

# CareAware Connect Messenger Claiming Roles

## Claiming A Role

**STEP 1:** Navigate to **Contacts** in the TOC and enter the name of the role in the search field.

**STEP 2:** Once the role has been located, tap the role to view the role details.

**STEP 3:** Tap **Claim Role**.

- The user's name and status will now display under the claimed role.
- If the role is already claimed by another user, a dialog box will display prompting the user to confirm the role claim. Tap **Claim Role** to continue.
  - Claiming a role from another user will remove the other user from the role.

**STEP 4:** The user's claimable role will display in the TOC. Tap the role(s) from the TOC to view the Roles screen.

## To Unclaim a role:

**STEP 1:** From the TOC, tap the **Roles** screen.

**STEP 2:** Tap the box to the left of the role(s).

**STEP 3:** Tap **Unclaim Role(s)** at the bottom of the screen.