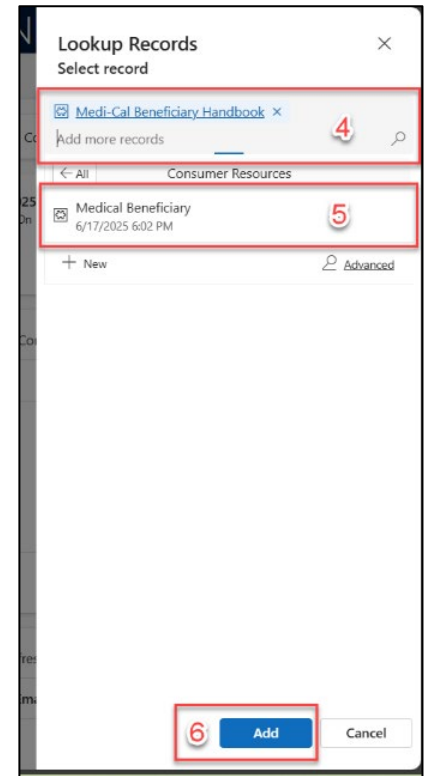


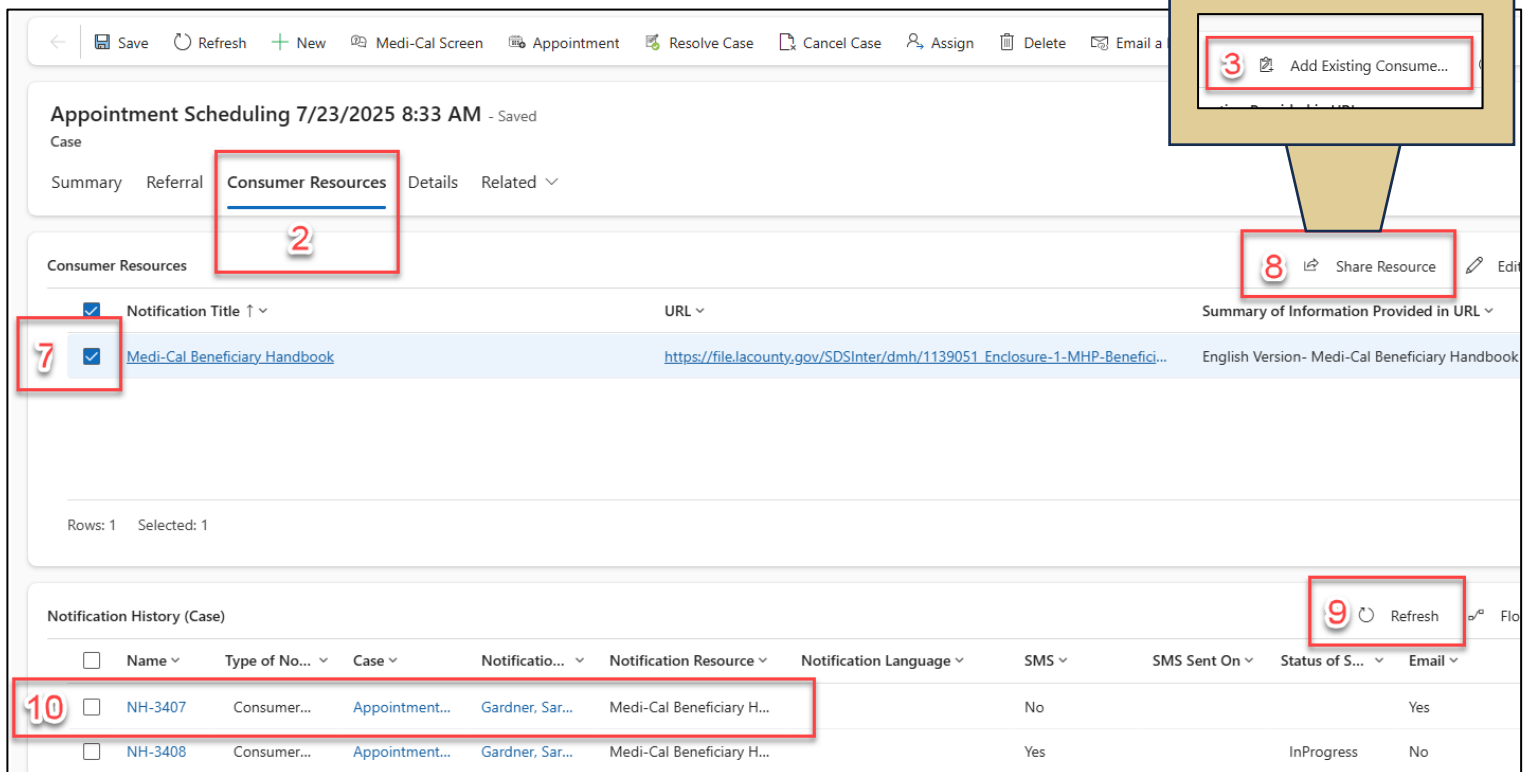


## Sharing Consumer Resources with the Consumer

1. Create a new case with any Call Reason and fill in the **Consumer Information** section. **Save** the case. (Refer to guide on General Information cases, if needed)
2. Next, open the **Consumer Resources** tab.
3. Click **Add Existing Consumer Resource**.
4. Use the **search bar** to search for the name of the **resource**. You may also press **Enter** or click the **Magnifying Glass** to display all available Consumer Resources.
5. Select a **record** from the list (or multiple if you need to)
6. Click **Add**. The selected Consumer Resources will now appear in the table.
7. To share the consumer resource, under the Consumer Resources sub-grid, click the **checkbox** next to each of the Consumer Resource records.
8. Click **Share Resource**. Depending on the consumer's communication preferences, the resource will be sent via SMS and/or email. A ribbon notification appears, stating that "By sharing resources with a consumer, an automated notification will be sent to the consumer. Please ensure consumer has opted in or out to communications from LA DMH, if the consumer has not opted in and or no email or mobile telephone number is populated, notifications will not be sent."
9. Scroll down to the **Notification History** sub-grid and click **Refresh**.
10. You will see the **notification history**, including the one that was just sent out with the **consumer resource**.
11. Once finished, resume to fill in the Case details and Resolve the case.



Note: If the consumer has not opted for a communication method, a message will appear stating "Consumer has not opted in for sms/email notifications, please ask the consumer to opt in to sms/email notifications". You will need to update this in the Consumer record before you are able to proceed with sharing the Consumer Resource.



For additional resources, visit the Adaptive Learning Platform.