



# CAE SimHub Customer Guide

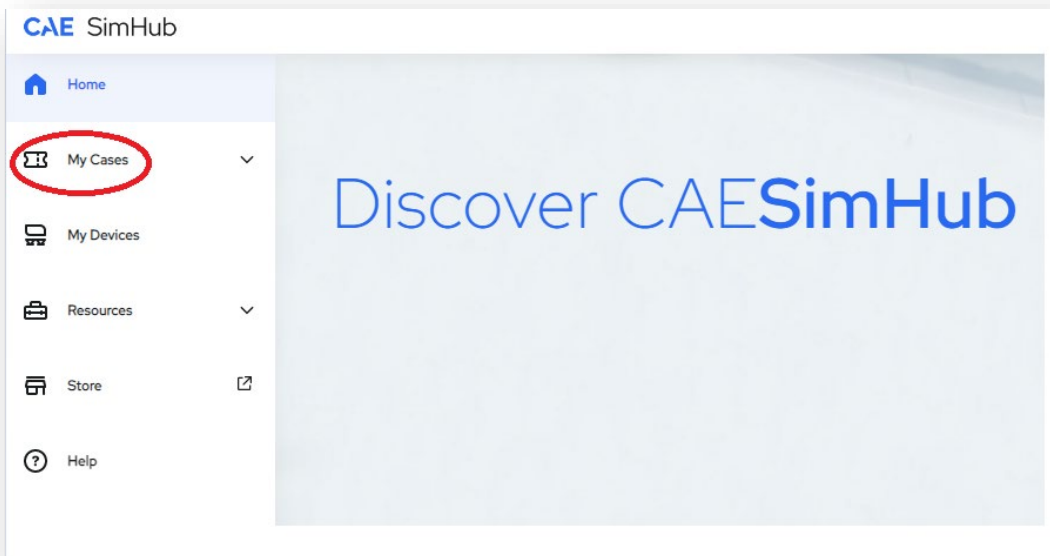
CAE Aftermarket Services

October 2023

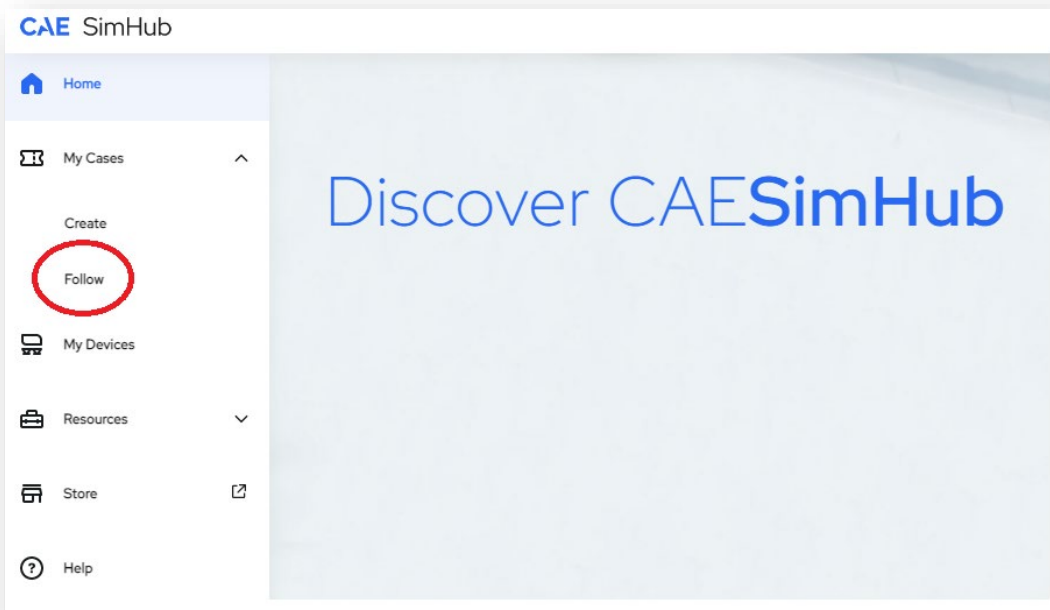
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## Updated: How do I view an Open Case?

