

The BLURB

The Blurb #65:
**Start web
applications
Actions**

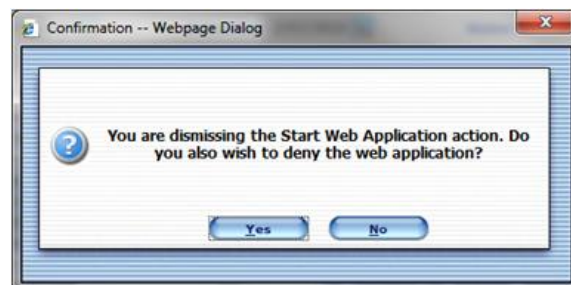
Why is my Web App 'missing'?

Often clients submit an electronic application through one of our most convenient avenues: Virtual Gateway.

When working a *Start Web Application* action in BEACON, it is CRITICAL that you not dismiss this action unless your client already has an active or pending application. Doing so causes serious delays in our business process, impacts our client's access to benefits, and causes a number of serious but easily-avoided program errors. If you are in a queue that does not allow you the time to address this action, simply pause the action and return to it before the end of your work day if possible.

If a *Start Web Application* needs to be dismissed, it's important to follow the proper procedure.

Example: Ben submits a SNAP application through Virtual Gateway. He has no other pending or active SNAP applications in BEACON. A case manager receives a *Start web application* action at 4:55pm. Knowing that there is not enough time to complete the action, the case manager clicks to 'dismiss' the action and receives a pop-up that reads:



What should the case manager do?

If the case manager answers yes, the underlying web application will be marked as processed and no interview notifications will be sent to the client. Answering Yes here not only prevents the web RFA from being completed, but also prevents the *Start Web Application* action from bubbling-up the following day for another case manager. The web app is then lost.

Answering No to the prompt will exit you from the *Start Web Application* action, dismiss the action for you, AND will create the action for another case manager for the following day!

If you need more information or have questions about processing Web Applications, start by reviewing the Online Guide entry for [The Web Application Workflow](#) (Home > SNAP > Application Processing > Web Application > The Web Application Workflow).