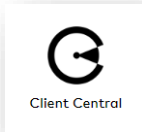
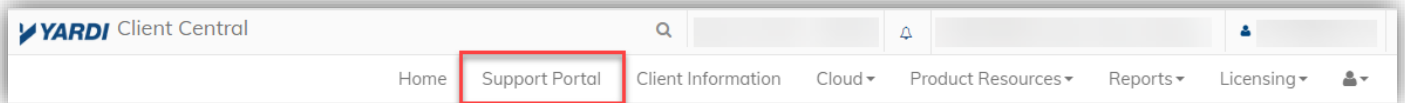


# How to submit a case in Client Central

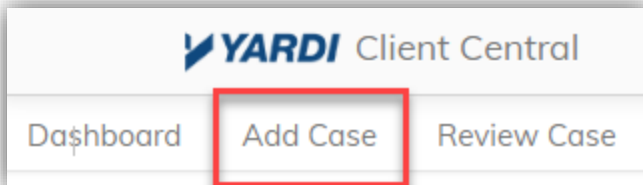
1. Login to Client Central (accessible from YardiOne).



2. Click on Support Portal. Cases Dashboard page will appear.
  - o *Tip: If the Cases Dashboard page does not appear, confirm the browser is not blocking the page as a popup*



3. From the Cases Dashboard, select Add Case.



4. Client Central will autofill the Client Name and Contact fields with information about you and your organization.

## Add New Case

Support Cases are assigned directly to Yard! Support and will generally incur charges against your support unit balance.

Client Name	<input type="text"/>	Login/Username*	<input type="text"/>
Case Contact*	<input type="text"/>	Case Priority*	--Select--
Contact Email*	<input type="text"/>	Notify	--Default Support Team--
Contact Phone*	<input type="text"/>		
Support Units Balance	<input type="text"/>		
Please provide a one sentence summary of the issue.*	<input type="text"/>		
	Chars: 0/75		
Please provide a full description of the issue. Include specific replication steps and what you expected the result to be.*	<input type="text"/>		
	Chars: 0/3000		
What is the scope of this issue?*	--Select--		
Which database is this occurring in?	None selected		

Attachments

Drop files to upload  
(or click)

To paste a screenshot you have captured, click once in the box below, and press Ctrl+V on your keyboard. To capture a screenshot, please bring what you would like to screenshot to the foreground and press the Print Screen button on your keyboard (it may be labeled as Prt Scn).

\* Required fields

- In the Notify drop down menu, select **RentCafe Marketing Support** queue