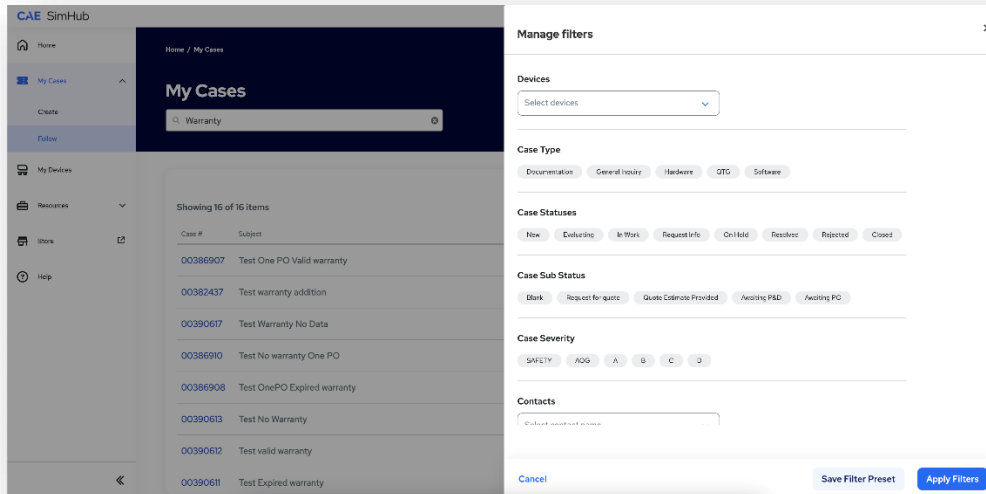
1. Click on “My Cases”.



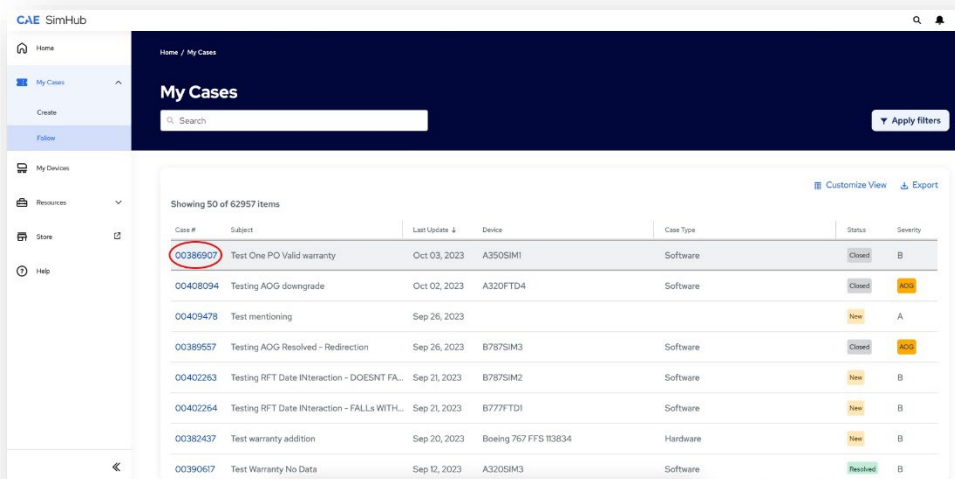
2. Click on “Follow”.



3. Use the filters to narrow the search and find the case you are looking for.



4. Once you have located the case you are looking for, click on the case number.



## Updated: How do I view a specific case?

To access a specific case quickly, without the need for filters, you can use the 'Search' field to enter either the case number or subject keywords.



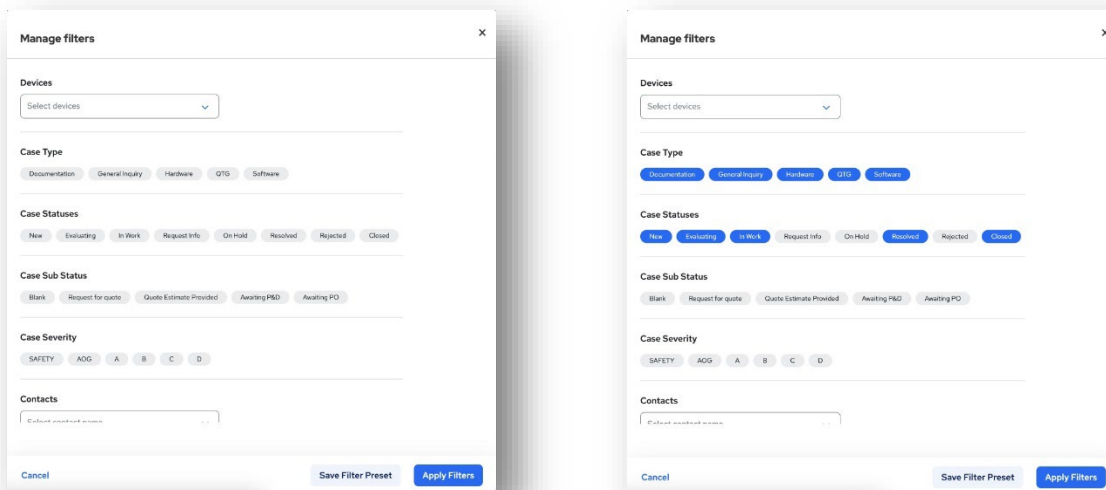
## Updated: How do I find a case if I don't know the case number?

