

Scanning Documents

There are several screens in Crossroads where it is possible to scan documents such as proof of income, health information and medical documentation of dietary needs.

After documents have been scanned and saved, they can be viewed by going in the Quick Links under **Certifications < Scanned Documents**. To view a scanned document, click on the magnify glass on the right-hand side of the title.

If you have a document with several pages, scan each page separately and use titles that connect the documents.

1. While on the screen from which you want to scan the document, insert the document into the scanner.

NOTES:

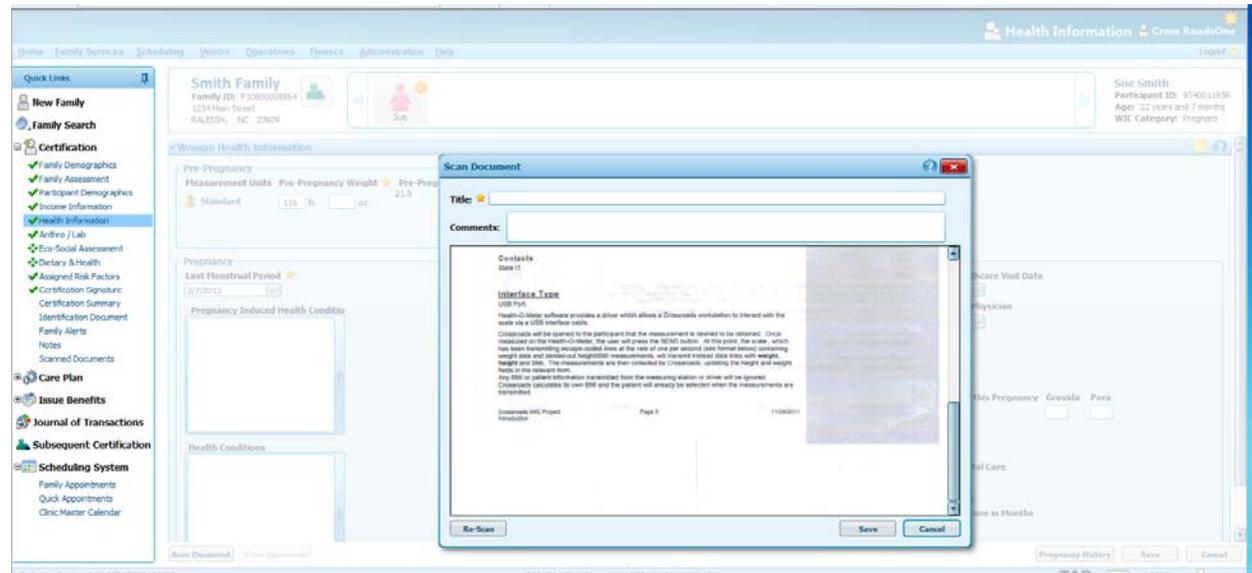
- Place the document face down with the top of page in the slot.
- Crossroads allows for scanning only one page at a time.
- Crossroads scans only one side of a two-sided document at a time. Two-sided documents require two scans.

2. Click on the **Scan Document** button.

The screenshot displays the 'Income Information' screen for the 'Smith Family'. The interface includes a navigation menu on the left with options like 'New Family', 'Family Search', 'Certification', 'Care Plan', and 'Issue Benefits'. The main content area shows family details, including 'Family Size' (1), 'No. of Expected Infants' (1), and 'Total Family Size' (2). Below this is a table for 'Family - Adjunct Participation' with columns for SNAP, Medicaid, TANF, School Lunch, and MH. The 'Income Details' section shows a table with columns for Source, Proof, Frequency, Amount, and Duration. At the bottom, there are buttons for 'Scan Document' and 'View Document', with 'Scan Document' circled in red. The footer of the screen shows 'Online Version 0.63.255.10005' and '065-01 - New Hanover - Wilmington'.

- After the document has been scanned, a pop-up screen will open showing you the document and giving you options to Re-Scan, Save or Cancel.

