

QUICK START GUIDE

Support Case Management (SCM) application

What is the Support Case Management application?

Support Case Management is used to create and track support cases created in SCM with the support team.

Why use the SCM application?

SCM allows you to securely create, manage and track cases created in the application and exchange sensitive data with Mastercard Support.

Who uses the SCM application?

All Mastercard Connect users have access to create and manage support cases.

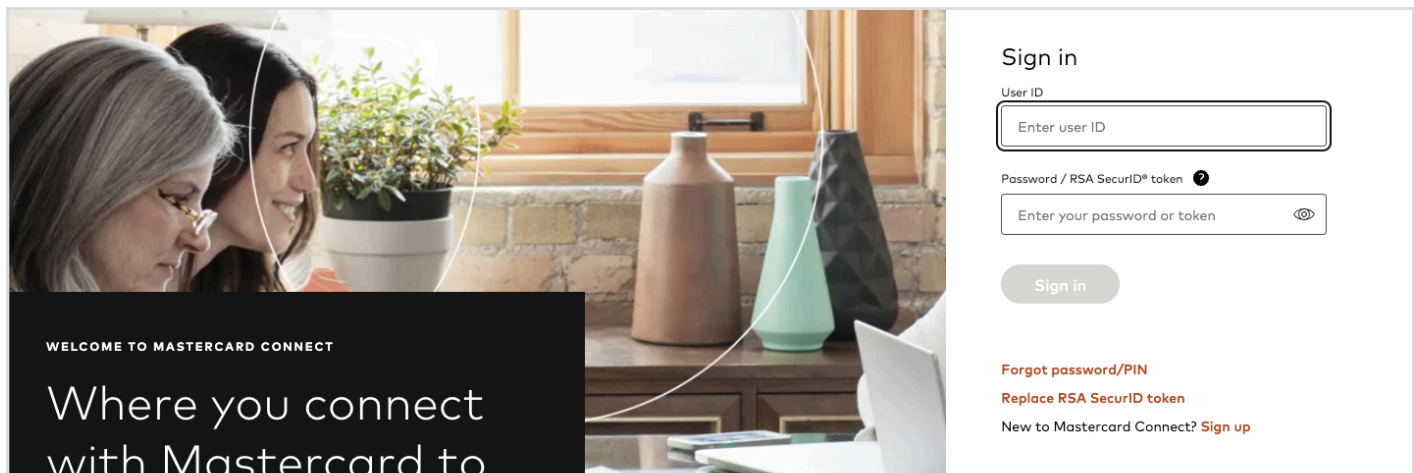
With the Support Case Management app, the users can:

- Create new support cases
- View, track and update cases
- Request case closure

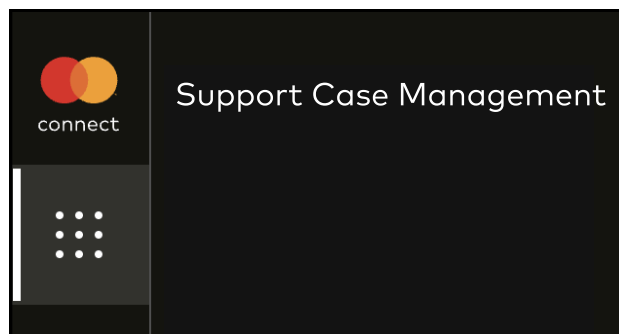
Getting Started

Easy access to your support cases at any time

1 Sign in to mastercardconnect.com



2 Access Support Case Management. Select the **Support Case Management** item card or from the menu



QUICK START GUIDE

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Manage Support Cases

Track your support cases at any time

1 Active Support Cases. View your active cases and case statuses. Case statuses will display as 'New', 'In-Progress', or 'Waiting on...'

2 Closed Support Cases. View your closed cases from the past 12 months.

Support cases

Track your cases with the support team in one place

[Create a case](#)

Active cases
Closed cases

Case number ↑↓	Summary	Date Created	Status
No cases are currently available.			

Support cases

Track your cases with the support team in one place

[Create a case](#)

Active cases
Closed cases
2

Case number ↑↓	Summary	Date Closed	Status
No cases are currently available.			

QUICK START GUIDE

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Create a Case

One click access to create a support case

- 1 Create a new case.** From *Support Cases* click 'Create new case'.



