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Title: New Case File Layout for Dealers and Fleet Users

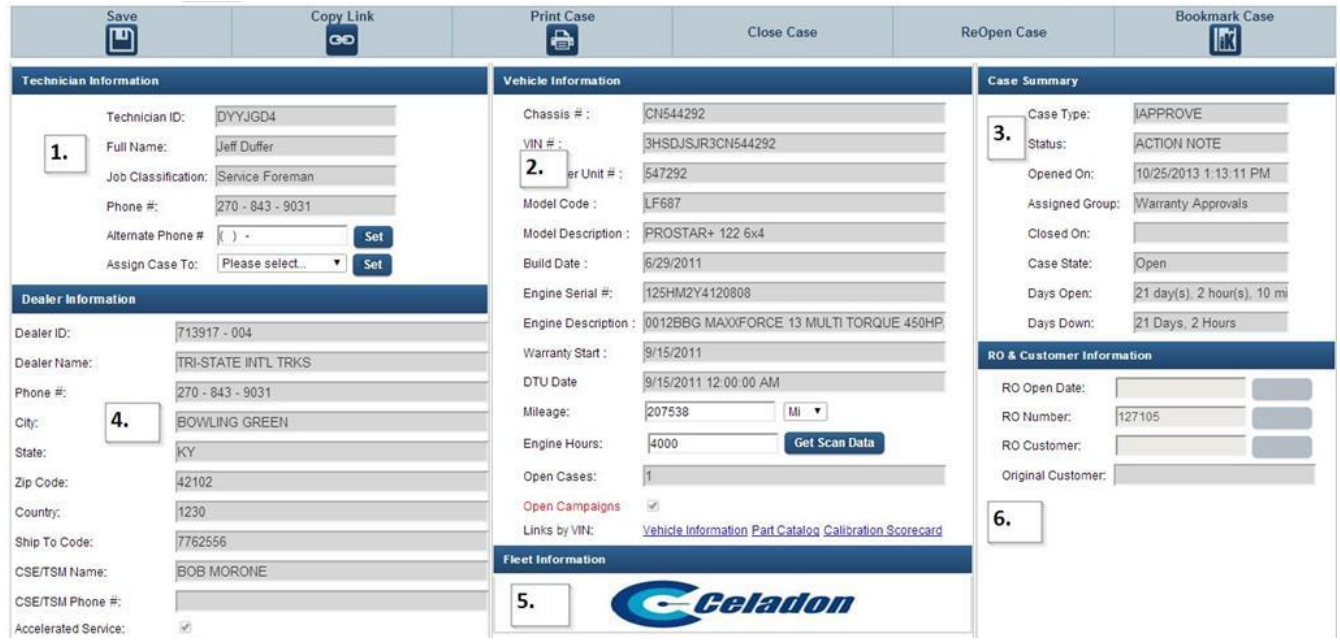
Applies To: iKNow Casefiles

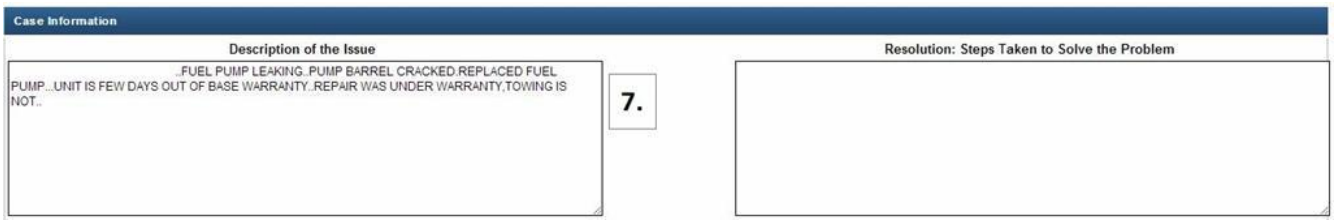
Description: This article describes the changes that are occurring for the Dealer and Fleet case files, effective 11/17/2013. Several sections of the casefiles are being moved to better utilize screen space, and enhance the look and feel of the page. Additionally, a menu bar has been added across the top to allow for easier saving, and printing of the case.

