

# How to create a new case

Ways to create a new case:

- Case creation in the ITHelpCenter portal
- Envío de correo electrónico

## Case creation in the ITHelpCenter portal

1. Login to the ITHelpCenter<sup>1)</sup> portal with the user assigned by the ITHC<sup>2)</sup> administrator.
2. In the menu on the left select the option **Create New Case**.
3. *Selection of the subject of the case* Selection or search for the category most related to the case:

1. Normal search

In the text field enter a word or phrase that best describes the case.<sup>3)</sup>

Example: can't print.

The screenshot shows the ITHelpCenter portal interface. On the left is a navigation menu with options: Home, Service Desk (selected), Create a New Case, Check my Cases, and Information Manager. The main content area is titled 'Service Desk | Create a New Case'. It features a search bar with the text 'can't print' and a 'Search category' button. Below the search bar is a table of search results.

Category	Category Detail	Path	Knowledge	Action
Incident	The web printing service is failing	Printing Service\Web printing\Un...	0 Self Help:	Select
Incident	Paper jam while trying to print	IT Service\Printing	0 Self Help:	Select
Incident	Unable to Print From a Mobile D...	IT Service\Printing	0 Self Help:	Select
Incident	Overall print quality is poor	IT Service\Printing	0 Self Help:	Select
Incident	The local printer is failing	Printing Service\Unknown	1 Self Help:	Select



**Knowledge:** Articles of the Knowledge base linked to selected Category,



click on link to display.

Click on the category detail to see the full text.

By enabling the **Exact Phrase** option, it will only show results that contain the same phrase entered in the text field, it will not show matches of the same words in different order. Example: unable to print

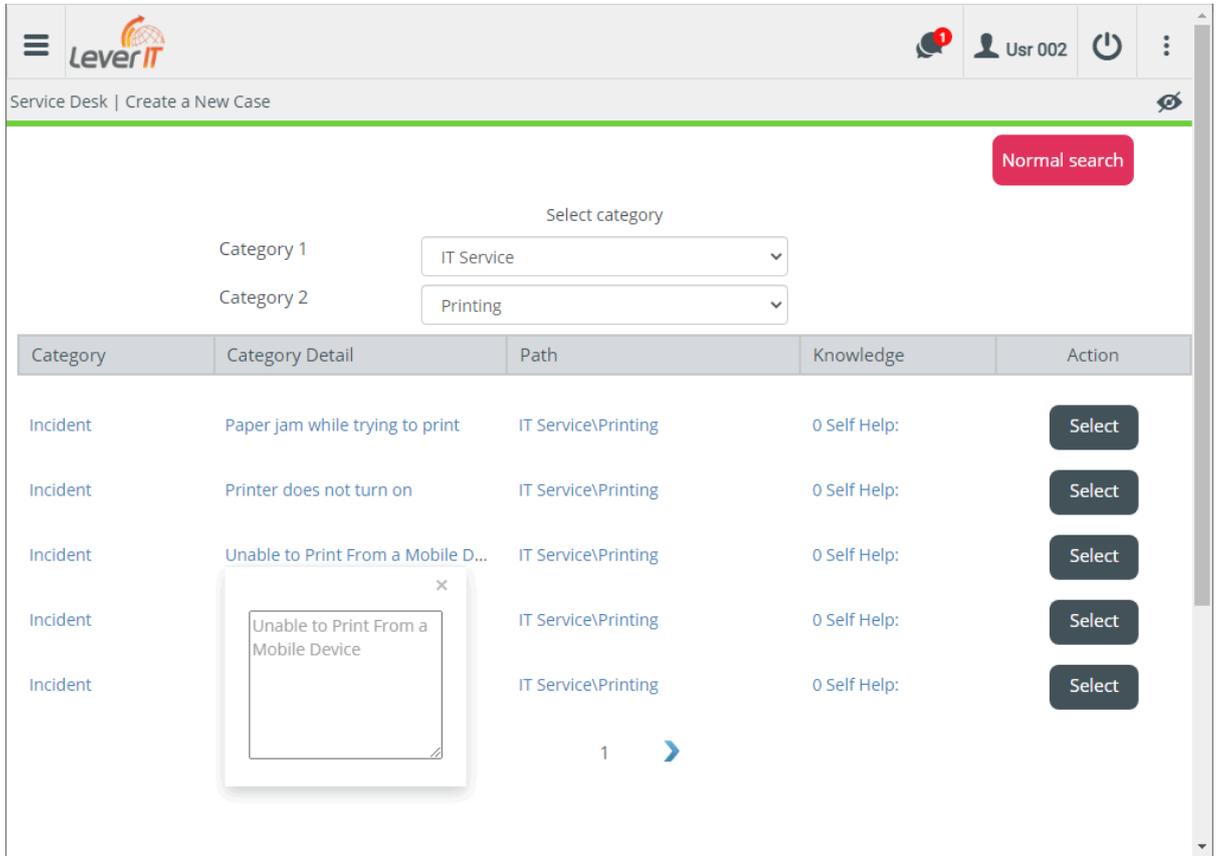
The screenshot shows the 'Service Desk | Create a New Case' interface. At the top right, there are icons for chat, user 'Usr 002', and a power button. Below the header, there is a search bar with the text 'unable to print' and a search icon. A checkbox labeled 'Exact Phrase' is checked. Below the search bar is a table with the following data:

