Create a Case Manually

Any new request raised in Cora OpsManager is referred to as a case. Though only an operator (a user with Associate role) creates a case manually on Cora OpsManager Flowtime, but any user with Operations Manager or Team Leader role can also create a case manually.

To create a case manually:

1. Go to **Flowtime** > **Ops Manager**.
2. Click **Start** on Create Case tile under New Processes section.
3. Add values to mandatory fields on Case Creation page.

   > **NOTE**:
   > Based on your roles' association to Case categories, the values in the Category field will appear for selection. For details, see Associate Roles to Categories article.

4. Click **Submit**. A confirmation message is displayed with case ID.