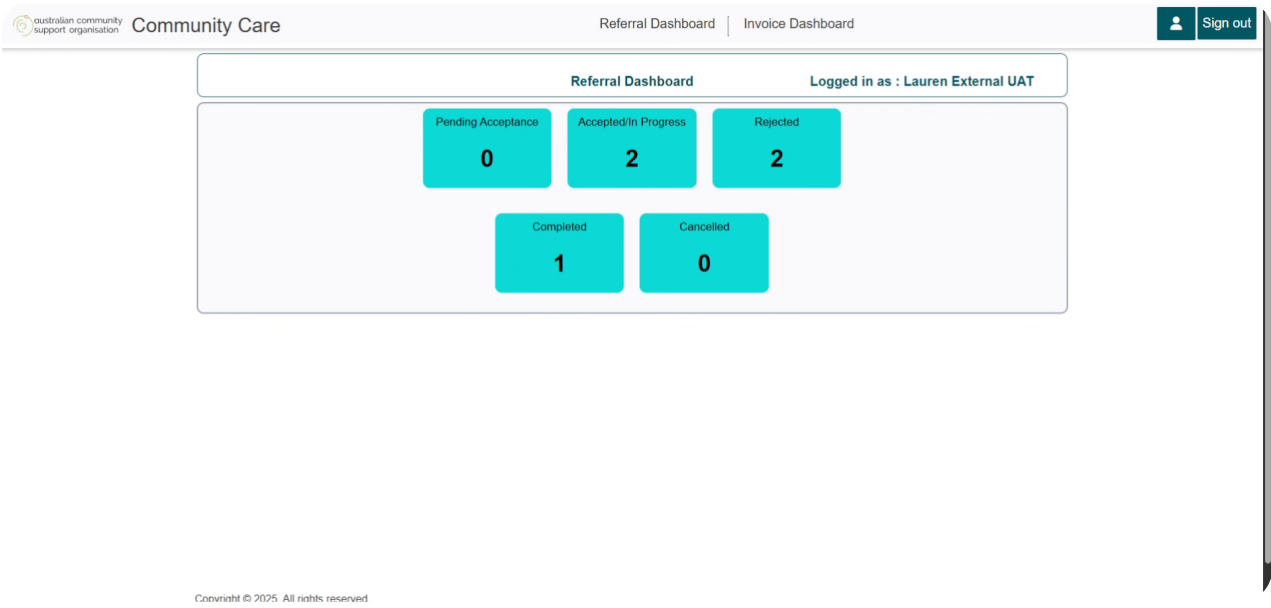# Community Care Portal: Share/Request Information via Workorder Timeline

This tutorial guides you through sharing information with and requesting information from ACSO using the Community Care treatment agency Portal. You will learn how to access in progress Workorders and communicate effectively via the Timeline.

01 Open Community Care Portal

To provide information on treatment in progress, or request additional information from ACSO; open the Community Care treatment agency Portal.

