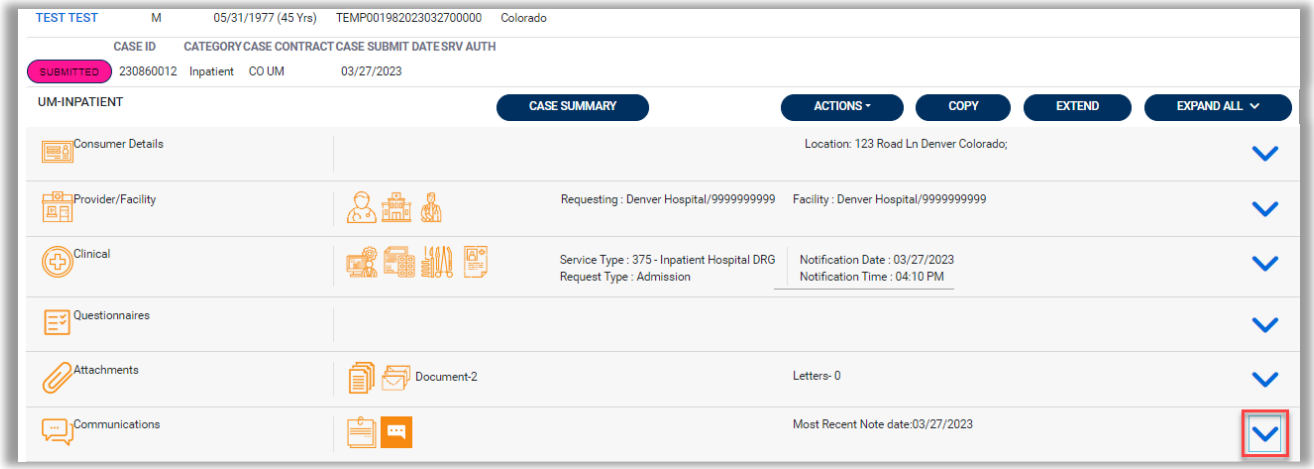
Summary

The Notes section will display documentation regarding the case and provide detailed information on the status, or determination. These instructions will show you how to view case notes.

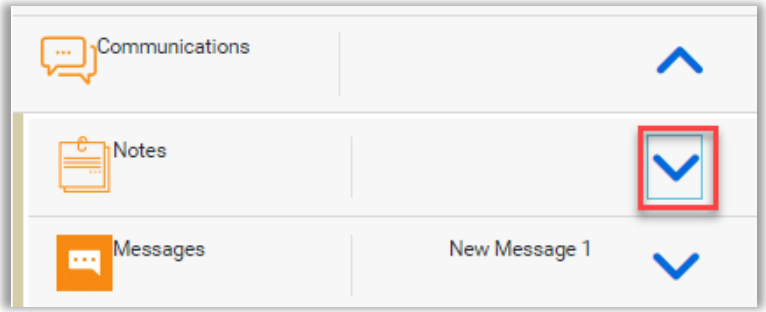
1 Expand the Communications Ribbon

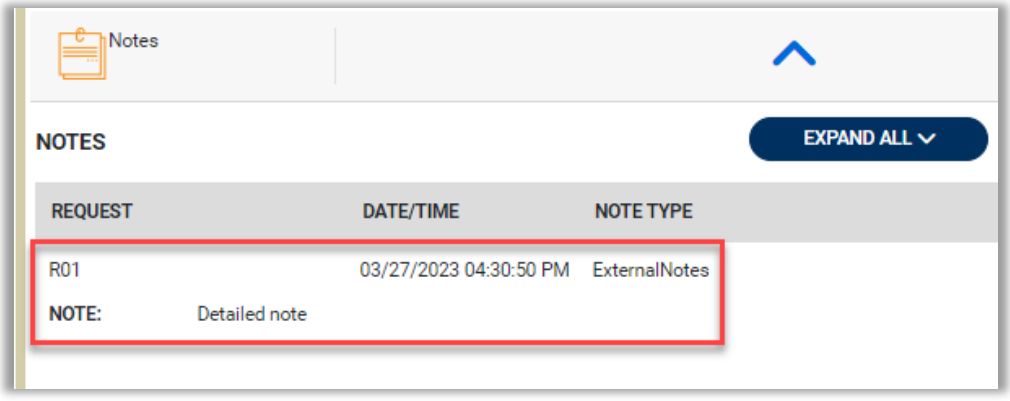
From the case page, expand the Communications ribbon.



2 Expand the Notes Ribbon

Notes and Messages ribbons will appear, click the Notes Ribbon to expand.



3 Review Notes

Review the Request, Date/Time, Note Type, and the Note fields.