



Reporting on Your Unresolved Cases in **HelpSU**

To Show Your Own Open (Unresolved) Cases

1. Click on Reports link on the Remedy Support Console.
2. In the Report Name* field, navigate as follows:
 - > Help Desk
 - > Case Information
 - > My Open Cases
 - > My Open Case by Days Active
3. Click "Run Report."
4. Change the name: "My Open Help Desk Cases" in the "Discrete Value" field to "**[your name]** Open Help Desk Cases."
5. Click "OK."
6. Print report.