

Create and Track a Support Case

1. Login to Nextech Community Portal with your login credentials.
<https://nextechsupport.force.com/nextech/s/login/>
2. Scroll down under "Resources and Community" and click on "Log A Case"

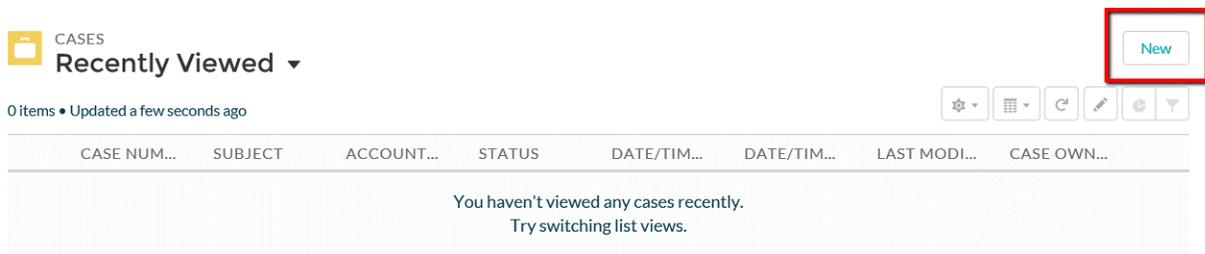


3. Click on "View & Log Cases"



4. Under "View Recent Cases" click on "New"

VIEW RECENT CASES



5. A window will pop up "Create Case". Complete as much information as possible and be sure to scroll down to complete all information required. Once you have completed all the information, please click "Save" button.

Create Case

Case Summary

<p>Account Name</p>	<p>Parent Case</p> <input type="text" value="Search Cases"/>
<p>*Contact Name</p> <input type="text" value="Search Contacts"/>	<p>*Product</p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;">--None--</div>
<p>Contact Phone</p>	<p>Module</p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;">--None--</div>
<p>Contact Mobile</p>	<p>Category</p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;">--None--</div>
<p>Contact Email</p>	<p>Sub-Category 1</p> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;">--None--</div>

Assign using active assignment rule

Cancel
Save

6. Once you click the "Save" button, you will be able to view and track cases entered as seen below.

VIEW RECENT CASES



CASES

My Cases ▾

Create Case

0 items • Sorted by Case Number • Filtered by Closed • Updated a few seconds ago

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🗑️

⏴

	CASE N...	↑ ACCOU...	CASE DE...	CONTA...	SUBJE...	CUSTO...	STATUS	CASE R...	DATE/...	MDI DE...
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