Monitor and Manage your Work in STREAM

Contents

What work will I find in STREAM?

All applications applied for *or* migrated to our current STREAM permitting and licensing system are searchable in STREAM along with their corresponding subrecords and inspections.

Please note that applications applied to via our past system, Trakit, as well as historical archives, are not stored in the STREAM site but can still be found online. Instructions can be found at https://www.a2gov.org/departments/build-rent-inspect/building/Pages/archived-project-lookup.aspx

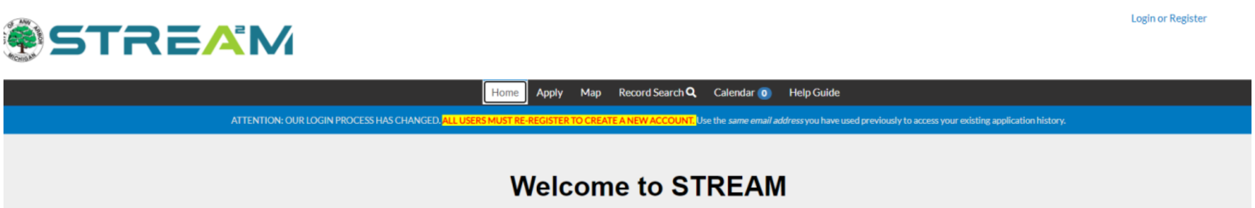
- STREAM was launched in 2021 for Clerks Office applications, 2022 for all other applications. Please allow for some overlap time when determining which system to search for work, and some applications may need to be searched for in both places to be found.

If you are a contact on the case, you will be able to find it within your work and your dashboard and can conduct various business to manage your application as it progresses.

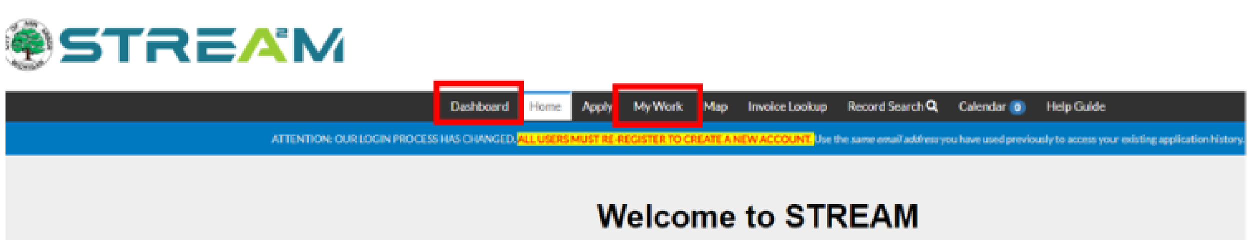
If you are not a contact on the case, you will be able to search for public records but cannot take action on records you are not a contact on with the exception of paying invoices.

Finding your applications in STREAM

1. Access the STREAM website by going to stream.a2gov.org
2. If you are not logged in, you will not see the **Dashboard** or **My Work** options in the menu bar:

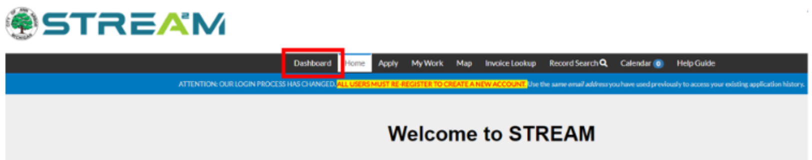


3. Once you log in, the **Dashboard** and **My Work** options will appear in the menu bar:

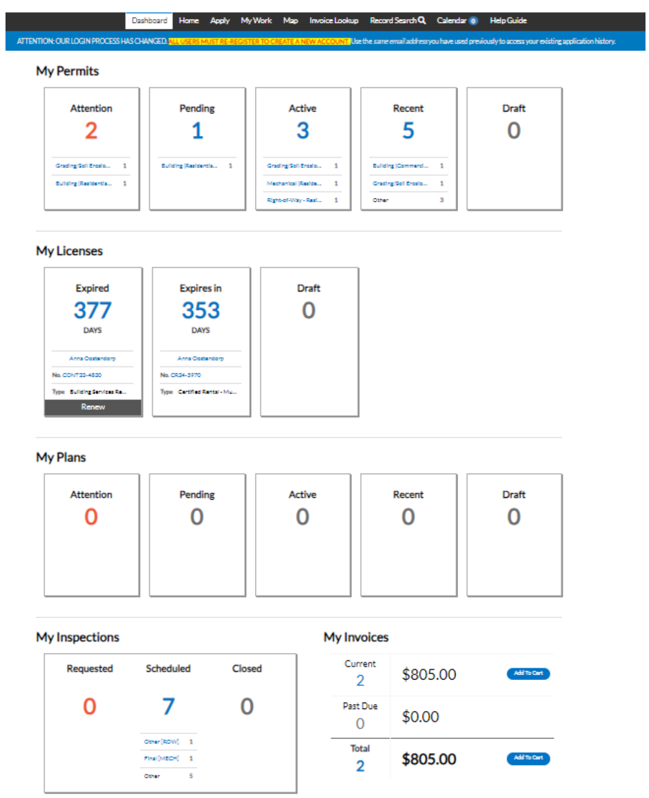


STREAM Dashboard Overview

1. Once logged into STREAM, you will see and can click on **Dashboard** in the menu bar at the top of the page.



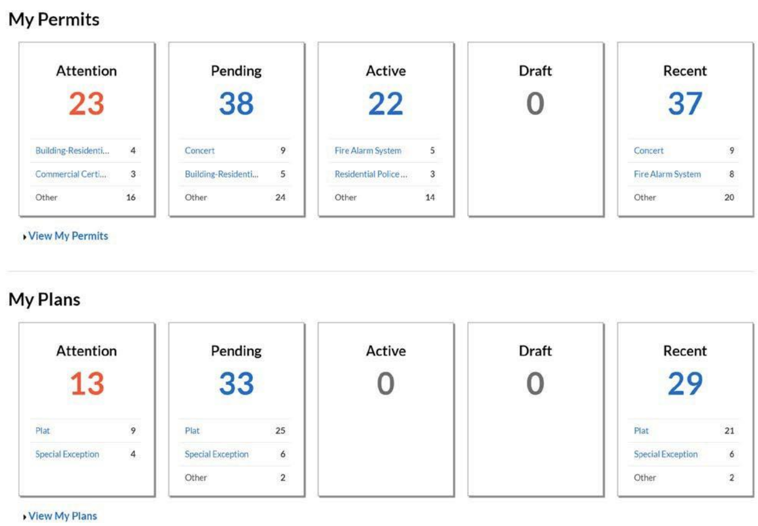
2. Your Dashboard will include an at-a-glance breakdown of your applications, broken down into tiles that display counts of how many applications fit into each category.
    a. This screen is helpful to see an overview of how much active work you have underway, upcoming renewals, anything that needs attention, and to add all of your invoices to your cart at once.
    b. This is not the best screen to revisit work that is complete/closed or to review paid invoice history. For those needs please proceed to the **My Work** screen and utilize the filters to search.
3. The Dashboard page is divided into five main sections: Permits, Plans, Inspections, Invoices, and Licenses.



My Permits and My Plans

The **My Permits and My Plans** sections are broken down into the same categories:

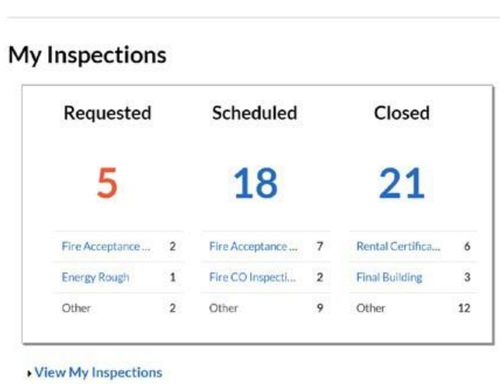
1. **Attention** – Permits/Plans that require your attention
2. **Pending** – Permits/Plans that have just been applied for, and are still under review
3. **Active –** Permits/Plans that have been issued
    a. You can request inspections on these permits
    b. Inspections that may have failed could be found here, also
    c. Find your documents that can be printed
4. **Recent** – All recent Permits/Plans that you have applied for



My Inspections

The **My Inspections** section is broken down in the following categories:

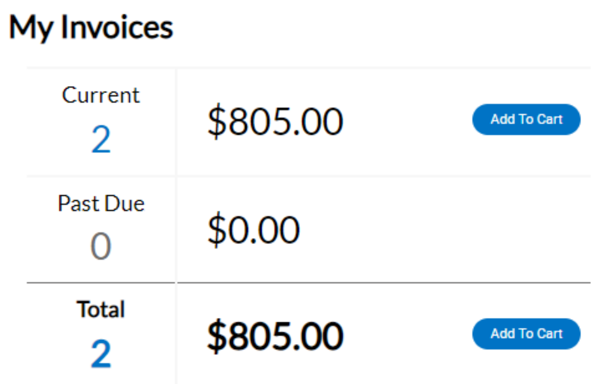
1. **Requested** – Shows all your Inspections that you have requested
2. **Scheduled** – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
3. **Closed** – Once the Inspection is completed, it will move to this section.



My Invoices

The **My Invoices** section is broken down in the following order:

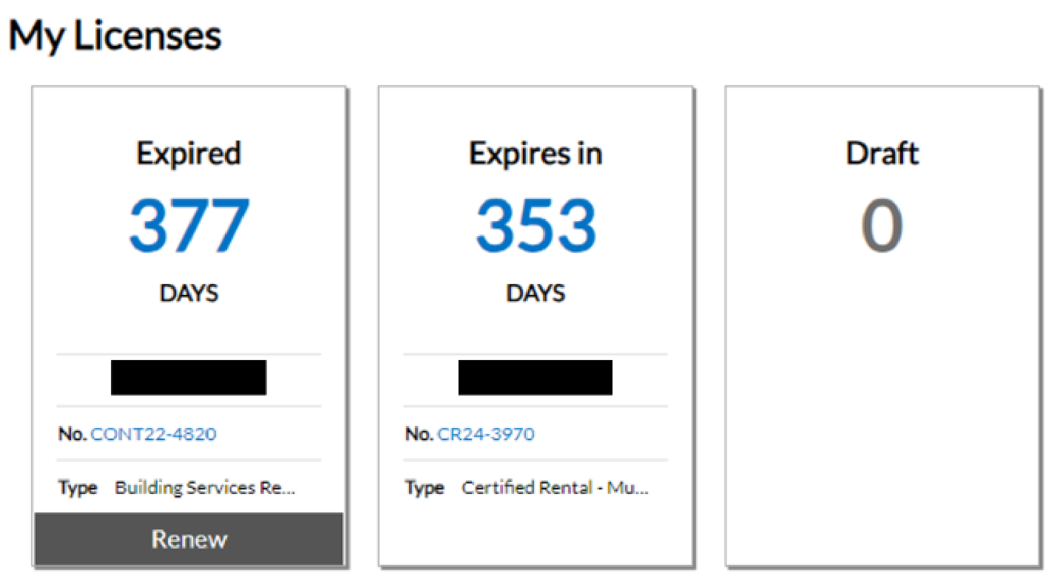
1. **Current** – Invoice amounts that are currently due will show here
2. **Past Due** – Invoice amounts that are past due will show here
3. **Total** – Invoice amounts for both current and past due will show here



My Licenses

The **My Licenses** section is for any Professional Licenses that you applied for and each license has its own tile.

1. The large number in blue (e.g. **309**) indicates the number of days until the license expires.
2. If a license is eligible for renewal, the renew button will be available to click directly from this screen.



STREAM “My Work” Overview

- Once logged into STREAM, you will see and can click on **My Work** in the menu bar at the top of the page.

