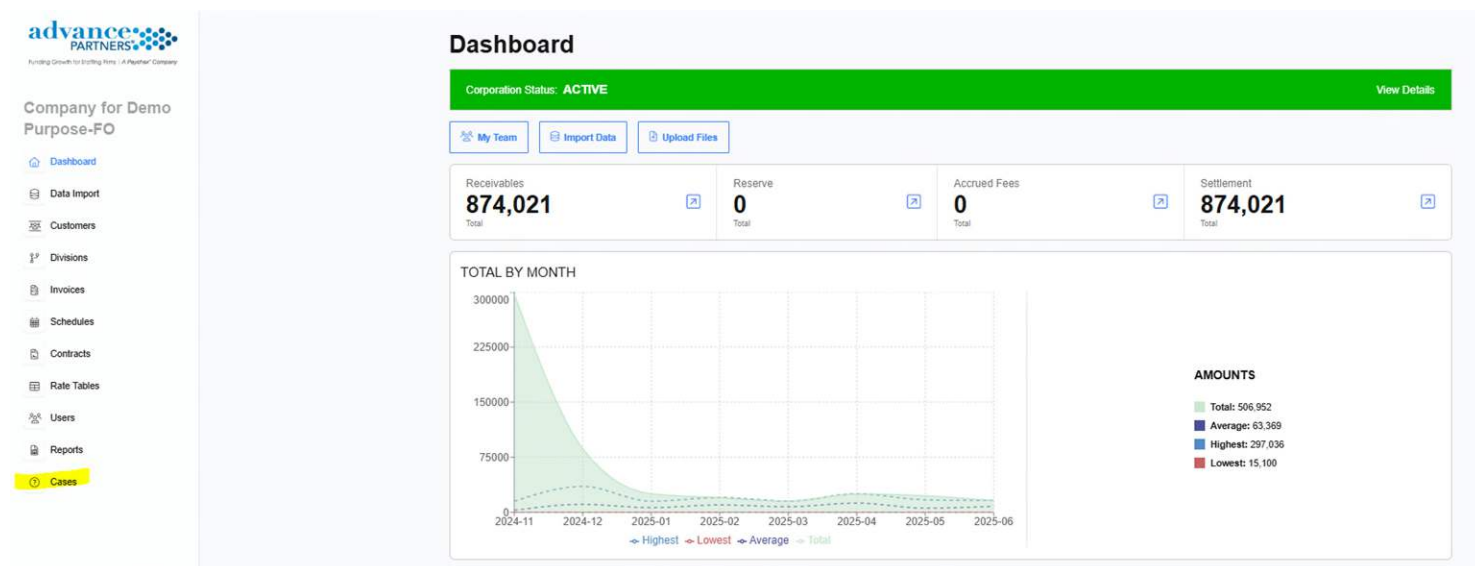


How to Create a Service Case in the Client Portal

From the Dashboard click Cases



Click on New Case

Quick Step

					+ New Case
ASSIGNED TO	DEBTOR	STATUS	PRIORITY	ACTIONS	
	150 Agua Caliente Casinos	Not Started	Medium	View	
	10 AEC Financial, Inc	Not Started	Medium	View	

Complete the requested fields, and click Submit.

- Make sure you enter a clear description of the case.

New Support Case

[< Back to Cases](#)

SUBJECT

DEBTOR

Select a Debtor

CATEGORY

Select a Category

MESSAGE

[Submit](#)

The Subject should be the reason for the Case. Example – Debtor not in list.

Debtor – if there is not a specific debtor pick None from the list. This is a required field

Category – Pick from list

*CATEGORY

Select a Category ▼

Select a Category

- Reserve Question/request
- Fee Question
- Cash application/UC
- New customer setup
- Chargeback question
- Funding question
- Reporting Question
- General feedback
- Communication concern
- Technical Support
- Other
- Missing Customer
- Technical Support
- VMS
- Portal Beta Testing Feedback
- Funding Submitted – please process

Message –Description of the reason for the Case

Submit

Once a Case has been submitted you can see it on your Dashboard with current status.

To return and View the Case

Help

View will bring up the Case to see the details and any additional correspondence on the Case.

ASSIGNED TO	DEBTOR	STATUS	PRIORITY	ACTIONS
	150 Agua Caliente Casinos	Not Started	Medium	View
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Quick Step