




Monitoring Digital Recalls Across Sites Job Aid

Targeted how-to guide for Digital Recalls coordinators.



To Track Recalls

1. Log in to Opus.
2. Select **My Networks** from the **Main Menu** ☰.
3. Select the Work Management network from the **Network** drop-down.
Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.
4. Click **GO**.
5. In the side menu, select **Recalls > Monitor**.
6. Locate the recall you wish to track. Copy the Recall ID.
7. In the side menu, select **Track**.
8. In the **TraceLink Recall ID** drop-down, enter the Recall ID from the notification, then select it from the drop-down list.
9. In the response table, click the **Send Message** icon  to send the follow up message to a responding entity.
10. Enter your message text. Specify which responding entities you want to send the follow up message to.
11. Click **SEND**.