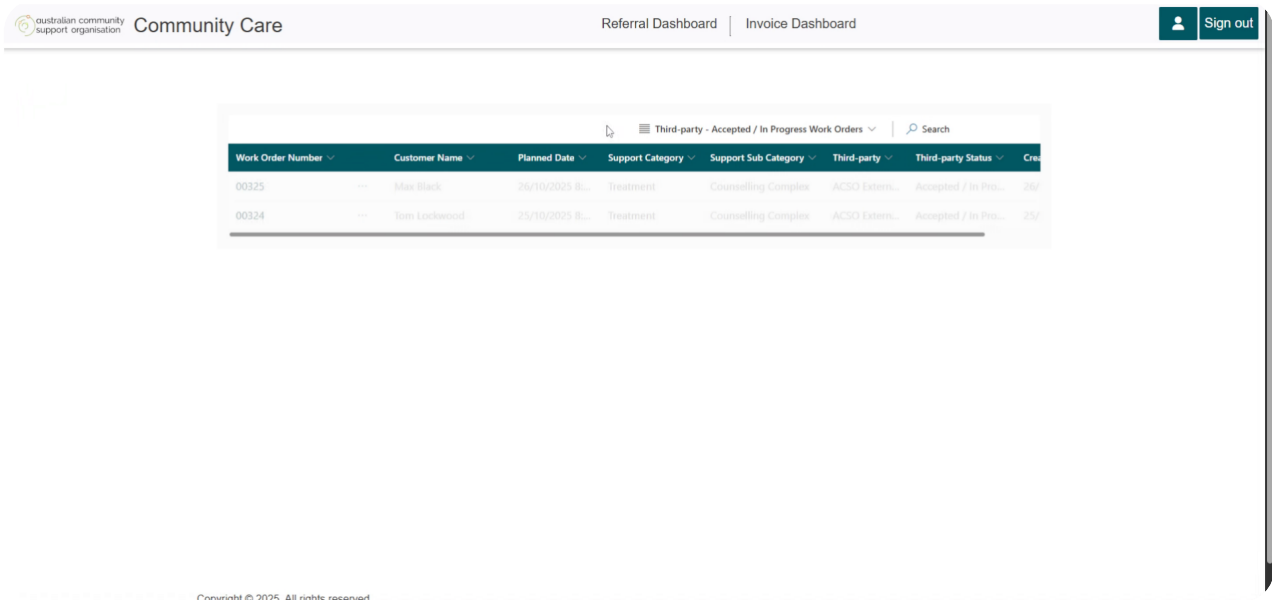## 02 Access Accepted/In Progress Workorder

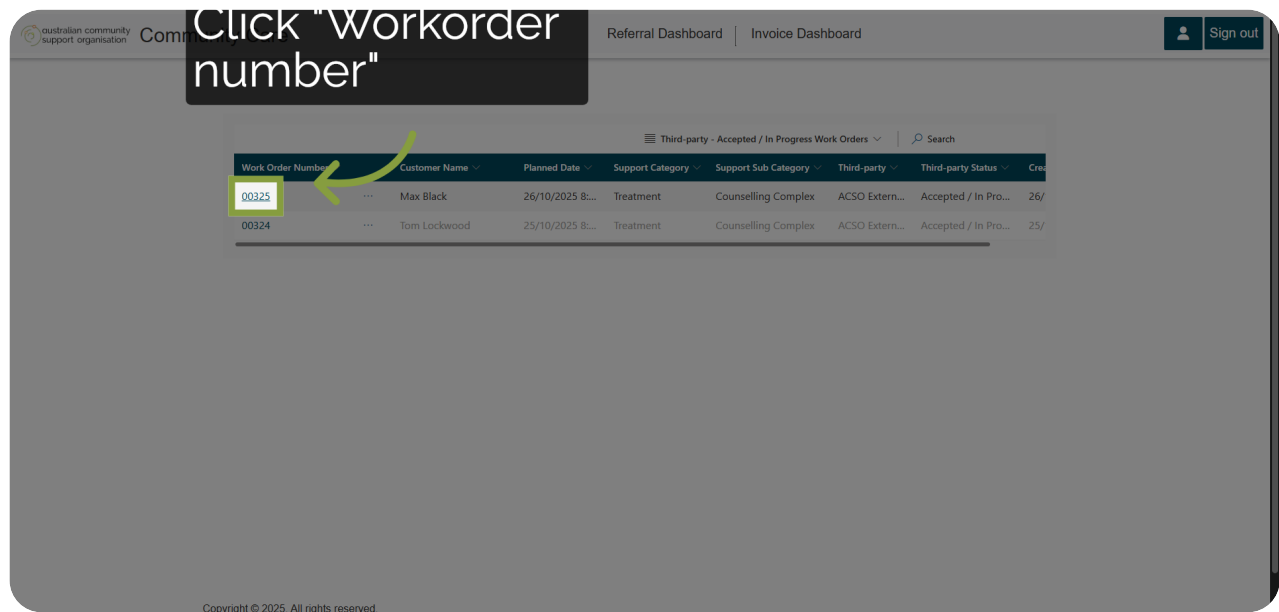From your Referral Dashboard, click the "Accepted/In Progress" tile to view Workorders.

03 View Workorders List

This opens a list of all Workorders which have been accepted and where treatment is in progress or awaiting commencement.

04 Open Workorder File

Click on the Workorder number in the blue hyperlink to open the Workorder file.