- 2 Complete your case.** Enter the category and subcategory of your case. Then add in all required information and include supporting documentation, if needed.

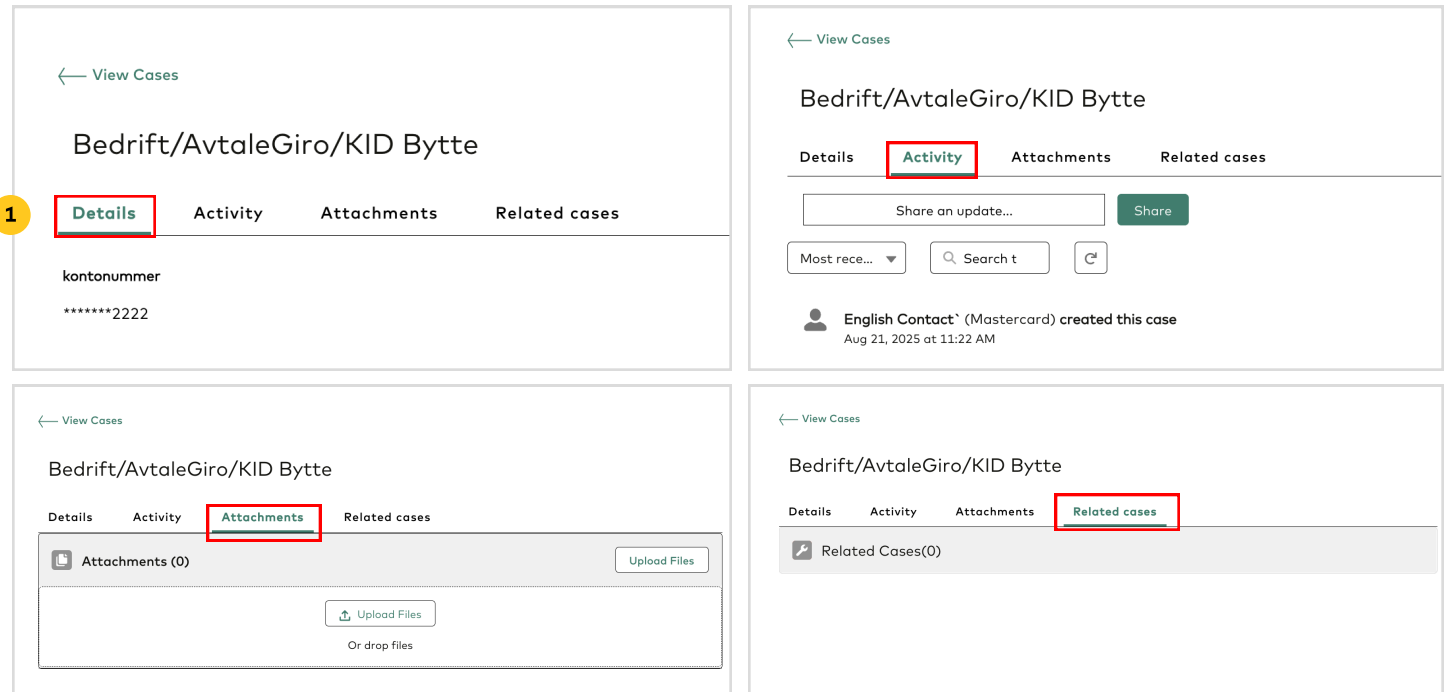
QUICK START GUIDE

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Case Details

Reviewing and managing an individual case details

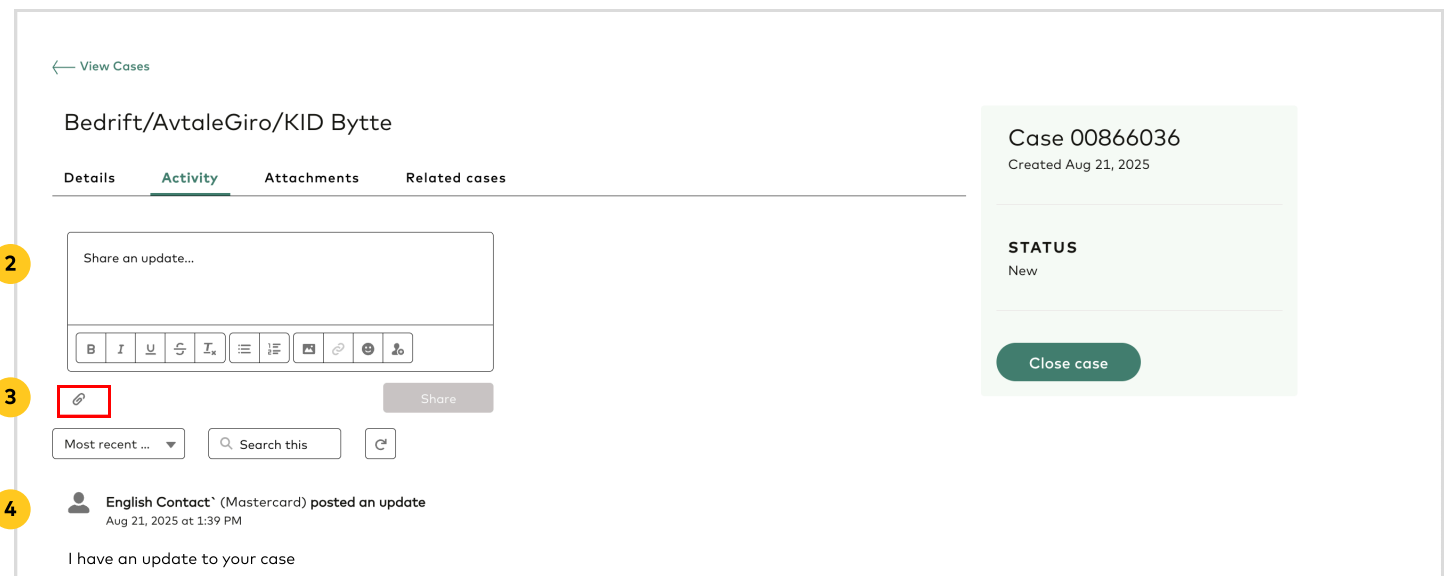
1 Tab Navigation. Review Details, Activities, Attachments, and Related Cases in the tabs



2 Make a post. Create a post for Mastercard Agents in the Activity's tab

3 Add an attachment. Add attachments to your post by clicking on the paper clip icon

