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

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

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
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

- Vendor Portal

Steps

1. Click the More tab (header bar) to access the FAQ tab. Click FAQ.

2. Click Create a Case tab in the header bar

3. Application: Application section will be automatically labeled Procurement.

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. Upload File: Upload screen shots, error messages, etc. to reduce response time

9. Click Submit

Notes
- Type of Request & Type of Sub Request fields are dependent on the Application type selected
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