05 Review Workorder

The relevant Workorder will now open.

06 Click Timeline Tab

Click the "Timeline" tab to open the Timeline section of the Workorder.

07 Add New Comment

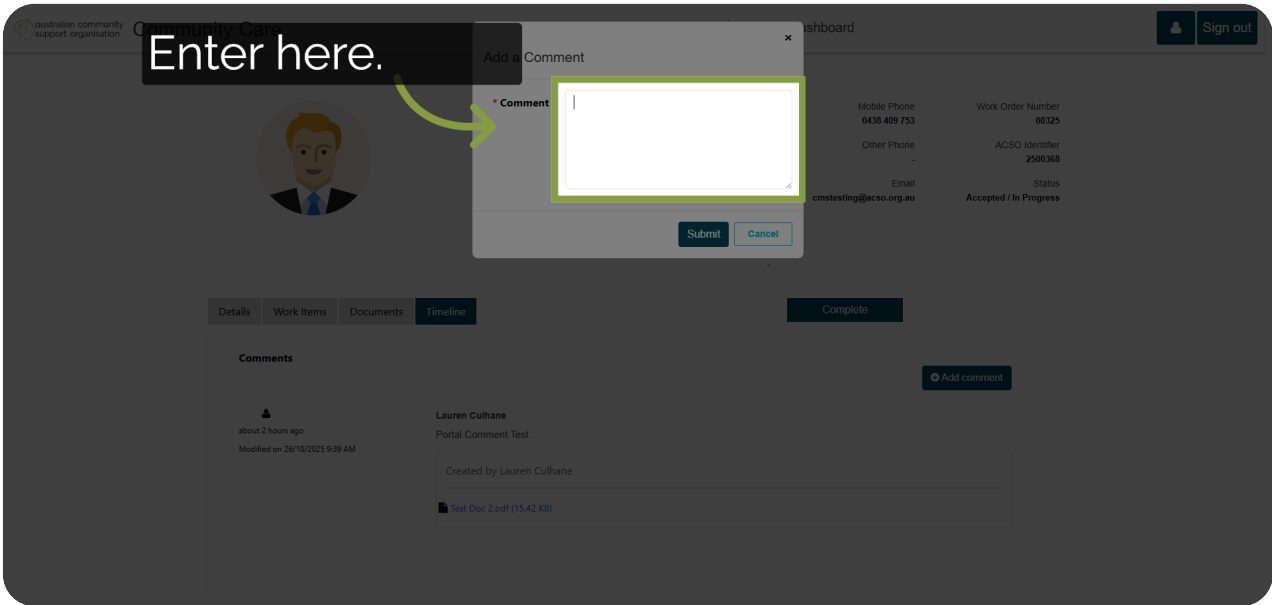To provide information to, or request information from ACSO, click the "Add Comment" button.

