Enhanced Case Management Module

EPM Connect Guide

Document Control

Document Overview: This document outlines the step-by-step process for all tasks managed within the Enhanced Case Management Module in EPM Connect.

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Author: Lauren McGuire, Product Manager, Product Management

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Last Reviewed by: Keren Prior, Director of Operational Excellence

Date of Next Review: 23rd October 2026

Document Approval
The Director of Operational Excellence shall review this guide annually and shall determine whether any further changes need to be made prior to approval.

This document was approved by Keren Prior, Director of Operational Excellence on 23rd October 2025 and is issued on a version-controlled basis under her signature.

Document History

Date of Change	23rd October 2025
Summary of Change	Changes to improve clarity
New Version Number	v2.0
Changes to be notified to	Director of Operational Excellence

Contents

Enhanced Case Management Module

The Enhanced Case Management module contains all the information you may need in relation to your school's casework. Our enhanced module provides you with all the benefits of our Core module, but with the ability to record all cases, including cases not managed by your EPM HR Advisory Team. This allows you to add informal and emerging cases and work proactively to prevent escalation, whilst also ensuring a clear record from the start, should the case progress.

This module supports you in ensuring fair, consistent and compliant management of cases and allows your teams to communicate and easily gain updates from a single source. Add new cases, meetings and appeals, update notes and share documents, and ensure only those who have been granted visibility have access, ensuring confidentiality.

In addition, our Summary page provides analytics to support you in identifying trends and patterns to review and improve internal practices and processes.

Summary

The Case Management summary page gives an overview of the cases associated with the school that have been recorded within the EPM Connect system for the current academic year. To view this, click on **Case Management** on the left-hand side of the EPM Connect window. From the menu displayed, select **Summary**.

To view more details, click the arrow in the top right of any of these metrics to move into specific details and the cases they relate to.

Cases

Create a Case

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Cases**.
3. From the sub-menu displayed, select **Create Case**. The **Create Case** page is displayed.
4. From the **Case Type** drop-down menu, select the type of case.

   Commented [JM1]: Do we provide clarification of what each case type means, ie sickness is in Attendance

   Commented [JM2R1]: Also, when I selected an Attendance case type, a field 'Trigger(s) reached' appeared below the Description box, and on inputting the name of the employee, it stated 'No absence triggers found for this employee';
   I then changed the Case Type to Capability, and that changed the fields available - so this section might need updating to reflect different case types?

   The fields to complete are displayed below and will differ depending on the type of case chosen.

   The **Case Reference** number will be generated automatically.

   Commented [JM3]: Is this correct? It let me type something in to this field, so would that be overwritten by auto-generation, or would my input be kept

   The **Description** should hold the detail about the case and regular updates. We recommend including the date and the colleague adding the information within each update and that abbreviations are avoided to ensure updates are clear.

   The **Case Officer** is the school contact.

   The **Primary Case Owner** is the EPM team member leading on the case. The **Secondary Case Owner** is the EPM team member supporting on the case.

   Ticking the **Extend Visibility to all Appeals** and **Meetings** box will allow the users selected within the **Visibility** tab access to all appeals and meeting related to the case.

5. Click **Save** to finish. The case is created, and the **Edit Case** page is displayed.

   Save

User Visibility

Commented [JM4]: Is this process audited ie does it record people that have had visibility in the past, and who has managed the visibility of the case?

1. From the tabs at the bottom of the page, select **Visibility**. The **User** tab displays a list of users who have visibility of the case by default based on their user group settings.

   Users are not able to view any cases relating to themselves, regardless of permissions.

2. Review the list of users.
3. If a user needs to be removed from the list, click the **x** icon in the far right-hand column.
4. If an additional user needs to be added, click on the **Add User Visibility** button. The **Add Visibility to Users** window is displayed.

   + Add User Visibility

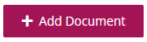
5. Find the user you want to give access to.
6. Check the box in the far right-hand column.
7. Click **Save** to finish.