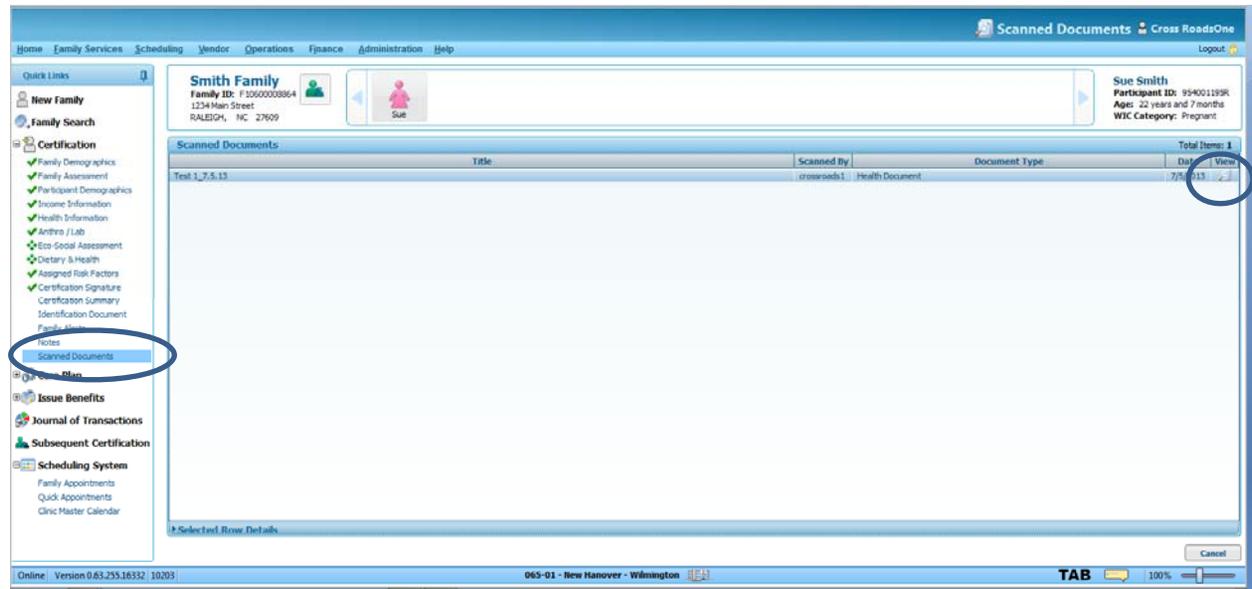
NOTE: If you have a document with several pages, scan each page separately and use titles that connect the documents.



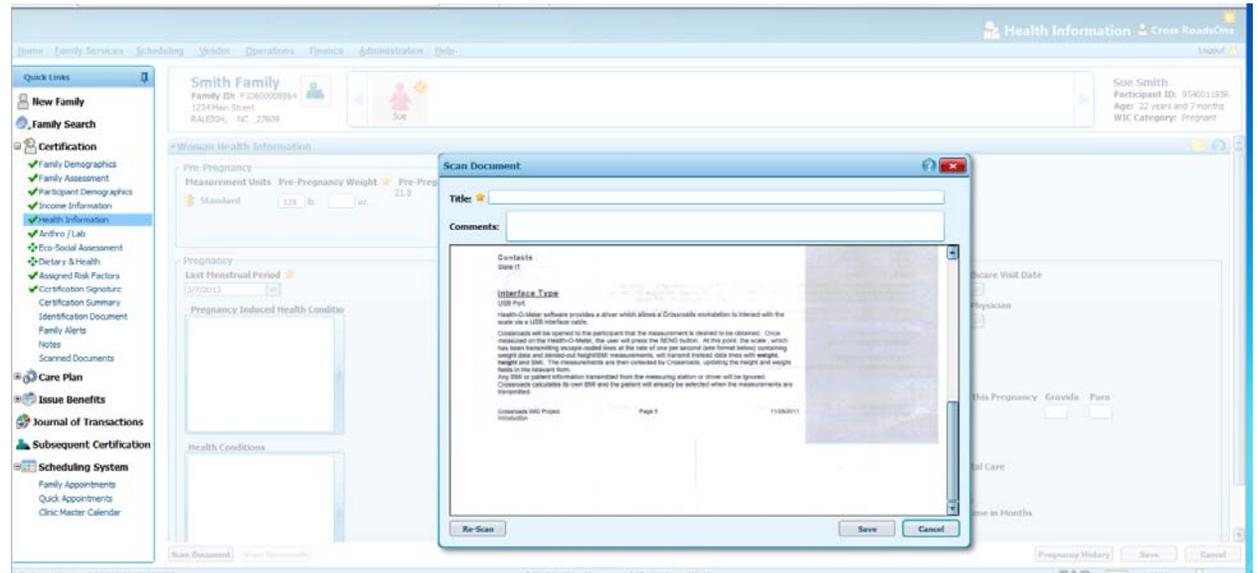
- If the scanned document is what you want, enter a title and click **Save**.

