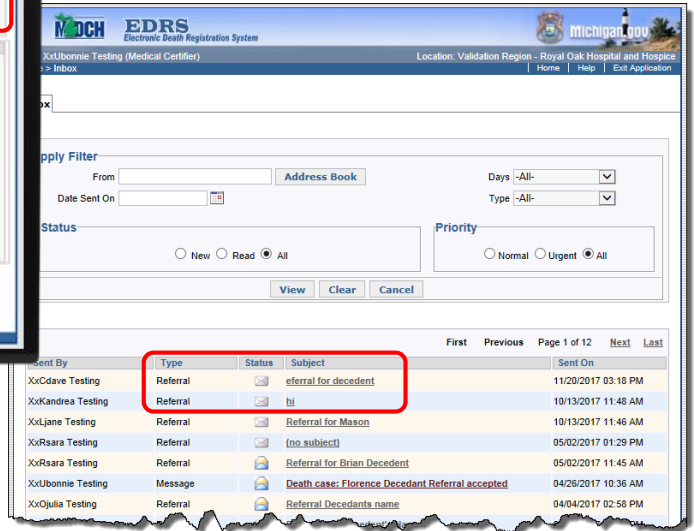
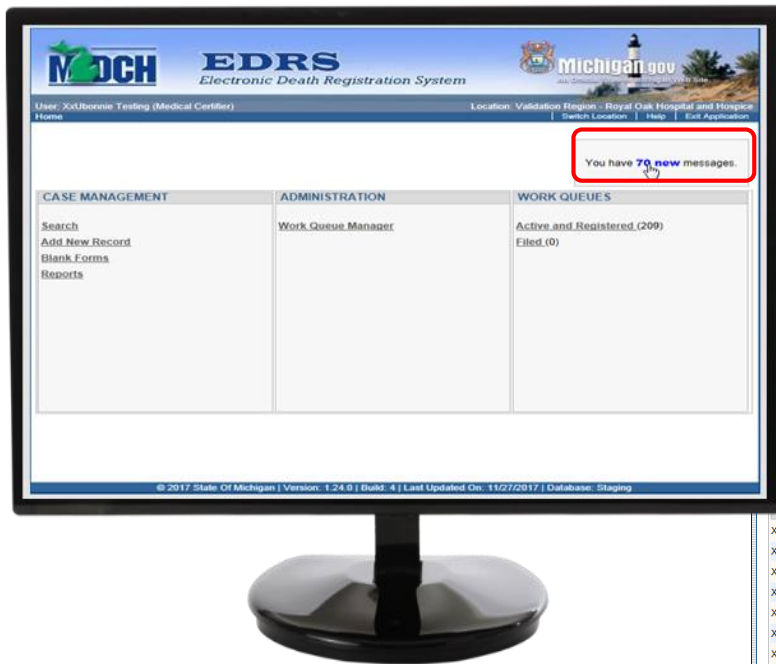
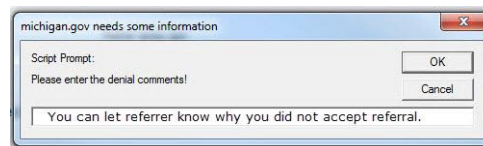


# How to Accept or Reject Referral

1. From your homepage, click on the number of new messages in the upper right section.



2. Click on the hyperlinked subject for message type Referral to open the Referral.
3. You can select to **Accept Case Referral** or **Reject Case Referral**, or Reply, Print or **Close**. View Case Summary will show additional information on the case.
4. If rejecting the referral, you have the option to write a message explaining why.



## Reminder

- When you Accept Case Referral, ownership is transferred to you and you can begin working on the record.