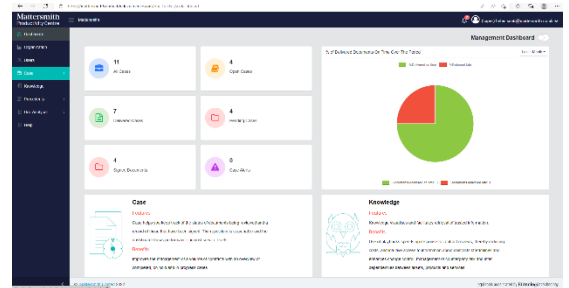


How to upload a New Case

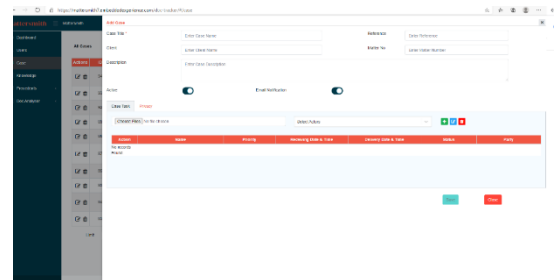
1. Open Mattersmith and from Dashboard click on Case from the left hand options:



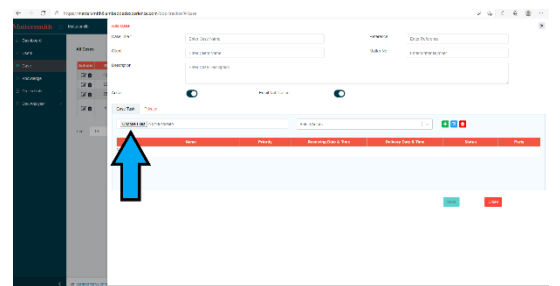
2. Click on turquoise 'Add Case' button on right hand side of screen



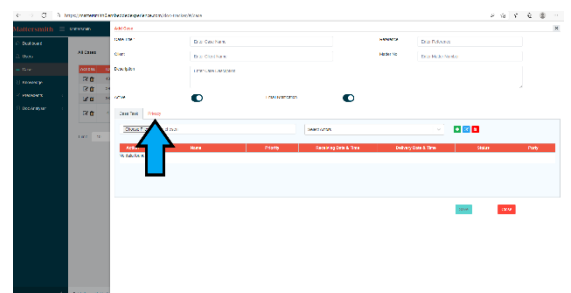
3. Complete fields as required



4. In 'Case Task' area click on "Choose Files" and search for required file. Upload the required file. Alternatively, you can drag and drop a document, including form an email, to the "Choose Files" location.



5. In the 'Privacy' area check the boxes to allow other users access to the Case as required.



Click the turquoise 'Save' button.