

ENTERING SHADOW MODE

1. Click the *Admin* tab located on the navigation toolbar. The screen will refresh and display the main **System Administration** screen. (See Figure 1-1)

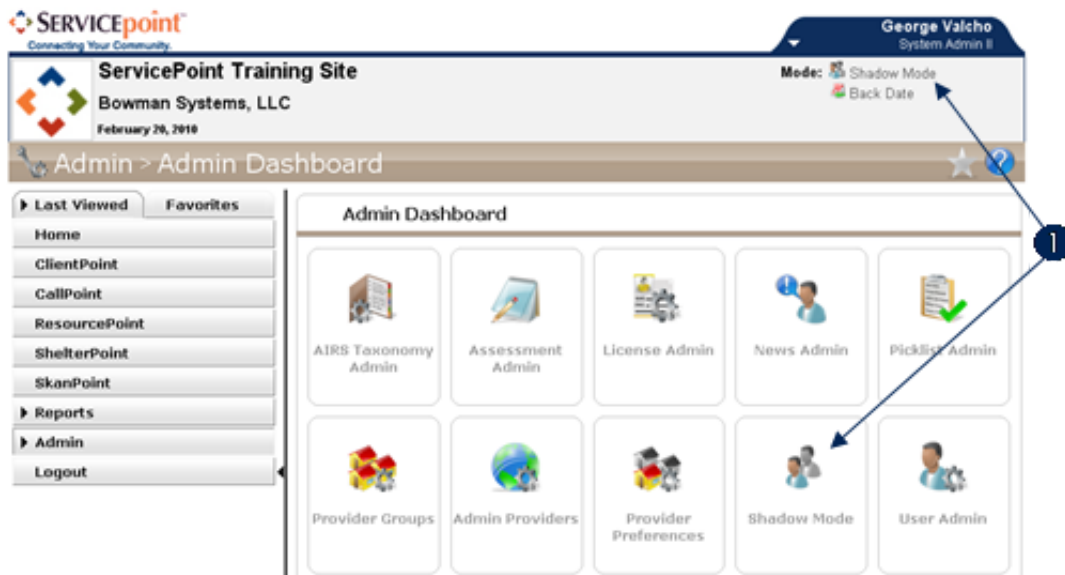


Figure 1-1

Note: *The options available on the Admin screen depend on the ServicePoint user level and the ServicePoint modules installed with your application.*

2. Click the **Shadow Mode** icon, or click **Shadow Mode** in the *ServicePoint* header. **(1)**. The **Search Shadow Mode Users** screen will display. (See Figure 1-2)

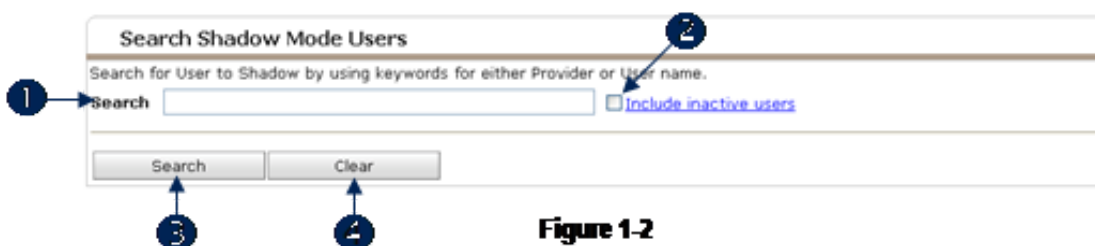


Figure 1-2

3. Enter a user name in **Search**. **(1)** Click the checkbox to include inactive users. **(2)** Click **Clear** to reset the field. **(3)** Click **Search** to create a list of users that match searched for user name. **(4)** (See Figure 1-3)

| User ID | Username | Name | Provider ID | Provider Name | Access Level |
|---------|----------|--------------------|-------------|--------------------------------|-----------------|
| 640 | marsha | Marsha Blankenship | 0 | Bowman Systems, LLC | System Admin II |
| 641 | Mary | Mary Test | 3042 | Downtown Care Center | System Admin II |
| 130 | ciadcmj | Mary Jardell | 1232 | Family Aid Distribution Center | Agency Admin |

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Figure 1-3

4. From the user list, click the **Green Plus** icon to enter Shadow Mode as the selected user. **(1)**

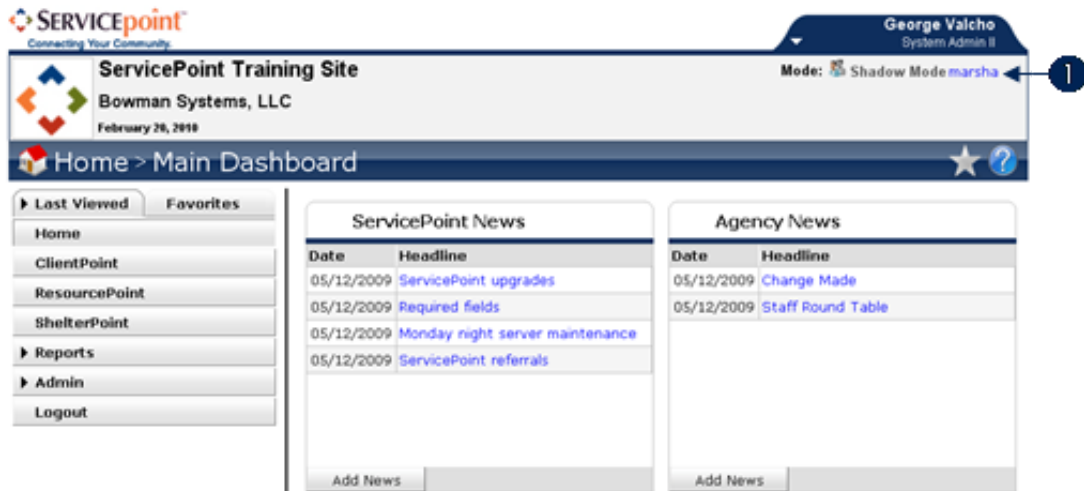


Figure 1-4

5. In the screen header, note that the System Administrator is shadowing "marsha." Click "marsha" to exit Shadow Mode. **(1)**