

How to check the status of your Change of Circumstance request using CaseViewer within MyPKC Staff Portal

You can check the status of your single CofC requests by accessing CaseViewer at any time – you will be provided with the link in every confirmation email you receive when you submit a CofC.

Once you access CaseViewer, you should select 'Change of circumstances - status of request' at the left-hand side of the screen.

The screenshot displays the CaseViewer interface. On the left, there is a sidebar with 'Views and filters' including 'Archived cases', 'Assigned to me', 'Assigned to my groups', 'Change of circumstances - status of request' (highlighted with a blue arrow), and 'Custom filters'. Below this are 'General filters', 'Process / Stage filters', and 'Date filters', with an 'Apply filters' button and a 'Clear all filters' link. The main area shows a search bar for 'Case ID' and a 'Sort' dropdown set to 'Case creation date (latest first)'. Below the search bar is an 'Advanced search' section. The main content is a table with columns: Case Info, Due Date, Summary, and Notes. Three rows of data are visible, all for 'Change of circumstances request' created on 24/06/2024 by KRebbeck@pkc.gov.uk. The first row has an effective date of 09/08/2024 and a request for 'Extension to Temporary Higher'. The second row has an effective date of 09/08/2024 and a request for 'Extension to Fixed Term'. The third row has an effective date of 09/08/2024 and a request for 'Change in Contracted Hours'. Each row includes the employee name 'Jack Lowe (289255)', budget code '1 01 7103 0000', and a 'Show more' link.

Case Info	Due Date	Summary	Notes
FS-Case-625200204 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Extension to Temporary Higher Show more	0
FS-Case-625199647 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Extension to Fixed Term Show more	0
FS-Case-625198251 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: 09/08/2024 Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Change in Contracted Hours Show more	0

You have a couple of options to find your CofC. You can insert the Case ID in the Search bar – this ID number will be included in your acknowledgement email (usually inserting the last 4 digits of the Case ID is sufficient to find a CofC).

Case ID Sort

Advanced search

Case Info	Due Date	Summary	Notes
FS-Case-625200204 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Extension to Temporary Higher Show more	0

Or you can click on 'Advanced search' and insert the name of your employee/employee number/type of request/effective date in the Case Summary field and this will bring up all the relevant CofCs:

Case ID Sort

Case summary Originator Citizen name Citizen email

Simple search

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FS-Case-625199647 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Extension to Fixed Term Show more	0
FS-Case-625198251 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: 09/08/2024 Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Change in Contracted Hours Show more	0

Once you've found your CofC, simply click on the 'Show More' underneath the Summary.

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Alongside the heading 'Status', you'll see in this example that this CofC is sitting with Finance.

Case Info	Due Date	Summary	Notes
FS-Case-625200204 Change of circumstances request Created on 24/06/2024 by KRebbeck@pkc.gov.uk	No case due date	Effective date: Employee name: Jack Lowe (289255) Budget code: 1 01 7103 0000 Request: Extension to Temporary Higher Duty Payment/Acting Payment Status: 2. Finance Service: STRATEGY, PEOPLE & RESOURCES Division: CUSTOMER & DIGITAL SERVICES Location: CDS IST, Carpenter House, Carpenter Street, Perth, PH1 5LZ. Manager: Tina Ho Effective date & service: STRATEGY, PEOPLE & RESOURCES Show less	0