1. If you can't recall the case number, and searching by keyword was unsuccessful, you can click on the 'Apply filters' button, allowing you to narrow down the records in the results table based on your chosen criteria. This feature supports multiple conditions.

Please note: Filtering does not refresh the results table, so it only affects the items currently listed.



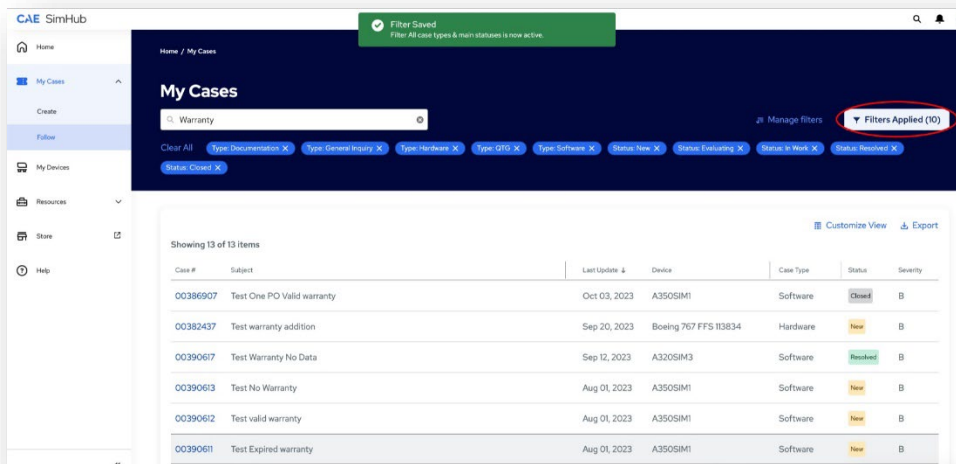
2. Make as many selections from the available filter options as necessary to narrow down the results.



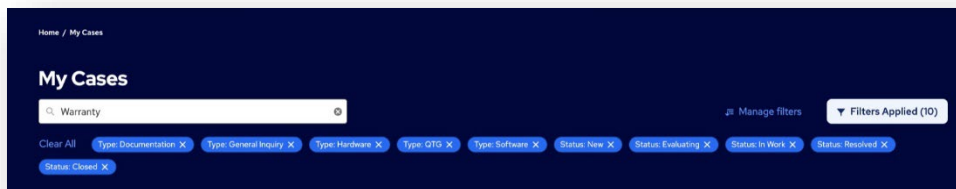
3. When you have made all your filter selections click 'Apply Filters', which is located at the bottom right of the screen.



- When a filter is applied, the 'Apply Filters' button changes to 'Filters Applied', with the number in brackets representing the quantity of filter options selected.



- Also, the specific filter options that were selected appear itemized in filter chips (ovals), under the 'Search' field.

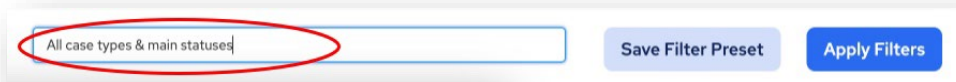


## New Feature: How do I save a filtered view?

1. When you have made all your filter selections, click 'Save Filter Preset'.



2. A blank field will open where you enter a name of the filter. It is recommended that you use a name that is descriptive of the filter option selected so that you can differentiate it from other filters you save.



