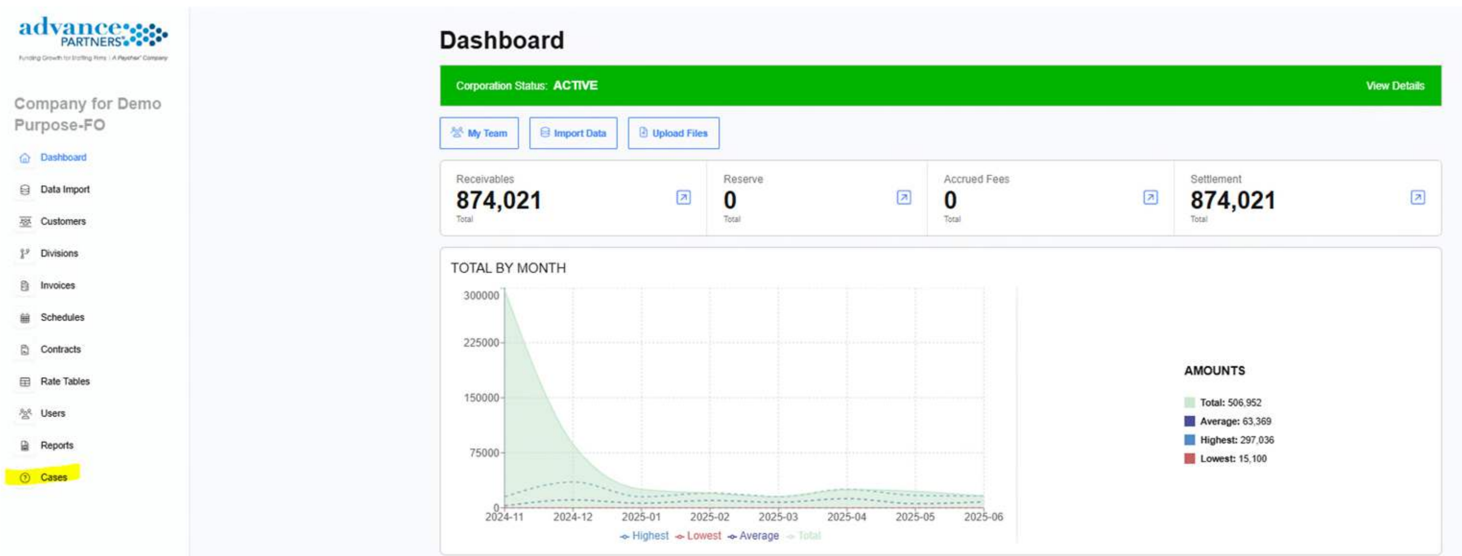
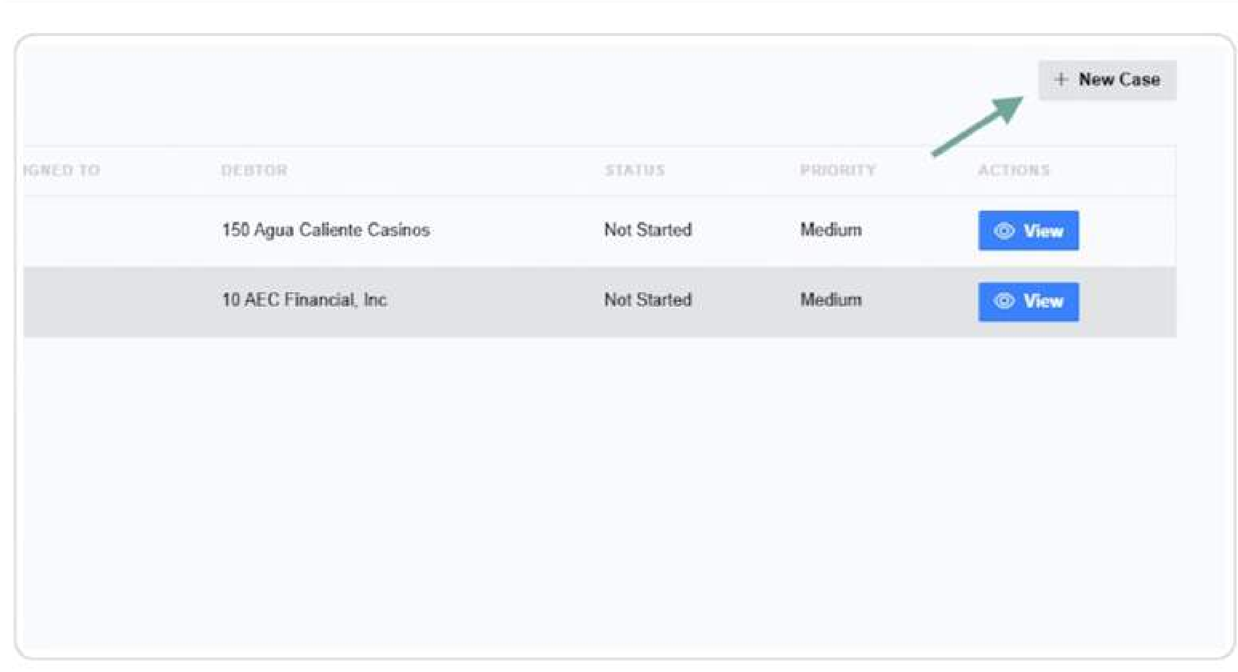
How to Create a Service Case in the Client Portal

