## Navigating to a Case

In this section, we will discuss the various ways you can access participant cases in the One Stop Service Tracking (OSST) system. To access participant cases, you must first log into OSST. To log into the system, you must have an OSST user account, user ID and password. If you do not have an account, User ID and password, please contact your Regional Security Officer (RSO). For instructions on logging in to OSST, please review the "***Logging in to OSST***" section of the User Guide.

Once you have successfully logged into the system, you will see the OSST Desktop.

1. There are several ways to access a participant's case.   The quickest way to access a participant's case is by using the "jump features". There are two jump features in OSST: "***Jump" and "Jump to Cases".***
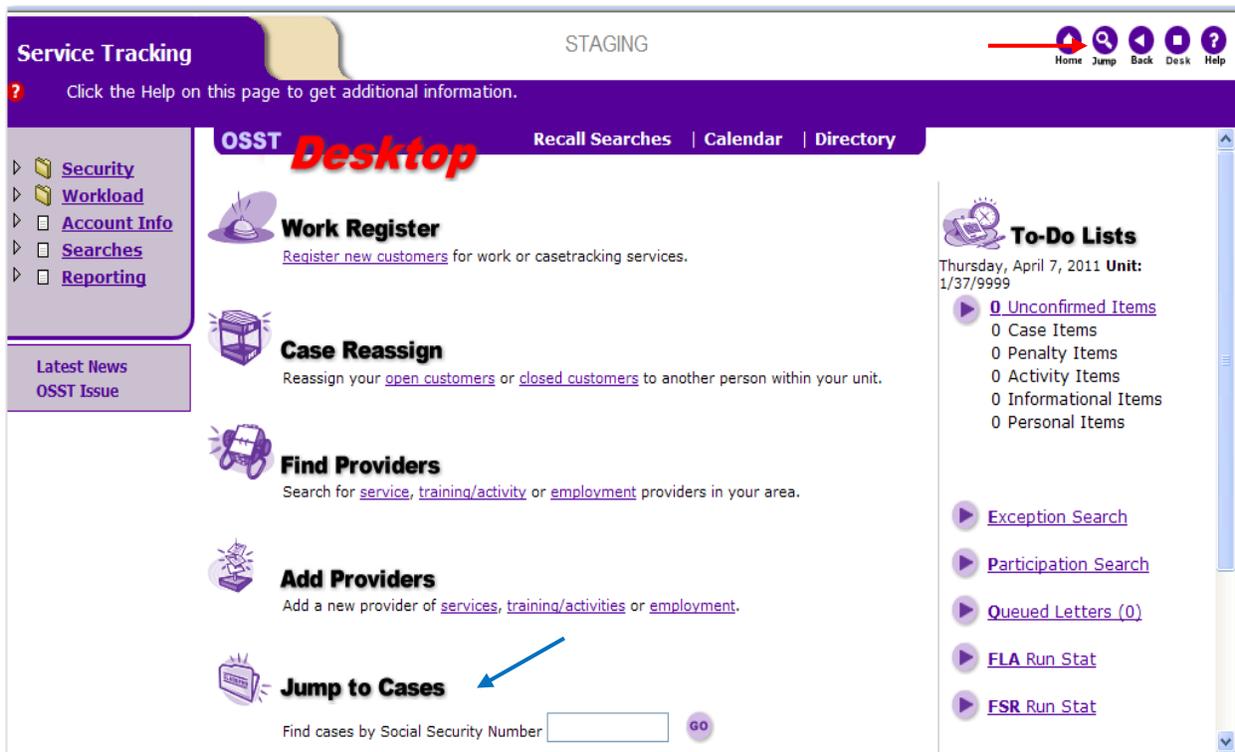
    a. **Jump** – The "*jump*" icon is located in the upper right-hand corner menu bar of the application. The menu bar displays on every system screen and offers users three search options: *(1) By Social Security Number (SSN), (2) By FLORIDA case number, and (3) By OSST ID.*

- Social Security numbers are nine-digit numbers used as unique identifiers for United States (US) citizens, permanent residents, and temporary residents. Social Security numbers are issued by the Social Security Administration (SSA).