Category	Category Detail	Path	Knowledge	Action
Incident	Unable to Print From a Mobile D...	IT Service\Printing	0 Self Help:	Select

## 2. Search Category

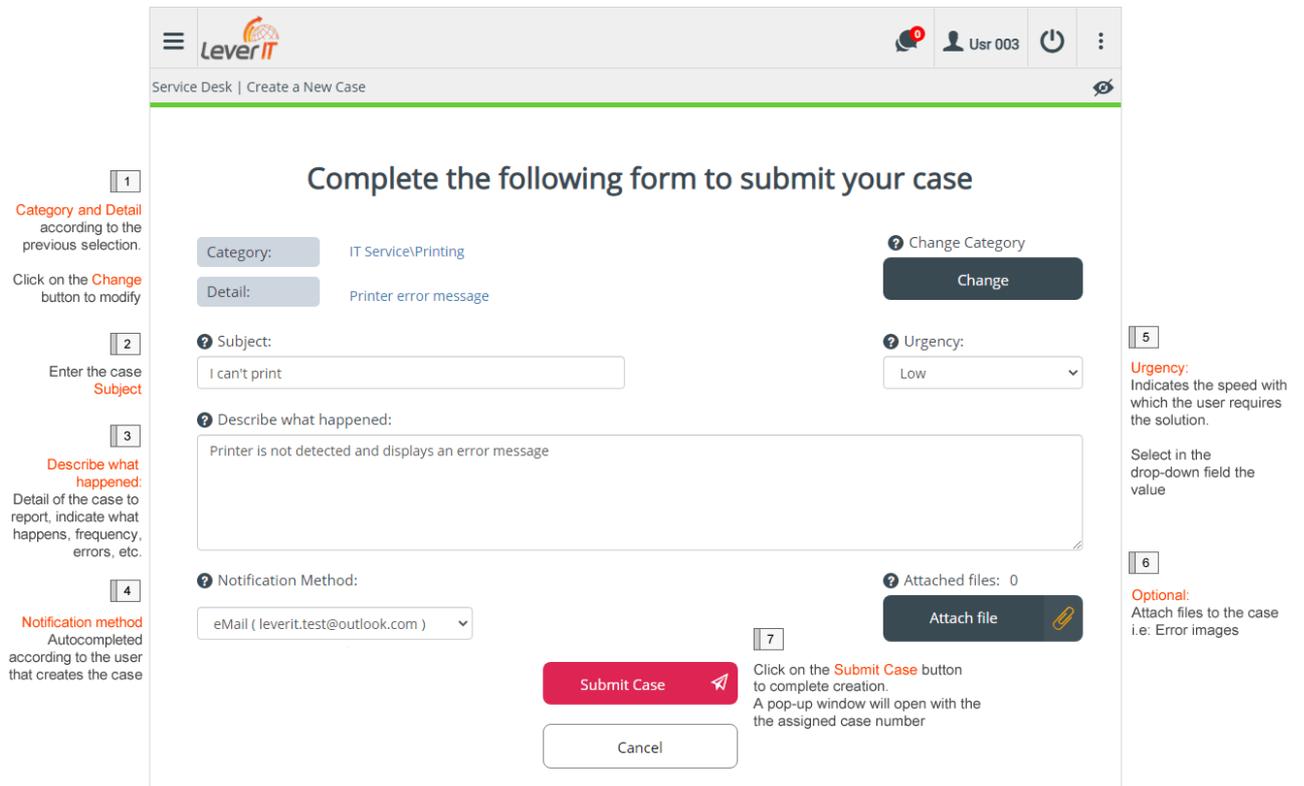
In the drop-down list field select category(ies):

