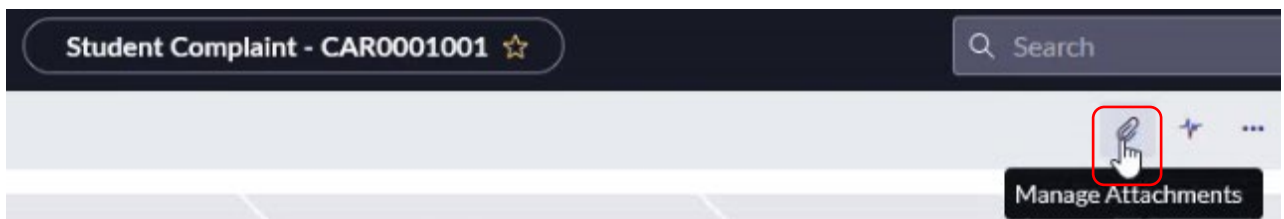


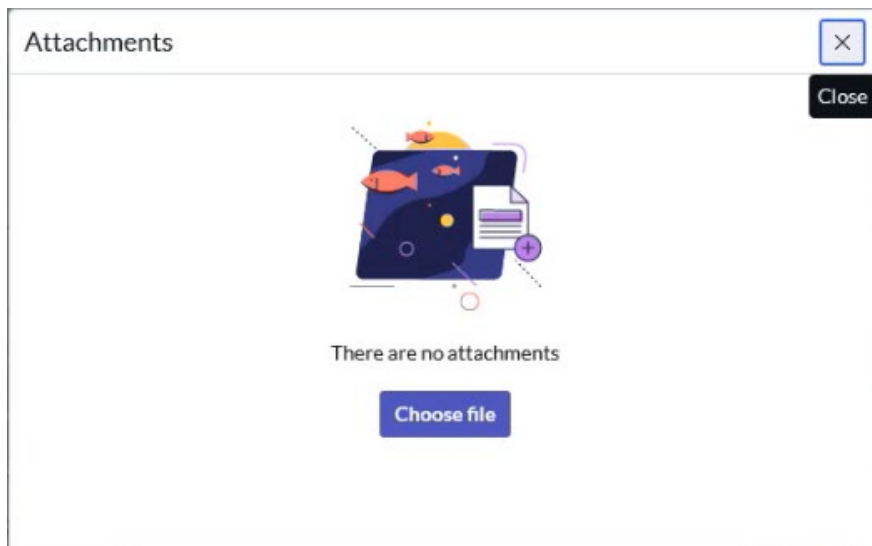
Attaching a document to the student case

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

To attach a document to the case, click on the paperclip towards the top right-hand corner of the screen.



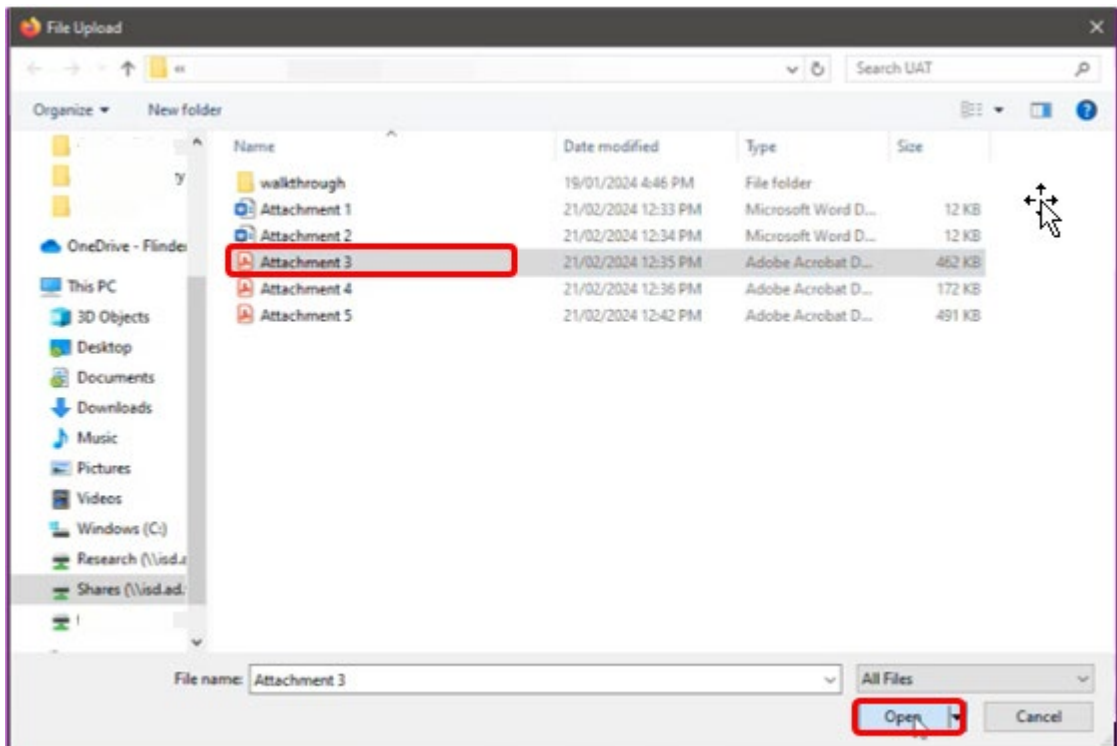
Click **Choose file**.



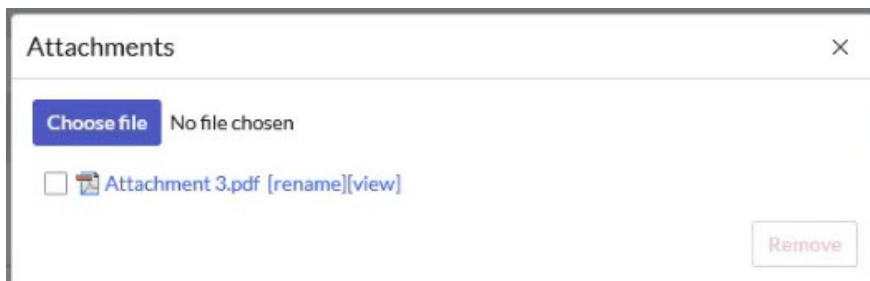
Navigate to the correct file location and **click on the document** you want to attach.
Then click **Open**.

Attaching a document to the student case

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE



The document will now be attached to the case record. Click X to close the window.



Attaching a document to the student case

COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

Hint 1:

Documents attached to the Child student case are not accessible to the student or the person who reported the case; and are only available to staff who have access to manage the case record.

For example, for a Complaint case, attachments on the Child case record are not visible to the student; for an Academic Integrity Issue Report, attachments on the Child case record are not visible to the Topic Coordinator who reported the allegation.



Hint 2:

Documents attached to the Parent student case are accessible to the student or person who reported the case. Staff can share attachments with students or the requestor by attaching the document to the Parent case record.

For example, for a Complaint case, attachments on the Parent case record are visible to the student; for an Academic Integrity Issue Report, attachments on the Parent case record are visible to the Topic Coordinator who reported the allegation.

The student or requestor can attach additional documents from their “My Requests” in Service One for their case. The documents will appear as Attachments on the Parent case record.