

# How to check the status of a case

1. Login to the ITHelpcenter portal <sup>1)</sup>.
2. In the side menu select the option **Check my cases**.
3. The list of open cases will be displayed:
  - Select the case to be consulted directly from the list.
  - Or search by *Case number, status<sup>2)</sup>, creation date, title*.

Service Desk | Check my Cases

Open cases:

Search by Case number, Status, Creation Date or Subject (Title)

1	InProgress	Analysis	2021-06-17 12:44:26	Antivirus error
8	InProgress	Analysis	2021-06-17 15:36:02	Security failure
10	InProgress	Investigation and Diagnosis	2021-06-22 18:14:23	General problem for Hardware
23	InProgress	Analysis	2021-07-02 16:03:59	23 IT Service\Incident Jordan Franklin
28	InProgress	Analysis	2021-07-09 12:55:02	28 IT Service\Incident Jordan Franklin
46	InProgress	Analysis	2021-07-15 15:52:39	Print queue blocked
19	InProgress	Creation of Known Error and Workaround	2021-06-24 15:05:29	19 IT Service\Problem Jordan Franklin
32	InProgress	Analysis	2021-07-12 14:27:13	'No Mech Model' Error

Update Show full list of cases Enable search field

After selecting the case, the current status window will be displayed:

Service Desk | Check my Cases

Open cases:

46 InProgress Analysis 2021-07-15 15:52:39 Print queue blocked

**46** **Print queue blocked** Attach

**Low**  
Queue for printing gets frozen and when the print job is canceled, the cancelation doesn't work and shows an error message. I have to restart Windows to solve the issue.

CAT Date: 15/07/2021 03:52 PM

**Attention:** Summary of actions and recommendations entered by the case advisor

**Messages:** Message:

Step Summary of Solution There was a compatibility problem with the latest driver update. The driver was uninstalled and reinstalled the previous driver version 05:0...

Usr 001 I urgently need printer overhaul for report generation 11:3...  
Additional messages sent from the user to the advisor or from the advisor to the user

Current Step: **Analysis**

4. Additionally messages can be sent to the advisor or new files can be attached to the case:

- Click on **Message** button:

Send a message to the administrator to review your case:

I urgently need printer overhaul for report generation

Cancel Send

- Click on **Attach** button:

Allows to attach files (error images, event logs, etc.) to the case:  
Maximum recommended attachment size 10MB.

If there are existing attachments, they will be displayed in the attach window:

Attach ✕

Add +Update ↻

File	Description			
<input type="text" value="error_image.png"/>	<input type="text" value="error"/>		<span style="color: red; font-size: 2em;">✕</span>	<span style="color: green; font-size: 2em;">↓</span>
<input type="text" value="data.pdf"/>	<input type="text"/>		<span style="color: red; font-size: 2em;">✕</span>	

Accept

- Click to save each file and description (if included)
- It is enabled after saving. Click this button to save Description

- ✕ To delete attachment
- ↓ To download file

- 1) link provided by each organization
- 2) InProgress, Resolved

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

Permanent link:  
[http://leverit.com/ithelpcenter/en:user:check\\_cases](http://leverit.com/ithelpcenter/en:user:check_cases)

Last update: **2021/08/27 16:06**

