

State Comments to Investigators

State comments can be an incredibly powerful tool to provide information to investigators, coordinate between investigators and state staff, and provide updates to other states. Simply enter the investigation summary by clicking on the TAW number in the Case Status report and then select “Comments” at the top.

Please keep the following things in mind:

1. State Comments are visible to all DOL staff as well as any other state staff within the PAWS system. This has advantages in helping state coordinate, but if information you are posting should be kept confidential then please use other means such as sending an email.
2. Users can also see who the author of a state comment is and when it was submitted.
3. State comments can only contain text. No images or attachments.
4. The most recent state comment is displayed on the case status report so that all users can see as there is new information.
5. The assigned investigator receives an email whenever a state comment is added so they can respond if needed.
6. State users are NOT emailed to avoid spamming many users, so state staff should check back at comments regularly to see what additional discussion has occurred.
7. DOL staff can add state comments as well to respond to inquiries or provide information out to state users who are monitoring that investigation.