4 Activity timeline. Stay up-to-date by reviewing all posts in the activity timeline



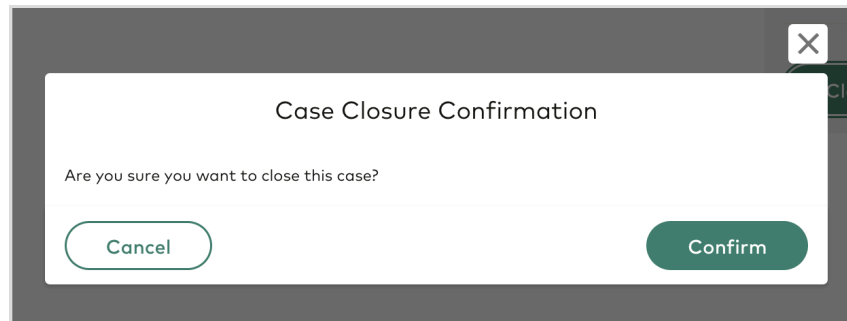
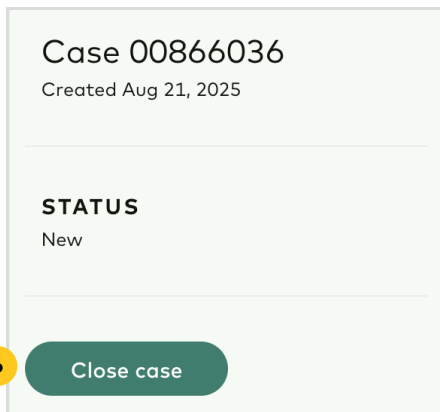
QUICK START GUIDE

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- 5 Case number and status.** View the case status, case number, and creation date in the right-side panel. With case status, you can track the progress of your case in real time.



- 6 Close Case.** If assistance is no longer needed from Mastercard Support, you can request to close the case.



- 7 Reopen a Case.** Navigate to a closed case. On the right-side panel, click "Re-open Case"

