

Create Case

Version 11

Published 2/28/2017 11:11 PM by [Matt Trujillo](#) Last updated 5/14/2018 05:28 PM by [Grace Kamau](#)

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In the modal that opens, select a space.

Fill out the following sections:

- **Subject:** The title of the case
- **Description:** The main content of the case
- **Attachments:** Add files relevant to the case. Drag and drop files into the area, or click Select Files.
- **Add tags:** Keywords that can help others find your case. Use spaces to separate tags. Use an underscore or dash to combine separate words into one tag (e.g., Vacation-Policy). Click to see Popular Tags and Tag Groups.
- **Project:** The project your case comes under
- **Category:** The category your case comes under
- **Status:** The status of the case
- **Priority:** The urgency of the case
- **Assign:** If you know who should handle your case, select a person to give the case to
- **Milestone:** The milestone the case should be grouped into
- **Due Date:** Give your case a due date (Not enabled by default. Check out [Cases](#) Due Date section.)
- **Additional recipients:** Select people who should be aware of the case

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Alternative Way

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tags : member, site-administrator