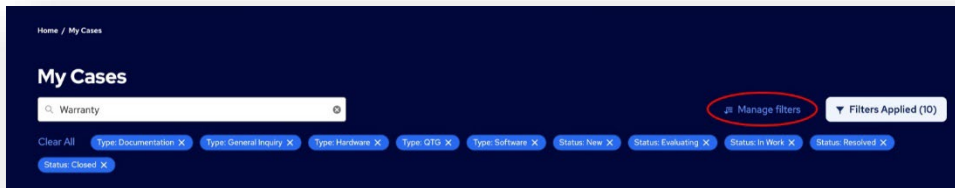
3. Click 'Save Preset Filter' again.



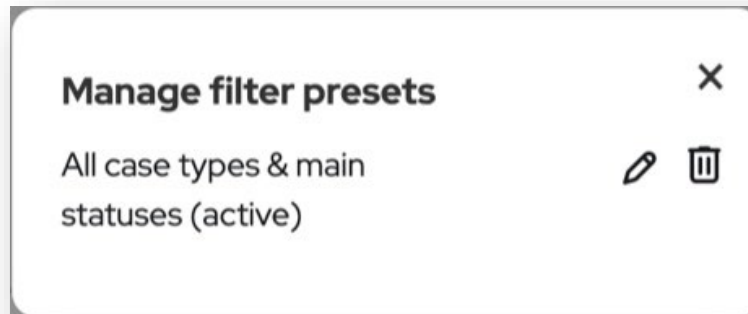
## New Feature: How do I switch between filtered views?

Each time you access 'Follow My Cases,' the default view will match the filter status from your last visit. If you previously left 'Follow My Cases' without any active filters, the default view will be unfiltered upon opening.

1. You can apply your saved filters to the table by clicking on 'Manage Filters,' located to the left of 'Apply Filters' when no filters are applied or to the left of 'Filters Applied' when filters are active.



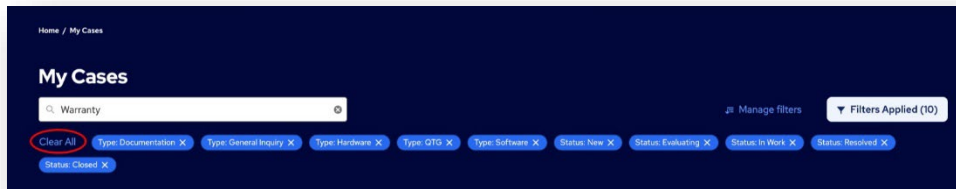
2. If you have more than one saved filter, then the one currently in use will be indicated by the word "active" in brackets after the filter name.



3. You can switch to another of your saved filters simply by clicking on it.

## New Feature: How do I remove all filters?

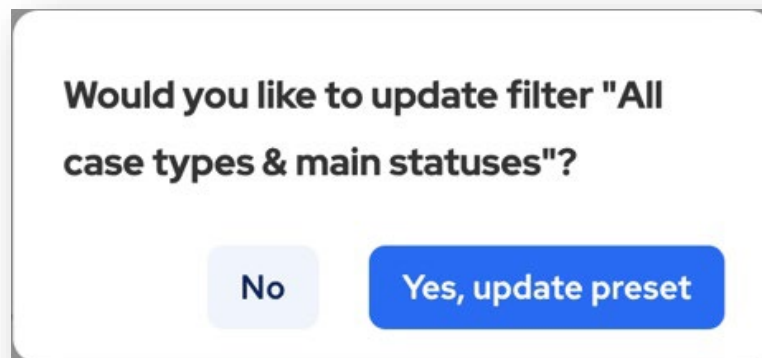
1. Click the 'Clear All' which is located under the 'Search' field. This clears all filters, regardless of how many were applied.



## New Feature: How do I clear only some of multiple filters?

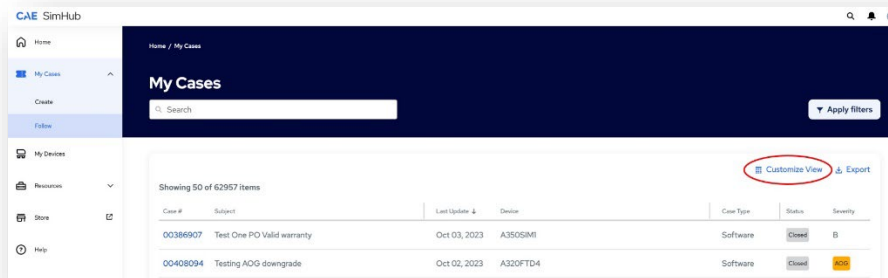
If you want to refine your filter criteria, you can click the 'X' close button within the filter chip (oval).