From the Dashboard click Cases

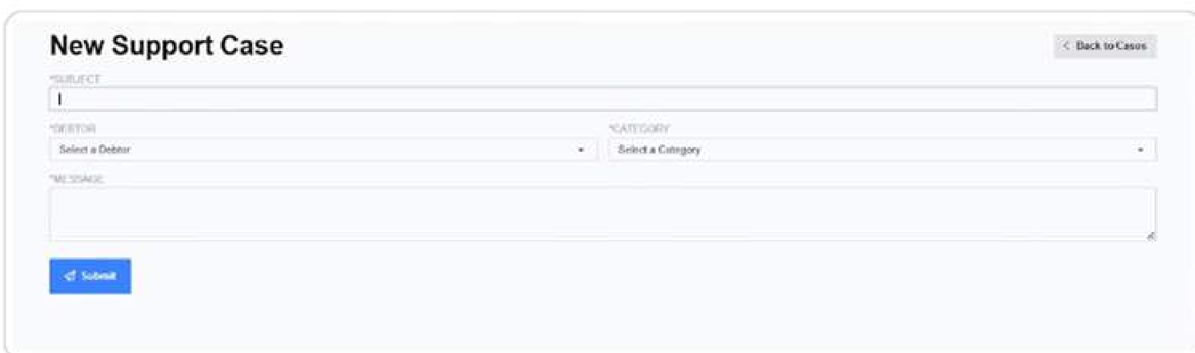


Click on New Case



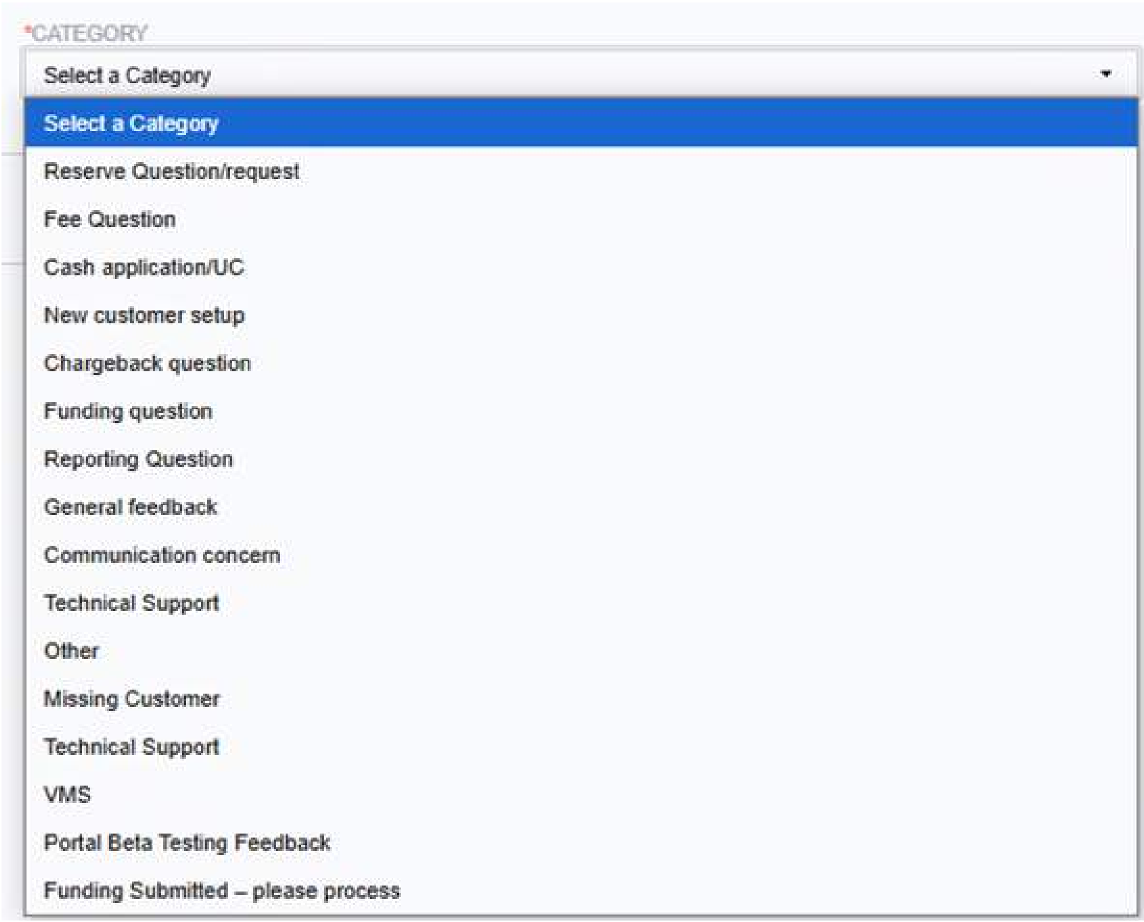
Complete the requested fields, and click Submit.

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



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



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.

IGNED TO	DEBTOR	STATUS	PRIORITY	ACTIONS
	150 Agua Caliente Casinos	Not Started	Medium	View
	10 AEC Financial, Inc	Not Started	Medium	View