- The FLORIDA case number is a system assigned number from the Department of Children and Families (DCF) mainframe system that stores information about the *family* associated with the case. The FLORIDA case number can only be provided by DCF.

- The OSST Case ID is a system assigned identifier for the ***individual***. This number cannot be edited, altered or deleted because the system randomly assigns the identifier for each individual. The OSST Case ID **is not** associated with the family or a group.

b. **Jump to Cases** -   The "*jump to cases*" icon can only be found on the OSST Desktop and allows users to search solely by SSN.

Using the Jump Features

2. To look for a case using the "Jump" feature, click the icon. Once you have clicked the icon, the system will display a pop-up box that will allow you to enter the search information for the desired case. There are fields to enter the SSN, FLORIDA Case Number, or the OSST ID. You can also choose the screen you want to display by selecting one of the radio buttons below the case search criteria. The system defaults to the "*Case at a Glance*" screen.
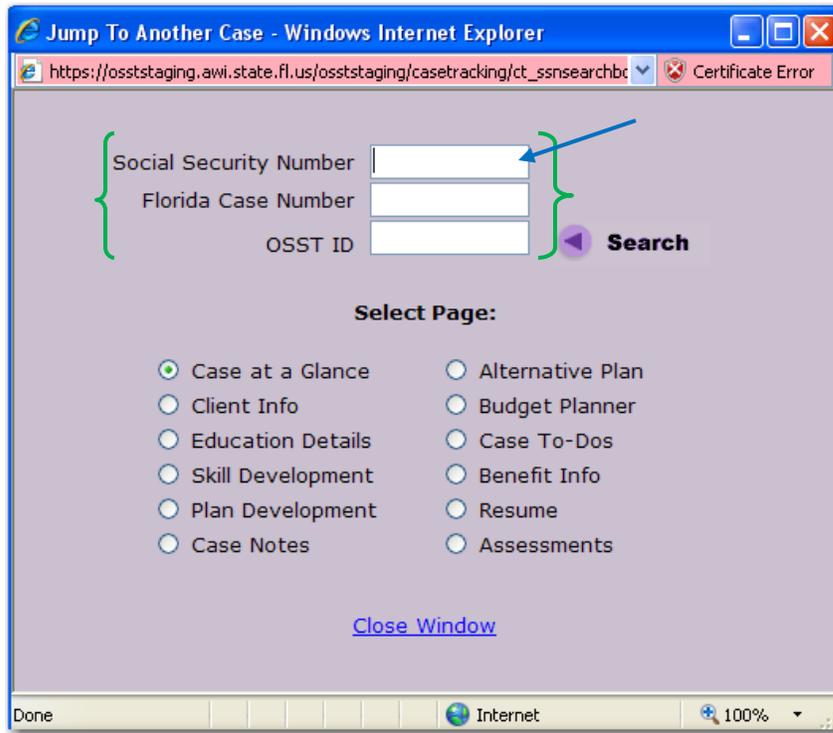
3. To search for a case by SSN, enter the SSN and press "Enter" on your computer keyboard or select the con located next to the search fields. The case associated with the SSN will automatically display. **The system functions the same way when using the "Jump to Cases" feature on the OSST Desktop. If the SSN exists in the system, the participant case associated with the SSN will display.
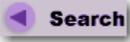
4. To search by the FLORIDA case number, you will need to enter the case number and press the "Enter" key on the computer keyboard.