Please note that when removing a filter criterion from a saved filter, you will be prompted with a modal asking if you would like to update the saved filter as well.

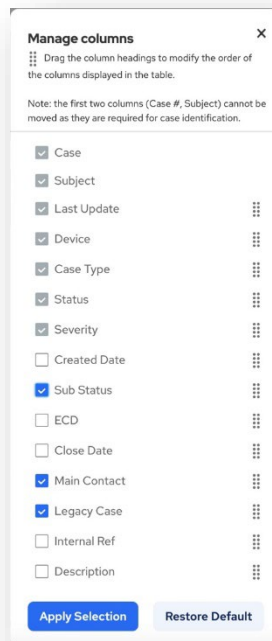


## Updated: How do I change the columns available in the results table”?

1. Click ‘Customize View’, which is located at the extreme right side of the ‘My Cases’ header, below ‘Apply Filters’.



2. ‘Manage Columns’ will open.  
The greyed-out column labels are mandatory and cannot be removed. Check the boxes corresponding to the columns you want to see in the table.



3. Optional columns can be added to the results table by selecting the check box to the left of the column label.

Manage columns

Drag the column headings to modify the order of the columns displayed in the table.

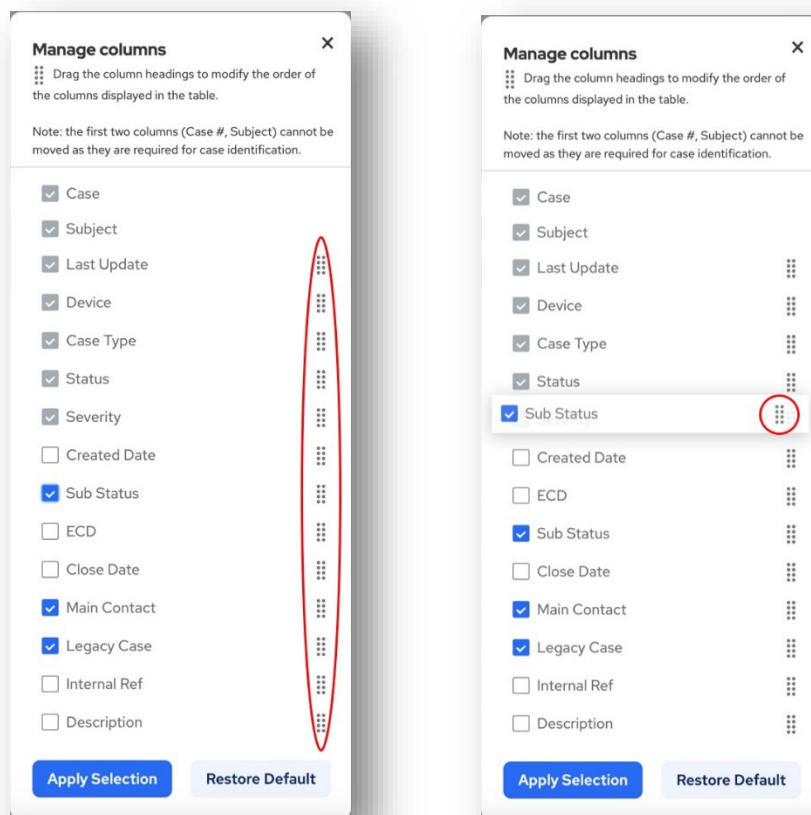
Note: the first two columns (Case #, Subject) cannot be moved as they are required for case identification.

