

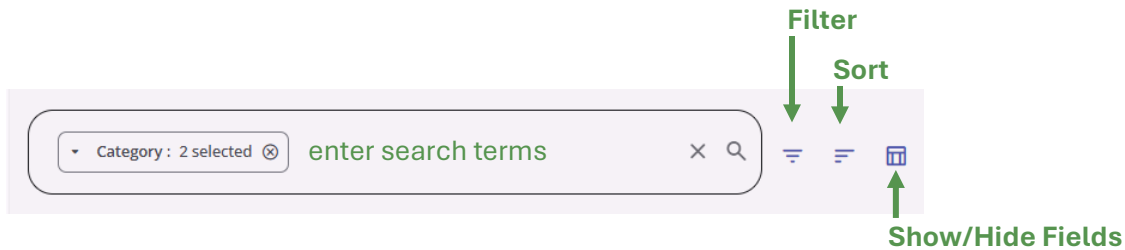


ONE System Navigation FAQs

Updated September 2026

Search

The ONE System now has search capacity for many additional screens. In addition to basic search, you also have the option to filter, sort, and change the visible fields across most of the system.



Add a Filter: allows you to pre-filter the results. Select the values you'd like to filter to refine your search results.

Configure Sorting: allows you to apply multiple sort options to your search results. You can also click on the column headers of your results to sort by single fields.

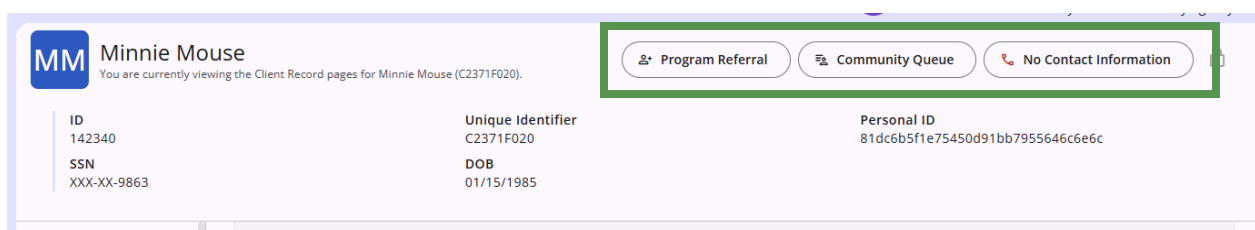
Show/Hide Fields: use this tool to adjust the visible fields in your search results. Select from the list of available fields to activate the ones you'd like to see, and then drag and drop active fields into the **Visible Fields** and **Collapsed Fields** sections to organize your view.

Client Records

Use the breadcrumb links at the top of the screen to quickly identify where you are in a client's record and to easily click back to a previous location.



