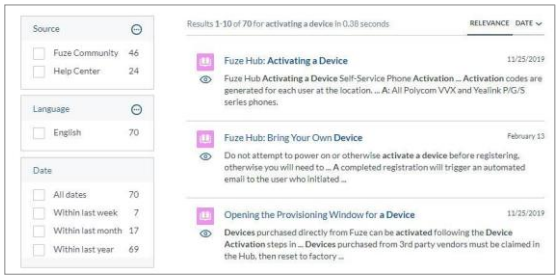
# Fuze Community Search and Submitting Cases Quick Reference Guide

## Searching in Community

1. To Search by Topic, Product, Keyword or Case, enter the criteria into the search field
2. Click the icon to conduct a search

## Viewing Search Results

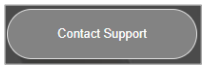
1. Search words used will be shown in bold
2. Click on a topic name from the results page to display further information




## Opening Additional Topics

1. Click on additional topics under the **Recommendations** list to view other related topics
   **OR**
2. Click on **Articles** and **Discussions** links under the article name at the top of the page

## Submitting a Case

1. Click the  icon at the bottom of the home page
2. Complete the form with the following details:
   a. **Contact Name**
   b. **Priority**
   c. **What challenge are you facing?**
   d. **Subject**
   e. **Description**
   f. **Add Attachment** if applicable
3. Click **Submit** when done



## Managing a Support Case

1. Click the link at the bottom left of the home page
2. Click **All Open Cases** to filter lists by open, closed, or recently-viewed cases
3. Click a case number to view the current information regarding that case
4. Click **Edit** icon to edit existing case information
5. Click the **Share an update** field to post a note



## Accessing Training Materials

1. Click under Popular Topics: **End User Training** or **Admin Training** button to view a list of English training materials
2. Click the **End User Videos** or **Administrator Videos** link at the top of the page to view lists of videos by topics
3. Click on a **Training Video** name to watch a short video on that topic
   **OR**
4. Click the link at the bottom left of the home page to view training material in other supported languages





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