



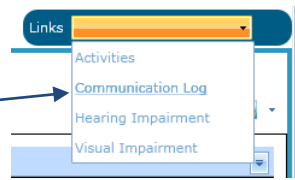
# Online CSS | My Workload

## Involvement Details | Follow Up Communication

Menu: CSS | My Workload | My Involvements | Involvement Details | Links | Communication Log

### Communications for Involvement

Double-click on an Involvement in **My Involvements** to open the **Involvement Details**. In the **Links** ▾ dropdown select **Communication Log**.

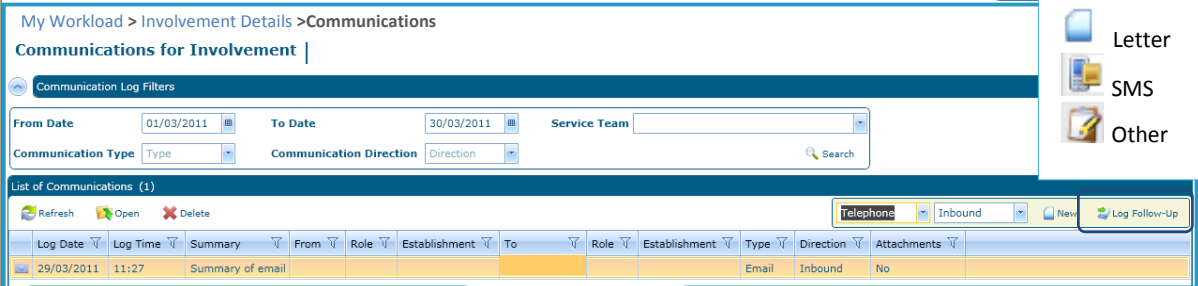


#### Communication Log Filters:

Search for a correspondence between a **From Date** and **To Date**, by a **Service Team** or for a particular **Communication Type** and in a particular **Direction**. The browse will display the **List of Communications**.

**Communication Type:**

- Email
- Telephone
- Fax
- Letter
- SMS
- Other



The Filter functionality is available (see [RG\\_OnLine\\_Common\\_Filters\\_Print](#))

**List of Communications:**  
 Highlight required Communication.  
 Select Communication **Type**. Select Communication **Direction**.  
 Click **Log Follow Up** to open the **Communication Log Details**.

#### Communication Log Details:

Enter details for **Summary**, **Subjects/From/To**, **Email/Letter Detail**, **Memo** depending on Communication Type (see [RG\\_OL\\_CSS\\_Involvements\\_Communication Log\\_New](#)).

**Save** the Communication. Return to **Communications** via the breadcrumbs at the top of the page:

**CSS Workload > Involvement Details > Communications > Communication Details**

**Refresh the List**

**Open details of the highlighted Communication**

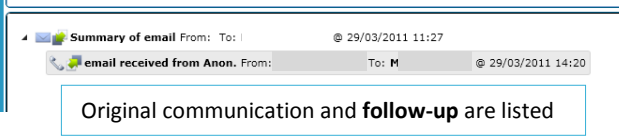
**Delete the highlighted Communication**

**Print the List.**  
 (TIP: adjust columns before printing, print in landscape)

Click on header (▲▼) to sort columns

The Filter functionality is available

Right-click to Refresh, Open or Delete



- Related Reference Guides:**
- [RG\\_OL\\_CSS\\_MWL\\_Involvements\\_Communication Log\\_New](#)
  - [RG\\_OL\\_Governors\\_Record Correspondence](#)
  - [RG\\_OL\\_Governors\\_Correspondence Follow Up](#)
  - [RG\\_Online\\_Common\\_Filters\\_Print](#)