PSIP Job Aid:
How to View Case Status
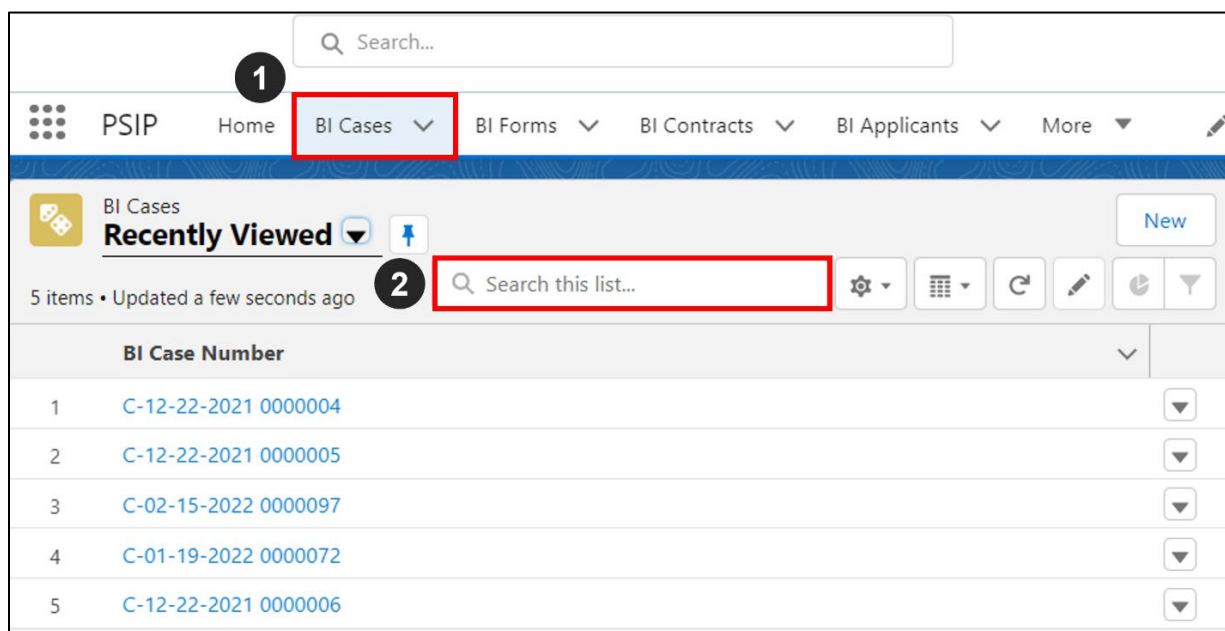
OBJECTIVE   Train users on how to view a case's status

AUDIENCE   All Users

INSTRUCTIONS

Pre-Step: Access the Salesforce Homepage via https://va-vet.my.salesforce.com/.

1. Select **BI Cases** in the tabs bar.

2. Select the relevant BI Case by typing case number into the search bar.

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3. Once the relevant case is selected, the screen will show all details about the case. The status bar will appear at the top of the screen. This bar shows where the case currently is in the overall process.

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