NOTE: "Close Case" and "Reopen Case" buttons on the menu bar pertain to Dealer Fleet Support cases only. All other cases will be closed by Navistar personnel as usual.

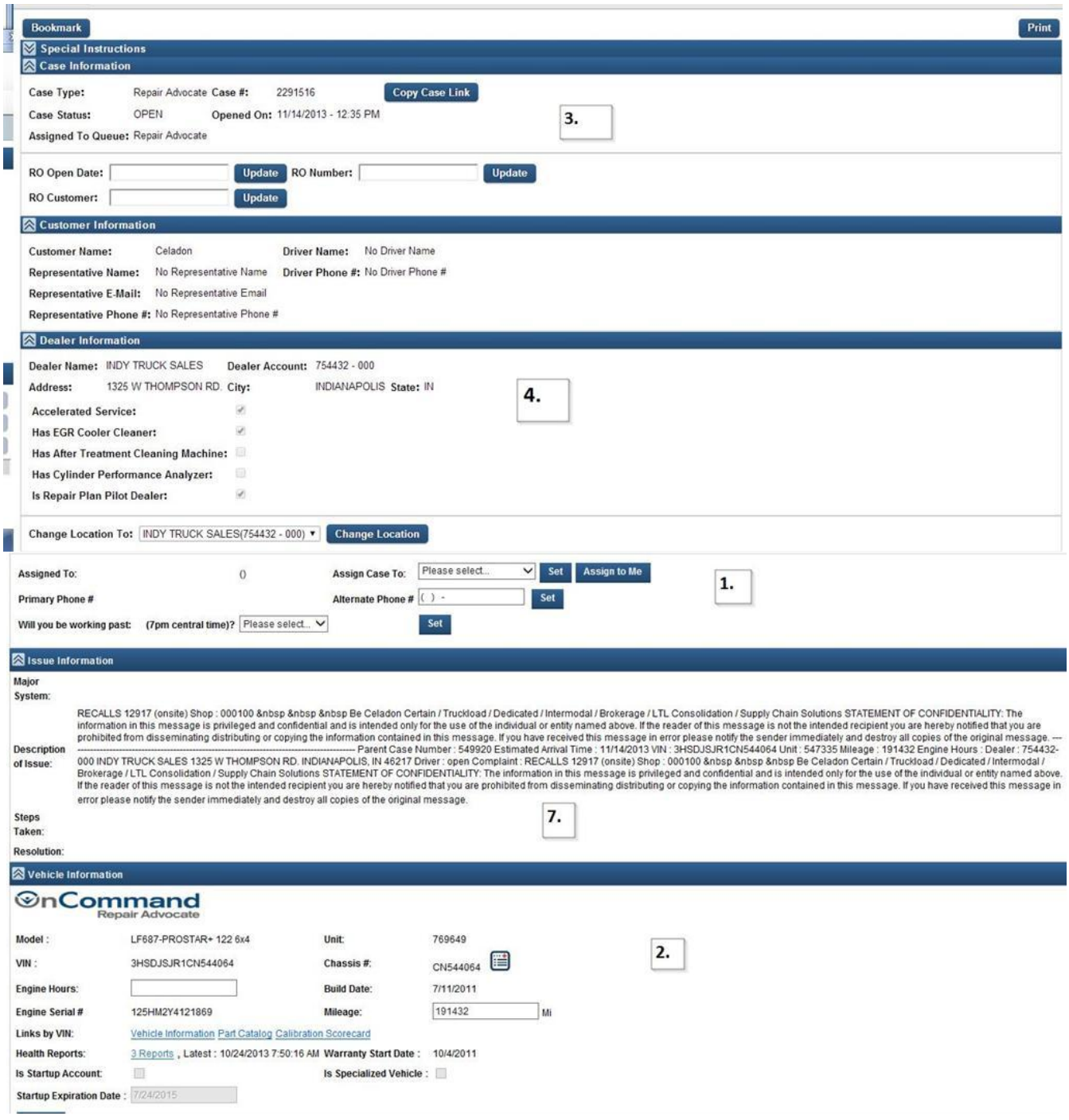
NOTE: If problems occur with the new case page, or something is missing, please create a Feedback case for iKNow Support through the Service Portal.

New Case Layout





Old Case Layout



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