The screenshot shows the 'Service Desk | Create a New Case' interface. At the top right, there are icons for chat, user 'Usr 002', and a power button. Below the header, there is a search bar with the text 'Normal search'. Below the search bar is a dropdown menu labeled 'Select category' with the following options: Security Service, Printing Service, Payroll Service, and IT Service. A red arrow points to the 'IT Service' option with the text: 'The next category will be displayed according the previous category selection'.



3. Click on the **Select** button of the detail category that most closely matches the case to be reported.

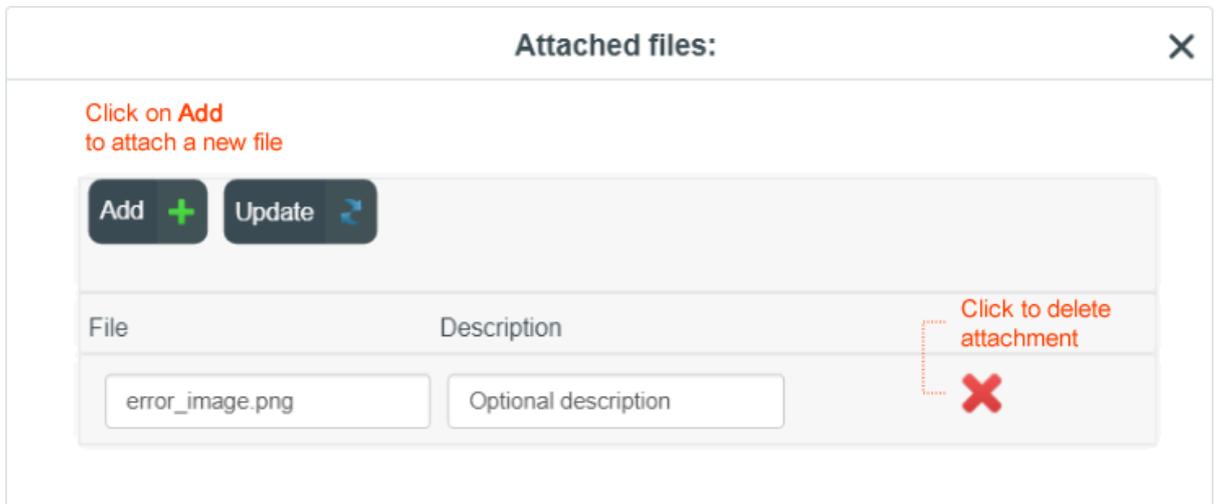
4. After the category is selected, the case creation form will open:



