

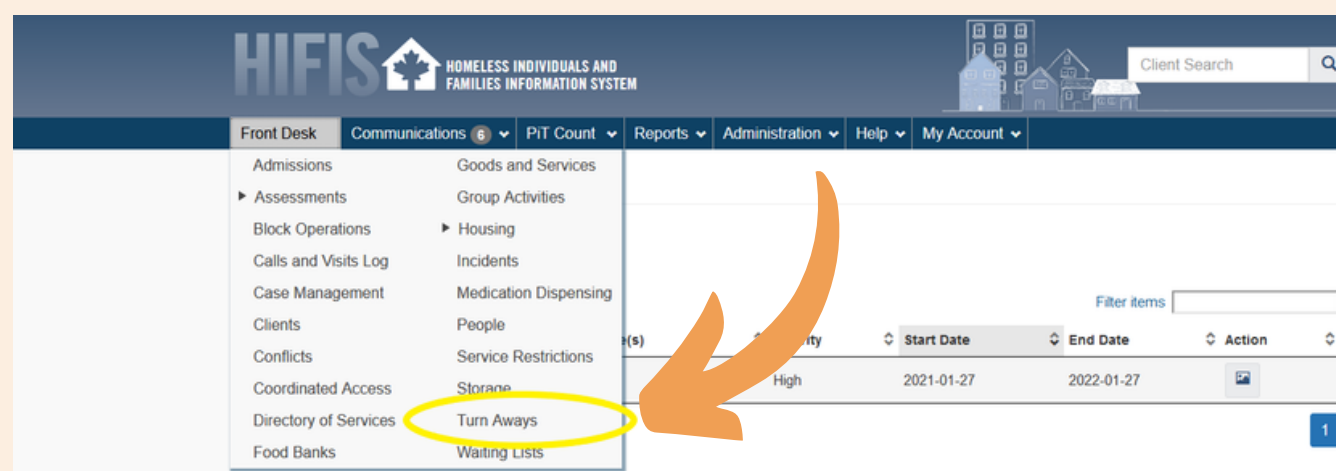
Recording a Turnaway- Known Client

Keeping track of who has been turned away is important to get an accurate number of who in the region is without a home. If you know the client and they had to be turned away for any reason, this document will show you how to do so.

1.) The Turn Aways Module

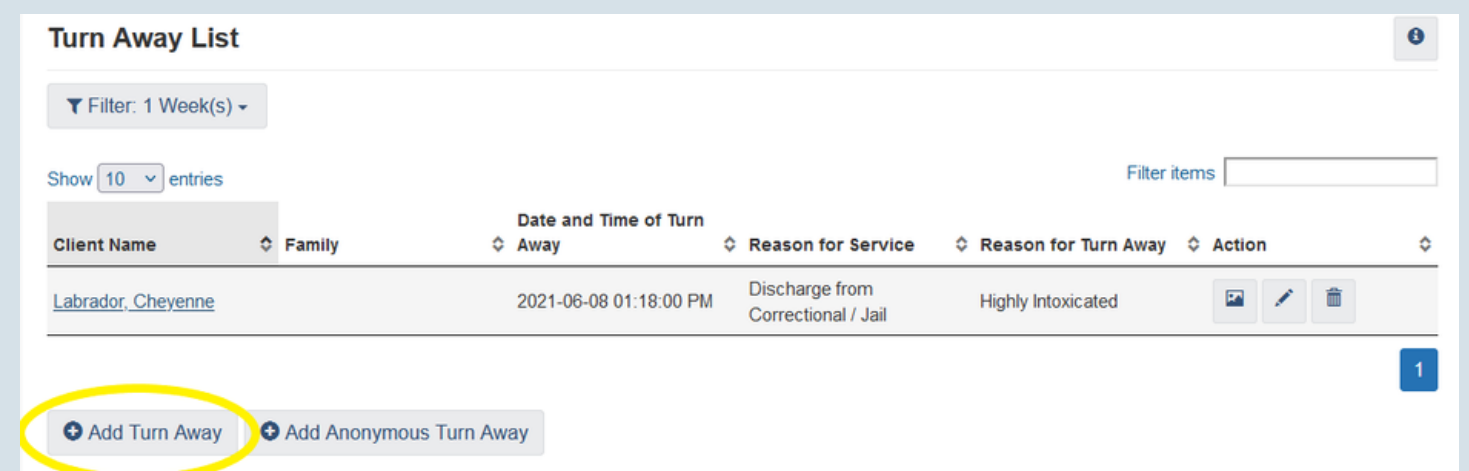
From the home page, click Front Desk and then click Turnaways.

Two simple clicks!



