Overview

This Job Aid included step-by-step instructions for searching for cases in the FSU Service Center (CRM).
1. Log in to http://servicecenter.fsu.edu

2. In the Agent – My Cases pagelet, select Search Cases

3. Select search criteria, and click Search.

4. A new window will open displaying search results
5. For additional search criteria, select **Advanced Search**

6. If this search is repeated frequently, the search criteria selected can be saved for future use
7. To use a saved search, select **Use Saved Search**