HOW TO ADD A CONTACT

- Log into CSS

- Search/Select Case

- Click Contacts Tab
- Click on Add Contact

- Select the drop down arrow to select the correct Contact Type
- Click on Search
- Enter the email address for the person you want to add
- Click on magnifying glass

Results will display

- Click on Star to add contact to your Favorites
- Click on Add

Repeat the process till the contact has been added to all cases.

Note, when you save a contact as a favorite when you go to add that person do the following:

- Click on My Favorites
- Click on Add