

Contacts in Oregon Benefits Online!

Let's define what we mean by Contact. In Oregon Benefits Online a Contact is a record of a person's information. A contact may contain information for a customer, DHS staff or Partner. Contacts work a lot like WEBM-FIND in DHR.

From the Contact tab you can create a Contact or view an existing Contact.

The screenshot shows the Oracle Contacts application interface. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. Below the navigation bar, there are tabs for 'Contacts', 'Service', and 'Branch Coverage'. The 'Contacts' tab is selected, and a red arrow points to it. The main content area is divided into several sections: 'Frequently Viewed Contacts', 'All Contacts', 'Recent Records', 'Add', and 'Search'. The 'Add' section has fields for 'Last Name', 'First Name', 'Date of Birth', and 'SSN', with an 'Add & Go' button. The 'Search' section has fields for 'Last Name', 'First Name', 'Date of Birth', and 'SSN', with a 'Go' button. Two orange callout boxes provide instructions: one for adding a new contact and one for searching for an existing contact.

Once you create a new Contact, or query for an existing Contact, you will be directed to the Contacts List to either view or add more details for a new Contact (see below).

The screenshot shows the Oracle Contacts application interface for a specific contact. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. Below the navigation bar, there are tabs for 'Home', 'Cases', 'Contacts', 'Service', and 'Branch Coverage'. The 'Contacts' tab is selected, and the breadcrumb 'Contact:Ronald Benjamin > Contact:' is visible. The main content area is titled 'Ronald Benjamin' and contains a form with various fields for contact information. The fields are organized into a grid-like structure. The 'Contact:Ronald Benjamin' breadcrumb is visible at the top.