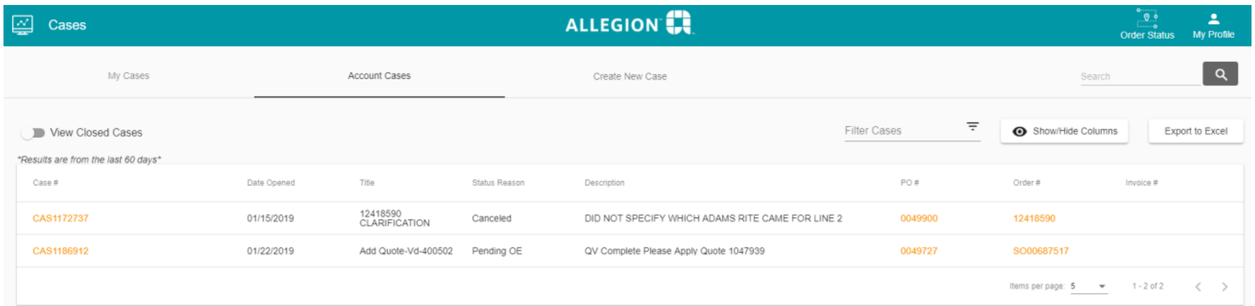
Allegion 360 Portal

Tips for using the Cases Application

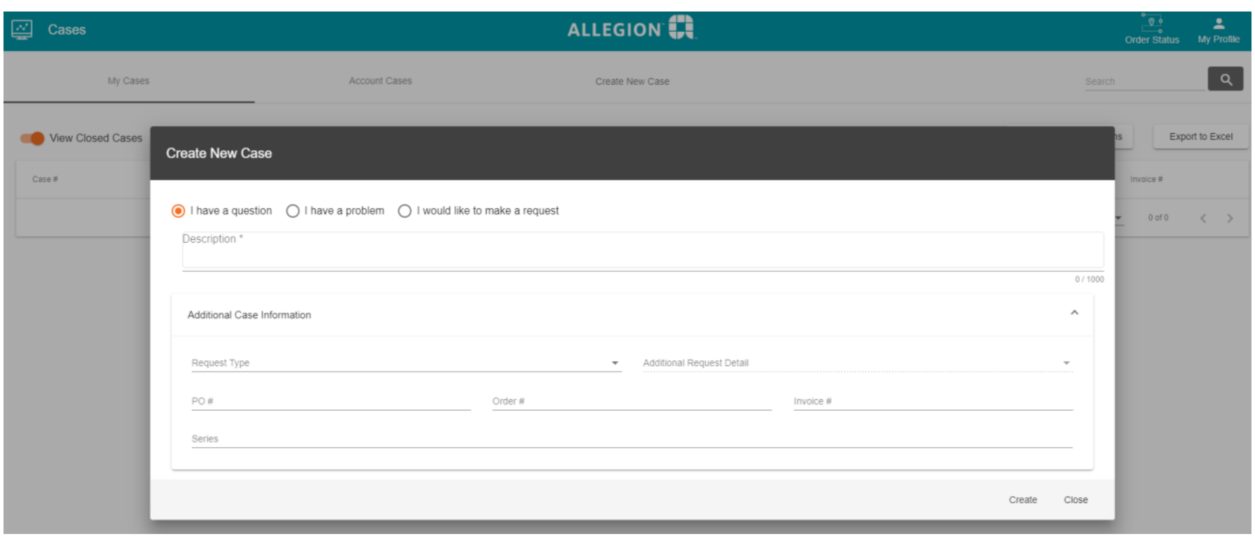
My Cases and Account Cases



The Cases application is available for external users only and it’s designed to allow Allegion customers or partners to submit service requests (or “Cases”) for the Allegion support team to address. When you first open the Cases app you’ll see any cases that you personally have submitted through the app previously. You can quickly see the Description (that will be updated by an Allegion rep when they address it) as well as the case status. You can click into each case to see additional information.

If you choose the Account Cases tab across the top you’ll see all cases related to your company that were submitted by any user. You also have the ability to export the data from the list of cases you see and customize which fields appear in your view. There is also functionality to search for a specific case or filter the data in the table by any field. If any cases are related to a specific order or invoice you can click directly into that order or invoice page in the Order Status application.

Create New Case



From the Cases application you can also create a new case for the Allegion support team to address. Click on the Create Case menu item and you’ll be able to describe the type of case you’re submitting and input a description. Those are the only required fields to submit the request, but you can also open up the Additional Information and put in the specific Order or Purchase Order number as well as further clarifying your case type.