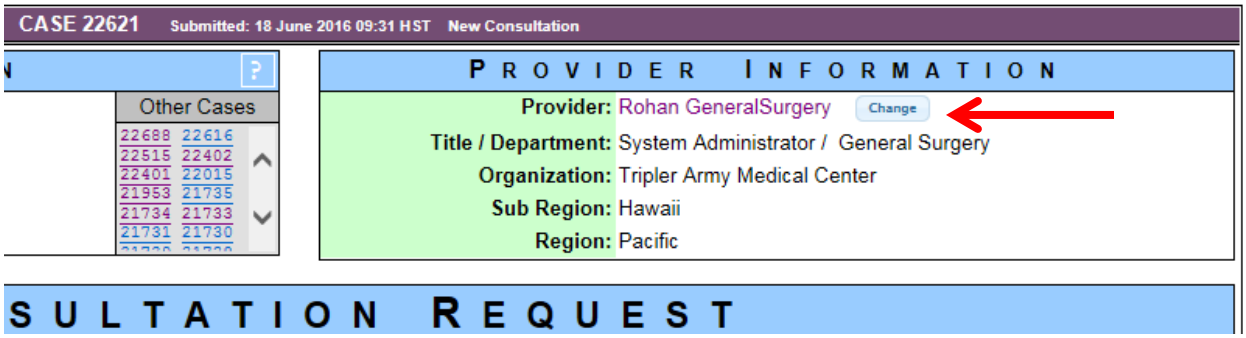
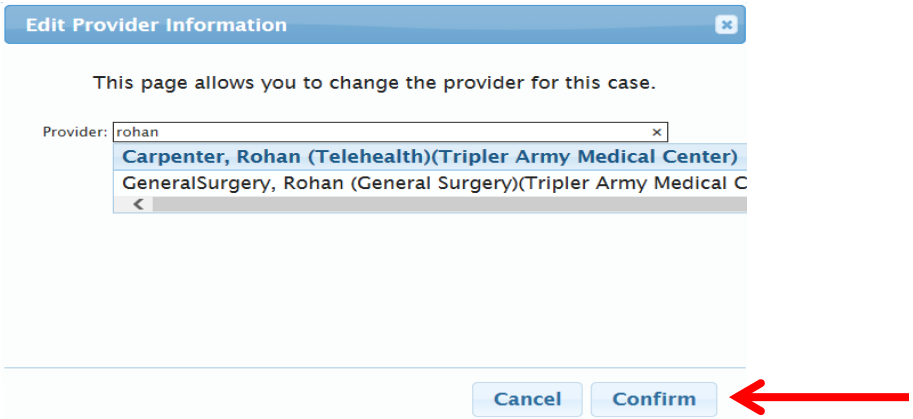
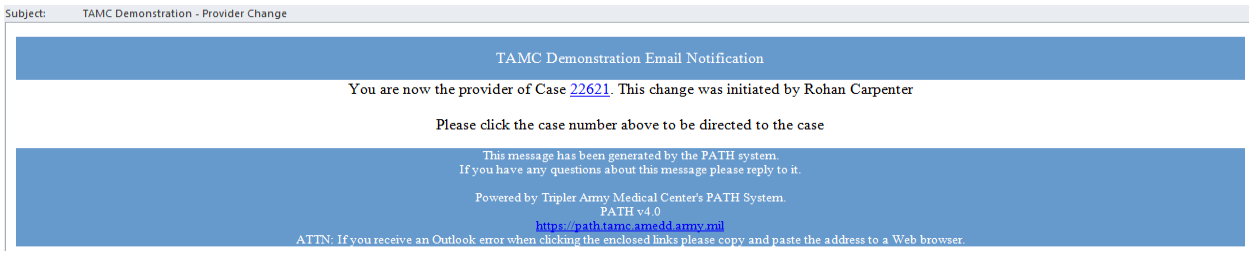
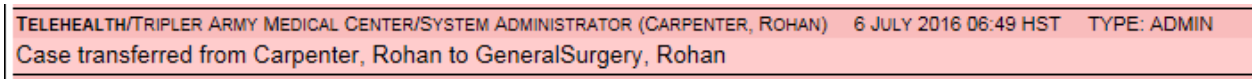
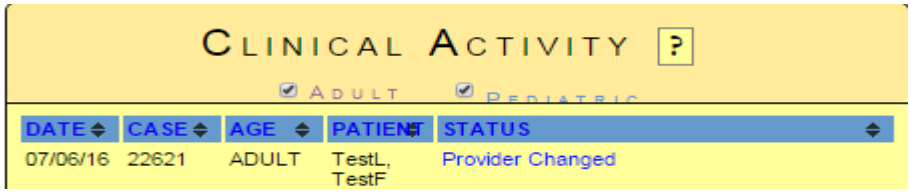
How to Change Provider on Case

1. Go to case and click the 'Change' button in the Provider Information section.



2. Search for the provider to change the case to and select them. Providers can be found by name, department, or organization.



3. Click Confirm. The case provider is changed, an administrative comment is added, the provider is notified by email, and all attached users are notified by Recent Activity.