



## Workday Help: Create Case (All Employees)

Case management in Workday Help provides a personal touch when employees need additional assistance or information. When employees open a case, they get an experience that immediately supports them by giving them the ability to create a case at the point of need. From there they can track their case's progress and communicate with case solvers, keeping them in the loop throughout the process. Follow the steps below to Create a Case:

### Workday Help: Create Case

From your Workday homepage:

1. Select **Menu**.

2. Select **Help**.

3. Enter **Case Type**.

**Note:** Please review [ALL](#) Case Types before making your selection. You may also type in keywords to populate selections.

4. Enter **Case Title**.

5. Enter **Detailed Description**.

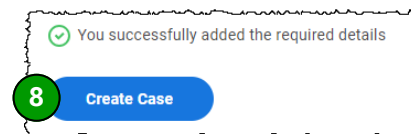
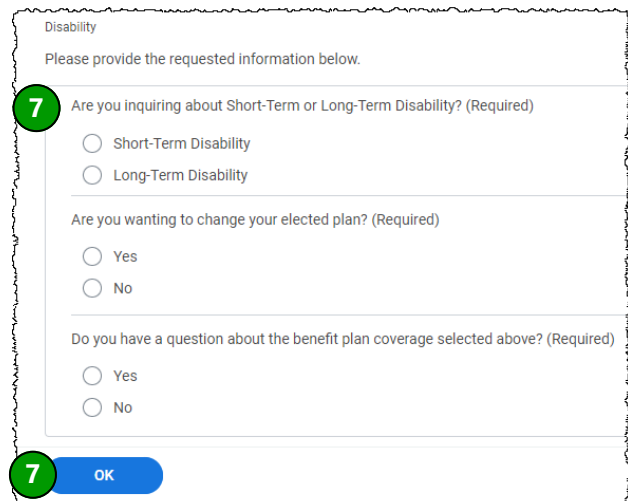
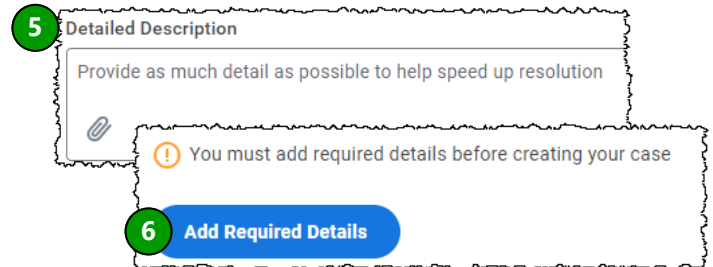
**Note:** Please use this space to state your question and provide as much detail.

6. Select **Add Required Details**.

7. Enter **Required Details**, and then select **OK**.

**Note:** Required details are based off the Case Type selection.

8. Select **Create Case**.



### QUESTIONS?



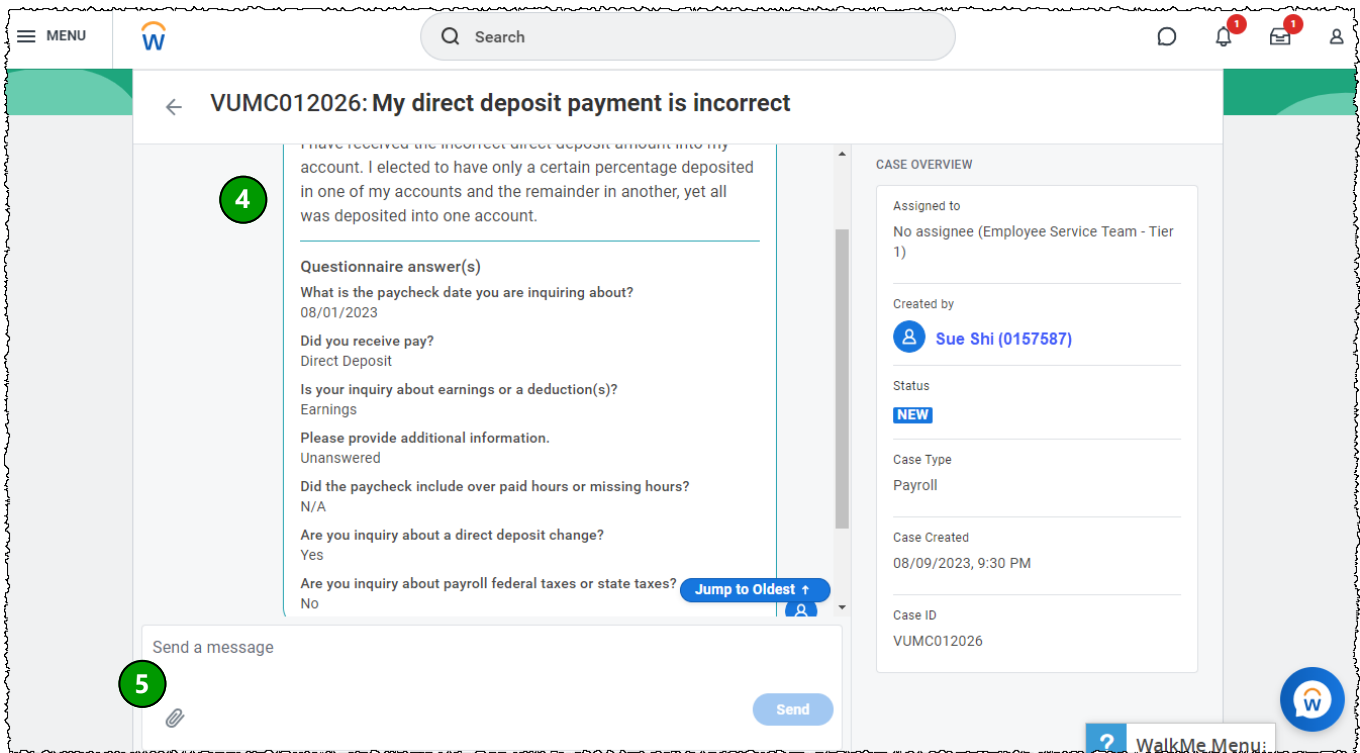
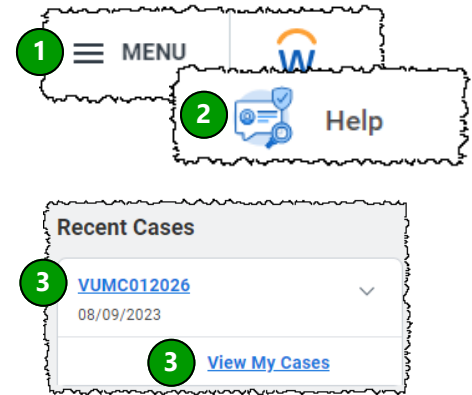
## Workday Help: Review a Case (All Employees)

Case management in Workday Help provides a personal touch when employees need additional assistance or information. When employees open a case, they get an experience that immediately supports them by giving them the ability to create a case at the point of need. From there they can track their case's progress and communicate with case solvers, keeping them in the loop throughout the process. Follow the steps below to review a case:

### Workday Help: Review a Case

From your Workday homepage:

1. Select **Menu**.
2. Select **Help**.
3. Select a **Case** under Recent Cases, or select **View My Cases** for a list of all your active cases.
4. Case information is displayed for you to see any updates that come through.
5. You may send additional messages and attach documents regarding your case here.



### QUESTIONS?