NOTE: After the document has been scanned and saved, you are able to view it by going in the Quick Links under **Certifications < Scanned Documents**.

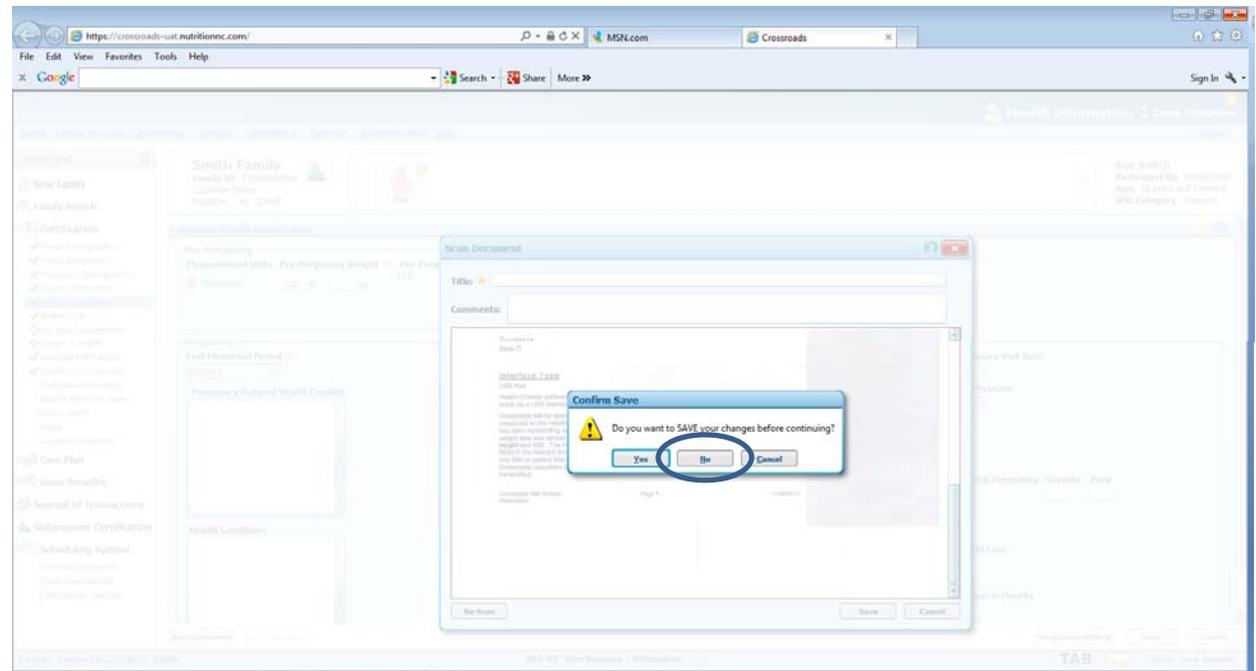
To view the document, click on the magnify glass on the right-hand side.



5. If you click **Re-Scan**, place the document in the scanner and scan it again.



6. If you click **Cancel**, another box opens. To cancel the scan, click **No**.



NOTE: If you forget to put the document in the scanner, you will get an error message. Place the document in the scanner, click **OK** and scan the document again.

