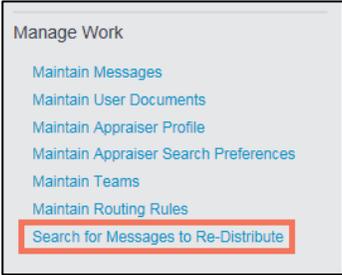
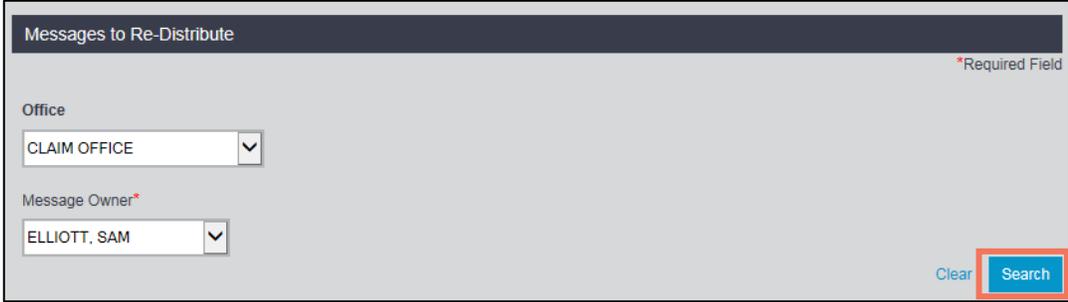
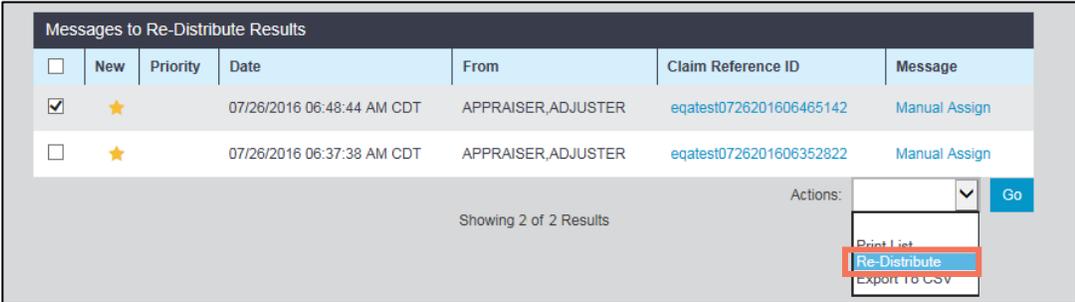




## Message to Re-Distribute

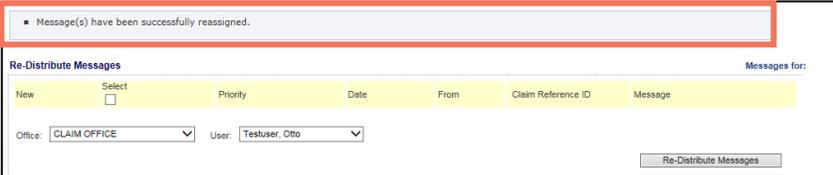
**Redistribute Work** There may be times when messages need to be reassigned to other Inside Handlers (Adjusters). Managers can redistribute work as follows:

Step	Action
1	<p>Click the <b>Search for Messages to Re-Distribute</b> link under the Manage Work section of the CCC Portal Home Page.</p> 
2	<p>The <b>Messages to Re-Distribute</b> Criteria page appears. Enter search criteria as needed ("*" indicates a required field).</p> 
3	Click the <b>Search</b> button.
4	<p>The search results appear.</p> 
5	Select the corresponding checkbox(s) for all entries to be reassigned.
6	Once all appropriate entries are selected, choose <b>Re-Distribute</b> from the Actions drop-down list.

*Continued on next page*

## Message to Re-Distribute, Continued

### Redistribute Work, continued

Step	Action
7	<p>The option to select the Office and User for the selected entries to be reassigned appears.</p> 
8	<p>Select the appropriate Office and User then click the <b>Re-Distribute Messages</b> button.</p>
9	<p>A message appears stating that the entries have been successfully reassigned.</p>  <p>The newly assigned handlers will see the new entries listed in their Messages portlet.</p>