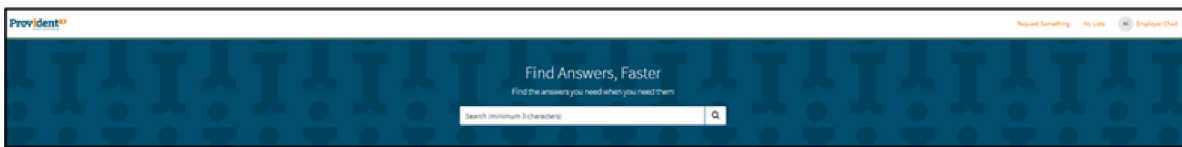


# CMS Accessing Cases

1. From the **Home screen** of the CMS portal, select **My Lists**. Select **All Cases**. This will show all cases in the system for your employees.
2. If you are looking for a specific employee, you can use the **Search field**. You can either enter the employee's name or the case number if you have it.



Home > CSM My Lists

Search

My List

- All Cases
- Action Needed
- My Cases

All Cases

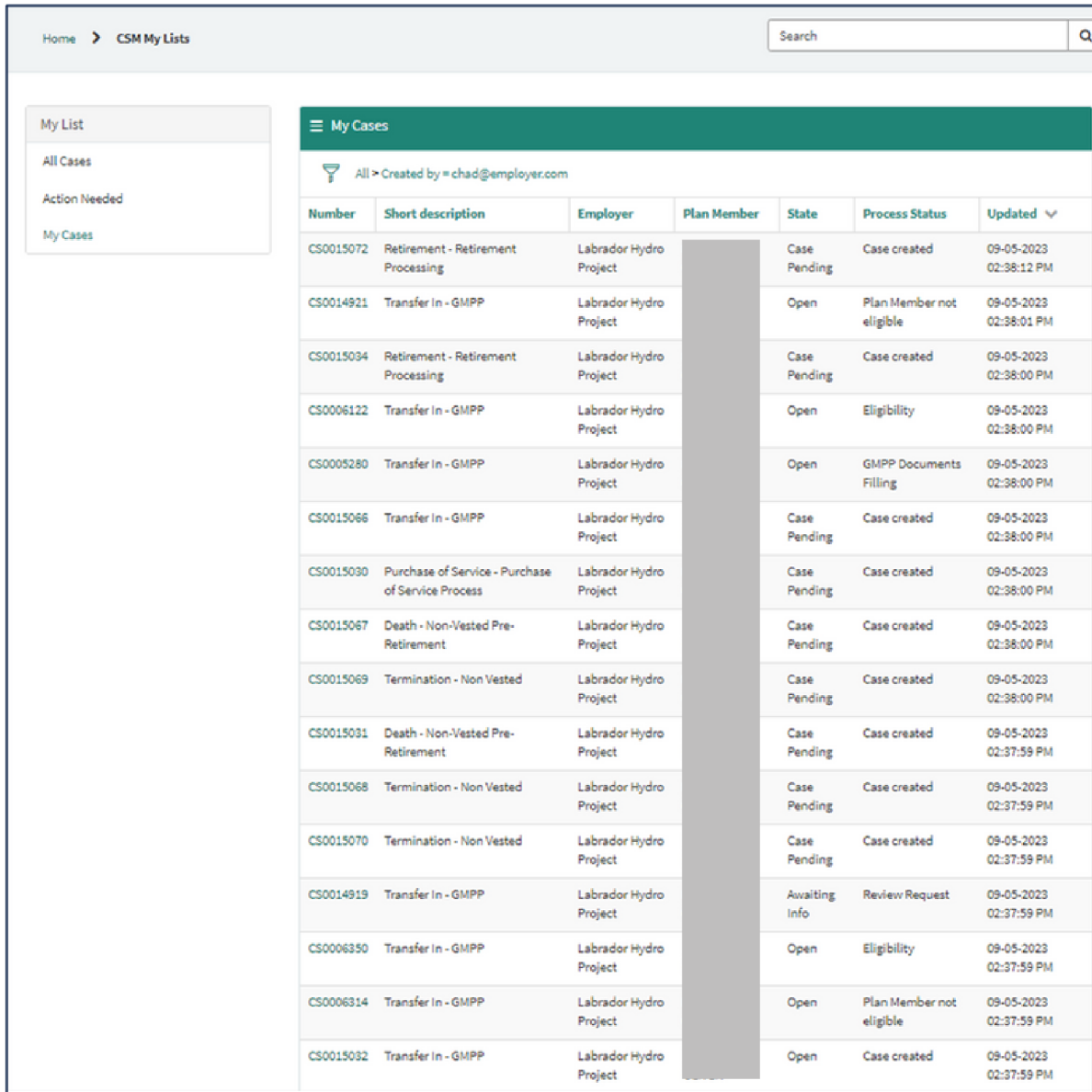
Number	Short description	Employer	Plan Member	State	Process Status	Updated
CS0015072	Retirement - Retirement Processing	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:12 PM
CS0014921	Transfer In - GMPP	Labrador Hydro Project		Open	Plan Member not eligible	09-05-2023 02:38:01 PM
CS0005280	Transfer In - GMPP	Labrador Hydro Project		Open	GMPP Documents Filling	09-05-2023 02:38:00 PM
CS0006122	Transfer In - GMPP	Labrador Hydro Project		Open	Eligibility	09-05-2023 02:38:00 PM
CS0015034	Retirement - Retirement Processing	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0003516	Death - Survivor Application	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015030	Purchase of Service - Purchase of Service Process	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015066	Transfer In - GMPP	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015067	Death - Non-Vested Pre-Retirement	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015069	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015031	Death - Non-Vested Pre-Retirement	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0015068	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0015070	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0014919	Transfer In - GMPP	Labrador Hydro Project		Awaiting Info	Review Request	09-05-2023 02:37:59 PM
CS0002750	Retirement-Retirement Processing	Labrador Hydro Project		Case Pending	Perform Calculation	09-05-2023 02:37:59 PM
CS0006350	Transfer In - GMPP	Labrador Hydro Project		Open	Eligibility	09-05-2023 02:37:59 PM

Enter the employee's name/case number and hit enter or click the search icon.