- Your **My Work** page will include a list view of all of your work, broken down into seven sections: Invoices, Permits, Plans, Existing Inspections, Request Inspections, Licenses, and Projects.
  - My Work is a more detailed view of your work than Dashboard and each section has search, filter, and export options.

My Invoices

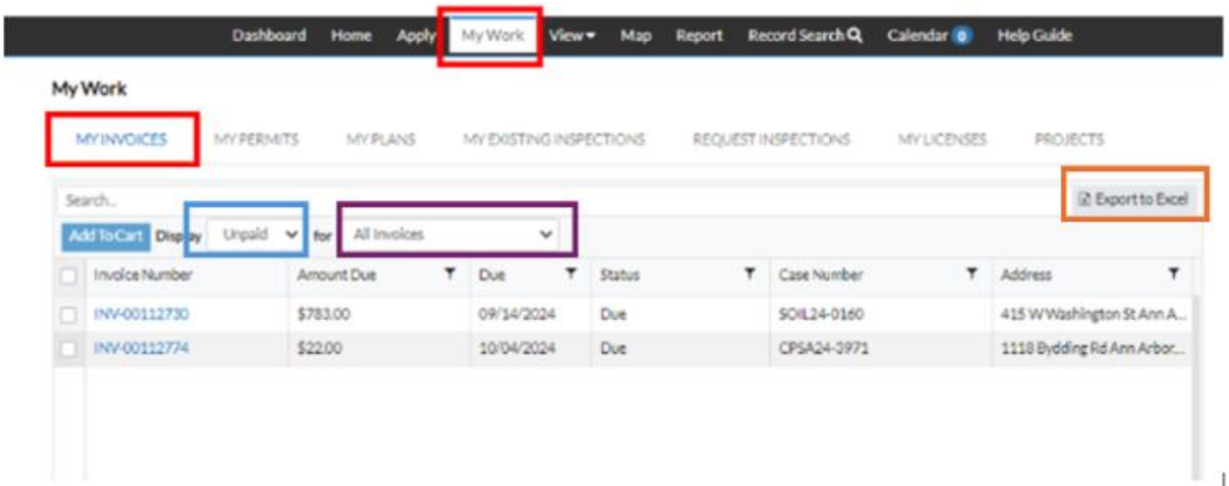
The **My Invoices** section will display only invoices on which you are a contact. In order to be an invoice contact, you must be flagged as a billing contact on the permit at the time the invoice was created. If you are added to an application or flagged as billing contact after the invoice was already generated, you will not be added automatically to the invoice unless a staff member does it for you. If you do not see an invoice in this list that you want to pay, please use the **Invoice Lookup** screen to search for it by invoice number, or the **Record Search** screen to look up the case and then find the invoice within the case record.

The filters on the Invoices section are as follows:

1. **Payment Status:**
   a. Unpaid (Default)
   b. Paid
   c. Voided
2. **Additional Filters:**
   a. All Invoices (Default)
   b. Module of Origin:
      - Inspection Invoices
      - Permit Invoices
      - Plan Invoices
      - Application Invoices (not used)
      - Code Enforcement Invoices (not used)
   c. Due Date:
      - Overdue
      - Due in 7 Days

Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.

In addition to filtering your results you may also:
- Search by key words containing the invoice number, amount due, due date, status, address, case number.
- Use the filter icons at the top of most of the columns to further filter your results.



The following actions can be taken on the My Invoices section:
- Use the checkboxes to the left of the invoice/s to add as many as you desire to your cart at once.
- Use the **Export to Excel** button to export your list to your computer.
- Click on the Invoice Number to hyperlink into the invoice dashboard, where you can see additional details such as fee breakdown, print your invoice document, and add the invoice to your cart.

My Permits and My Plans

The **My Permits and My Plans** sections will display only cases on which you are a contact.

The filters on these sections are as follows:

1. **Display:**
    a. All (Default)
    b. Active
    c. Attention
    d. Inspection Not Passed
    e. On Hold
    f. Pending
    g. Recent
    h. Record Not Approved
    i. Resubmit File
    j. Review Not Approved

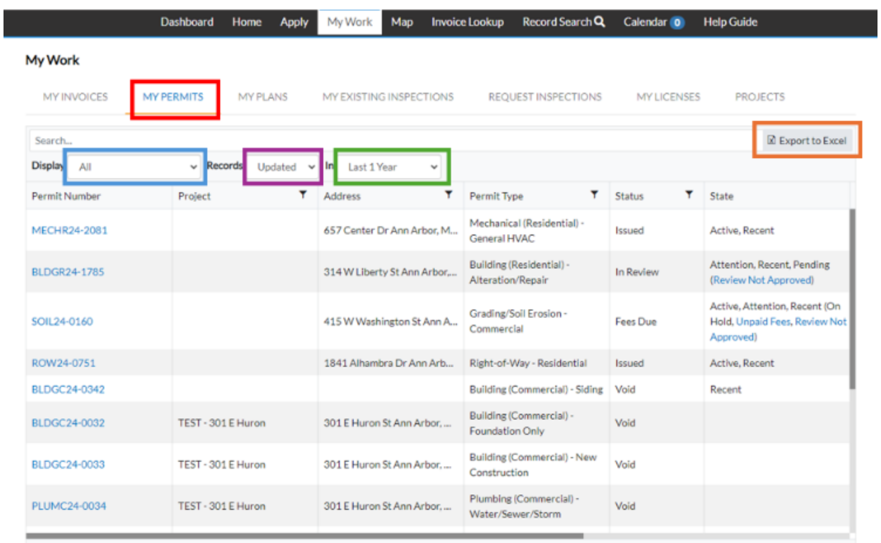
k. Unpaid Fees

2. **Records:**
    a. Applied
    b. Expired
    c. Issued (or Completed for Plans)
    d. Updated (Default)
3. **In:**
    a. Last 1 Year (Default)
    b. Last 120 Days
    c. Specified Range (Opens date tools to select start and end date)

Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.

In addition to filtering your results you may also:

- Search by key words containing the case number, project name, address, case type, status, state, or a key date
- Use the filter icons at the top of most of the columns to further filter your results.



The following actions can be taken on the My Permits and My Plans sections:

1. Use the **Export to Excel** button to export your list to your computer.
2. If the case requires resubmit, there should be a clickable Resubmit button in the State column that you can select directly from this screen.
3. If the case requires fee payment, there should be a clickable Add to Cart button in the State column that you can select directly from this screen.
4. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

My Existing Inspections

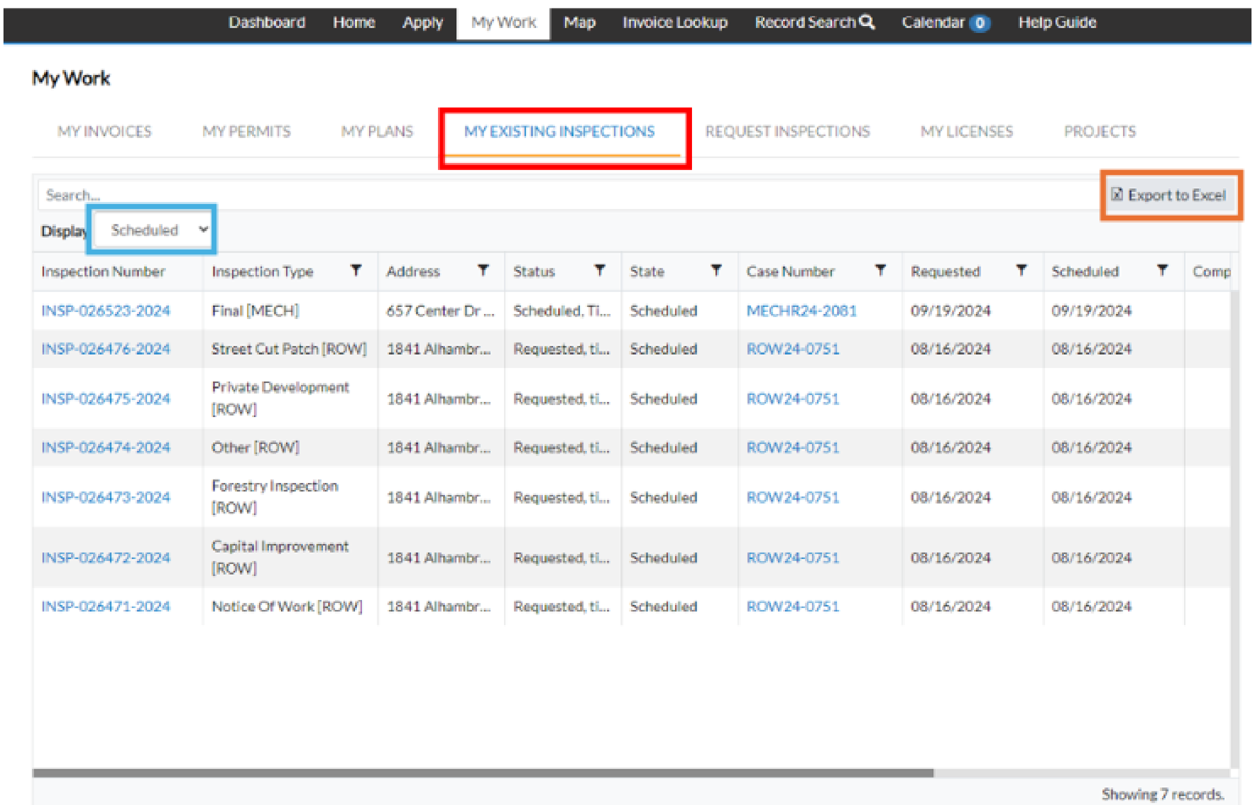
The **My Existing Inspections** section will display only inspections on which you are a contact and the inspection has already been requested.

The filters on the My Existing Inspections section are as follows:

1. **Display:**
    a. Scheduled (Default)
    b. All
    c. Requested
    d. Closed

In addition to filtering your results you may also:

- Search by key words containing the inspection number, inspection type, address, status, state, parent case number, parent case type, or a key date
- Use the filter icons at the top of most of the columns to further filter your results.



Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
INSP-026523-2024	Final [MECH]	657 Center Dr ...	Scheduled, Ti...	Scheduled	MECHR24-2081	09/19/2024	09/19/2024	
INSP-026476-2024	Street Cut Patch [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026475-2024	Private Development [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026474-2024	Other [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026473-2024	Forestry Inspection [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026472-2024	Capital Improvement [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026471-2024	Notice Of Work [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the Inspection Number to hyperlink into the inspection dashboard, where you can see additional details, read inspector notes, and view and print documents.
3. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

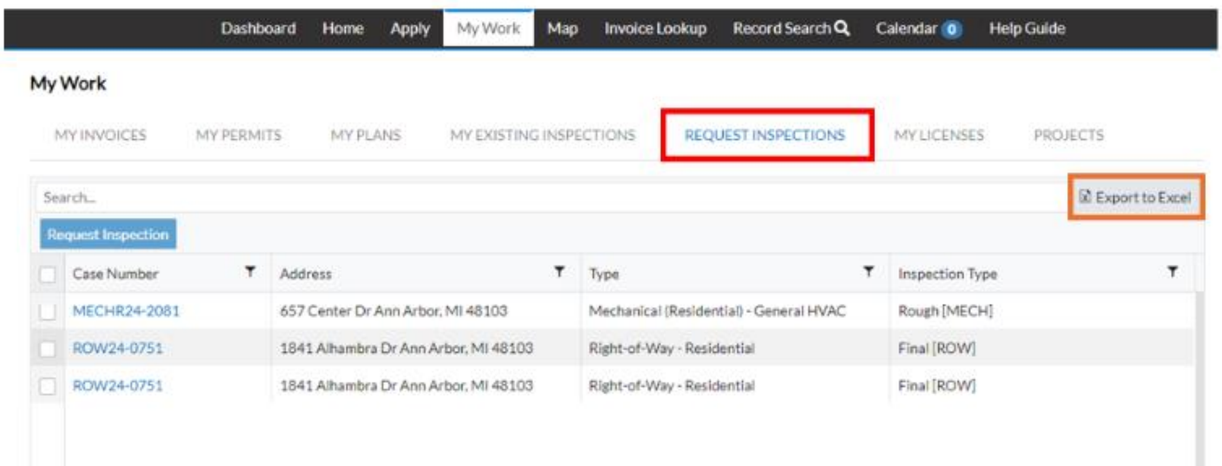
Request Inspections

The **Request Inspections** section will display only inspections that are eligible for request and you are a contact on the case. An inspection is eligible for request if it meets the following criteria:

1. Issued or Approved status
2. All invoices paid in full
3. No holds exist on the case

There are no filters on the Request Inspections section, but you may limit your list size by using the following tools:

1. Search by key words containing the parent case number, address, parent case type, or inspection type
2. Use the filter icons at the top of any of the columns to further filter your results.