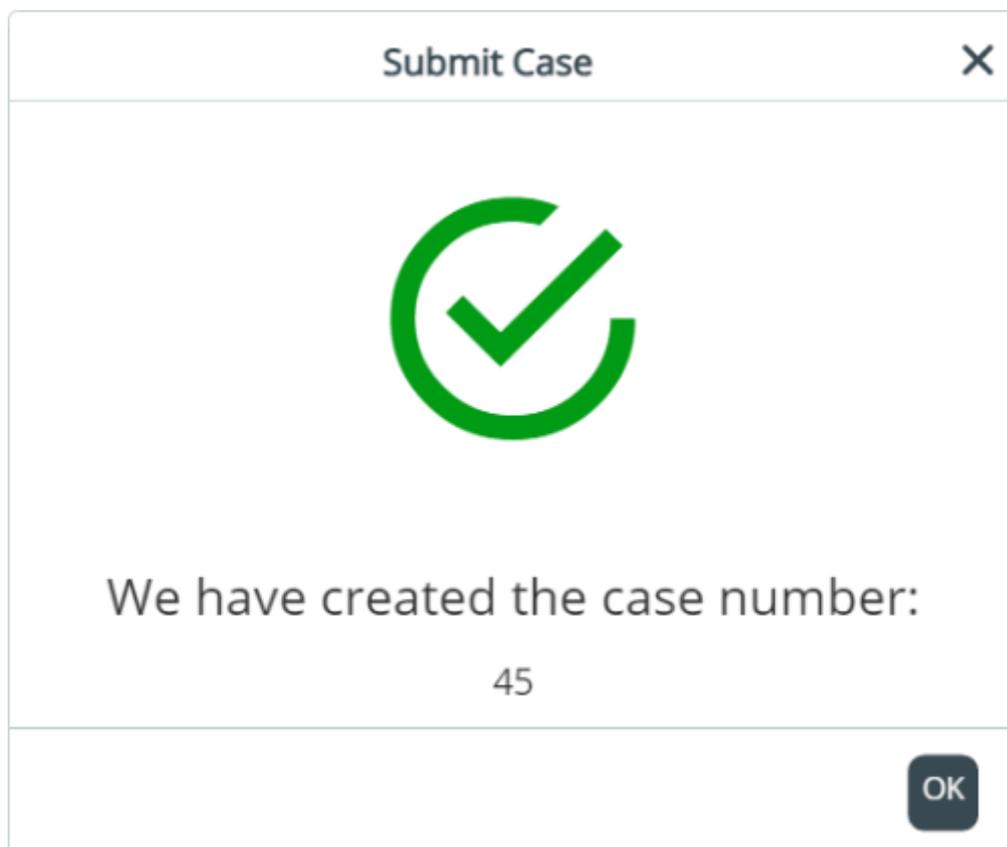
1. *Optional: Attach file(s)*

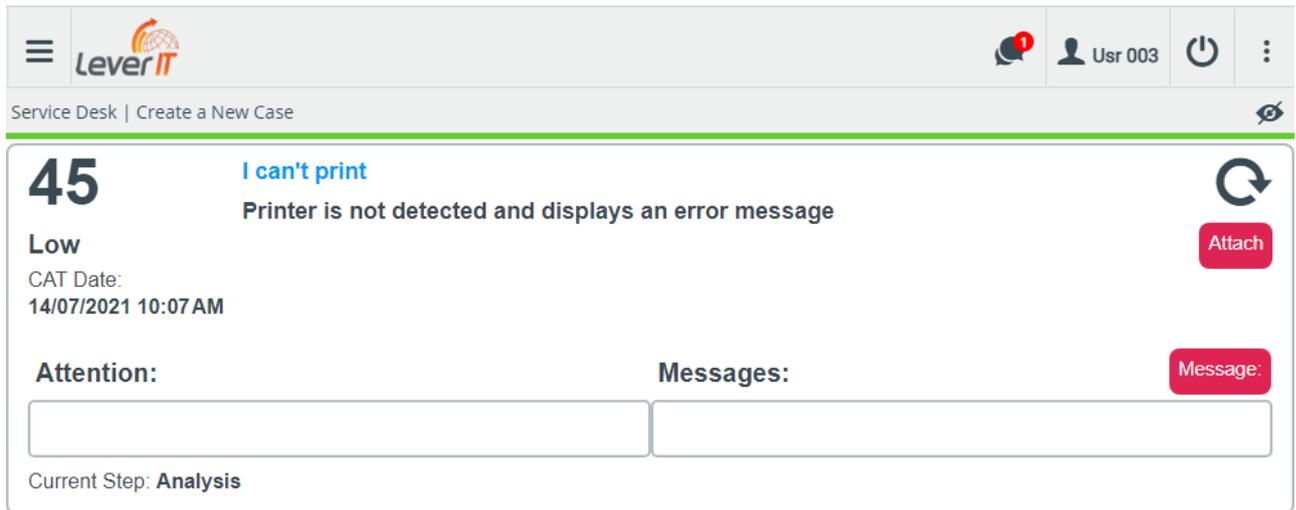
Allows to add files (error images, event logs, etc.) to the case. Click on **Add** button to attach file(s), once the file is added, close window and the attached files count will be updated.

Recommended maximum file size is 10MB.



5. Once the form is completed, click on the **Submit Case** button, a pop-up window will appear with the assigned case number, and when the **OK** button is clicked, the window with the case summary will open.

