

# Mistake Management workshop

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## Workshop Date & Location

n February 28, 2007 2:00 p.m. – 4:00 p.m.  
29 S. LaSalle St., Ste. 850 Chicago, IL

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## CE POINTS

2 Continuing Education points

## What course provides

This instructor-led course provides step-by-step instruction for fixing problems in Case Catalyst.

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## What students learn

Upon completing this hands-on course, the reporter will learn to:

- n Fix Edit errors
  - n Learn about Realtime corrections
  - n Handle file problems
  - n Use online methods for problem resolution with Stenograph
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## What reporters receive

Each reporter receives a copy of Pam Szczecinski's Manual for post-class reference and review.

## Course Outline

### Fixing Editing Errors

- Undo/Redo
- Undo Global options
- Undo vs. Delete Global

### Fixing Realtime Errors

- Oops,
- Bench Mode t
- Query Realtime Translation

### Fixing Manage job Errors

- Litter box settings
- Read warning messages
- AutoRecover & using an AutoRecovered file
- Communicating with Tech Support

## NOTE:

This class is available to any reporter wanting to resolve issues in Case Catalyst 4.

To register contact Pam Szczecinski  
(630) 724-1498