The following actions can be taken on the My Existing Inspections section:

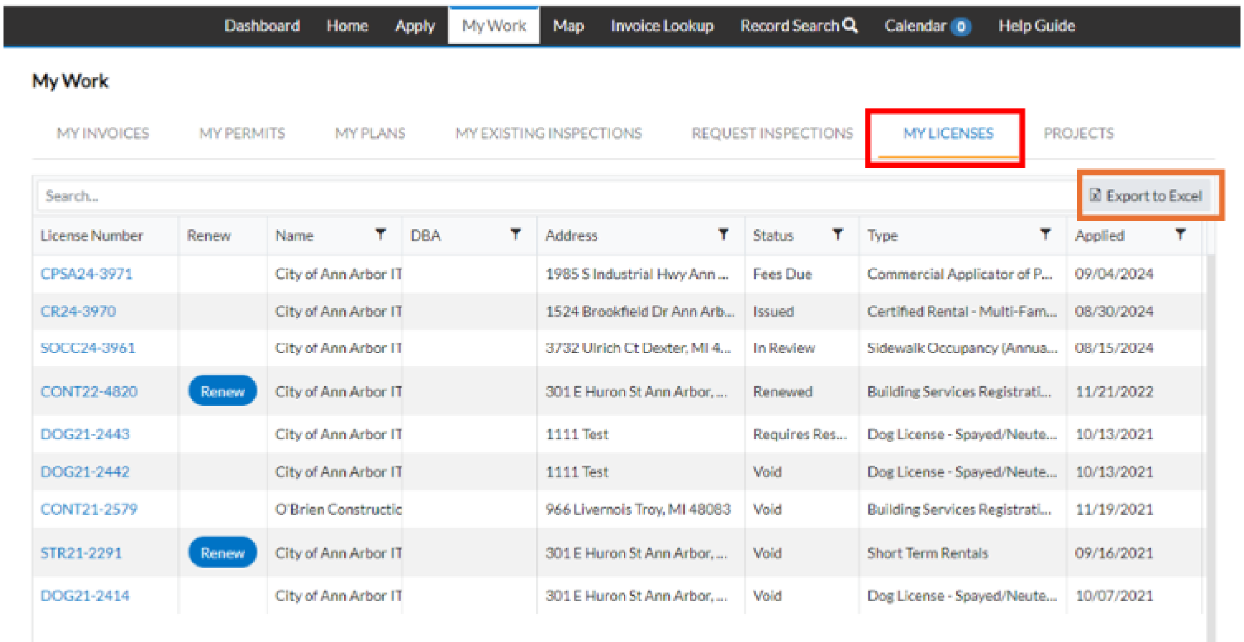
1. Use the **Export to Excel** button to export your list to your computer.
2. Use the checkboxes to the left of the inspection/s to request as many as you desire at once.
3. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

My Licenses

The **My Licenses** section will display only licenses for which you are a contact on the case and it is the most recent/active license in a license relationship if it has been renewed (i.e. the past versions become hidden, only the active one remains in the list).

There are no filters on the My Licenses section, but you may limit your list size by using the following tools:

1. Search by key words containing the license number, license holder name, address, parent case type, or inspection type
2. Use the filter icons at the top of most of the columns to further filter your results.



License Number	Renew	Name	DBA	Address	Status	Type	Applied
CPSA24-3971		City of Ann Arbor IT		1985 S Industrial Hwy Ann ...	Fees Due	Commercial Applicator of P...	09/04/2024
CR24-3970		City of Ann Arbor IT		1524 Brookfield Dr Ann Arb...	Issued	Certified Rental - Multi-Fam...	08/30/2024
SOCC24-3961		City of Ann Arbor IT		3732 Ulrich Ct Dexter, MI 4...	In Review	Sidewalk Occupancy (Annua...	08/15/2024
CONT22-4820	Renew	City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Renewed	Building Services Registrati...	11/21/2022
DOG21-2443		City of Ann Arbor IT		1111 Test	Requires Res...	Dog License - Spayed/Neute...	10/13/2021
DOG21-2442		City of Ann Arbor IT		1111 Test	Void	Dog License - Spayed/Neute...	10/13/2021
CONT21-2579		O'Brien Constructic		966 Livernois Troy, MI 48083	Void	Building Services Registrati...	11/19/2021
STR21-2291	Renew	City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Void	Short Term Rentals	09/16/2021
DOG21-2414		City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Void	Dog License - Spayed/Neute...	10/07/2021

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the Renew button to begin the renewal process for any of your licenses eligible for renewal.
3. Click on the License Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

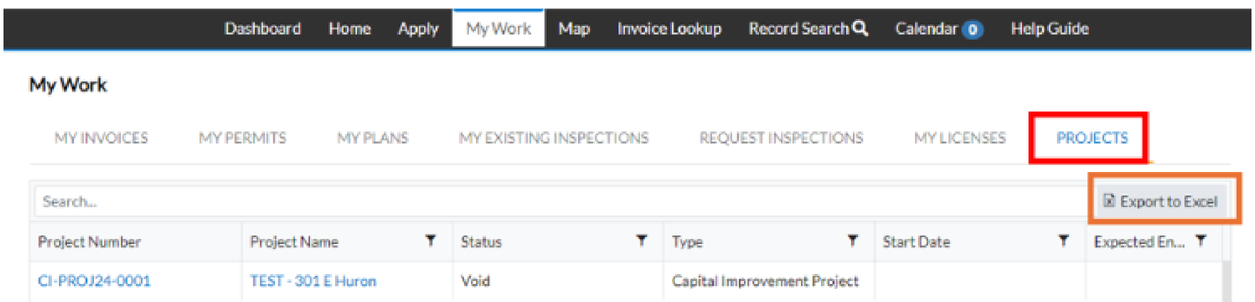
Projects

The **Projects** section will display only projects for which you are a contact (you must be a contact on the *project* even if you are a contact on any of the linked plans or permits affiliated with the project

Projects are used to track large developments in town, to group together all related permits, plans, inspections, and invoices in one place. This allows city staff to have a centralized location for notes, file attachments, and to keep track of the status of all of your work in one place. As a contact on the project, you may also open the project dashboard to benefit from this central location that contains previews and links to all of your work in one place.

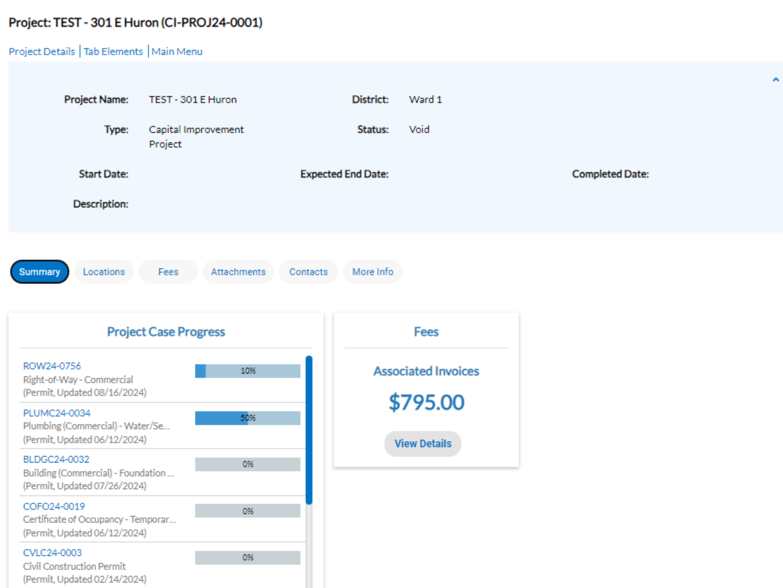
There are no filters on the Projects section, but you may limit your list size by using the following tools:

1. Search by key words containing the project number, project name, status, project type, or key dates
2. Use the filter icons at the top of most of the columns to further filter your results.



The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the Project Number or Project Name to hyperlink into the case record, where you can see additional details:



Viewing and Managing Your Application

Note that all contacts listed on the application should be able to see the application in their STREAM **Dashboard** or **My Work** *only after logging into their STREAM account* using the same email address affiliated with the application.

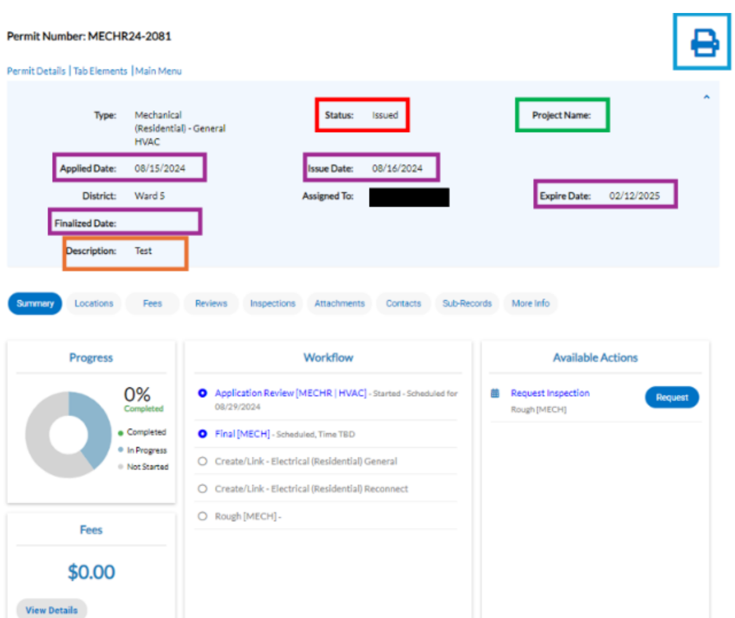
1. Ensure you are logged into your STREAM account at stream.a2gov.org
2. Follow the instructions in the sections above to find your application in your **Dashboard** or **My Work** pages.
3. After you have clicked on the case number, you will be launched into the case record screen. This is where you will see your application's current details including status, reviews, fees, inspections, and attachments.

