

# Record Communication With a Client

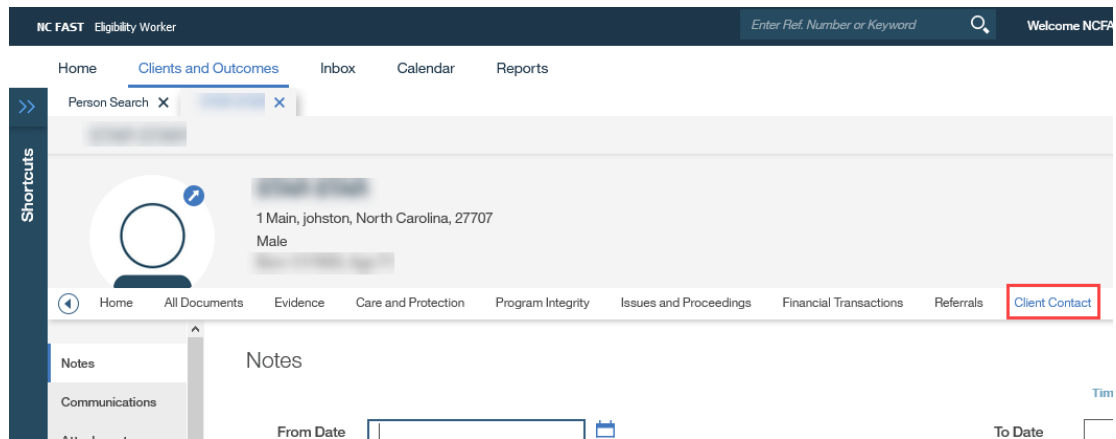
Last Updated: 03/12/2021

## Overview

This job aid describes how to record communications with a client on the Person page.

