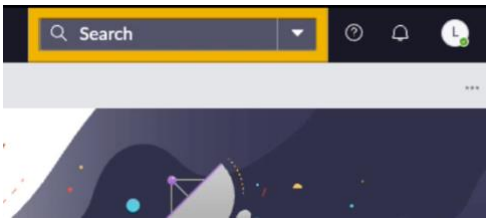
How to Search for a Case in ServiceNow CSM

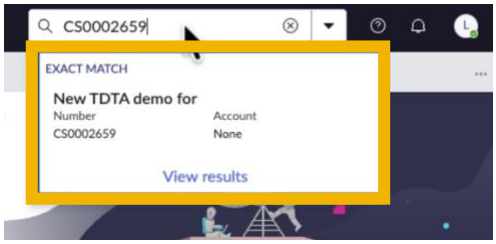
Once in ServiceNow, ensure you are in the CSM Workspace.



There are two ways to search for a case in ServiceNow CSM.

Method 1:
If you know the case number, enter it into the search bar in the upper right-hand corner.

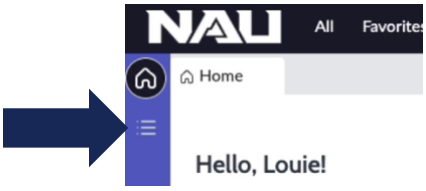
As you type, a menu will appear below the search bar.



If the case is found, you'll see it listed under **Exact Match**.

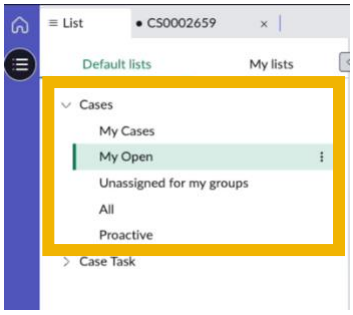
Select the case record to open the case.

Method 2:
If you don't know the case number, you can search using other information related to the case.

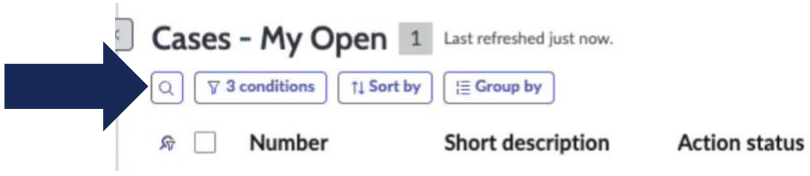


Select the **List** icon on the far left-hand side of the screen.

Select a list view to help narrow your search, such as **My Cases** or **My Open**. You can also search all cases by selecting **All**.

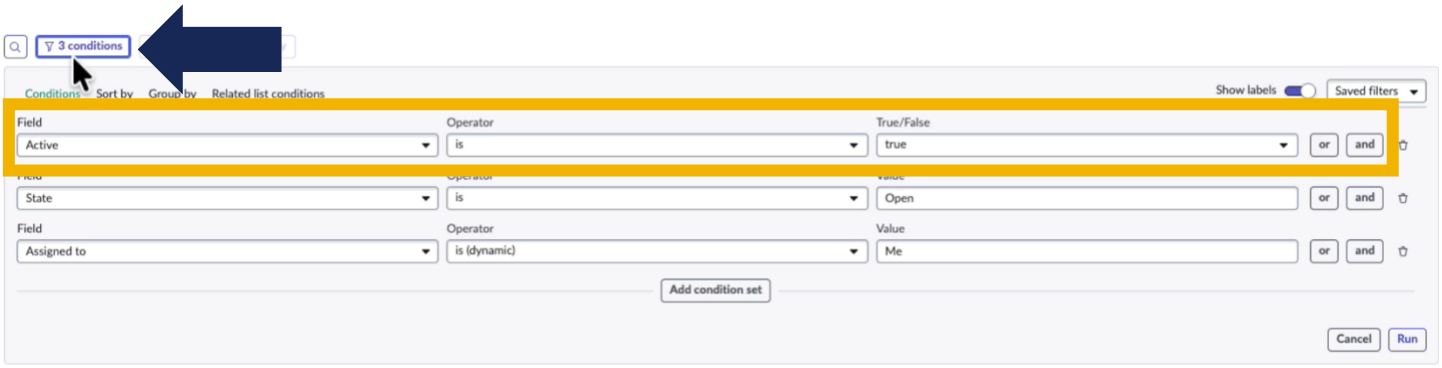


Select the **Magnifying Glass** icon at the top left of the list view. Here, you can enter the information you would like to search for, and CSM will search for that information across all fields.



You can refine your search by using **Filters**. Select the **Filter** button, then choose the **Field** you would like to filter by. Select an **Operator** and then enter a **Value**.

To further narrow your search, you can add additional filters using the **Or** or **And** buttons.



Once you've found the case you're looking for, select the corresponding case record number to open the case.