Case Details and Print Icon

At the top of the page is a shaded section that contains your case details. This section will remain visible regardless of which tab you are viewing on the bottom half of the screen. This section displays the basic details of the permit. Specific fields to note in this section are:

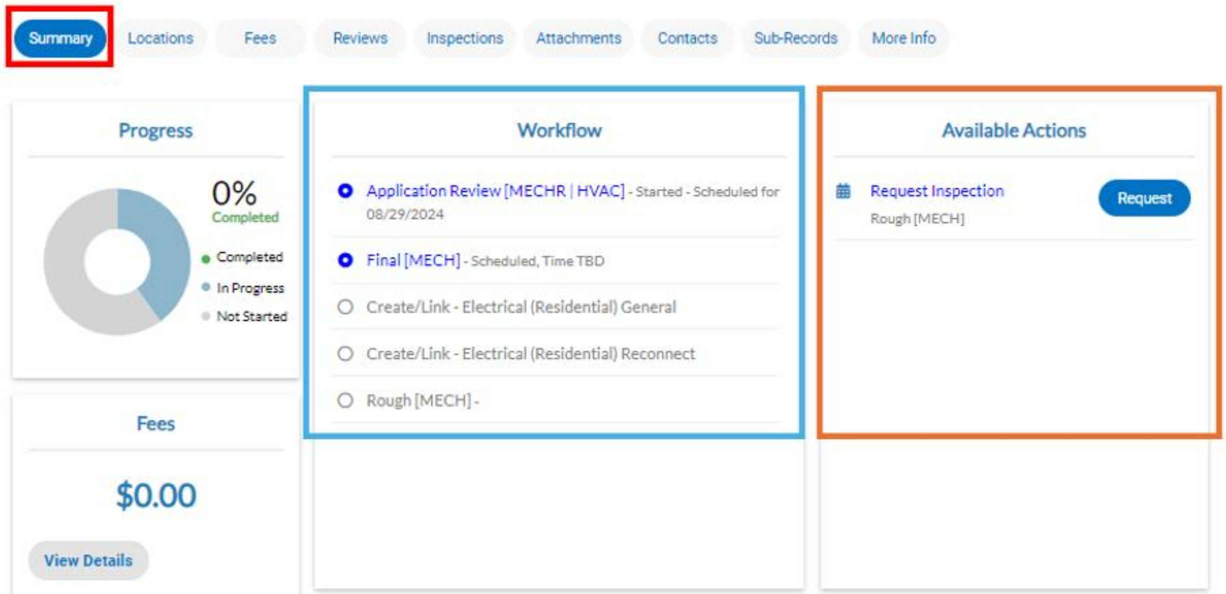
1. **Status**
2. **Project Name** (used for land developments)
3. **Relevant Dates**
4. **Description** (this field may also be used at times by staff to enter important communications such as next steps, required actions, or explanations for voided applications)

At the top right corner of the page is where you will find the **printer icon** once your permit, license, or plan letter is ready to print. This icon only appears once your case is in an issued or approved status.



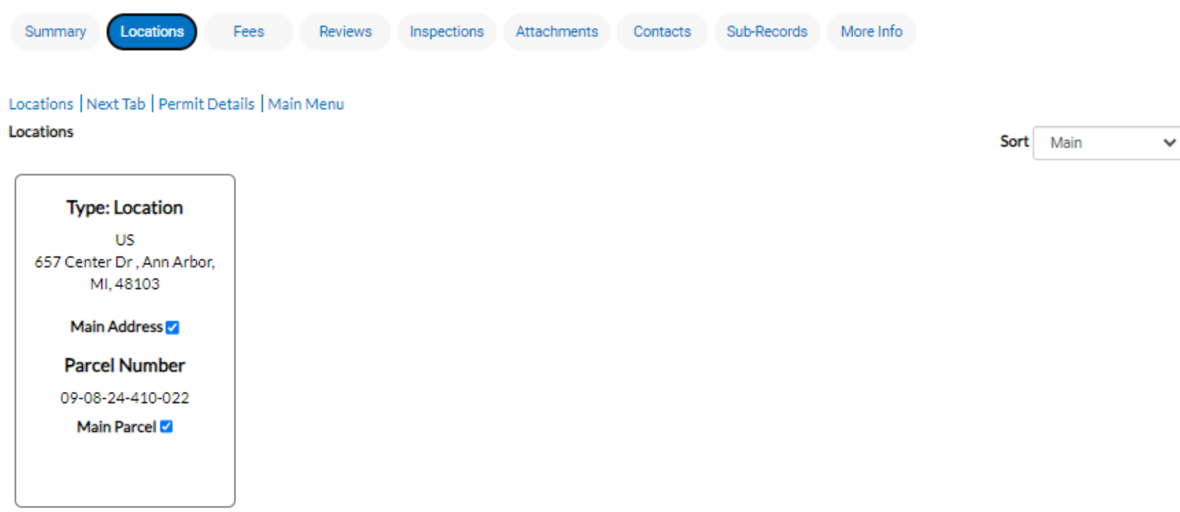
Summary

Under **Summary,** you will be able to see a glance of your application status, including the progress of the workflow (which indicates the review process from application thru finalization), fees due, and available actions.



Location

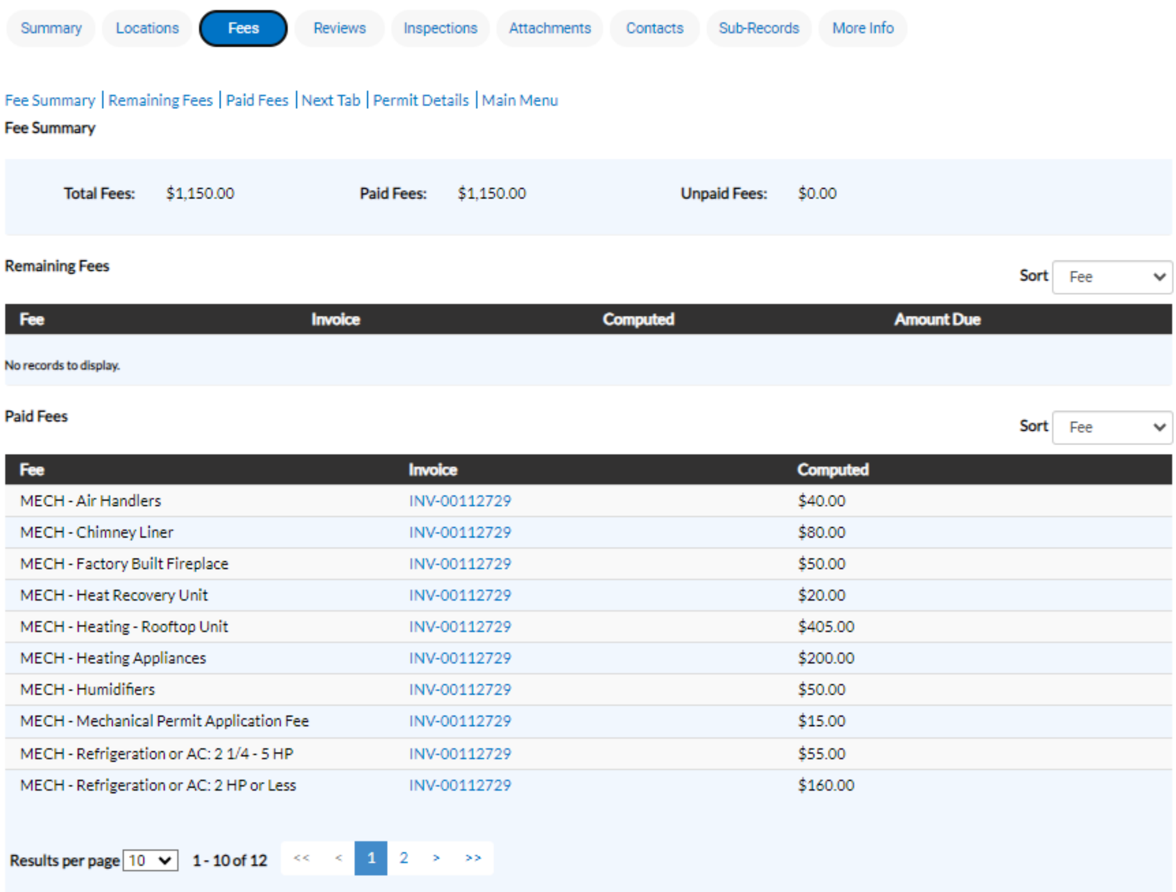
Under **Location,** you will be able to see any and all locations affiliated with this case.



Fees

Under **Fees,** you will be able to see the fee history of this case, including any fees already paid versus currently due. If there are any fees due, you can add them to your cart from this screen.

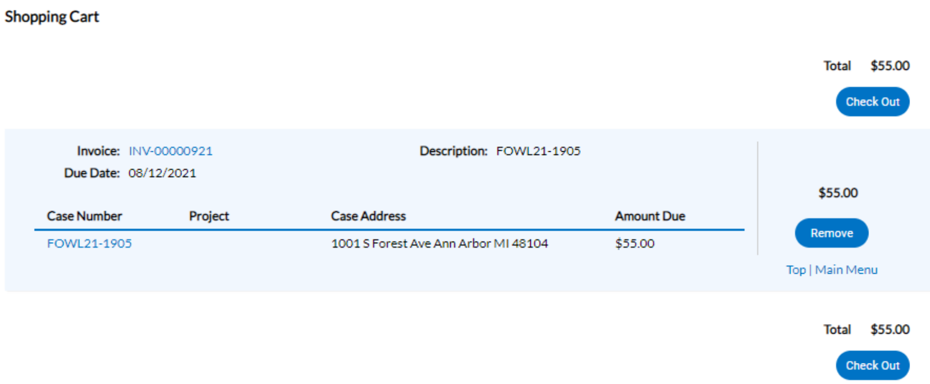
All fees have an affiliated Invoice number which is a hyperlink. Click the invoice link to open the invoice dashboard, where you can see more information about that invoice and use the print icon in the top right corner to print out the invoice document for your records or accounts payable department if needed. Note that multiple fees can be held within the same invoice.



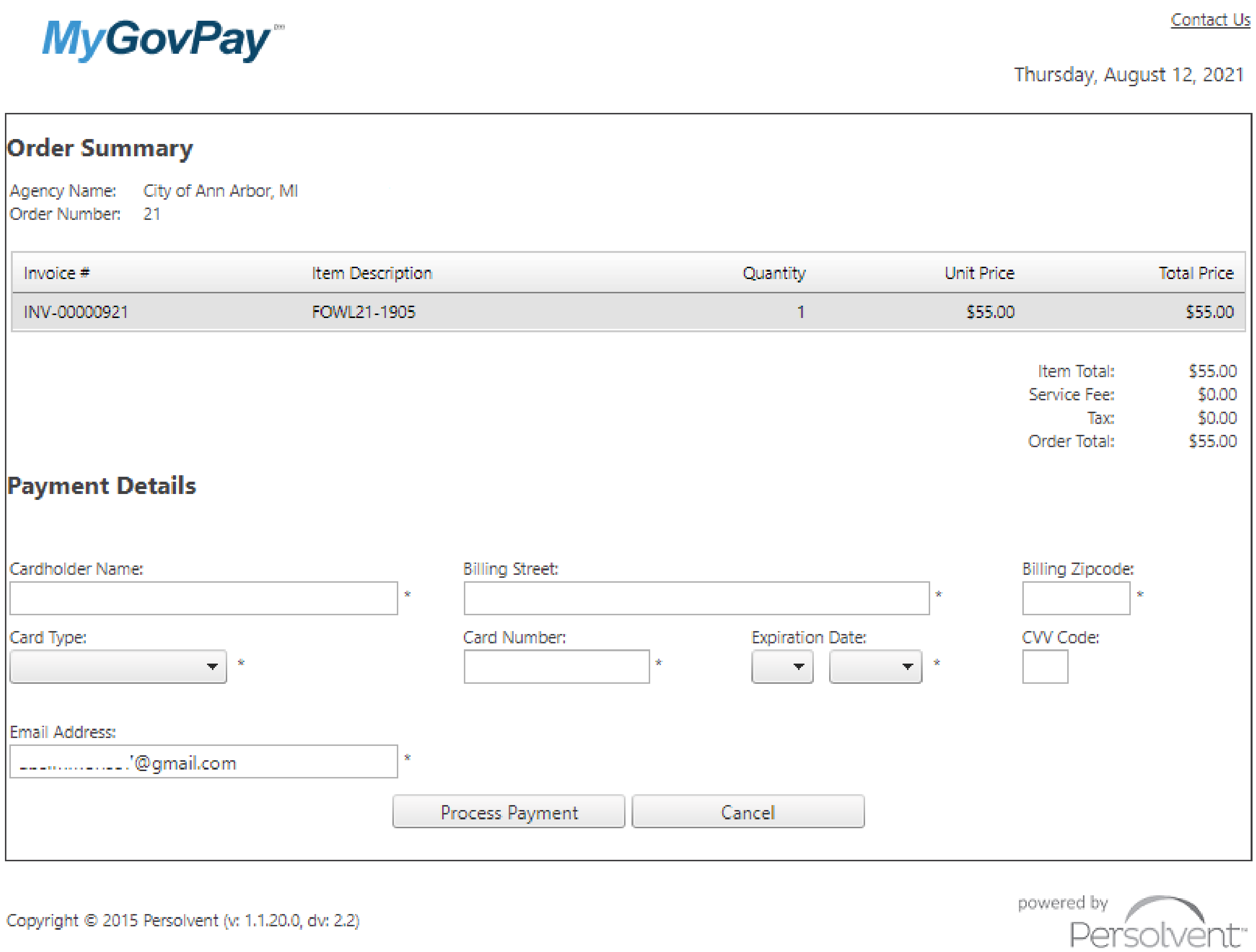
Fee	Invoice	Computed
MECH - Air Handlers	INV-00112729	$40.00
MECH - Chimney Liner	INV-00112729	$80.00
MECH - Factory Built Fireplace	INV-00112729	$50.00
MECH - Heat Recovery Unit	INV-00112729	$20.00
MECH - Heating - Rooftop Unit	INV-00112729	$405.00
MECH - Heating Appliances	INV-00112729	$200.00
MECH - Humidifiers	INV-00112729	$50.00
MECH - Mechanical Permit Application Fee	INV-00112729	$15.00
MECH - Refrigeration or AC: 2 1/4 - 5 HP	INV-00112729	$55.00
MECH - Refrigeration or AC: 2 HP or Less	INV-00112729	$160.00

