

Client Training HQ

Reminders Assigned to Retired User

When a user is retired within Immigration Case Management (ICM), they may still have lingering reminders attached to their profile.

- **If the reminder is attached to the process**, the system will look for a non-retired user to reassign the item to. The system will search for the following user types, in this order, to reassign the reminder to:
 - Case Manager
 - Responsible Attorney
 - Paralegal
 - Partner
 - Collaborating Attorney

If no active users with these user types are found, then the system will assign the reminder to the next active user.

- **If the reminder is not attached to any process or Foreign National**, the system will assign the item to another active user in the organization.

This works similarly for a retired HR user, except the system will attempt to reassign first to the default Company Contact, then HR Manager, HR Assistant, Secondary Contact, and Manager, in that order. If no active users with these user types are found, then the reminder will be assigned to the next active user.

More Training Available!

Check out additional training resources available on our site, [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.