# Community Care Portal: Referrals Pending Acceptance

This tutorial guides you through how to view the clients from your region, who have been referred for treatment, where the referral is pending acceptance from the Treatment Agency. Referrals to Treatment Agencies are referred to as Workorders in the Community Care portal.
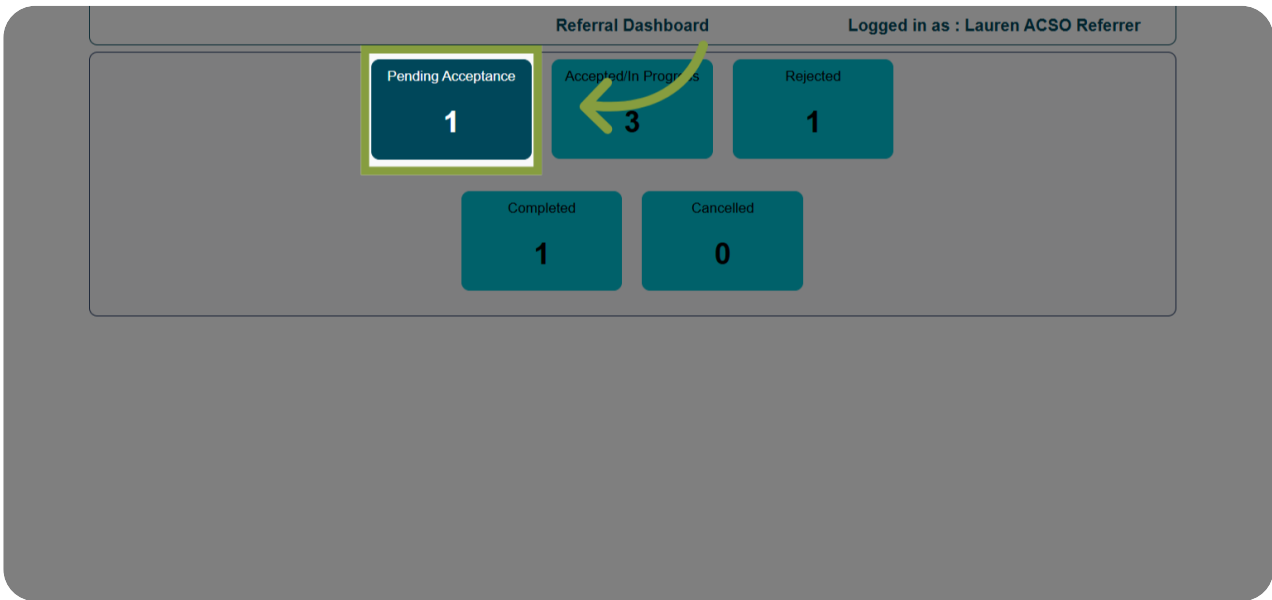
01 Referral Dashboard

Log in to the Community Care Portal and open the Referral Dashboard.
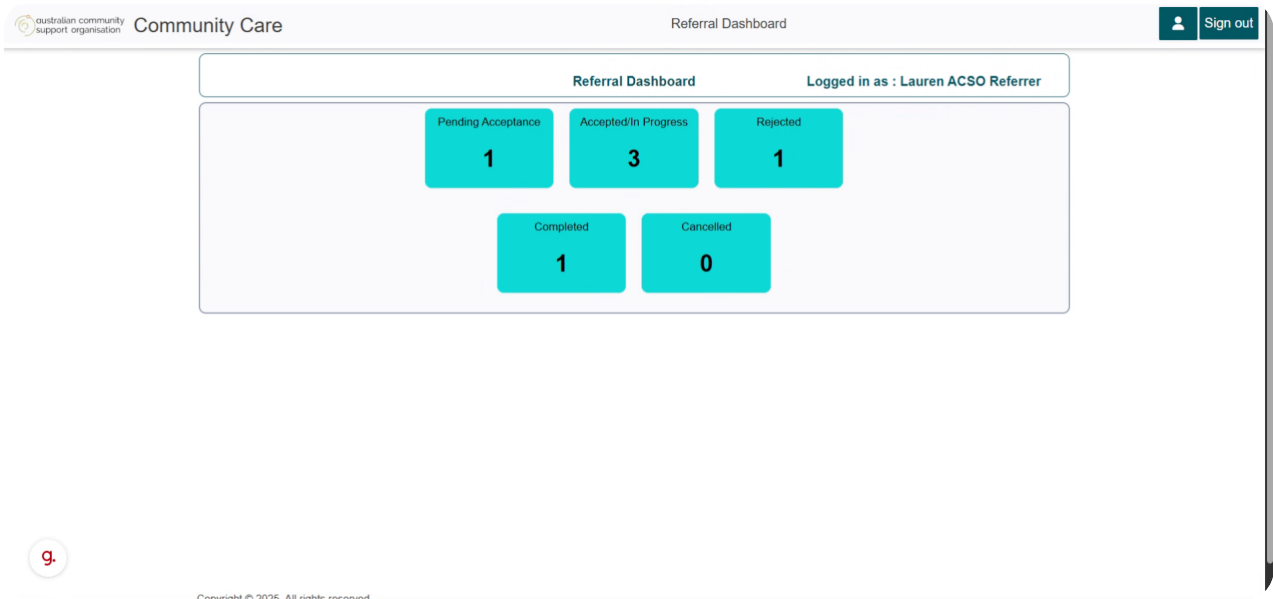
02 Pending Acceptance tile