Paying Fees

1. Use the “Add to Cart” button found at the top right corner of your case record, or from the Fees tab of your case record, to put your fees in your cart and check out



2. The Check Out button will bring you to a secure payment gateway, where you can enter your credit card information and process payment. It should look like this:

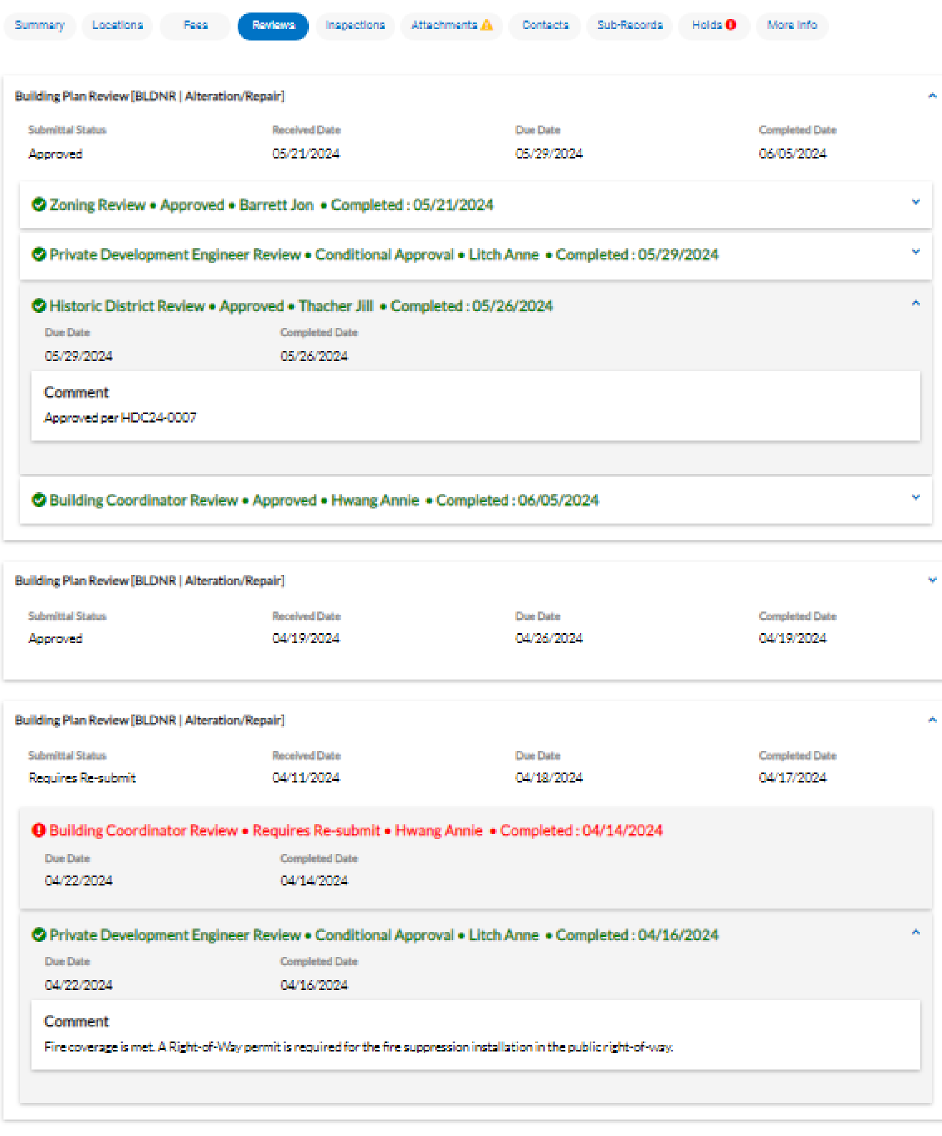


Reviews

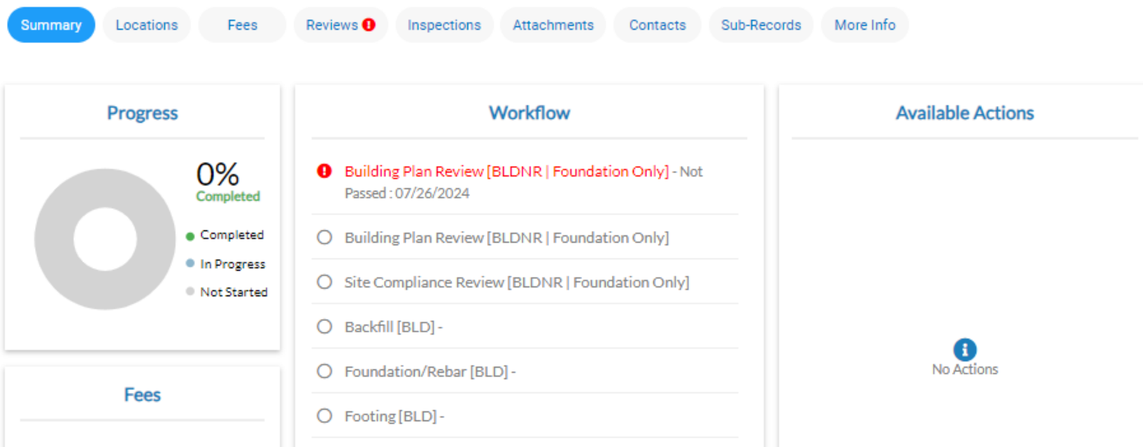
Under **Reviews,** you will be able to see the list of review sessions ("submittals") that exist on this case, ordered from most recent to oldest. You can expand any of these submittals to see the full list of reviewers within that submittal along with their review status and notes.

For example, in the image below you can see that this application went through plan review four times from December 2022 until April 2024 before it was approved.

Click the down-arrow on any of these submittals to expand it to see the list of reviewers. Then click the down arrow on each individual reviewer to see their status and notes. If a reviewer does not include notes in their submittal, that may be because their notes are in your file markups instead. Proceed to the Attachments section to learn more about viewing your file markups.



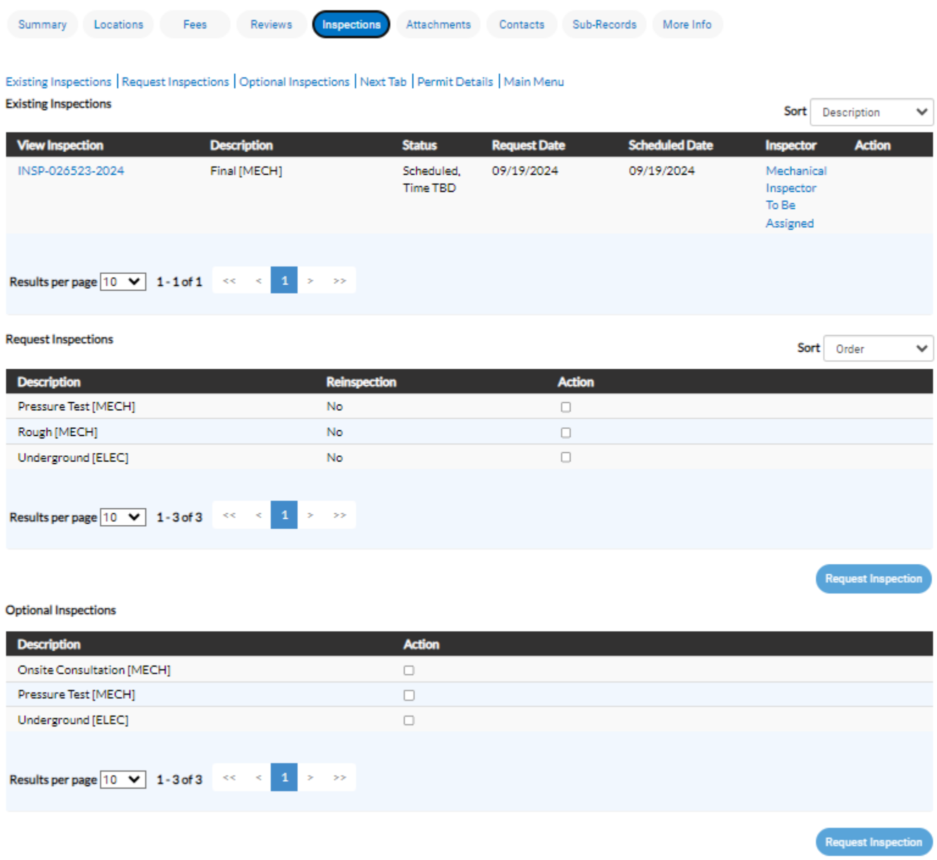
If the latest review submittal has failed, the Reviews tab will have an exclamation point icon on it to draw your attention to the status and notes. Once a failed submittal has been followed by an approved one, the exclamation point goes away as the review has now passed.



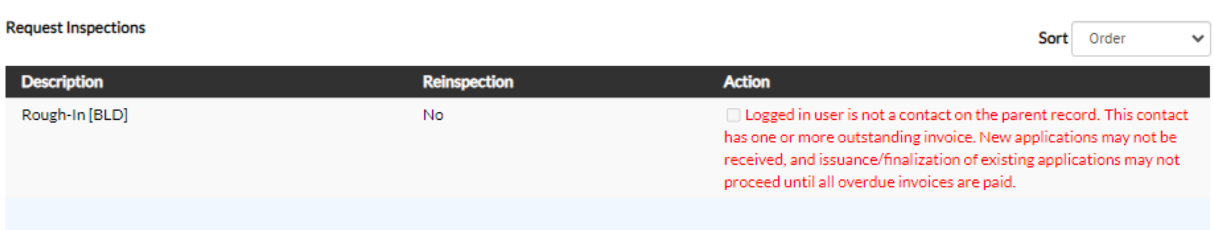
Inspections

Under **Inspections,** you will be able to see all inspections that you have already requested/scheduled, those that have already happened, as well as additional ones that you need to complete. The bottom of the page has an Optional inspections section for additional inspections you can request if needed but they are not necessarily required.