08 Enter Comment
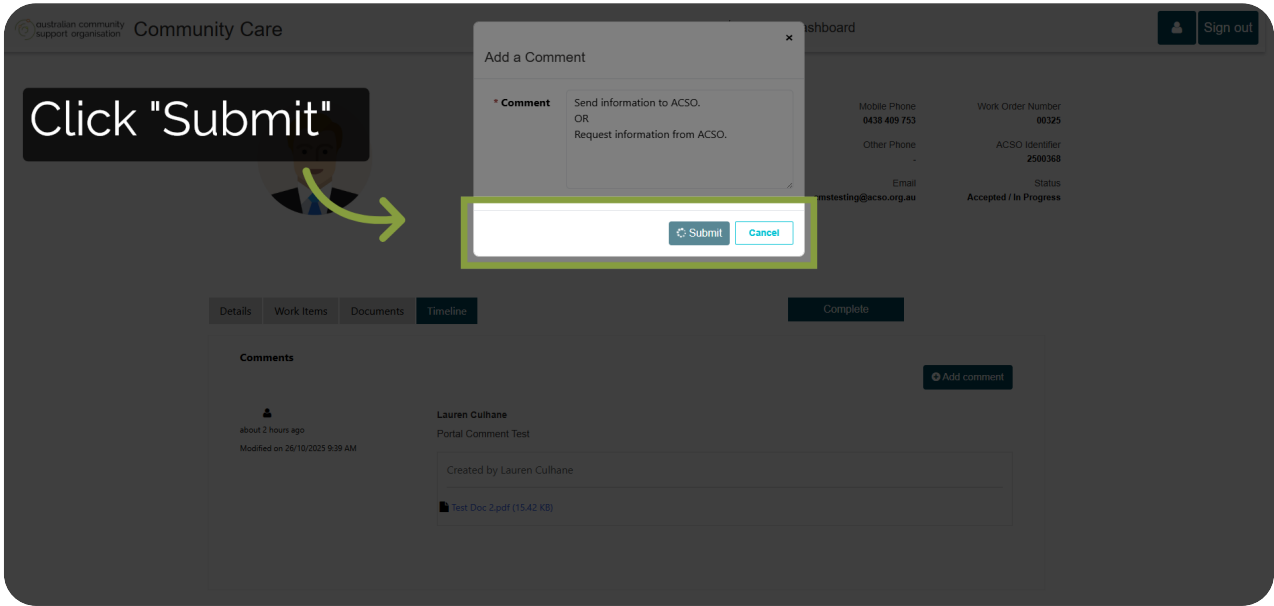
Enter your communication into the "Comment" field.
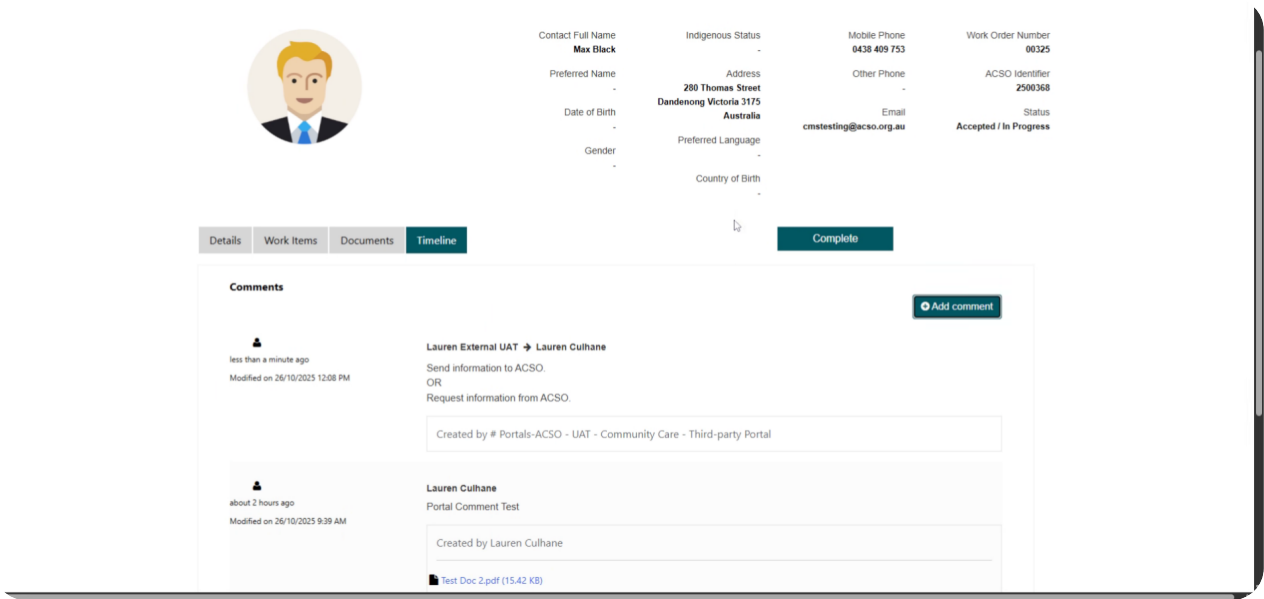
09 Click Submit Button

Click the "Submit" button to add your Comment to the Timeline.

10 Confirm Comment Added

Your Comment has now been entered onto the Timeline of the Workorder and will be received and viewable by ACSO.

11 Await ACSO Response

Should a response be required by ACSO; a comment will be added to the Timeline by ACSO.