



# DASHBOARDS



# DASHBOARD FOR ALL OPEN CASES

Description: This quick guide provides steps for subscribing to a dashboard. Information included:

- [How to view all open cases dashboard](#)
- [Additional knowledge resources](#)

Related resources on [MyFSU Service Center page](#)

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# HOW TO VIEW ALL OPEN CASES FROM DASHBOARD

1. Click on **Dashboards** in your navigation bar or menu
2. Select **All Dashboards** on the left
3. Click on **myFSU Service Center Open Cases**. To update dashboard, click the **Refresh** button. **Note:** You cannot refresh a dashboard more than once a minute
4. Click the **Subscribe** button, to receive emailed results from this dashboard
5. Select **Frequency** and based on this selection update for **Time, Days, or When** for how often to refresh
6. Check bot next to **Receive new results by email when dashboard is refreshed**.
7. Use **Edit Recipients** to add others to the email.
8. Click on drop-down arrow next to **Dashboards** click on **myFSU Service Center Open Cases** whenever you wish to view dashboards. Remember to refresh.



# KNOWLEDGE RESOURCES



- 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 to subscribe to all open cases dashboard](#)

