

CaseConnect FAQ's

WHAT IS CaseConnect?

CaseConnect is a tool designed to enhance the ability for U-M faculty and staff to **view** and **interact** with active cases which were created through service requests submitted to the SSC.

WHAT DOES CaseConnect PROVIDE YOU?

- Seamless integrated communication between you and the SSC
- Ability to view active cases in which you are the Requestor
- Ability to attach supporting documentation
- Ability to request other users to have access to your active case

HOW WILL I USE CaseConnect?

- Login to CaseConnect anytime to view your active cases, communicate with the SSC about the case, or attach documentation
- Receive email notifications with a direct link to a specific case when the SSC needs additional information or documentation for the case

HOW DO I ACCESS CaseConnect?

Access to CaseConnect is through a link on the Shared Services Center website (ssc.umich.edu). You will authenticate using your unickname and UMICH password.

DO I HAVE TO USE CaseConnect?

CaseConnect is the preferred primary method of communication for your active cases. As you use CaseConnect, should you find it necessary to contact the SSC for further information, don't hesitate to call us or email us.

I HAVE ACTIVE CASES THAT WERE CREATED BEFORE APRIL 20. WHY ARE THOSE NOT SHOWING IN MY LIST OF ACTIVE CASES?

Only cases created on and after April 20, 2015 will be accessible in CaseConnect while they are in Active status.

AM I ABLE TO ACCESS ALL MY CASES, EVEN THOSE THAT ARE NO LONGER ACTIVE?

No. Only cases in Active status are accessible. Once the case is completed, you will no longer be able to access it.

I USED THE ADDITIONAL COMMENTS FIELD TO SEND SUPPORTING INFORMATION TO THE SSC. CAN I EXPECT A RESPONSE FROM THE SSC?

The SSC team assigned to the case will continue to work on the case within the service level agreement timeframe in place for that service. They will reach out to you if they need further information.

Important! To protect privacy, please do not include personal or sensitive information in the Additional Comments field, such as social security number, medical conditions, medications, credit card information, bank account numbers.

WHAT IS THE WATCH LIST?

The watch list is an optional feature that allows other U-M faculty and staff access to your active case, if requested by you. Anyone added to the Watch List has full access to the case and so can add comments, add and delete attachments. **ONLY the Requestor on the case can request that others be added to the watch list.**

It is recommended that the watch list is used infrequently and for more complicated or critical cases when the Requestor is unavailable to monitor the activity on the case (e.g., out of the office).

I WOULD LIKE TO ADD MY UNIT ADMINISTRATOR TO THE WATCH LIST FOR ONE OF MY CASES. HOW DO I DO THAT?

You are not able to add people to the watch list directly but you can request it. The recommended method is to enter an Additional Comment in the case requesting that the SSC add the person to the - case. To ensure the correct person is added, include the person's first and last name and either their username or U-M ID.

If necessary, you may also call the SSC Contact Center with your request, providing the first and last name of the person to be added, and their username or U-M ID. The Contact Center associate will locate the case in ServiceLink, and add a comment in the Additional Comments (e.g., "Please respond to confirm your request to add [First Name] [Last Name], [username] or [U-M ID]."). This will trigger an email notification to you, which you must respond to (either through the email message or through Additional Comments in the case), confirming that you authorized the addition of the individual to your case. The Contact Center associate or the SSC transaction team assigned to the case will add the person to the case watch list.