



INFORMATION TECHNOLOGY SERVICES

FSU Service Center Tutorial

Edit a Case

Overview

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



1. Log in to <http://servicecenter.fsu.edu/>.
2. In the **Self Service Higher Education** pagelet, select the case number of the case you would like to edit.

Self Service Higher Education

Case ID	Summary	Contact	Case Status	Case Type
356111	Forgot FSUID		Agent Working Case	Support Request
354007	Help with Office 365 Installation		Agent Working Case	Support Request
351581	Name Change		Agent Working Case	Support Request
351211	Getting error 009		Agent Working Case	Project
343758	Can't log in or reset password		Agent Working Case	Support Request

3. A new window will open showing the case details.

Case 359523

 Contact me regarding this case
  Close this case

[Case Information](#) | [Solutions Considered \(0\)](#) | [Notes and Attachments \(0\)](#) | [Interested Parties \(0\)](#)

Case Summary

Summary I forgot my FSUID
Description I forgot my FSUID
Status Agent Working Case
Assigned To Tommy Renegade
Priority Low

Contact Information

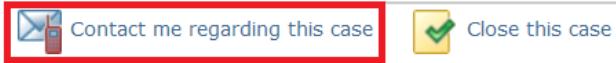
Customer Suzie Seminole
Contact Type Email
Edit Contact Details [sseminole@fsu.edu](#) [Edit Contact Details](#)

Other Case Details

Case Type Support Request
Category IT Services
Specialty Type FSUID
Detail Forgotten FSUID
Impact Individual

4. To send an email asking the agent working your case to contact you, select **Contact me regarding this case**.

Case 359523



5. To close this case, select **Close this case**.

Case 359523

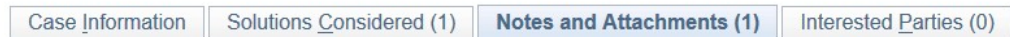


6. To view attachments and notes, select the **Notes and Attachments** tab.



A new window will open.

Case 359523



Add Note or Attachment

Notes and Attachments

Added 04/03/2015 11:31AM

Summary Additional Information

Details

Suzie,

Are you a student currently enrolled in classes?

Best,

Tommy Renegade, ITS Service Desk

7. To respond to your agent's question and provide additional information, select **Add Note or Attachment**.

Case 359523

 Contact me regarding this case  Close this case

Case Information Solutions Considered (1) **Notes and Attachments (1)** Interested Parties (0)

Add Note or Attachment

Notes and Attachments

Added 04/03/2015 11:31AM

Summary Additional Information

Details

Suzie,

Are you a student currently enrolled in classes?