To open and view the list of clients and their associated Workorders; which have been referred by ACSO and are pending acceptance by the Treatment Agency; click the "Pending Acceptance" tile in the Referral Dashboard.

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03 Workorder Pending Acceptance List

Within the list of Workorders pending acceptance, you will have a high level view of: the clients names; the dates they have been referred for treatment; which Treatment Agency they have been referred to; and the type of treatment they have been referred for.

04 Workorder Details

To review the details of a specific workorder, click the workorder number to open the file you wish to review.

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05 Basic Client Information

Once the workorder is open, you'll be able to review the basic client information available; including contact details.

06 Treatment Referral Information

In the details of the workorder, you will find the Treatment Agency the client has been referred to. As well as, the type of treatment they have been referred for.

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Created By: Lauren Culhane

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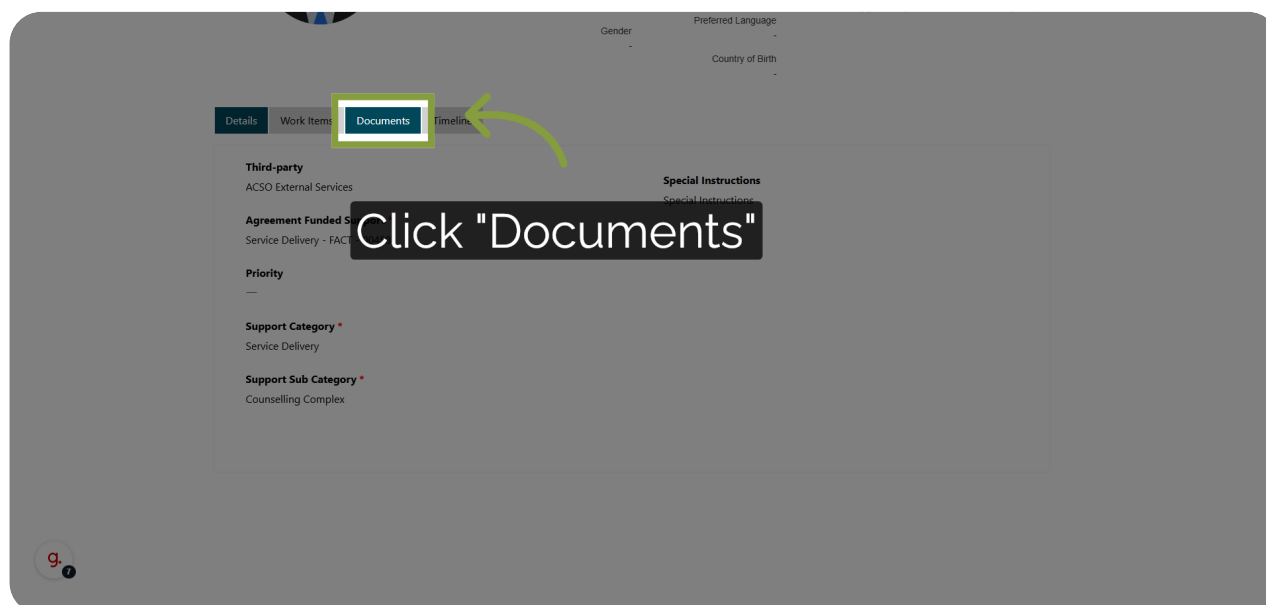# Referrals Pending Acceptance