   Save

Documents

Documents relating to the case can be added via the **Documents** tab.

1. From the tabs at the bottom of the page, select **Documents**.
2. Click on the **Add Document** button. The **Add Document** window is displayed.

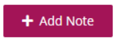


3. Click on **Upload File** and select the document to add.
4. In the **Title** text box, enter a title for the document.
5. If the document will be used to create a signable document, click the check box.
6. Click **Save** to finish.

Notes

Notes relating to the case can be added via the **Notes** tab.

1. From the tabs at the bottom of the page, select **Notes**.
2. Click on the **Add Note** button. The **Add Note** window is displayed.



3. In the **Note** text box, enter your note.
4. Click **Save** to finish.

View a Case

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Cases**.
3. From the sub-menu displayed, select **All Cases**. The **All Cases** page is displayed, with three tabs available: **Open Cases**, **Closed Cases** and **All Cases**.
4. Select the tab you need.
5. Find the case you want to view.

   Column headings in a bold blue text with a magnifying glass icon can be filtered or sorted alphabetically, chronologically, or numerically depending on the content of the column. To sort the column, click on the column heading. Click a second time to reverse the sorting.

   To search in a column, click on the magnifying glass in the header of the column you want to search. From the drop-down list, select the rule for your search then add the criteria in the text box below.

6. To view the case, click on either the **ID** number in the first column or the eye icon in the right-hand column. The **View Case** page is displayed.
7. The following tabs are available:
   – **Visibility**: which users and user groups are able to view the case.
   – **Appeals**: any appeals linked to the case.
   – **Meetings**: any meetings linked to the case.
   – **Documents**: any documents linked to the case.
   – **Notes**: any notes relating to the case.
   – **Audit Trail**: an audit trail of any action taken on the case within the EPM Connect system, including each time the case was viewed.

Record the outcome of a Case

1. Select the case you want to record the outcome for.
2. In the **View Case** section, click on the **Edit Details** button. The **Edit Case** page is displayed.

   Edit Details

3. From the **Outcome** drop-down menu, select the outcome for the case.
4. In the **Date Closed** text box, add the date the case is closed.
5. Click **Save** to finish.

   Save

Edit a Case

1. Select the case you want to edit.
2. In the **View Case** section, click on the **Edit Details** button. The Edit Case page is displayed.

3. In the **Edit Case** section, update the fields required.

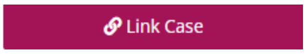
   This will often relate to the status or outcome of the case.

4. The following tabs are available to edit:
   - **Visibility**: add or remove visibility of the case for specific users
   - **Appeals**: add an appeal linked to the case.
   - **Meetings**: add a meeting linked to the case.
   - **Documents**: add documents linked to the case.
   - **Notes**: add notes relating to the case.
   - **Audit Trail**: an audit trail of any action taken on the case within the EPM Connect system, including any changes you have made.
5. Click **Save** to finish.

Appeals

Create an Appeal

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Appeals**.
3. From the sub-menu displayed, select **Create Appeal**. The **Create Appeal** page is displayed.
4. In the **Appeal Reference Number** text box, add a reference number for the appeal.
5. From the **Appeal Officer** drop-down menu, select the appeal officer.
6. Click the **Link Case** button to link the appeal to the relevant case. A new window is displayed.


7. Check the circle next to the relevant case.
8. Click **Link Case**.


9. From the **Reason** drop-down menu, select the reason for the appeal.
10. From the **Status** drop-down menu, select the status of the appeal.
11. In the **Date Raised** text box, add the date the appeal was requested.
12. In the **Description** text box, add a description of the appeal.
13. Click **Save** to finish. The appeal is created, and the **Edit Appeal** page is displayed.


User Visibility

1. From the tabs at the bottom of the page, select **Visibility**. The **User** tab displays a list of users who have visibility of the case by default based on their user group settings.

