**FSU Service Center**  
**Opening and Viewing New Case**

**Overview:**

**Understanding How to Open and Manage Cases from the Service Center**

In this topic, you will learn the steps to open a new case to report a problem, issue, comment or request. You will also learn how to view the status of all of the cases you submitted.

**Procedure**

**Scenario:**

In this topic, you will learn the steps to open and manage cases in the Service Center.

**Key Information:**

Solving a Case in the Service Center  
Adding a Note and Requesting Contact via Service Center

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | **Click the Main Menu menu.**
<p>|      | <strong>NOTE:</strong> You can also view the cases in the Self Service Higher Education box. <strong>Main Menu</strong> |
| 2.   | <strong>Click the Service Center menu.</strong> <strong>Service Center</strong> |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Click the <strong>Add Case</strong> menu.</td>
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</tbody>
</table>

![Add Case screenshot](image1)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 4.   | Click the **Site** list. *(Optional)*  
For the purpose of this example, leave this list blank. |
| 5.   | Click the **Category** list. |
| 6.   | Select the appropriate **Category**.  
For the purpose of this example, click **IT Services**. |
| 7.   | Click the **Specialty Type** list.  
**NOTE:** The **Specialty Type** field may not be available for some Categories. |
| 8.   | Select the appropriate **Specialty Type**.  
For the purpose of this example, click **FSU Mobile Support**. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 9.   | Select the appropriate option from the **Detail** list.  
For the purpose of this example, leave this blank.  
**NOTE:** **Detail** field may not be available for some Categories or Specialty Types. |
| 10.  | Enter the appropriate information into the **Problem Summary** field.  
For the purpose of this example, enter "**Cannot get my email on my new phone**". |
| 11.  | Enter the appropriate information into the **Problem Details** field.  
For the purpose of this example, enter "**I ordered a phone and I cannot configure my email according to the settings**". |
| 12.  | Click the **Submit** button.  
[Submit] |
| 13.  | Click the **OK** button.  
[OK] |
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<th>Action</th>
</tr>
</thead>
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<td>14.</td>
<td>To view the new and other existing cases, click the <strong>Predefined Search</strong> list.</td>
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</tbody>
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| 15.  | Select the appropriate option in the the **Predefined Search** list.  

For the purpose of this example, click **All my cases**. |
| 16.  | Click the **Search** button. |
Step 17. The **Search Results** will show all cases related to the customer and current case status.

To view the case details, click the appropriate **Case number**.

For the purpose of this example, Click the **220663** link.

220663
18. Click the Home link.  
   **Home**

19. Congratulations!  
   You have completed this topic.  
   
   End of Procedure.