07 Special Instructions

Additionally, any special instructions provided by ACSO to the Treatment Agency will be viewable.
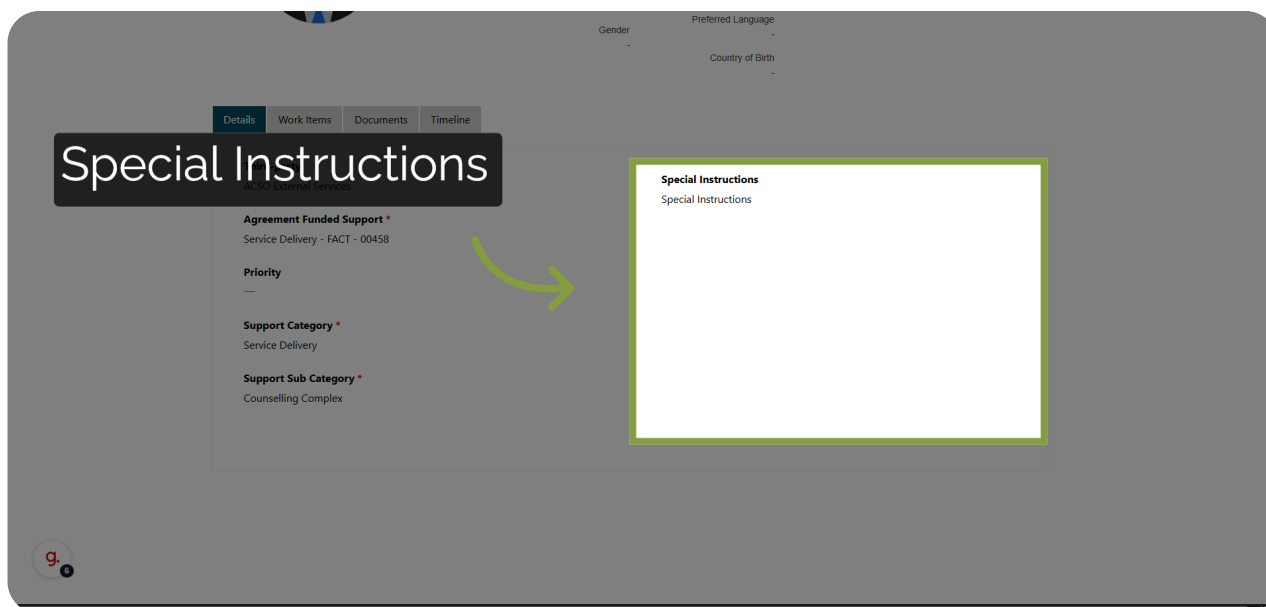
08 Documents

Click "Documents" to view all documents attached to the selected work order - provided by ACSO to the Treatment Agency.
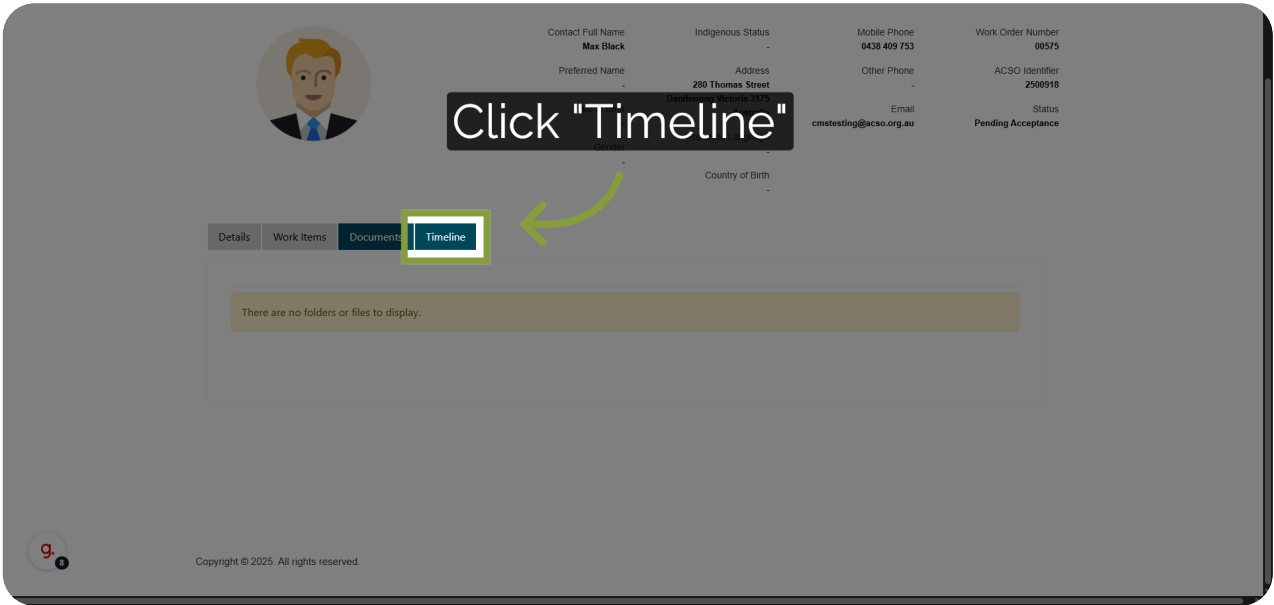
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09 Timeline

Click "Timeline" to view information, commentary and communication; shared between ACSO and the Treatment Agency regarding the workorder.

10 Portal Comments

View the Portal Comments, to view information shared or requested; as well as any attached files.