   Users are not able to view any appeals relating to themselves, regardless of permissions.

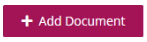
2. Review the list of users.
3. If a user needs to be removed from the list, click the **x** icon in the far right-hand column.
4. If an additional user needs to be added, click on the **Add User Visibility** button. The **Add Visibility to Users** window is displayed.


5. Find the user you want to give access to.
6. Check the box in the far right-hand column.
7. Click **Save** to finish.


Documents

Documents relating to the appeal can be added via the **Documents** tab.

1. From the tabs at the bottom of the page, select **Documents**.
2. Click on the **Add Document** button. The **Add Document** window is displayed.

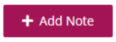


3. Click on **Upload File** and select the document to add.
4. In the **Title** text box, enter a title for the document.
5. If the document will be used to create a signable document, click the check box.
6. Click **Save** to finish.

Notes

Notes relating to the appeal can be added via the **Notes** tab.

1. From the tabs at the bottom of the page, select **Notes**.
2. Click on the **Add Note** button. The **Add Note** window is displayed.



3. In the **Note** text box, enter your note.
4. Click **Save** to finish.

An appeal can also be added via the Appeals tab when editing a case. In this instance, the appeal is automatically linked to the case you are editing.

View an Appeal

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Appeals**.
3. From the sub-menu displayed, select **All Appeals**. The **All Appeals** page is displayed, with two tabs available: **Open Appeals and Closed Appeals**.
4. Select the tab you need.
5. Find the appeal you want to view.

   Column headings in a bold blue text with a magnifying glass icon can be filtered or sorted alphabetically, chronologically, or numerically depending on the content of the column. To sort the column, click on the column heading. Click a second time to reverse the sorting.

   To search in a column, click on the magnifying glass in the header of the column you want to search. From the for dop-down list, select the rule for your search then add the criteria in the text box below.

6. To view the case, click on either the **ID** number in the first column or the eye icon in the right-hand column. The **View Appeal** page is displayed.
7. The following tabs are available:
8. **Visibility**: which users and user groups are able to view the appeal.
9. **Meetings**: any meetings linked to the appeal.
10. **Documents**: any documents linked to the appeal.
11. **Notes**: any notes relating to the appeal.
12. **Audit Trail**: an audit trail of any action taken on the appeal within the EPM Connect system.

Record the Outcome of an Appeal

1. View the case you want to record the outcome for.
2. In the **View Appeal** section, click on the **Edit Details** button. The Edit Appeal page is displayed.

3. From the **Outcome** drop-down menu, select the outcome for the case.
4. In the **Date Closed** text box, add the date the case is closed.
5. Click **Save** to finish.

Edit an Appeal

1. View the appeal you want to edit.
2. In the **View Appeal** section, click on the **Edit Details** button. The Edit Appeal page is displayed.

3. In the **Edit Appeal** section, update the fields required.

   This will often relate to the status or outcome of the case.

4. The following tabs are available to edit:
   – **Visibility**: which users and user groups are able to view the case.
   – **Appeals**: any appeals linked to the case.
   – **Meetings**: any meetings linked to the case.
   – **Documents**: any documents linked to the case.
   – **Notes**: any notes relating to the case.
   – **Audit Trail**: an audit trail of any action taken on the case within the EPM Connect system, including each time the case was viewed.
5. Click **Save** to finish.

Commented [JM5]: Is there any element that isn't editable? That's just a me question - as in, something is automatically populated and can't be changed, so if that element needs to change it would need to be new rather than edited?

Commented [LM6R5]: Only the Appeal Identifier, Case Type, Case ref no and Related employee fields.

Meetings

Create a Meeting

Meetings can be linked to cases and appeals. This can be done either via the case or appeal itself, or via **Create Meeting**.

