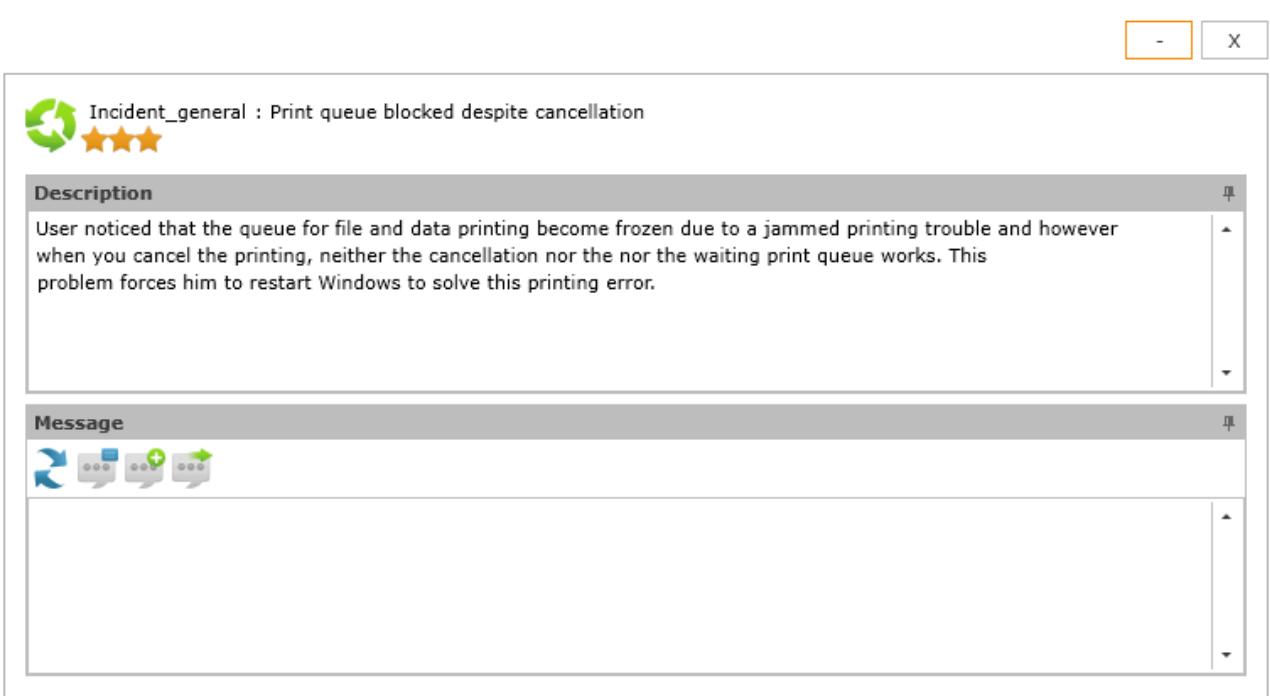


User console

1. Log into **Atis portal**, click on **User case > Console**

IDCAS	STATUS	IS M	USER	TIME	TIME P	PRIORI	SOURC
3	InProgress	<input checked="" type="checkbox"/>	Usr 001	0	0	High	NORMA
5	InProgress	<input checked="" type="checkbox"/>	Usr 001	0	0	High	NORMA
8	InProgress	<input type="checkbox"/>	Usr 001	0	0	High	NORMA
9	InProgress	<input type="checkbox"/>	Usr 001	0	0	High	NORMA
16	InProgress	<input checked="" type="checkbox"/>	Usr 001	0	0	High	NORMA
28	InProgress	<input checked="" type="checkbox"/>	Usr 001	0	0	Medium	NORMA
39	InProgress	<input checked="" type="checkbox"/>	Usr 001	0	0	High	NORMA

2. Select a case on the grid and click on **View Case** to see case details:



The screenshot shows a window titled "Incident_general : Print queue blocked despite cancellation". It has a yellow star rating icon. The "Description" section contains text about a printing problem where the queue becomes frozen after a jammed print job. The "Message" section is currently empty.

In the **Message area** the user can send messages to the administrator

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