Expired and almost expired passports

This documentation, including images, videos and text, is accurate as of Version 5.12 of Pascal.

We strive to keep our documentation up to date with each release to ensure it remains a reliable resource for our users. However, given the dynamic nature of our software development, there might be instances where changes introduced in subsequent versions are not immediately reflected in this documentation. We encourage users to refer to **the latest release notes** and to use the feedback mechanism for any discrepancies or requests for clarification.

When a passport is added in a case, notifications keep you up to date when the passport is almost expired or already expired.

A notification will appear when the passport expires in 30 days. The notification will be sent to the assignee of the case. If a group is assigned to the case, all users in this group will get the notification.

You can open the Notifications section by selecting the bell icon in the top left of the screen. This button is visible in the whole application except when the Resolving panel is open.

The notification will be displayed in the Notifications dialog at the top of the Action needed section. Here, you can also see how long it will take until the passport will expire. When the passport is already expired, the expiry date displayed will be in the past.

When selecting the Resolve button next to the notification, you are taken to the specific case of the (almost) expired passport. Here, you can update the passport with a new one.

Notifications

Action needed **3**   Messages

Expired passports

👤 John Doe

in 3 days

Resolve

Monitoring

⬤ Also show collaborated cases

🔴 7 unresolved hits for case John Doe

a few seconds ago

Resolve

🔴 6 unresolved hits for case Jane Doe

a day ago

Resolve

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