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Meetings**.
3. From the sub-menu displayed, select **Create Meeting**. The **Create Meeting** page is displayed.
4. In the **Meeting Title** text box, add a title for the meeting.
5. In the **Description** text box, add a title for the meeting.
6. From the **Link Meeting** to drop-down menu, select either **Case,** or **Appeal**. The **Case Identifier,** or **Appeal Identifier** button is displayed, depending on your selection.
7. Click on the **Link Case or Link Appeal** button. A list of **Cases** or **Appeals** to link to is displayed.

8. Tick the circle in the far right-hand column of the case or appeal you want to link the meeting to.
9. Click on the **Link Case,** or Link **Appeal** button.
10. In the **Meeting Date** text box, add the date of the meeting.
11. From the **Meeting Type** drop-down menu, select the type of meeting.
12. Click on the **Add Attendees** button. The **Add Attendees** window is displayed.

If the attendee you are adding is an employee who has a record on the EPM Connect system for the customer, find the employee in the list available in the **Select existing employees** tab and check the box in the far right-hand column.

If the attendee is not listed, select the **Add Other Attendees** tab, click on **Click to Add Other Attendee** and add the name of the attendee in the **Other Attendee** text box.

13. Click on the **Add Attendees** button. The **Add Attendee** window closes, and the attendees are listed in the **Create Meeting** section.
14. From the list of attendees, check the check box in the **Chair** column to identify the Chair of the meeting.

Only attendees with an EPM Connect record for the customer can be marked as the Chair.

Commented [JM7]: So if they need someone to the Chair and they aren't in the system, they need to create a Connect record for them? How likely is that?

Commented [LM8R7]: We've worked out they can be added as users if they're not employees.

15. Click **Save** to finish.

A meeting can also be added via the Meetings tab when editing a case. In this instance, the meeting is automatically linked to the case you are editing.

View a Meeting

1. On the left-hand side of the EPM Connect window, click on **Case Management**. The **Case Management** menu is displayed.
2. From the **Case Management** menu, select **Meetings**.
3. From the sub-menu displayed, select **All Meetings**. The **All Meetings** page is displayed, with two tabs available: **Upcoming Meetings** and **Previous Meetings**.
4. Select the tab you need.
5. Find the meeting you want to view.

   Column headings in a bold blue text with a magnifying glass icon can be filtered or sorted alphabetically, chronologically, or numerically depending on the content of the column. To sort the column, click on the column heading. Click a second time to reverse the sorting.

   To search in a column, click on the magnifying glass in the header of the column you want to search. From the for drop-down list, select the rule for your search then add the criteria in the text box below.

6. To view the case, click on either the **Meeting Title** or the eye icon in the right-hand column. The **View Meeting** page is displayed.
7. The following tabs are available:

   Visibility: which users and user groups are able to view the meeting.

   Documents: any documents linked to the meeting.

   Notes: any notes relating to the meeting.

   Audit Trail: an audit trail of any action taken on the meeting within the EPM Connect system.

Edit a Meeting

1. Select the meeting you want to edit.
2. In the **View Meeting** section, click on the **Edit Details** button. The Edit Meeting page is displayed.

3. In the **Edit Meeting** section, update the fields required.

   This will often relate to the status or outcome of the case.

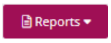
4. The following tabs are available to edit:

- **Visibility**: add or remove visibility of the meeting for specific users
- **Documents**: add documents linked to the meeting.
- **Notes**: add notes relating to the meeting.
- **Audit Trail**: an audit trail of any action taken on the case within the EPM Connect system, including each time the case was viewed.

5. Click **Save** to finish.

Reporting

Reports relating to **Case Management** can be viewed by clicking on the **Reports** button at the top of the screen within the **All Cases** page.



Commented [JM9]: Reports are done at this level - documents done with our Advisory templates are accessed differently (via editing the Case).
With Enhanced permissions they can view/access them?

Commented [LM10R9]: We may need to create a Case Man docs guide. Have added it to the list.