**Disclaimer:**

Please carefully review the following scenario regarding the creation and flow of a claim. Areas marked in Yellow Highlight indicate what the changes need to be made to correct the issue. Issues will be marked with a “ “

Please be aware for user changes within this scenario as they will be documented along the way in *Italics*.

*User: appbranchadmin2//demodemo*

1. Create Claim [test reassign1-Testing]
2. Assign to Independent Appraial Company Appraiser [app1 app01]
3. Locate claim in Assigned to IA (correct)
4. Select Re-Assign Claim from drop down
5. Re-Assign to [app02 app02]

*User: app01/demodemo*

1. Claim is showing in New Claim Inbox
   1. The claim has been re-assigned to app02 so should not be with app01 (only in search with secondary archive which is working and correct)

*User: app02//demodemo*

1. Claim is in New Claim Inbox and searchable (Correct)

*User: appcompanyappraiser//demodemo*

1. Claim is located in New Claim Inbox
   1. This user was never associated with this claim in the above process and is in a different branch so this claim should not be here

*User: appbranchadmin//demodemo*

1. Claim is located in Pending Assignment Acceptance, Assigned to IA, searchable
   1. This user was never associated with this claim in the above process and is in a different branch so this claim should not be here

*User: ALL INSURANCE USERS//demodemo*

1. Claim is located in Assigned Claims
   1. This user was never associated with this claim in the above process and is in a different branch/company type so this claim should not be here

*User: ALL TPA USERS//demodemo*

1. Claim is located in Assigned Claims
   1. This user was never associated with this claim in the above process and is in a different branch/company type so this claim should not be here