HOW TO VIEW CASES
QUICK GUIDE
HOW TO VIEW CASES

Description: This quick guide provides steps and information on how to view cases.

Steps to perform the following are included:

- How to search for a case
- How to view cases and queues
- Create a default pin list

Related resources on MyFSU Service Center page

- Creating and Work a Case

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HOW TO VIEW CASE HISTORY

1. Navigate to case.
2. Go to the Related tab on the case.
3. Scroll down to the Case History
4. To view the entire Case History, click View All

![Case History Table]

<table>
<thead>
<tr>
<th>Date</th>
<th>Field</th>
<th>User</th>
<th>Original Value</th>
<th>New Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/28/2020, 3:07 PM</td>
<td>Case Owner</td>
<td>ITS-Departmental IT Sup...</td>
<td>ITS-Workstation Manage...</td>
<td></td>
</tr>
<tr>
<td>9/28/2020, 3:07 PM</td>
<td>Case Owner</td>
<td>ITS-Departmental IT Sup...</td>
<td>ITS-Workstation Manage...</td>
<td></td>
</tr>
<tr>
<td>9/28/2020, 3:04 PM</td>
<td>Status</td>
<td>Closed</td>
<td>Working</td>
<td></td>
</tr>
<tr>
<td>9/28/2020, 3:04 PM</td>
<td>Close Reason</td>
<td>Closed by Parent</td>
<td>Working</td>
<td></td>
</tr>
<tr>
<td>9/28/2020, 2:36 PM</td>
<td>Status</td>
<td>Waiting - Consumer</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>9/28/2020, 2:36 PM</td>
<td>Case Resolution Comme...</td>
<td>Closing with the parent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOW TO SEARCH FOR A CASE

Search for a case by entering a value in the Global Search box at top of page.
Note: You can search for case by number without adding leading 0000.

The following case fields are available to search using the Global search box:

- Case Comment
- Case Number
- Description
- Subject
- Email (if entered on web form)
- Name (if entered on web form)
- Phone (if entered on web form)

Use a list view to filter on Case Number, Contact Name, Status, Classification/Provider Group Queue, Case Owner, and Date/Time Opened.
HOW TO VIEW CASES AND QUEUES

List views offer a variety of ways to view cases by individual, by queue, etc.

- My Cases
- Recently Viewed
- All Cases
- All Open Cases
- Your Provider Group from All Other List drop-down
CREATE YOUR DEFAULT PIN LIST VIEW

1. Click on **Cases**
2. Click on drop down next to the name of displayed list view.
3. Search for and click on name of the list from the search field.
4. Click the **Pin** icon.

- The default pin list is the **Recently Viewed** list.
- If a new list is pinned it will load as your default view.

Note: While you can only have one pinned list, your Cases drop down displays all your **Recent lists** for easy access.
For more detailed information, see the Knowledge articles linked below. For more articles, go to Knowledge and select the “Agent Training Articles” list. You can also search for the #AgentTraining topic and go to the Related section of that topic page.

Knowledge articles in the myFSU Service Center may be archived or removed over time. If you are unable to locate an article by the link included in this training document, please be sure to search for the article by name instead.

How do I search for cases in myFSU Service Center?
How do I view case history?