For more information about inspections please read the Inspections help guide.



You may see a message in red text that says you cannot request an inspection if you are not logged in as a case contact, OR that the inspection cannot be requested due to prerequisites. This either means that you need to log in or that there are workflow actions or prior inspections necessary before you can request this one.



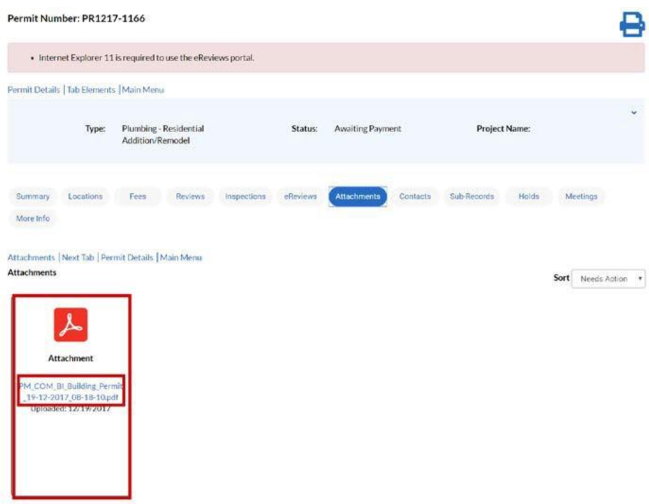
Attachments

Under **Attachments,** you will be able to see all attachments that are available for online view.

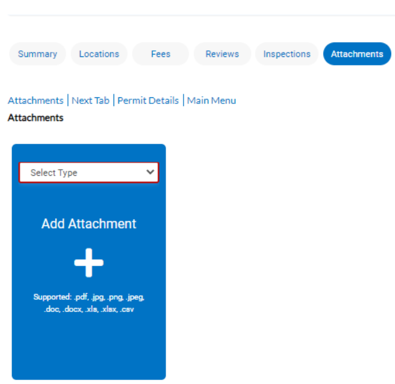
1. Note that some attachments are not visible online by default until reviewed by staff and flagged for online visibility.
2. Even if a plan is visible online, if it is currently under review there may be markups in progress that you are unable to see until all reviewers have completed their review, at which point the applicant can see any markups made on the plans, respond to markups, and resubmit a new plan if need be. See "Review Comments and Resubmit Information" for more details.

Navigating attachments

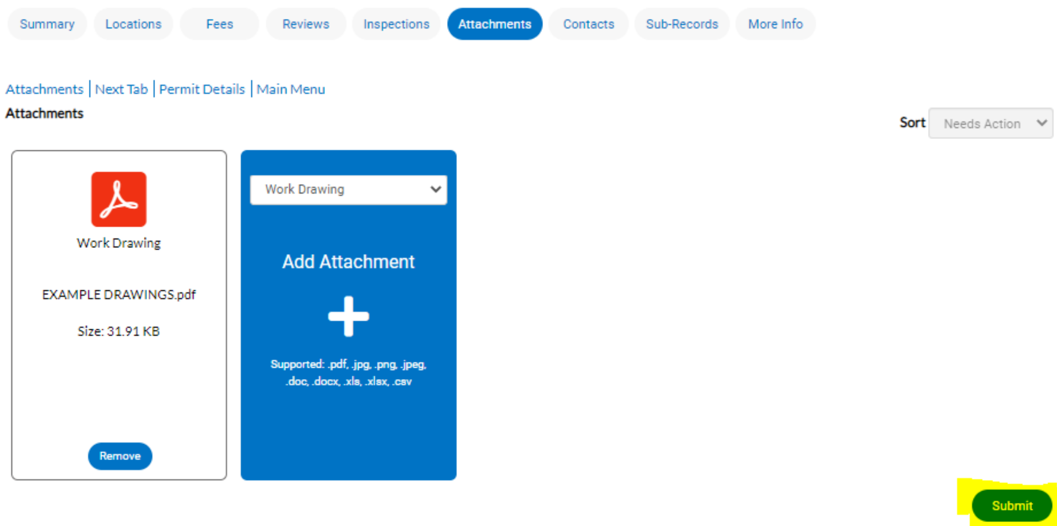
1. To open the attachment, click on the **Blue Document Title** on theattachment tile – this is a hyperlink to download the file to your computer or browser (depending on your computer settings).



2. If this application type allows for you to add more attachments, you will see a blue tile that allows you to do so. Note that you must use the drop-down menu to select what type of attachment you are uploading before it will allow you to click on the plus-sign to add a file.

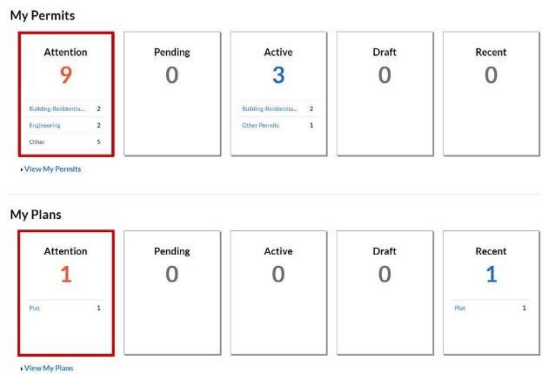


3. Once you've added a file to this page, a "Submit" button will appear in the bottom right corner of the page. Please make sure to click on that button or the new attachment will not save to the application.

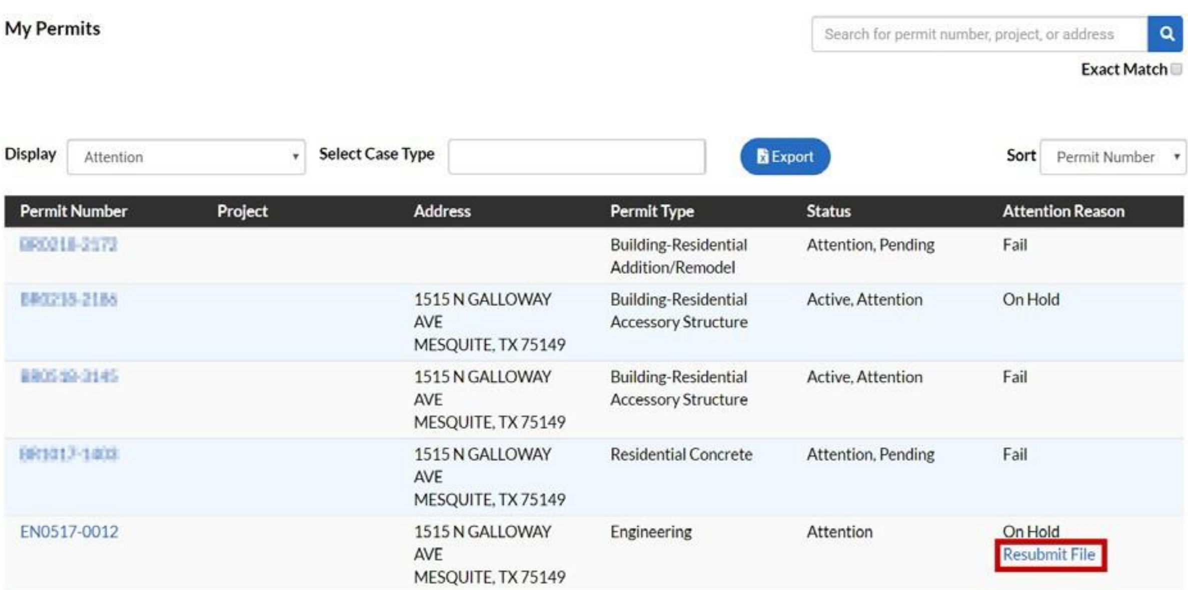


Review Comments and Resubmit Information

1. Ensure you are logged into your STREAM account at stream.a2gov.org
2. In your Dashboard, click on the tile that corresponds to the application type and status that matches the application you want to look at today (i.e. is it a recent or active application?)
    a. Note, you can also open the full list of all of your Permits, Plans, or Inspections using the "View My Permits/Plans/Inspections" links below each section's tiles.
    b. ***Attention**– Permits/Plans that currently require your attention will be copied to the Attention section for easy access (i.e., resubmittal, failed inspection.)



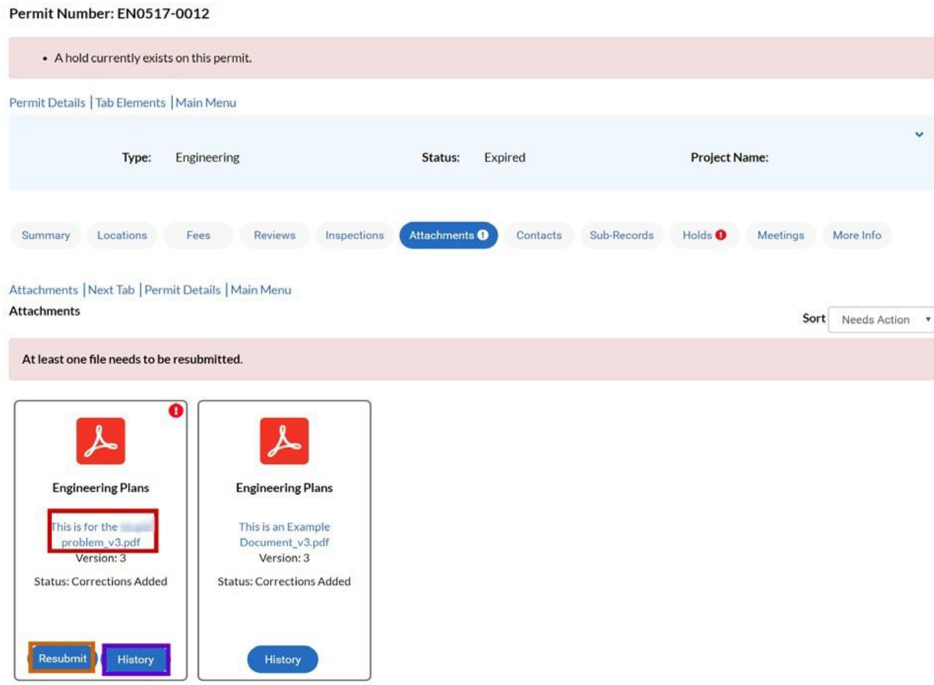
3. Once you open your list of Permits/Plans, you will see the status of each and can click on the permit number to open the full permit dashboard. However, if the application has been flagged to have a file resubmitted, you can jump directly to that screen by clicking on the **Resubmit File** link in the red square:



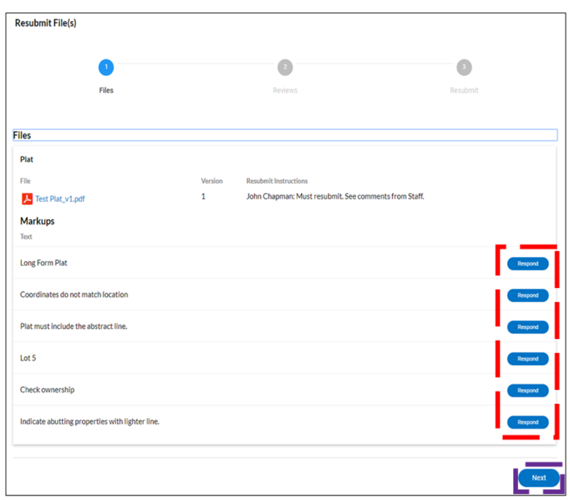
4. This resubmit file link will jump you to the Attachments screen in the Permit dashboard. If the file has been flagged for resubmit, you have a few options for next steps:
    a. To download a copy of the file with Staff comments, click the **blue file name**, as highlighted by the **red square**

b. To resubmit files, click the **Resubmit** button, as highlighted by the **orange square**