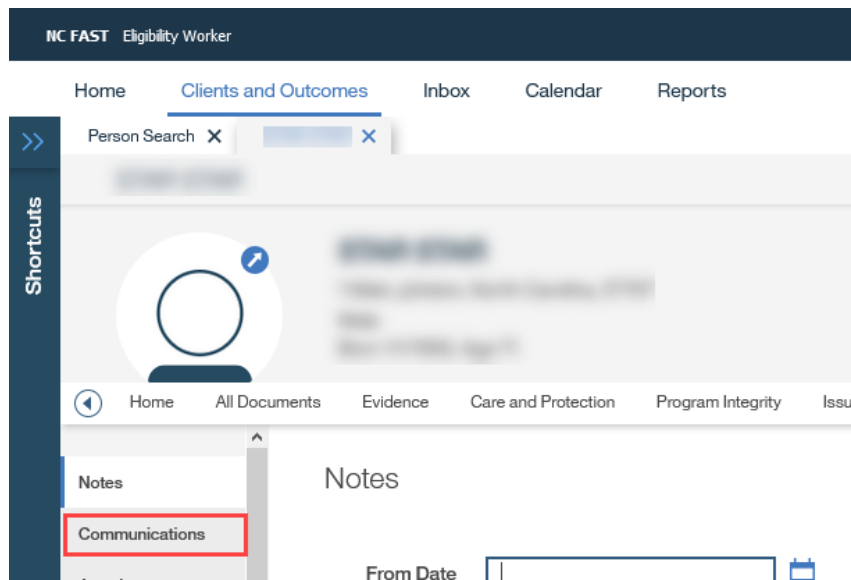
## Step-by Step Instructions

1. Navigate to the Person page. Click the **Client Contact** tab.

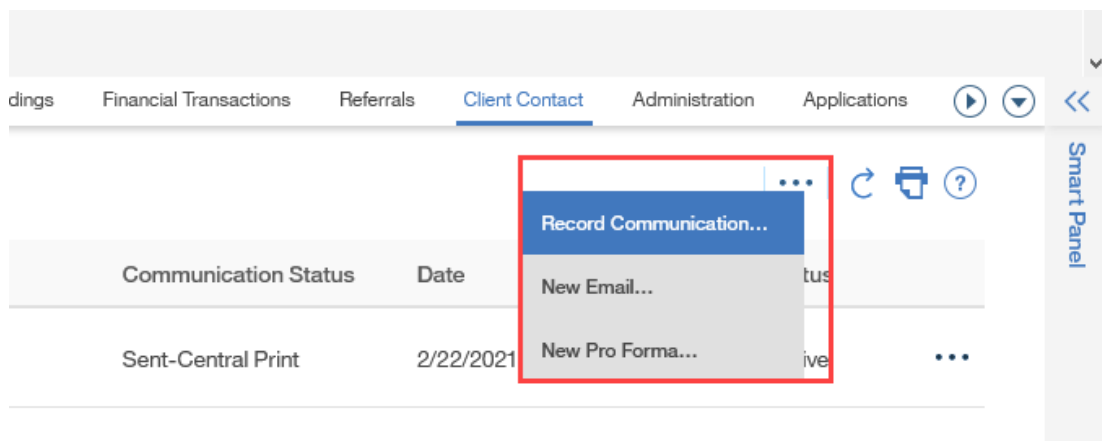


**Note:** For navigation steps to the Person page, refer to the *Searching for Persons* job aid.

2. Click the **Communications** folder. The communications folder displays.



3. Click the **List Action Menu** then select **Record Communications**.



4. The Record Communication pop-up appears. Enter/Select the applicable information then click **Next**.



NC FAST

North Carolina Families Accessing  
Services through Technology

## Record Communication



Time Remaining: 28:30

\* required field

### Specify the Correspondent

Client Is Correspondent

☐

Contact For Client

Participant



If the correspondent is not registered on the system, please enter the correspondent's name in the correct field.

Correspondent Name

Next

Cancel

5. The Record Communications pop-up appears. Enter/Select applicable information then click **Save**.



# NC FAST

North Carolina Families Accessing  
Services through Technology

## Record Communication



Time Remaining: 29:45

\* required field

Subject \*

Text \*

Direction

Outgoing

Date

3/11/2021



Method

Mail/Post

Type

Notification Requeste

Correspondent Name

STAR STAR

Correspondent Type \*

Client

Please select an existing address or enter new address details.

Select Address

Apt/Suite

Street 1

Street 2

City

County

State

Zip

Please select an existing email address or enter a new email address.

Select Email

Email Address

Please select an existing fax/phone number or enter a new fax/phone number.

Select Fax/Phone

Fax/Phone

### Associated Files

File

Browse...

File Location

File Reference

Document Location

Document Reference

Category

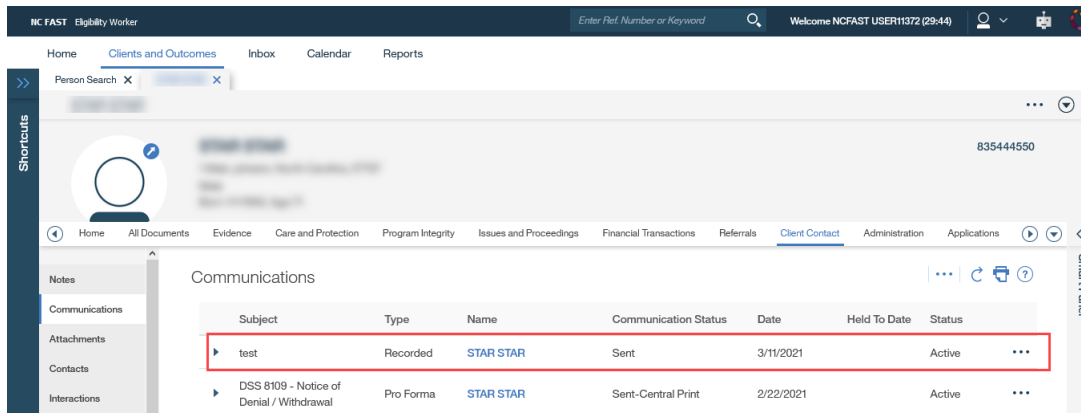
Sub-Category

### Comments

Save

Cancel

6. The Communication page displays the new communication.



NC FAST Eligibility Worker

Enter Ref. Number or Keyword

Welcome NCFast USER11372 (23:44)

Home Clients and Outcomes Inbox Calendar Reports

Person Search X X

835444550

Home All Documents Evidence Care and Protection Program Integrity Issues and Proceedings Financial Transactions Referrals Client Contact Administration Applications

Notes Communications Attachments Contacts Interactions

Communications

Subject	Type	Name	Communication Status	Date	Held To Date	Status	
test	Recorded	STAR STAR	Sent	3/11/2021		Active	...
DSS 8109 - Notice of Denial / Withdrawal	Pro Forma	STAR STAR	Sent-Central Print	2/22/2021		Active	...