



**Overview:** Case Management allows users to submit a request for support to resolve an issue directly in DEMES. Users will be asked to provide details regarding their issue to inform the automatic routing of the case to a FDEM support representative. Cases will be triaged by the support representative who will liaison with the user to resolve their issue. Visibility into the status of the case is available to the case submitter.

## Login To DEMES

- [Grants Management Portal](#)
- [Vendor Portal](#)

## Steps

1. Click **FAQ** tab in the header bar
2. Click **Create a Case** tab in the header bar
3. **Application:** Select the application associated with your question/concern. *Selection determines case routing at FDEM and options listed for Type of Request.*
4. **Type of Request:** Select option from listing to define the area of support
5. **Type of Sub Request:** Select option from listing to further define the type of support needed
6. **Subject:** Enter in a brief high-level description of your need/issue
7. **Description:** Describe, in detail, your issue and/or support need. Provide as much detail as possible.
8. **Attachment:** Upload screen shots, error messages, etc. to reduce response time
9. Click **Submit**

The screenshot shows the 'Create A Case' form interface. Step 1 points to the 'FAQ' tab in the header. Step 2 points to the 'Create A Case' tab in the header. Step 3 points to the 'Application' dropdown menu. Step 4 points to the 'Type of Request' dropdown menu. Step 5 points to the 'Type of Sub Request' dropdown menu. Step 6 points to the 'Subject' text input field. Step 7 points to the 'Description' text area. Step 8 points to the 'Add Attachment' link. Step 9 points to the 'Submit' button.

### Notes

- Type of Request & Type of Sub Request fields are dependent on the Application type selected
- Answers to Type of Request & Type of Sub Request inform case routing and assignment of FDEM support representative
- Article content in right panel (not shown) will update with relevant knowledge articles based on the Subject and Description entered
- If your application is not listed in the menu, it is not yet supported by the DEMES Support functionality