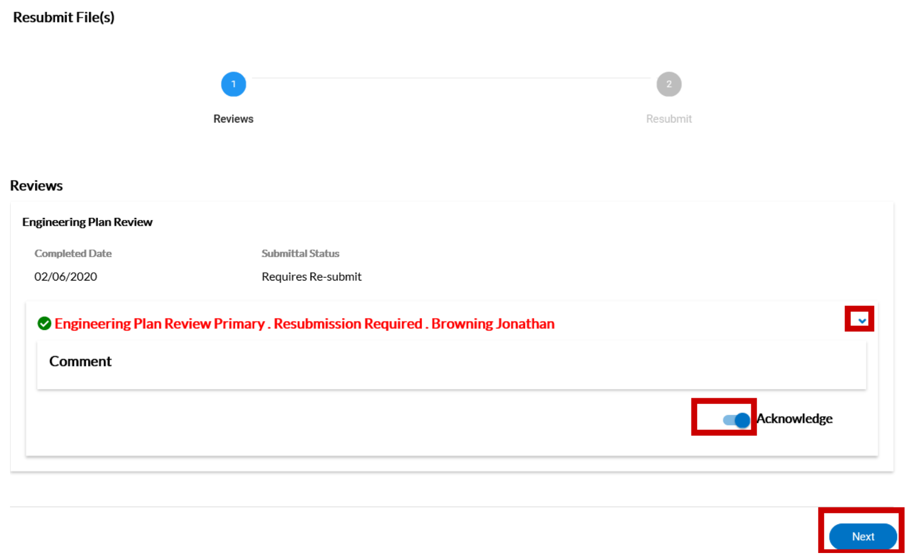
c. If there are previous versions of the document click on the **History** button, as highlighted by the **purple square**



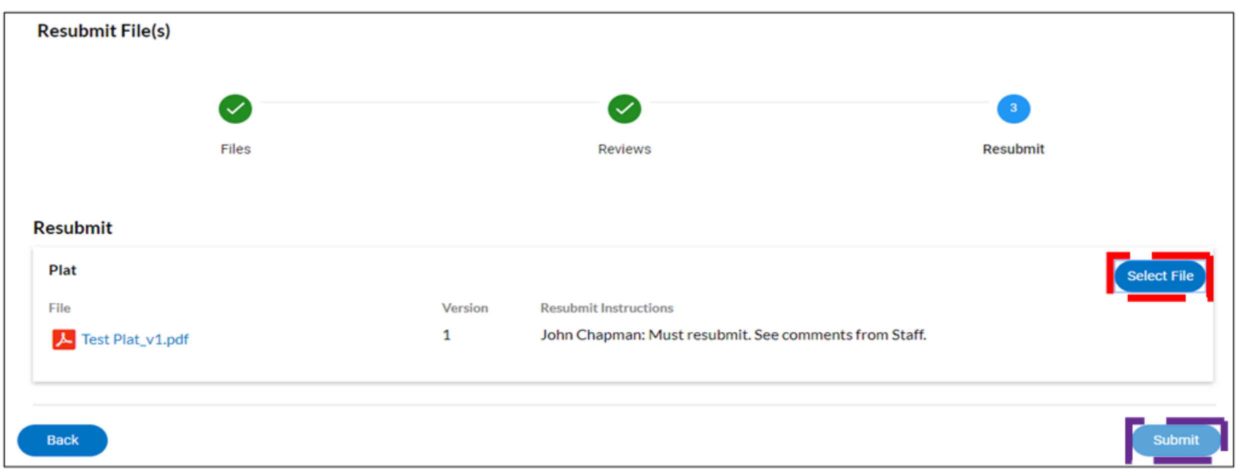
5. After clicking the **Resubmit** button, you may be asked to respond to staff markup notes
   a. To respond to a markup, click the **Respond** button, seen below in **red**
      - A text box will appear under the markup where you may enter a response
   b. Note that not all case types allow for responses at this step, in many cases we will request a separate file be uploaded with your responses all in one place.
6. After responding, click the **Next** button, seen below in **purple**



7. Once you have clicked Next, you will have a chance to see who reviewed your Permit/Plan
8. Click the blue down arrow to expand the review notes for each reviewer
9. Click Acknowledge under each reviewer to acknowledge that you have read their comments
10. Click Next at the bottom of the screen.



11. Click **Select File** button
    a. A file browser will open
        - Locate the new file on your computer, click **Open** on the file browser
12. After selecting the new file to upload, click the **Submit** button



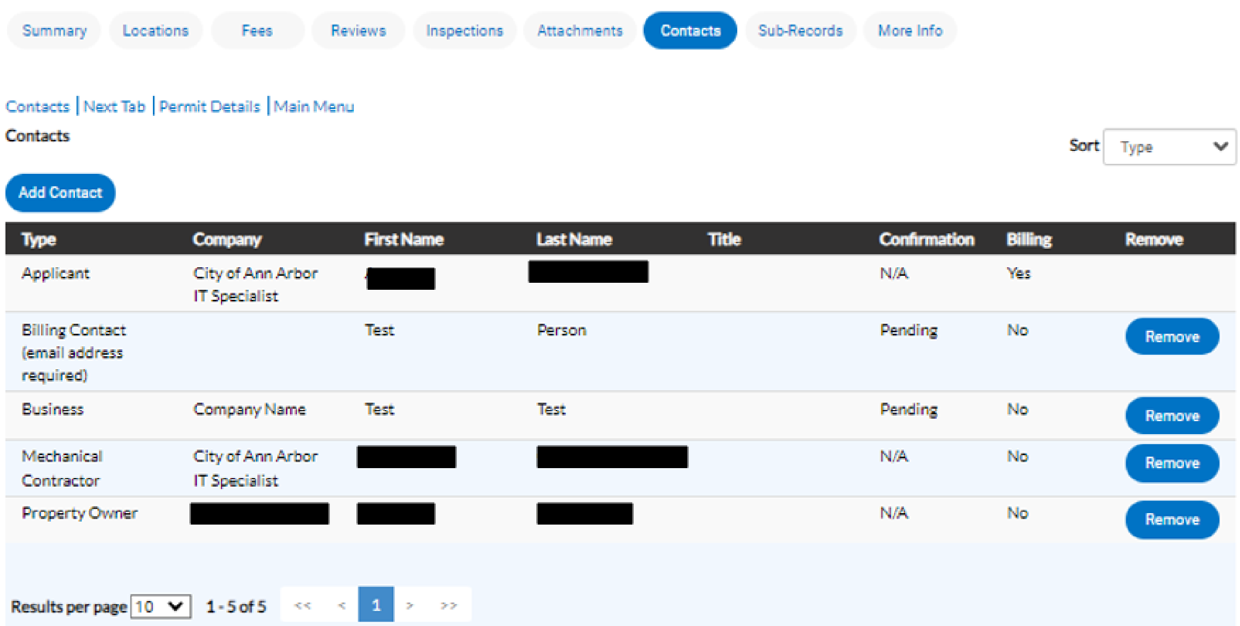
Troubleshooting Resubmitting File Issues Online

1. **The option to resubmit files is not visible.** This often means that you are either not a contact on the case, OR you might not be logged into your account. Please look at the top right corner of your STREAM screen to see if you are currently logged in or if the site is viewing you as “Guest.” If you are not logged in, please log in and then try again.
2. **The option to resubmit is visible but fails when I try to upload the new file.** This might mean that there is a problem with the file you are uploading – please make sure that it is not the exact same file name as the prior file, and ensure the file name does not have any special characters in it. If this does not resolve the issue, reach out to your case contact as this may be an issue we need to resolve on our end.

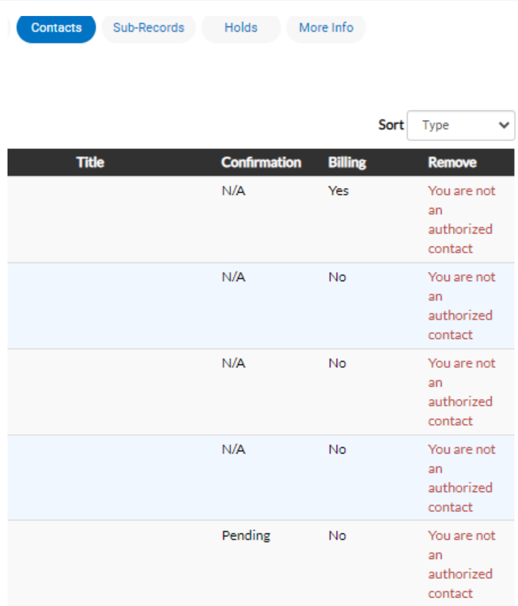
Contacts

Under **Contacts,** you will see all contacts affiliated with this case.

1. Any contacts listed as inactive were manually added to the application by the applicant but have not yet interacted with our system or created an online login.
2. Any contacts listed as pending are flagged as active in our system but do not have a STREAM login.
3. If you are logged in as a case contact, the “Remove” column and “Add Contact” buttons will be active and clickable for you to make edits to case contacts if needed. If you are not logged in as a case contact, the “Remove” column will be replaced by red text that says “You are not an authorized contact” (see below).



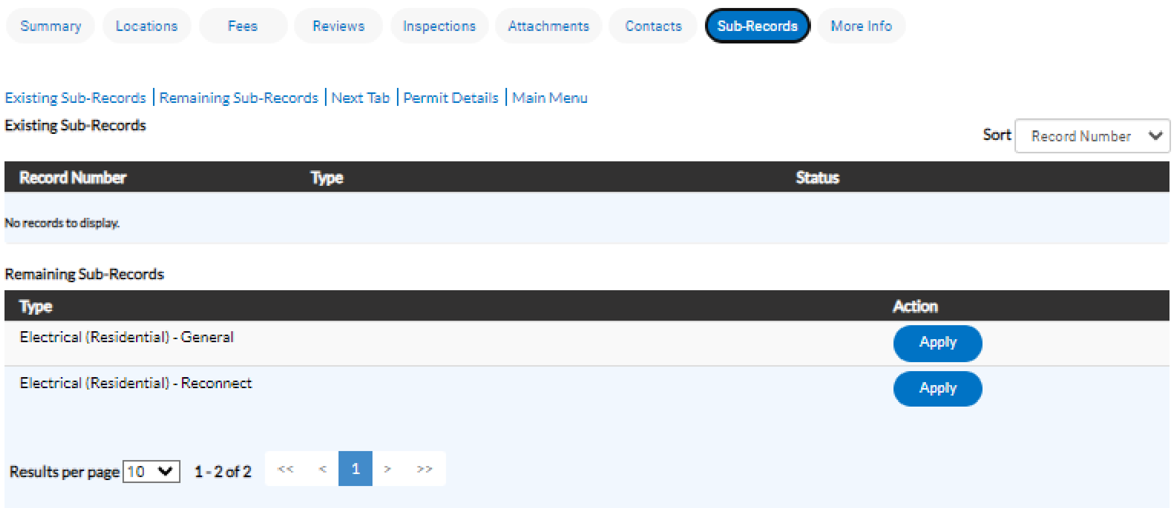
Type	Company	First Name	Last Name	Title	Confirmation	Billing	Remove
Applicant	City of Ann Arbor IT Specialist	[redacted]	[redacted]		N/A	Yes	
Billing Contact (email address required)		Test	Person		Pending	No	Remove
Business	Company Name	Test	Test		Pending	No	Remove
Mechanical Contractor	City of Ann Arbor IT Specialist	[redacted]	[redacted]		N/A	No	Remove
Property Owner	[redacted]	[redacted]	[redacted]		N/A	No	Remove



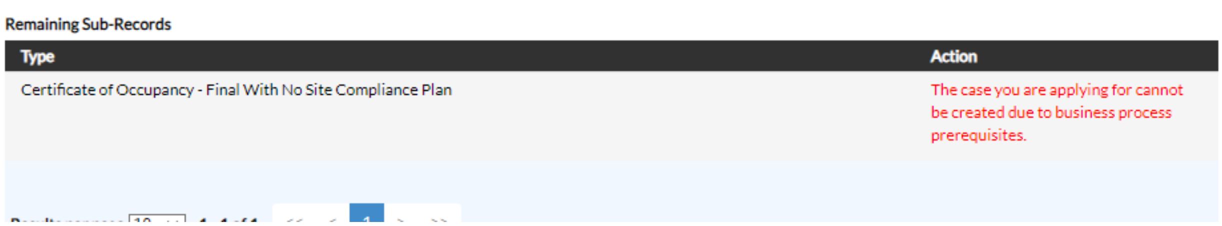
Title	Confirmation	Billing	Remove
	N/A	Yes	You are not an authorized contact
	N/A	No	You are not an authorized contact
	N/A	No	You are not an authorized contact
	N/A	No	You are not an authorized contact
	Pending	No	You are not an authorized contact

Sub-Records

Under **Sub-Records,** you will see all existing sub-records affiliated with your case as well as any remaining sub-records for you to apply for (which may or may not be required for your application).