Best,


Tommy Renegade, ITS Service Desk

8. Complete the **Summary** and **Details** fields.

Summary Additional Information

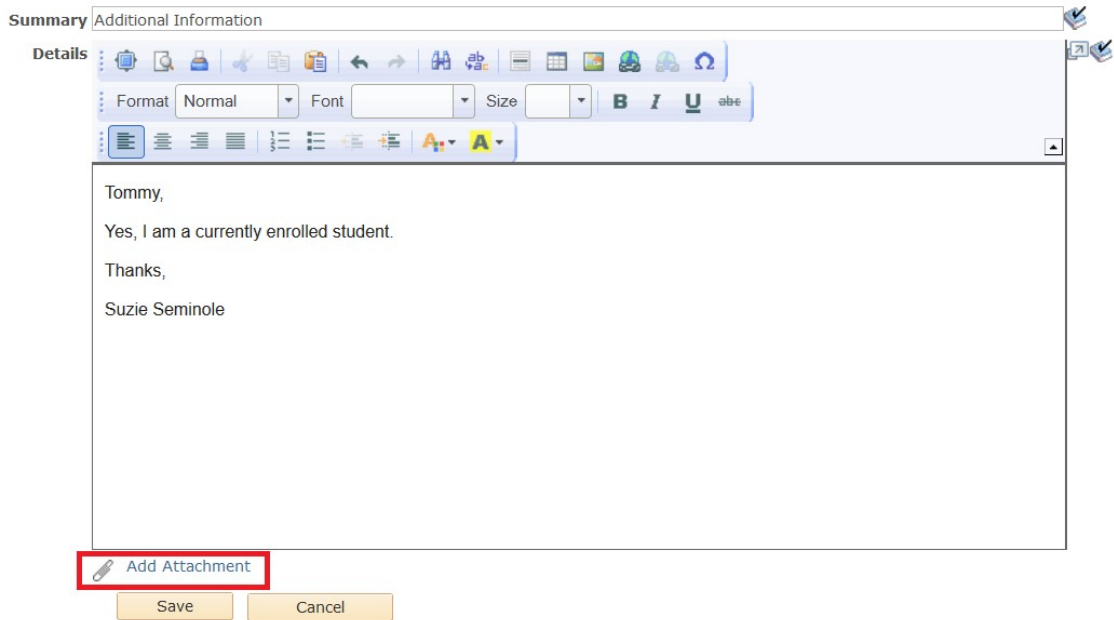
Details

Tommy,
Yes, I am a currently enrolled student.
Thanks,
Suzie Seminole

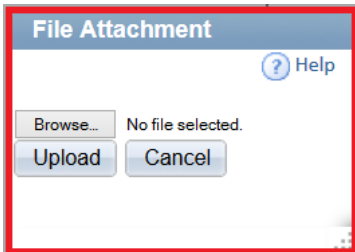
 Add Attachment

Save Cancel

9. To add an attachment, select the **Add Attachment** link.



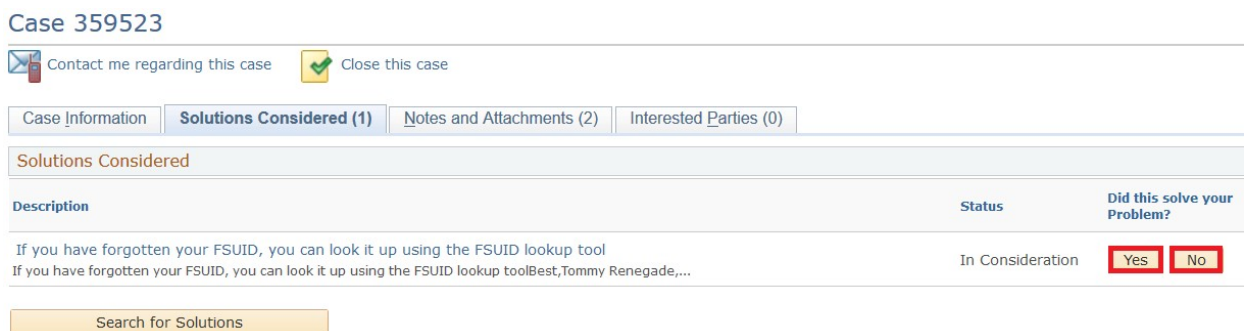
10. A box will pop up. Click **Browse** to search for the file you would like to attach and then select **Upload**.



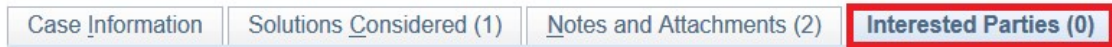
11. To view a solution that was provided for your case, select **Solutions Considered**.



12. If this solution solved your problem, select **Yes**; if it did not, select **No**.



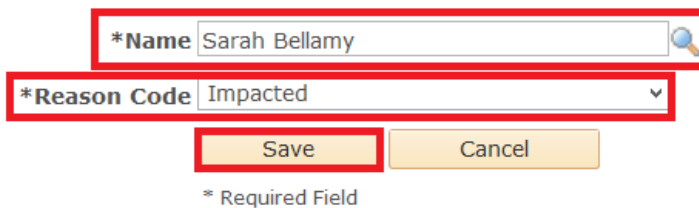
13. To add or see any interested parties attached to your case, select the **Interested Parties** tab.



14. A new page will open. You can see all interested parties added to your case. To add a new interested party, select **Add Interested Party**.



15. Complete the requested fields and select **Save**.



*Name Sarah Bellamy

*Reason Code Impacted

Save Cancel

* Required Field

NOTE: Remember to save your case after every action.