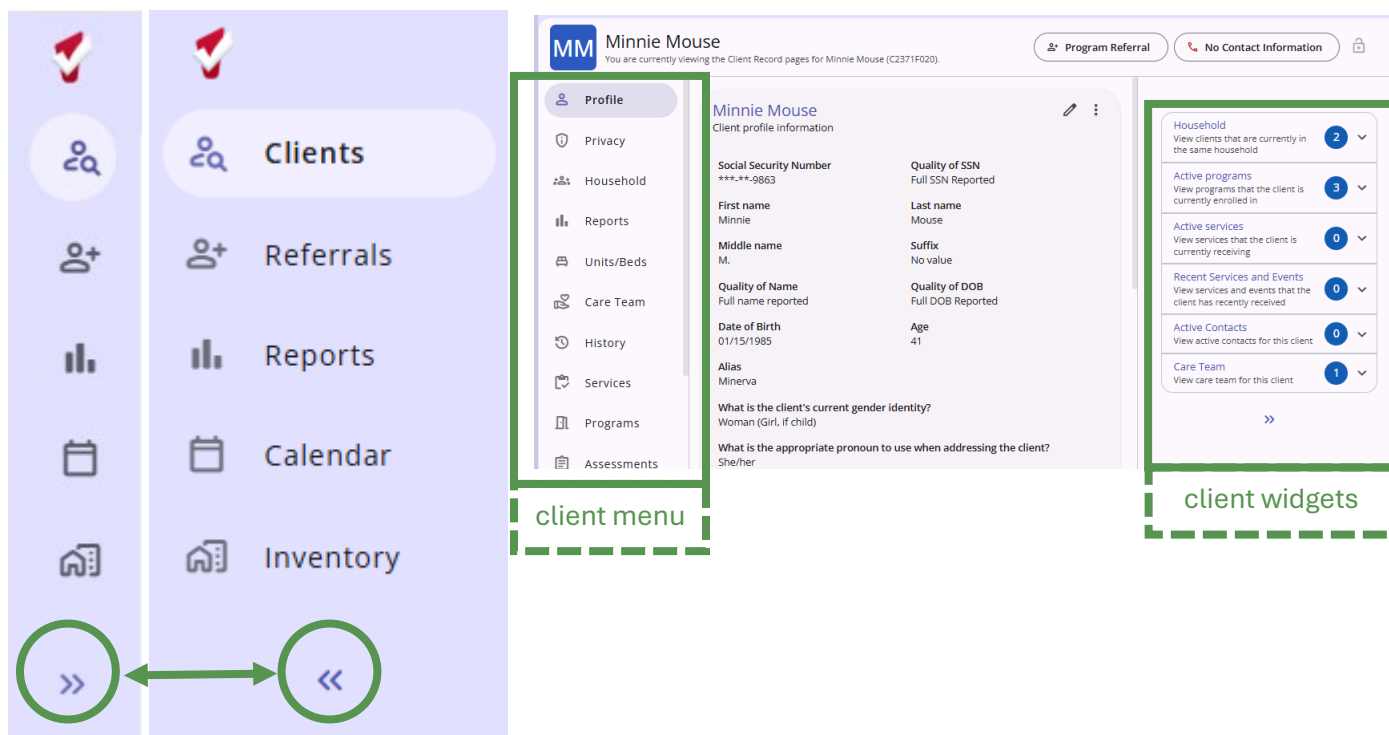
Click to expand the client information box to see the client's UIDs, Date of Birth, and Social Security Number from any screen in the client record. The client information box also includes client alerts and messages, including missing ROIs, active program referrals and queue entries, and missing contact information. You can click on these to jump directly to the related page.





Navigation Menus

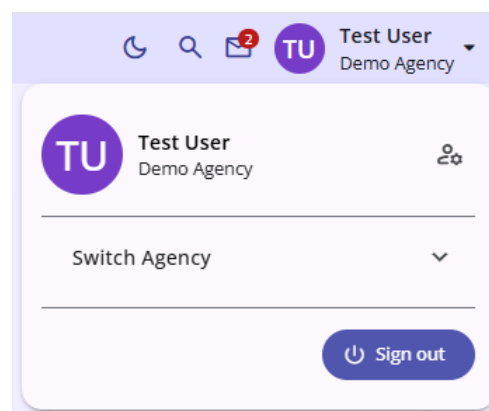
The vertical navigation menus are collapsible using the >> and << arrows at the bottom of each menu. Expand the menu to see a detail label for each option and collapse the menu to view selection icons. Collapsing menus also allows for more usable screen space—if you are not able to see as many fields in a list as you'd like, try collapsing a side menu to see the way your screen changes. You can collapse the primary navigation menu, and within a client record, the client menu (on the left) and the client detail widgets (on the right).



User Settings

Switch into dark mode by clicking the moon icon 🌙 in the top right settings tray. You can switch back into light mode by clicking the sun icon ☀️ in the same location.

Access and update your account and security settings by selecting the user settings icon ⚙️. This appears, along with the option to switch agencies or sign out, when you click on your name in the top right-hand corner of the screen.



Helpful Links

[Icon Glossary](#)

[Navigation Tips and Updates from Bitfocus](#)