



# INFORMATION TECHNOLOGY SERVICES

## FSU Service Center Tutorial

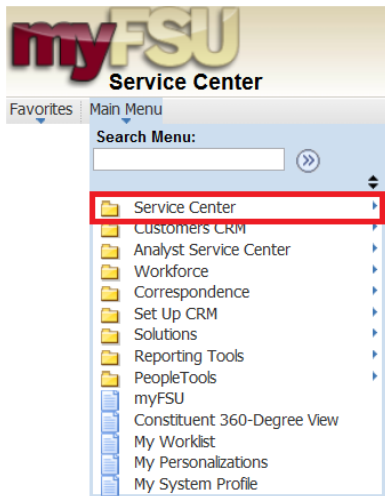
### Search for a Case

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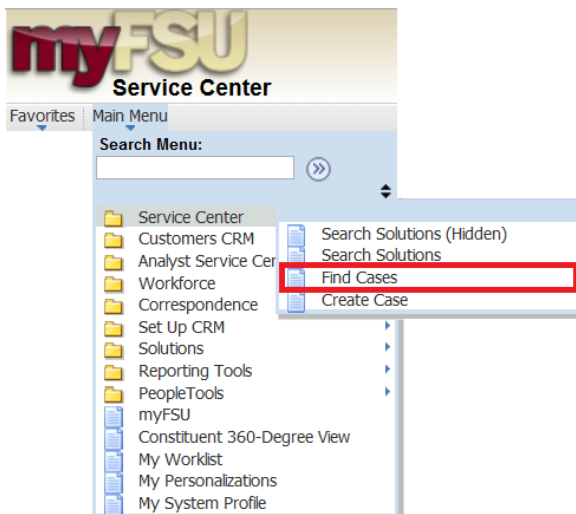
#### **Overview**

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

1. Log in to <http://servicecenter.fsu.edu/>
2. Navigate to the **Main Menu**, which can be found in the upper left-hand corner of the page.
3. Select **Service Center** from the dropdown menu.



4. Select **Find Cases** from the dropdown menu.



5. Select the appropriate criteria from the **Predefined Search** dropdown.

### Find Cases

Choose a predefined search criteria and click search.

**Search Criteria**

\*Predefined Search

\* Required Field

- All my open cases
- All Known Issues that I am interested in
- All my cases
- All my cases reported in the last 30 days
- All my cases reported in the last 7 days
- All my open cases
- Open Known Issues that I am interested in

6. Click the **Search** button. Your search results will appear below the **Search** button.