (Requests sent to our team)**”, expand the Request using the blue arrow, read, and work the Request
3. When ready, choose a **Response** from the list, add any notes or documents, and click **Submit and Close** to submit this Response and close the account.

Work Items

My Pools:

Requests from Avadyne # 1

Open Next

Incoming - (Requests sent to our team)

Date

09/30/2016 11:45 AM

Submit More Submit & Close Clear

### Review Avadyne Responses to Your Requests

1. In the **Responses from Avadyne** list, click **Next**
2. Under “**Outgoing – (Requests sent from our team)**”, expand and review Avadyne’s Response
3. If needed, click the **Follow-Up** button to send more information to Avadyne, or click **Complete** to close the Request and account

Responses from Avadyne # 0

Open Next

Outgoing - (Requests sent from our team)

Date

02/16/2016 08:16 AM

Response

Response: Balance-Already Refund

Notes

04/12/2016 03:28 PM - TEST TEST Prior credit balance (Elizabeth Worker Morlino) Cannot transfer / refund.

Follow Up Complete