<input checked="" type="checkbox"/>	Case	
<input checked="" type="checkbox"/>	Subject	
<input checked="" type="checkbox"/>	Last Update	<div></div>
<input checked="" type="checkbox"/>	Device	<div></div>
<input checked="" type="checkbox"/>	Case Type	<div></div>
<input checked="" type="checkbox"/>	Status	<div></div>
<input checked="" type="checkbox"/>	Severity	<div></div>
<input type="checkbox"/>	Created Date	<div></div>
<input checked="" type="checkbox"/>	Sub Status	<div></div>
<input type="checkbox"/>	ECD	<div></div>
<input type="checkbox"/>	Close Date	<div></div>
<input checked="" type="checkbox"/>	Main Contact	<div></div>
<input checked="" type="checkbox"/>	Legacy Case	<div></div>
<input type="checkbox"/>	Internal Ref	<div></div>
<input type="checkbox"/>	Description	<div></div>

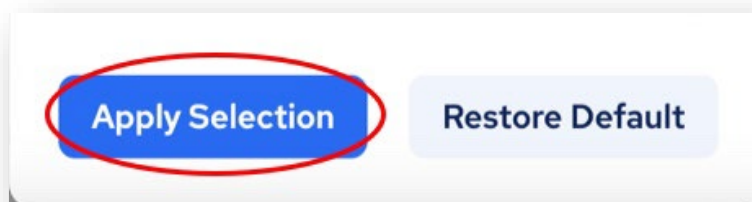
Apply Selection

Restore Default

4. You can also rearrange the table columns as desired by dragging the '8-dot symbol,' except for the first two columns, 'Case #' and 'Subject.'

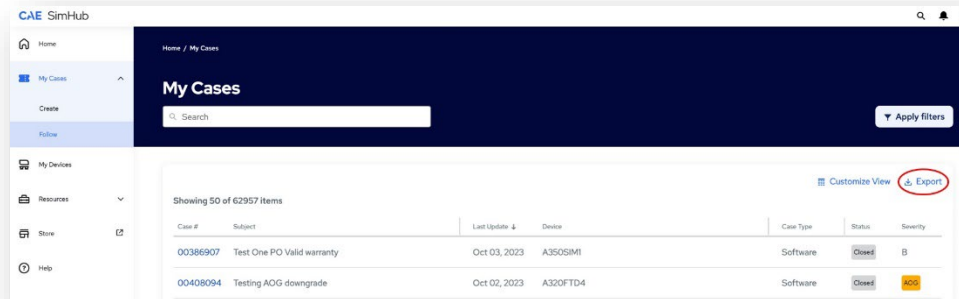


5. Click 'Apply Selection' at the bottom of 'Manage Columns'.



## Updated: How do I export the results table?

1. Click 'Export', which is located at the extreme right side of the 'My Cases' header, below 'Apply Filters'.



2. 'Export Cases' will open.



- a. The number displayed in brackets after the 'Export Cases' title represents the quantity of records that have been exported. It will match the quantity of records in the results table.
- b. Select either 'Currently Displayed Columns' (which matches your 'Customize View') or 'All Columns'.
- c. The .CSV file will be generated that can be opened in Microsoft Excel.

## New Feature: How do I scroll through the case detail pages from the results table?

After selecting a case from the results table to view more details, you can easily navigate between cases using the 'Previous Case' and 'Next Case' buttons located at the bottom of the Case detail screen.

< Previous Case: "APC power supply warranty expiry."

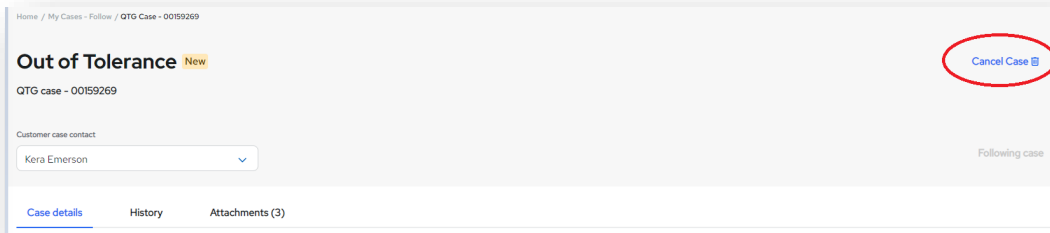
Next Case: "2x EFIS display units have broken warranty stickers" >



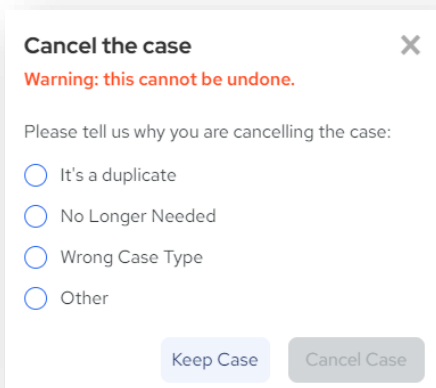
## How do I cancel a case?

