Manage Cases
The My Cases Page
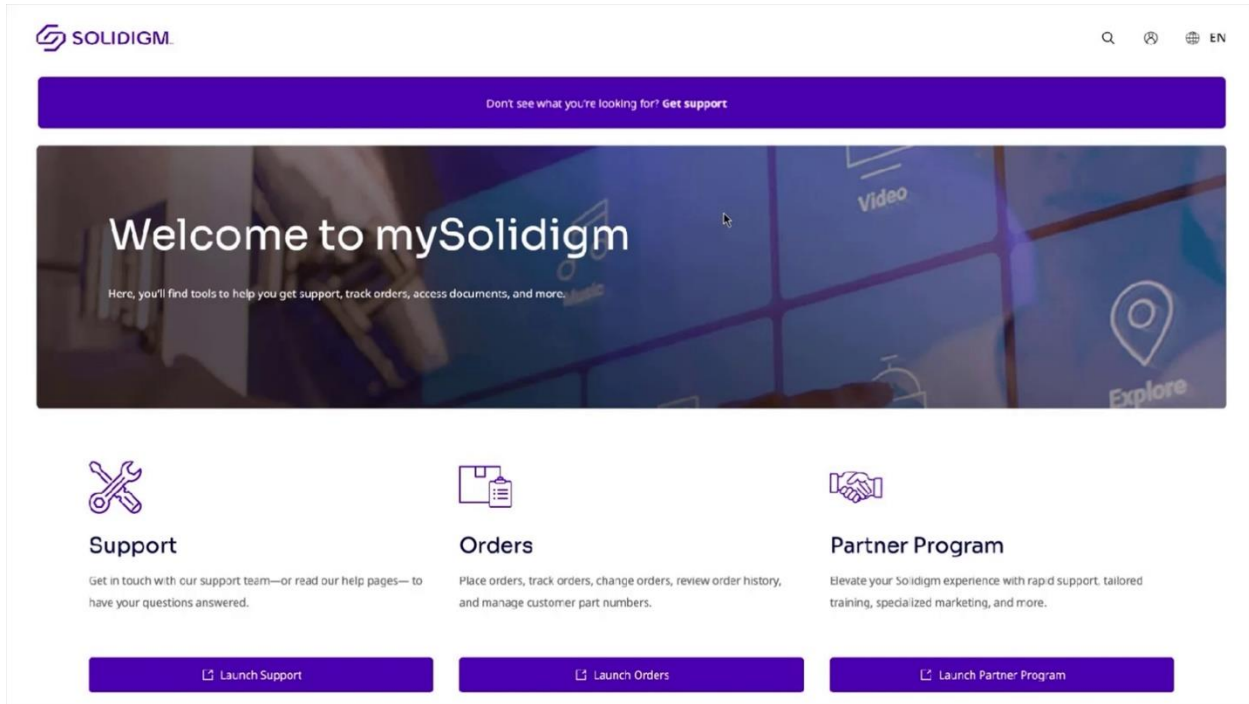
Step	Action
Step 1	To access the **My Cases Page**, click the **Support** button on **mySolidigm** or click on the **Cases** dropdown in the navigation at the top of the screen and select **View Cases.**
Step 2	Within **My Cases**, you can view all the cases you have created or that have been created on your behalf.
Step 3	Filter cases by clicking on any column header. For example, clicking on the **Case Title** header will filter the cases alphabetically by title.
Step 4	**Click** the **Export Cases** button to download a spreadsheet of your current case list. The data in the spreadsheet will reflect any filters you currently have applied to your cases.

## Create a New Case

Step	Action
Step 1	Enter your **Case Information** into the system. Select the **Case Type** to define the set of mandatory and optional fields to be filled out.
Step 2	Within **My Cases**, you can view all the cases you have created or that have been created on your behalf.
Step 3	Filter cases by clicking on any column header. For example, clicking on the **Case Title** header will filter the cases alphabetically by title.
Step 4	**Click** the **Export Cases** button to download a spreadsheet of your current case list. The data in the spreadsheet will reflect any filters you currently have applied to your cases.
Step 5	If you utilize an internal case-tracking system, you can use the **Customer Reference ID** field to enter your own reference number for the case.

Submit Your Product Information

Step	Action
Step 1	Click the **Add Product** button.
Step 2	Click the **magnifying glass** on the right side of the **Product** field to see a dropdown list of your available products.
Step 3	Select the correct product and click the **Add Product** button. You must select at least one product for each case. Attach any needed attachments and click the **Submit** button.

Case Confirmation
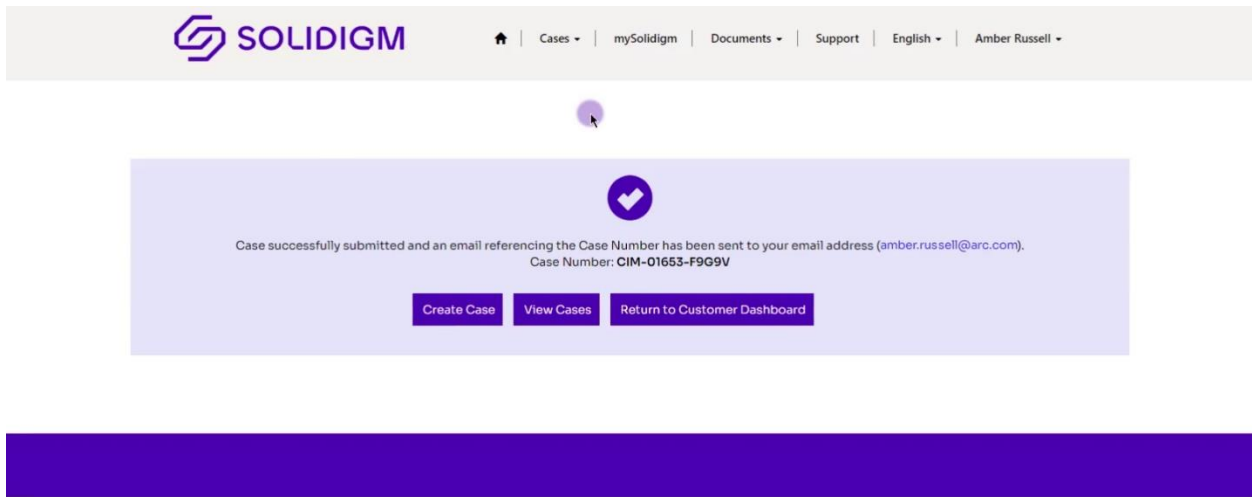
Step	Action
Step 1	Upon successful submission, you will be issued a **Case Number** and a confirmation message will be created and sent to you via email.