After you press "Enter" or select the [Search] icon, the system will display all records associated with that FLORIDA case number. The record will contain the names and SSNs of the individuals associated with the case and the Region, County and Unit (R/C/U) for the case.
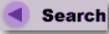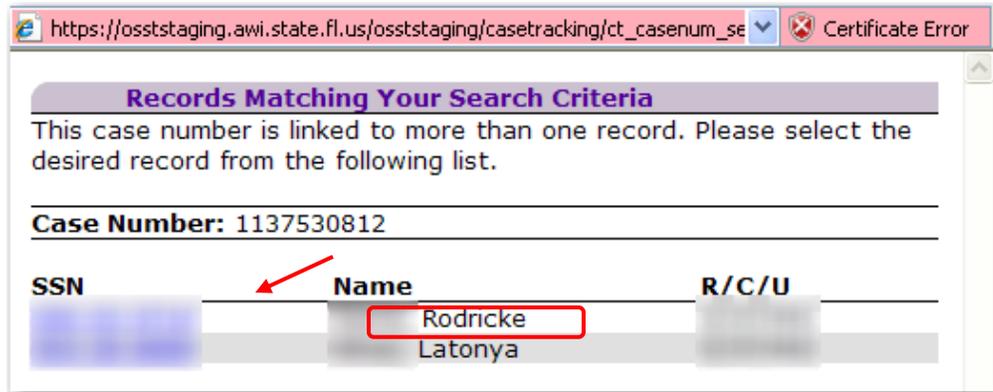
In this example, the system generated two records associated with the FLORIDA case. Select the hyperlinked SSN next to the name of the case you want to navigate to. ***Note:*** *we have blurred all personally identifying information from this illustration.* In our example, we chose *Rodricke* by clicking on the hyperlinked SSN next to *Rodricke's* name. The case for this customer will display once you have clicked on the hyperlinked SSN.
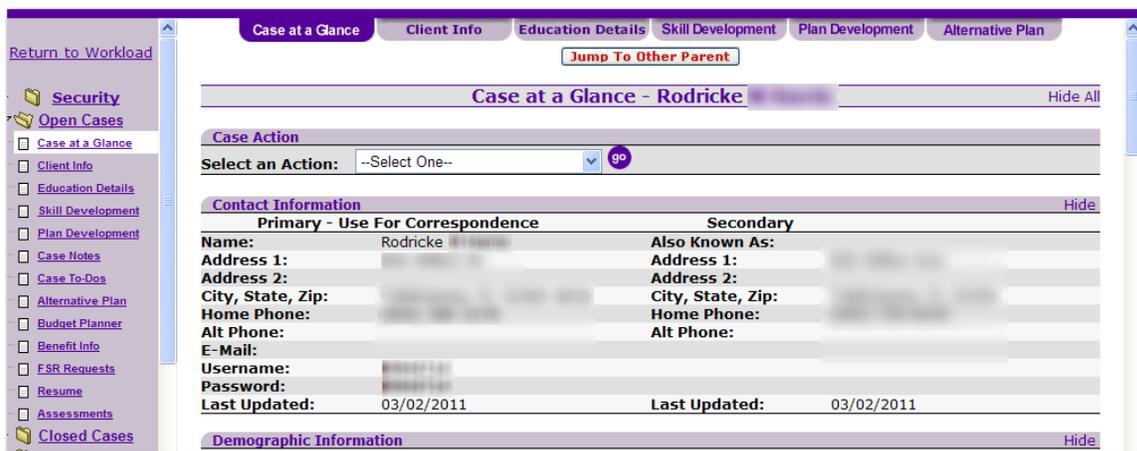