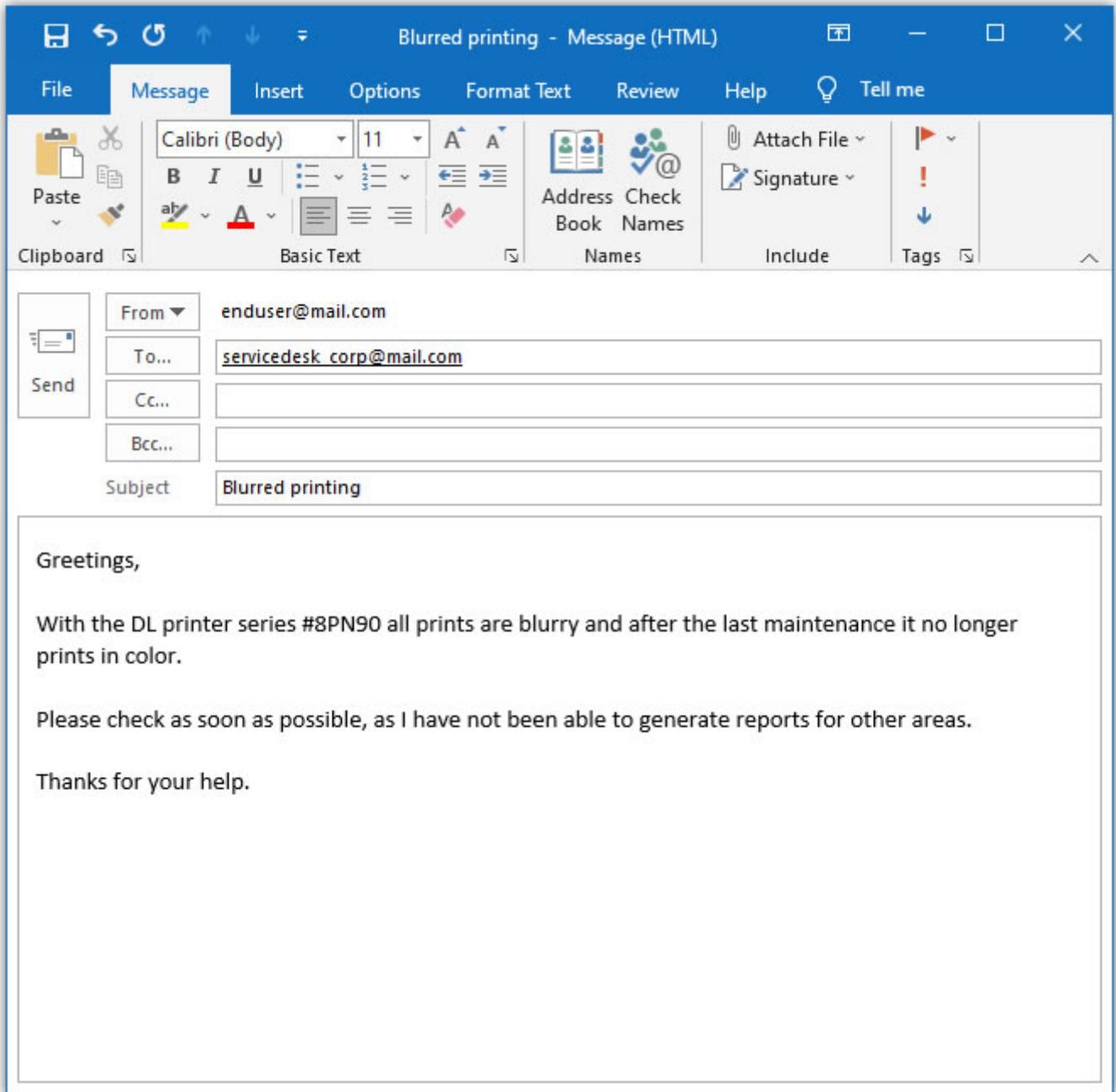




## Email case creation

1. To create a case by email, from any mail client, compose an email with the following characteristics:

- **To:** Corporate mail account enabled to receive end-user requests.
- **Subject:** Descripción general del caso.
- **Mail body:** Describe what happened, detail of the case to report, indicate what happens, frequency, errors, etc.
- **Attached file(s):** Mail attached file(s) will be linked to the case.  
Recommended maximum size for attachments for cases created by mail: 4MB.



2. The system will receive the email sent by the user and it will be processed as a new case, allowing the user to review the case. See: [How to check a case](#)



Generally, the user will receive notification of case creation by email, informing of the case number assigned along other case info.

1)

Link provided by each organization

2)

ITHelpCenter

3)

Incident, Request, etc

From:

<http://www.leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:

[http://www.leverit.com/ithelpcenter/en:user:create\\_case](http://www.leverit.com/ithelpcenter/en:user:create_case)

Last update: **2021/07/26 16:09**

