Introduction

Intro

This HuBERT on-demand training module …

Intro1

… is provided by the MN Department of Health WIC Program. It provides a quick review of the Household Lock function.

Household Lock

Scenario

Today is July 30th.

We've just completed an MCA for Heidi Hoe, including verifying her Health Information and Food Package.

<no audio> Click on Tallie's row in the Participant List.

Scenario 1

Tallie is pregnant and high risk. We've verified her food package as well, and now she is visiting with Jane Doe, our RD.

Issue Benefits

While waiting, we figure we can get a little ahead by issuing benefits.

Go ahead and open Issue Benefits.

<no audio – failure hint> Click the **Issue Benefits** icon.

HH Lock Msg

And, instead of the Issue Benefits screen displaying, this message does.

This is the household lock message.

The household lock is a temporary function that blocks another user from opening the Issue Benefits screen again for the same household.

It ensures that the same sets of suggested benefits cannot be accidentally issued a second time.

HH Lock Msg 1

The message informs us that Jane has opened the issue benefits screen from Tallie's folder.

The Retry button is only effective if the Issue Benefits screen has been closed by the other user.

Cancel closes the message and terminates the request to open the Issue Benefits screen.

Go ahead and click Cancel.

<no audio – failure hint> Click the **Cancel** button.

UnLock

Once the household's Issue Benefits screen has been closed, either due to benefits being issued or the other user exiting the screen, the system automatically removes the household lock.

Locked

However, there may be instances when the lock isn't automatically removed, which can occur if a workstation locks up or loses connectivity while the Issue Benefits screen is locked.

We can manually unlock it in these instances.

Manual Unlock

We can manually unlock it if we need to issue benefits, are unable to open the issue benefits screen, and no other staff person has the Issue Benefits screen open for the household.

If we don't need to issue benefits, the daily End-of-day process will unlock any locked households.

However, if we need to unlock it, we click on **File…**

<no audio> Click the **File** menu.

Unlock 1

Select **System Tools.**

<no audio> Select **System Tools.**

Unlock 2

And…what do you think we select? Go ahead.

<no audio – failure hint> Select **Unlock Locked Household.**

Unlock 3

The list includes all households with Issue Benefits screens that are currently open.

It displays the Household ID, the State WIC ID of the participant folder that opened the screen, who opened it and when.

Unlock 4

If we are unlocking the Issue Benefits screen for a particular household, we want to make sure that we select the correct household before unlocking it.

Click on the row to highlight the Hoe household and then click the Unlock button.

<no audio – failure hint> Click the row with **Household ID13629198** to highlight it.

Unlock 5

<no audio – failure hint> Click the **Unlock** button.

Unlock 6

Once unlocked, the household's row no longer displays. Go ahead and close this screen.

Issue Benefits 1

And now we can open the Issue Benefits screen again.

Issue Benefits 2

That's all there is to the household lock.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.