3. You can also select **My Cases** to view all the cases you have submitted via the portal.

Select My Cases to view a full list of the cases you have submitted via the portal.



Home > CSM My Lists

Search

My List

- All Cases
- Action Needed
- My Cases

My Cases

All > Created by = chad@employer.com

Number	Short description	Employer	Plan Member	State	Process Status	Updated
CS0015072	Retirement - Retirement Processing	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:12 PM
CS0014921	Transfer In - GMPP	Labrador Hydro Project		Open	Plan Member not eligible	09-05-2023 02:38:01 PM
CS0015034	Retirement - Retirement Processing	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0006122	Transfer In - GMPP	Labrador Hydro Project		Open	Eligibility	09-05-2023 02:38:00 PM
CS0005280	Transfer In - GMPP	Labrador Hydro Project		Open	GMPP Documents Filling	09-05-2023 02:38:00 PM
CS0015066	Transfer In - GMPP	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015030	Purchase of Service - Purchase of Service Process	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015067	Death - Non-Vested Pre-Retirement	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015069	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:38:00 PM
CS0015031	Death - Non-Vested Pre-Retirement	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0015068	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0015070	Termination - Non Vested	Labrador Hydro Project		Case Pending	Case created	09-05-2023 02:37:59 PM
CS0014919	Transfer In - GMPP	Labrador Hydro Project		Awaiting Info	Review Request	09-05-2023 02:37:59 PM
CS0006350	Transfer In - GMPP	Labrador Hydro Project		Open	Eligibility	09-05-2023 02:37:59 PM
CS0006314	Transfer In - GMPP	Labrador Hydro Project		Open	Plan Member not eligible	09-05-2023 02:37:59 PM
CS0015032	Transfer In - GMPP	Labrador Hydro Project		Open	Case created	09-05-2023 02:37:59 PM



4. If Provident10 has any questions regarding a case, they will submit the question within ServiceNow. To access these questions, you can click 'Action Needed'. A list will appear.

Home > CSM My Lists

Search

My List

- All Cases
- Action Needed
- My Cases

Action Needed

All > State in Awaiting Info

Number	Short description	Employer	Plan Member	State	Process Status	Updated
CS0014919	Transfer In - GMPP	Labrador Hydro Project	[Redacted]	Awaiting Info	Review Request	10-06-2023 02:09:26 PM

Rows 1 - 1 of 1

Select Action Needed to view all cases that require more information of clarification.

Select the case that you wish to review.

5. Click the case you need to review, and the following screen will appear. All activity between you, the employer, and Provident10, will appear.

Home > My Request - CS0014919

Process Status: Review Request

Employer: Labrador Hydro Project

Plan Member: [Redacted]

Category: Transfer In

Subcategory: GMPP

Activity Attachments

CR Chad Rumsey 2mo ago · Additional comments

Hello, can you please confirm the annual salary for [Redacted] The Appendix A states it is \$55,000 but it is showing as \$51,000 in our system. Thanks.

EC Employer Chad 2mo ago

Appendix A - CS0014919.pdf  
101 KB



- To respond to Provident10's inquiry, type your answer in the empty white box and click 'Send'. Once the message is sent, the case will disappear from the Action Needed list.

Home > My Request - CS0014919

Process Status	Employer	Plan Member	Category	Subcategory
Review Request	Labrador Hydro Project	[REDACTED]	Transfer In	GMPP

Activity Attachments

**B I U** System Font [dropdown] [align icons] [list icons]

The salary \$55,000 on the Appendix A is correct, the employee received a pay increase prior to the Appendix A being submitted

Send

CR Chad Rumsey 2mo ago · Additional comments

Hello, can you please confirm the annual salary for [REDACTED] The Appendix A states it is \$55,000 but it is showing as \$51,000 in our system. Thanks.

- Your response is then saved above the question from Provident10.

Your response is saved in the activity screen above Provident10's question.



Home > My Request - CS0014919

Number	Created	Updated	State
CS0014919	2mo ago	9m ago	Open

Transfer In - GMPP

Process Status	Employer	Plan Member	Category	Subcategory
Review Request	Labrador Hydro Project	[REDACTED]	Transfer In	GMPP

Activity Attachments

**B I U** System Font [dropdown] [align icons] [list icons]

Send

EC Employer Chad 9m ago · Additional comments

The salary \$55,000 on the Appendix A is correct, the employee received a pay increase prior to the Appendix A being submitted.

CR Chad Rumsey 2mo ago · Additional comments

Hello, can you please confirm the annual salary for [REDACTED] The Appendix A states it is \$55,000 but it is showing as \$51,000 in our system. Thanks.



8. If you need to attach a document as well, click 'Attachments' and then click the paper clip icon.

Home > My Request - CS0014919

Number: CS0014919      Created: 2mo ago      Updated: 10m ago      State: Open

### Transfer In - GMPP

Process Status	Employer	Plan Member	Category	Subcategory
Review Request	Labrador Hydro Project	[REDACTED]	Transfer In	GMPP

Activity      **Attachments**

Appendix A - CS0014919.pdf (101 KB)      2mo ago

