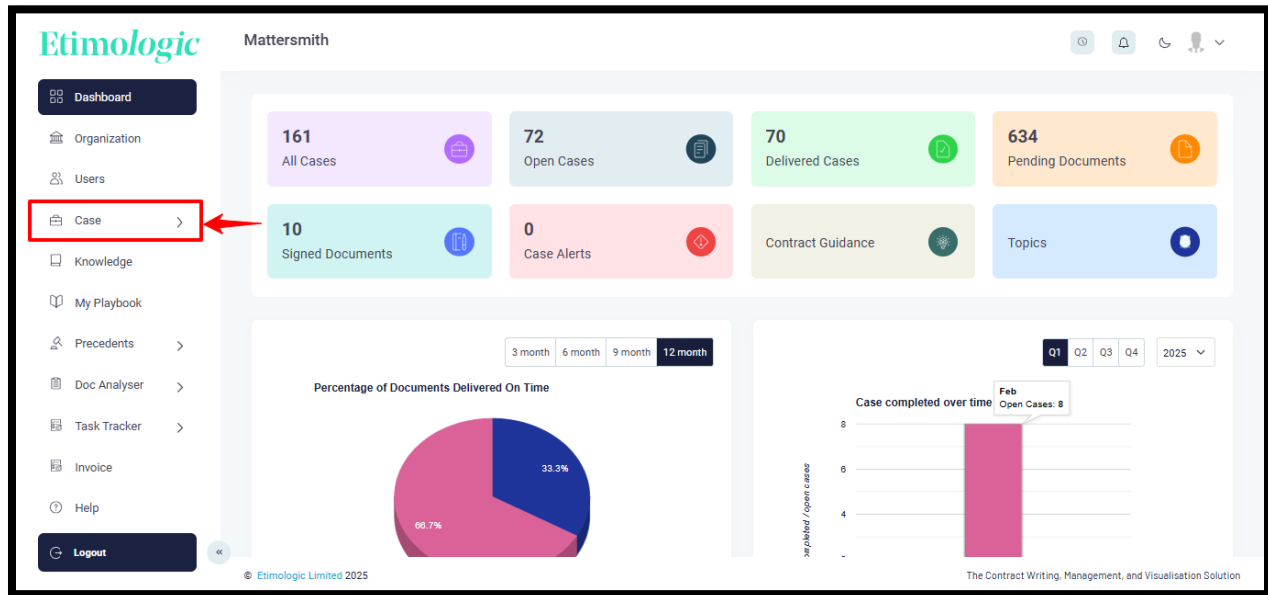
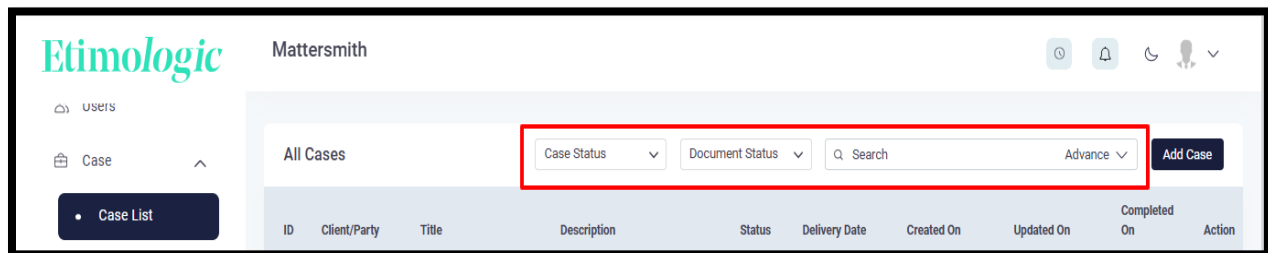


How to Amend an Existing Case

1. This feature is only available to Admin or Super Admin level. Open Mattersmith and from Dashboard click on 'Case' from left hand options:



2. Use search box to locate required Case.



3. To amend case details or upload additional files to the case, click on "edit" (pencil & paper image) button on left hand side.

ent Status Q Search Advance Add Case

Status	Delivery Date	Created On	Updated On	Completed On	Action
		📅 Fri, Feb 28, 2025 🕒 01:23:46 PM	📅 Thu, Mar 13, 2025 🕒 02:03:29 PM		<div style="border: 1px solid red; padding: 5px;"> Edit Copy Link Delete </div>
		📅 Thu, Feb 13, 2025 🕒 04:51:30 PM	📅 Thu, Feb 20, 2025 🕒 07:56:28 PM		...
		📅 Thu, Feb 13, 2025 🕒 04:44:56 PM	📅 Thu, Feb 13, 2025 🕒 04:44:56 PM		...
		📅 Tue, Feb 11, 2025 🕒 04:51:22 PM	📅 Thu, Feb 20, 2025 🕒 07:56:14 PM		...

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3.1 Amend details as required or click “Choose Files” to upload new document or drag and drop the document.

3.2 Click Save

4. To delete a case, click on the waste bin icon.

ent Status Q Search Advance Add Case

Status	Delivery Date	Created On	Updated On	Completed On	Action
		📅 Fri, Feb 28, 2025 🕒 01:23:46 PM	📅 Thu, Mar 13, 2025 🕒 02:03:29 PM		<div style="border: 1px solid red; padding: 5px;"> Edit Copy Link Delete </div>
		📅 Thu, Feb 13, 2025 🕒 04:51:30 PM	📅 Thu, Feb 20, 2025 🕒 07:56:28 PM		...
		📅 Thu, Feb 13, 2025 🕒 04:44:56 PM	📅 Thu, Feb 13, 2025 🕒 04:44:56 PM		...
		📅 Tue, Feb 11, 2025 🕒 04:51:22 PM	📅 Thu, Feb 20, 2025 🕒 07:56:14 PM		...

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