



# INFORMATION TECHNOLOGY SERVICES

## FSU Service Center Tutorial

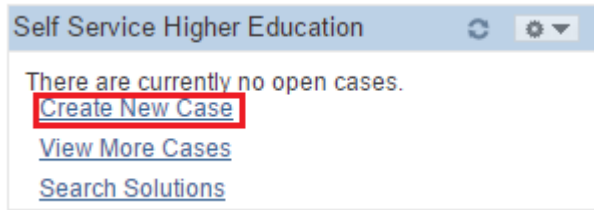
### Add a Case

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#### **Overview**

This job aid includes step-by-step instructions for adding a case in the FSU Service Center.

1. Log in to [servicecenter.fsu.edu/](http://servicecenter.fsu.edu/).
2. In the **Self Service Higher Education** pagelet, select **Create New Case**.



3. A new window will open.

### Create Case

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**Name** Suzie Seminole  
**Contact Details** sseminole@fsu.edu [Edit Contact Details](#)

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**Case Type**

**\*Category**

**Specialty Type**

**Detail**

**Priority**

**\*Summary**

**Details**

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[Attach a File](#)

\* Required Field


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[Save My Case](#)





4. Select a **Case Type**.

Create Case

Name Suzie Seminole  
Contact Details sseminole@fsu.edu [Edit Contact Details](#)

Case Type  

- 5. Select a **Category** that describes the issue.
- 6. Select a **Specialty Type** that describes the issue.
- 7. Select a **Detail** that describes the issue.
- 8. Select the **Priority** of the issue.

Priority    
  
  
  
  
  
  


- 9. Enter a **Summary** of the issue.
- 10. Complete the **Details** field; be as descriptive as possible.

\*Summary    
Details    


- 11. To attach a file, select the **Attach a File** button.
- 12. Once all information has been entered, select **Save My Case**.