



DEMES Support - Quick Reference Guide

How to Create a Case in Grants Management Portal

March 2024

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**

1 FAQ

2 Home Knowledge My Cases **Create A Case**

3 *Application ⓘ
--None--

4 Type of Request ⓘ
--None--

5 Type of Sub Request
--None--

6 *Subject ⓘ

7 *Description ⓘ

8 Add Attachment

9 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



DEMES Support - Quick Reference Guide

How to Create a Case in Vendor Portal

May 2024

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**

The screenshot shows the 'Create a Case' form in the DEMES Vendor Portal. The form is titled 'NEED HELP? LOG A CASE FOR OUR SUPPORT TEAM' and 'TELL US HOW WE CAN HELP'. It includes the following fields and elements:

- 1:** A dark blue header bar with navigation tabs: 'RFQ CHANGE ORDERS', 'SUBMITTED QUOTES', 'PURCHASE ORDERS', 'PENDING INVOICES', and 'MORE' (with a dropdown arrow).
- 2:** A secondary header bar with tabs: 'HOME', 'KNOWLEDGE', 'MY CASES', and 'CREATE A CASE' (highlighted with a red box).
- 3:** The 'Application' dropdown menu is set to 'Procurement'.
- 4:** The '* TYPE OF REQUEST' dropdown menu is set to '--None--'.
- 5:** The 'TYPE OF SUB REQUEST' dropdown menu is set to '--None--'.
- 6:** The '* SUBJECT' text input field is empty.
- 7:** The '* DESCRIPTION' text area is empty.
- 8:** An 'Upload File' button with a file icon.
- 9:** A dark blue 'SUBMIT' button.

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