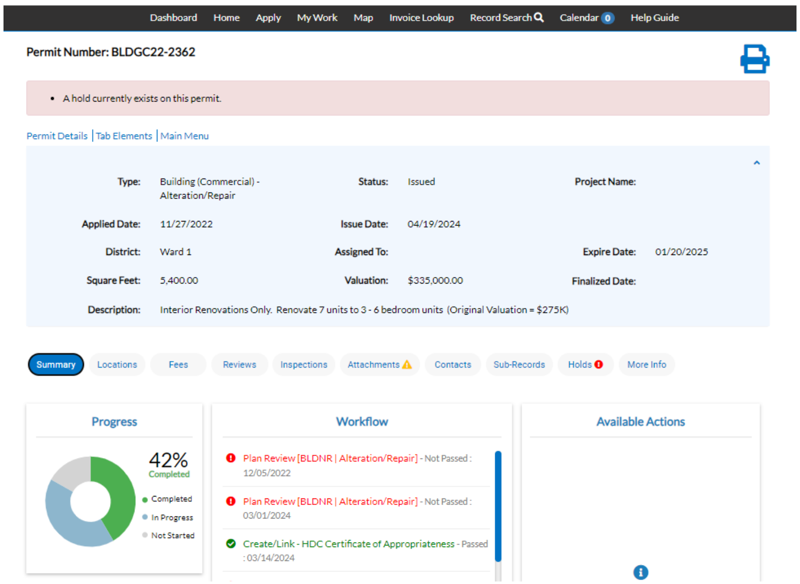


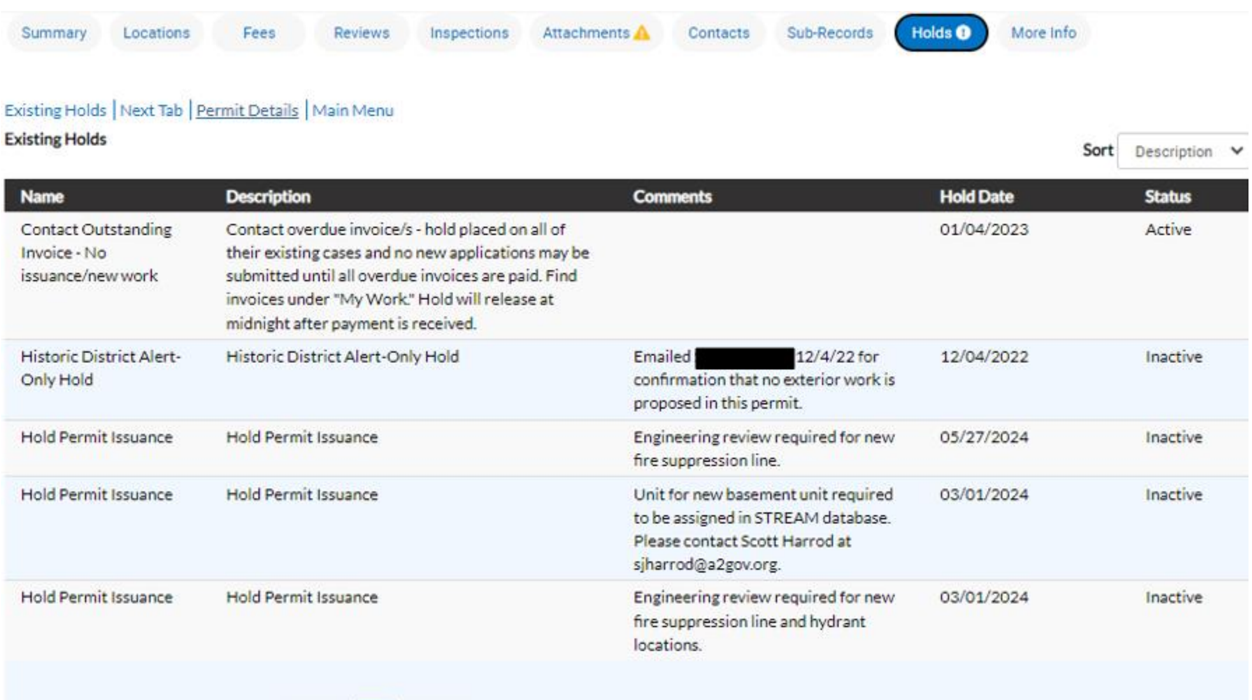
You might also see a message in red text that indicates that you cannot apply for a sub-record due to prerequisites. This typically means that there is workflow activity that needs to completed first. Please review your workflow list on the Summary tab of this case to see what is underway and what might need to be done before you can reach this step.



Holds

Under **Holds,** you will see any holds affiliated with this case. If there is an active hold on this case you will also see a red message at the top of the screen and an exclamation mark icon on the Holds tab of the case drawing your attention to that tab.

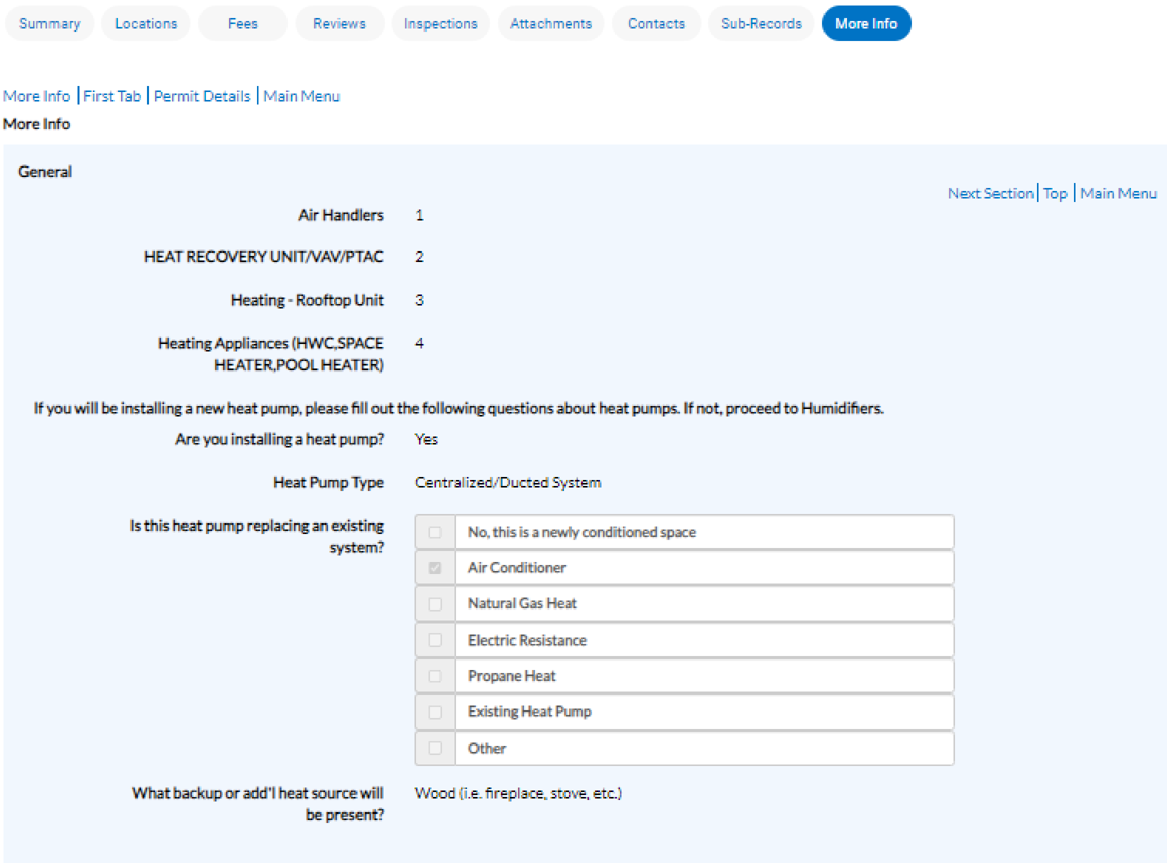




Name	Description	Comments	Hold Date	Status
Contact Outstanding Invoice - No issuance/new work	Contact overdue invoice/s - hold placed on all of their existing cases and no new applications may be submitted until all overdue invoices are paid. Find invoices under "My Work." Hold will release at midnight after payment is received.		01/04/2023	Active
Historic District Alert-Only Hold	Historic District Alert-Only Hold	Emailed [redacted] 12/4/22 for confirmation that no exterior work is proposed in this permit.	12/04/2022	Inactive
Hold Permit Issuance	Hold Permit Issuance	Engineering review required for new fire suppression line.	05/27/2024	Inactive
Hold Permit Issuance	Hold Permit Issuance	Unit for new basement unit required to be assigned in STREAM database. Please contact Scott Harrod at sjharrod@a2gov.org.	03/01/2024	Inactive
Hold Permit Issuance	Hold Permit Issuance	Engineering review required for new fire suppression line and hydrant locations.	03/01/2024	Inactive

More Info

Under **More Info,** you will find all of the Additional Info fields you filled out when submitting your application. This is equivalent to the paper application form before we moved applications into STREAM.



Troubleshooting Issues

I am not seeing my application under My Work or My Dashboard

If you are not seeing a case that you are a contact for, it is possible your name was manually added to that case without linking it to your account – start by using the Record Search screen to search for the case number or address and look at the contacts tab to verify if you are a contact or not. If it says you are a contact but lists your name as “pending” or “inactive” that means that we need to merge a duplicate account - please contact our staff so we can conduct that merge for you.

The application says that I am not an authorized contact

First confirm that you are logged into STREAM – in the top right corner of the website does it say your name, or do you see the “Login or Register” prompt?

Once you have confirmed that you are logged in, open the case in STREAM and look at the contacts tab to verify if you are a contact or not. If it says you are a contact but lists your name as “pending” or “inactive” that means that we need to merge a duplicate account - please contact our staff so we can conduct that merge for you.

The application says that I cannot request an inspection or sub-record due to pre-requisites

You might also see a message in red text on either the sub-record or inspections tab of a case that indicates that you cannot proceed due to prerequisites. This typically means that there is workflow activity that needs to completed first. Please review your workflow list on the Summary tab of this case to see what is underway and what might need to be done before you can reach this step.