

Changes to TPA Web > My Work Items effective February 1st

Effective February 1st, The **My Work Items** feature on the TPA Web site is being expanded to include a new look and feel along with a few navigation changes to support Online Routing and Approval services which will be rolled out to new and existing business in a staged manner throughout 2010. You can expect to hear more about Online Routing & Approval shortly.

In the meantime, we are laying the groundwork for this by making the navigational changes on the *My Work Items* page. In essence, we are removing the current button navigation that appears on the bottom of the screen and replacing it with left-side text link navigation. See the below illustrations for the changes you can expect to see.

Current Work Items screen

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ING My Work Items

My Workspace -> My Work Items Work Type: Loans Refresh Help

Request Date	Name	Plan Number	Status	Summary	Initiator's Username	Last Update
10/26/2009	MICHAEL MILLER	ABC123	Printed	Payroll Deduct/17700.00	Participant	ssmith -12/03/2009
10/05/2009	SUSAN SMITH	123456	Printed	Payroll Deduct/3000.00	Participant	ssmith -12/14/2009
08/23/2007	DAVID JONES	AB1111	Printed	Direct Bill/13225.00	Participant	ssmith -12/03/2009

Request Loan:

Process Loan:

Button navigation at the bottom is being replaced by left-side navigation

New Work Items screen

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ING My Work Items

My Workspace -> My Work Items [PrintTaskList](#) [Refresh](#) [Help](#)

- [Initiate New Request](#)
- [Review Request & Generate Paperwork](#)
- [Edit Request](#)
- [Delete Request](#)
- [Process Request](#)

Request Date	Plan #	Task Type	Request Type	Participant Name	Status	Contribution Amount	Initiator	Last Updated Date
02/23/2009	123456	Withdrawal	59 1/2	Test Participant1	TPA Approval	\$5,000.00	Participant	02/28/2009
03/01/2009	234567	Withdrawal	Hardship	Test Participant2	TPA Review	\$7,250.00	TPA1	03/01/2009
03/07/2009	345678	Termination	Termination	Test Participant3	TPA Approval	\$33,455.65	Participant	03/21/2009
03/11/2009	456789	Loan	Residential	Test Participant4	TPA Review	\$32,978.11	TPA1	03/11/2009
03/15/2009	ABC123	Loan	General	Test Participant5	Printed	\$5,000.00	Participant	03/21/2009
03/27/2009	BCD234	Loan	Residential	Test Participant6	Reviewed	\$13,500.00	TPA1	03/11/2009

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This new navigation will continue to support your Strategic Loans and current EASE loans. Instead of clicking the navigation buttons at the bottom of the page, you'll use the left-side navigation. From there you will continue to the same screens and process as you do today to model, review, and approve these transactions.

To perform this task:	You clicked this button ...	But now you will click this left-side navigation ...
Model & request a new loan	Under <i>Request Loan</i> , click <i>New</i>	Initiate New Request
Edit a previously requested loan (navigate through each step of the requested loan)	Under <i>Request Loan</i> , click <i>Edit</i>	Edit Request
Open a PDF of the loan paperwork for printing	Under <i>Request Loan</i> , click <i>Print</i>	Review Request & Generate Paperwork
Review the parameters for a previously requested loan	Under <i>Request Loan</i> , click <i>Review</i>	Review Request & Generate Paperwork
Begins the loan processing flow after signed paperwork has been received	Under <i>Process Loan</i> , click <i>Edit</i>	Process Request
Submit a loan in pending status	Under <i>Process Loan</i> , click <i>Complete</i>	Process Request
Delete a requested loan	<i>Delete</i>	Delete Request

As you do today, you must select the radio button of the transaction before selecting the desired navigation element, except for initiating a new request. To initiate a new request, do not click a radio button; simply click *Initiate New Request* from the left-side.

Direct any questions to the TPA Support Team at 1-877-463-3122 Option 4, or send an email to tpawebmaster@us.ing.com.