2.) The Turnaways Tab

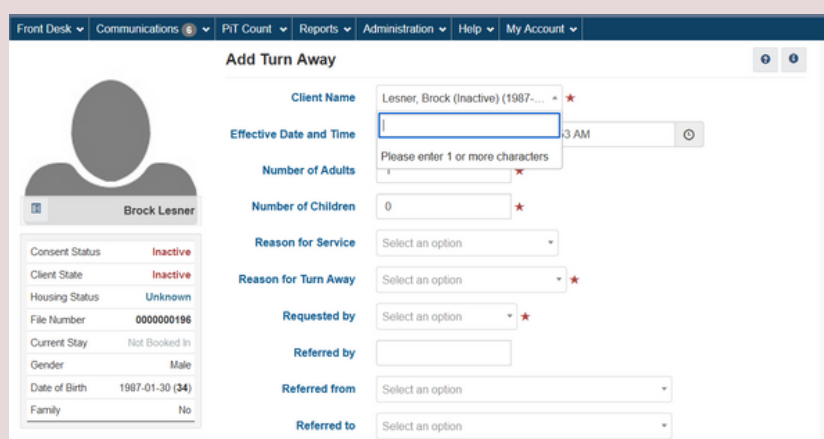
At the bottom, click the add Anonymous turnaway.



3.) Search for the Client.

Once you enter the Client, their profile will appear on the left.

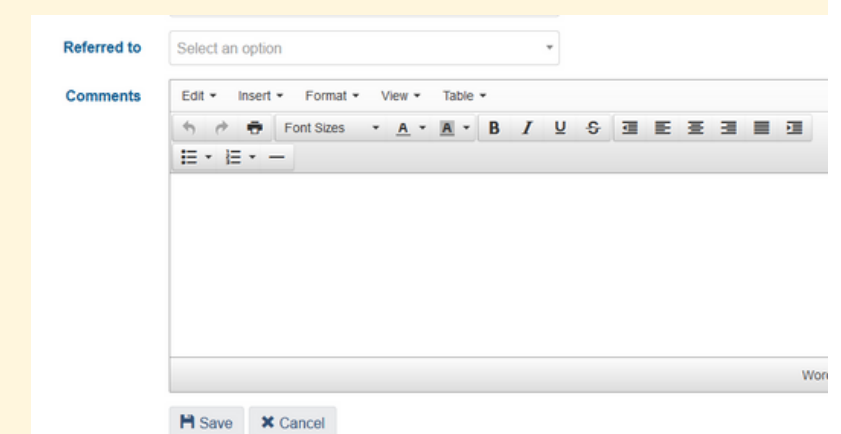
Any fields with a red star are required.



4.) Save your information

Once you've filled it in, click the Save button at the bottom of the tab.

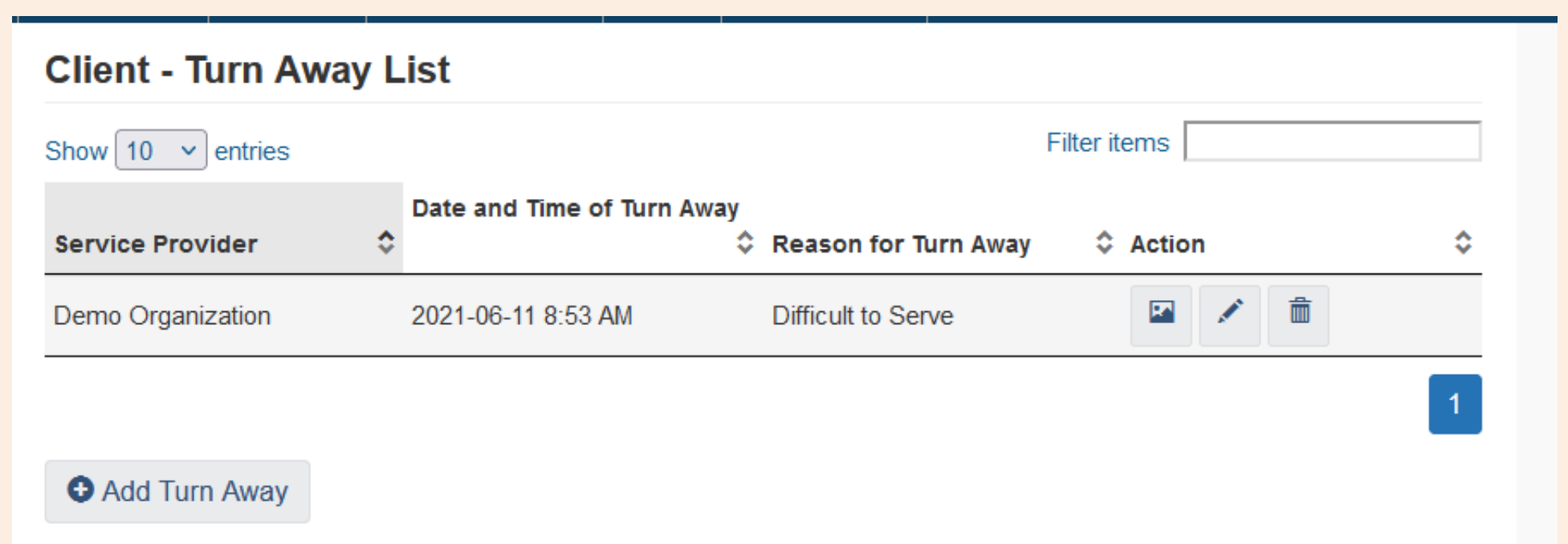
Saving is as simple as 1 click!



You will be taken back to the Turnaways list.

Confirm the turnaway you just added now appears in the list

Double check that the information is accurate! If you need to change something, click the Pencil Icon.



Questions or Concerns? Email the team at hifis@sjhdc.ca