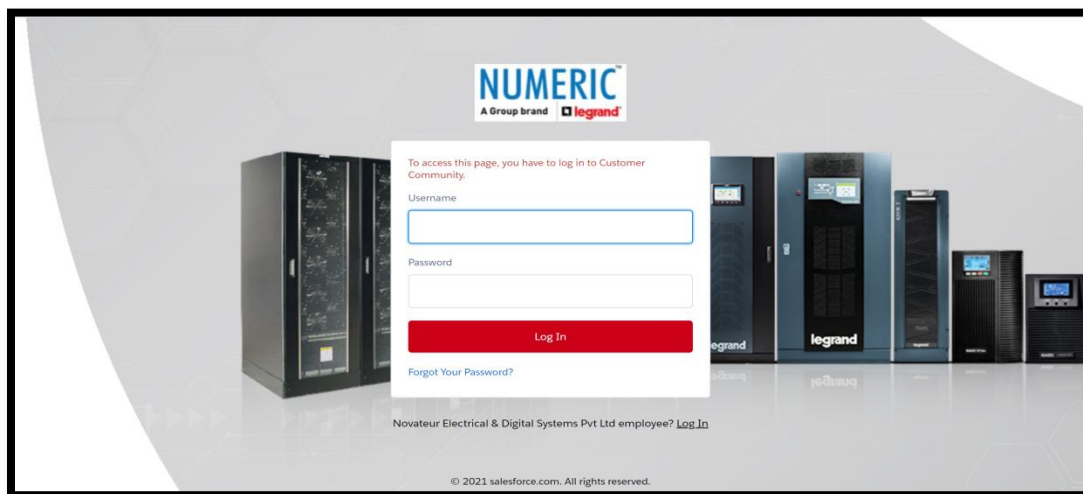


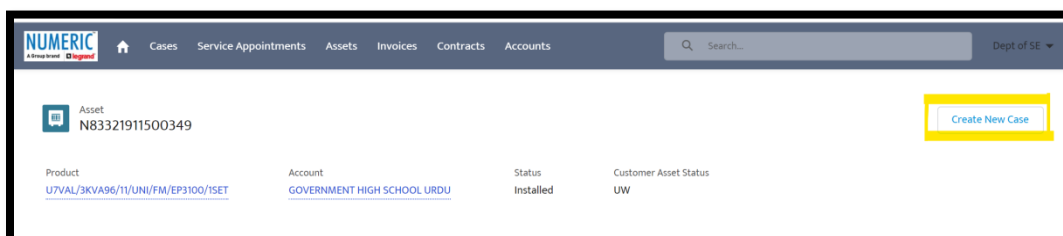
## Steps to Log a Case in Portal

1. URL : <https://fslcontractor.force.com/customer/s>
2. Password : [India@123](#)



Cases can be logged in two ways, either for a particular UPS or for a particular Customer.

1. To log a case:
  - a. For a UPS: Open the asset record either by searching in search box or by using the asset tab.
  - b. For a particular customer: Open the account record either by searching in search box or by using the account tab.
2. Once the record is opened, a button is available on top right corner of the page 'Create New Case'.



3. After clicking on this button, a popup will open where all the required information need to be filled.

The screenshot shows a 'Create New Case' popup window. The form is organized into two columns. The left column contains: a dropdown for 'Type' with 'Breakdown' selected; a dropdown for 'Sub Type' with '--None--' selected; a text area for 'Description'; a text input for 'Customer's Mobile No.'; a text input for 'Customer's Email Id'; and a text input for 'Customer's Employee Name'. The right column contains: a dropdown for 'Account Name' with 'GOVERNMENT HIGH SCHOOL UR...' selected; a text input for 'Asset' with 'N83321911500349' entered; a dropdown for 'Branch Office' with 'HBL-HUBLI-BO' selected; a text input for 'Warranty Status' with 'UW' entered; a search input for 'Contact Name' with 'Search Contacts...' and a magnifying glass icon; and a text input for 'Subject'. At the bottom right, there are two blue buttons: 'Cancel' and 'Save'. The background shows a navigation menu with 'Departments', 'Assets', 'Invoices', 'Contracts', and 'Accounts', and a search bar.