5. If you selected the wrong case or need to go to the other adult associated with the FLORIDA case number, the system has an additional feature that will allow you to do that without having to search again. You can jump to the other adult associated with the FLORIDA case number by clicking on the [Jump To Other Parent] icon located at the top of the participant's case.
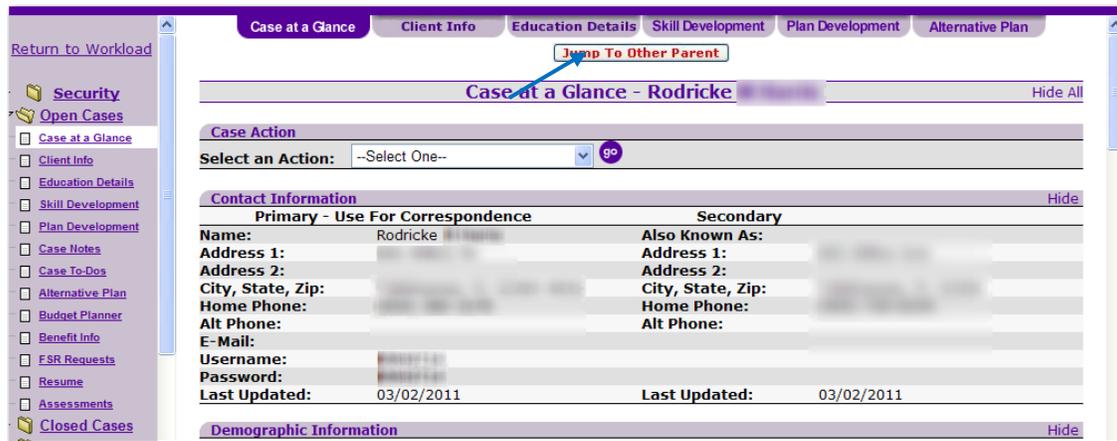
After you have clicked on this icon, the system will display the case that belongs to the other parent associated with the FLORIDA case number. In the above illustration we were viewing information for *Rodricke's* case. After selecting the Jump To Other Parent icon, we now see information related to "*Latonya's*" case.
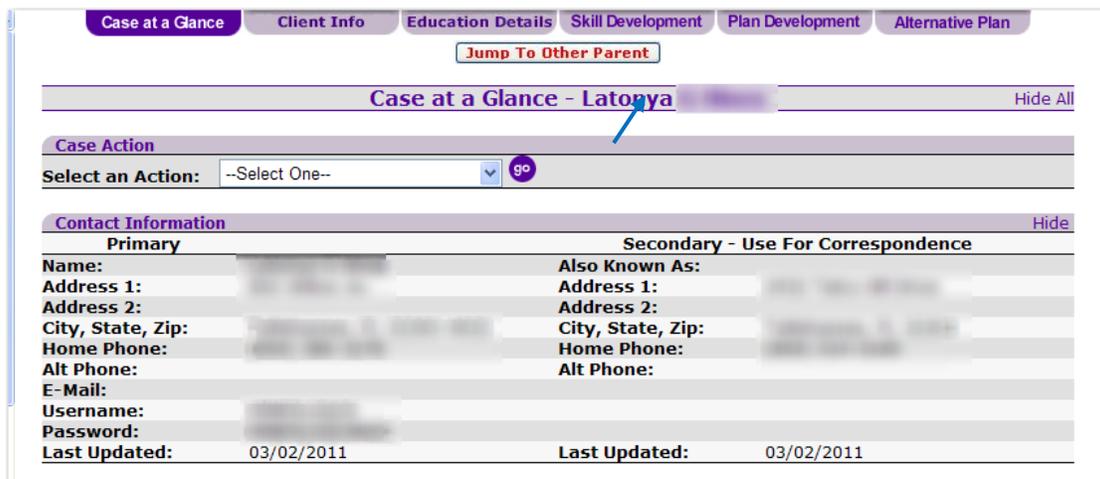
6. Now we will navigate to a case using the OSST Case ID. In the following illustration, we selected the Jump icon and entered an OSST Case ID.

Helpful Hint: To save time, if you want to go to a specific screen, you may select the radio button associated with the desired page. After selecting your search method: SSN, Florida Case Number or OSST ID, you will be directed to the page you selected.

7. Next, you will either select the [Search] icon or press the "*Enter*" key on your computer keyboard. Once you have taken these steps, the participant case associated with the OSST Case ID will display.