**IMPORTANT:** Cancelling sends the flag to CAE that this does not need to be worked on. CAE will ignore a cancelled case. This action cannot be undone.

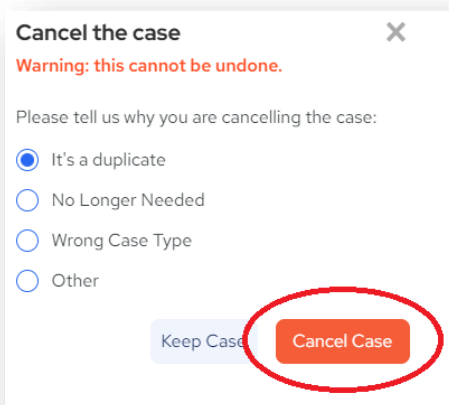
1. Click “Cancel Case” located in the top right corner of the case header.



2. Select the reason for cancellation.

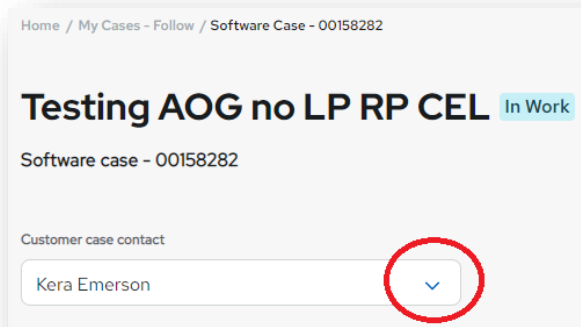


3. Click “Cancel Case”



## How do I change the case contact?

1. If the original case contact within your organization is no longer in the same position and you want another individual to receive the associated notifications, click the down arrow in the “Customer case contact” field located in the case header.



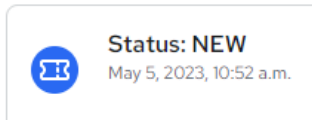
2. After selecting the new contact, a temporary notification in a green box will appear at the top of the screen to confirm that your change was made successfully.



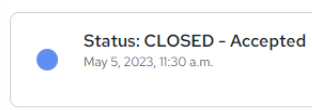
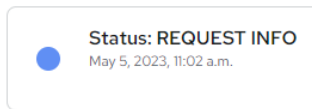
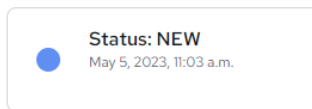
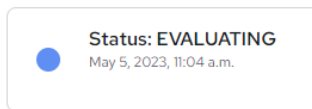
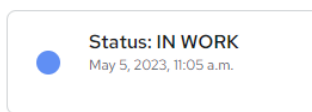
## How do I interpret the “History”?

The default view of the “History” is to show the sequence of status changes, addition of comments and addition of attachments. All of them have a date/time stamp. These are represented by different icons to make them easy to identify.

- The initial submission is represented by a ticket icon.



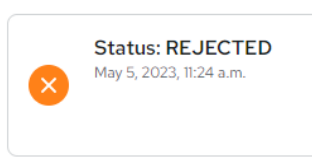
- Changes in status to “New”, “Request Info”, “Evaluating”, “In Work” and “Closed” are represented by small blue dots.



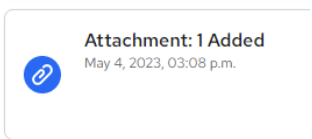
- The “Resolved” status is represented by a check mark in a large blue dot.



- The “Rejected” status is represented by an X in a large orange dot.



- Attachments are represented by a paperclip icon in a large blue dot.



Comments are displayed as numbers representing the sequence. Blue dots are comments from CAE. Purple dots are comments from your organization.

4 CAE Support  
May 5, 2023, 11:26 a.m.  
User: D'Arcy Wesley  
Good Day, RTH part # 9876 is a form-fit-replacement to # 1234. Thank you

3 CAE Support  
May 5, 2023, 11:18 a.m.  
User: D'Arcy Wesley  
Good Day, Please replace the RTH with part # 1234. Thank you

2 Etihad Airways  
May 5, 2023, 11:03 a.m.  
User: Kera Emerson  
Please see attachment.

1 CAE Support  
May 5, 2023, 10:58 a.m.  
User: D'Arcy Wesley  
Good Day, Can you please attach the motion system log? Thank you

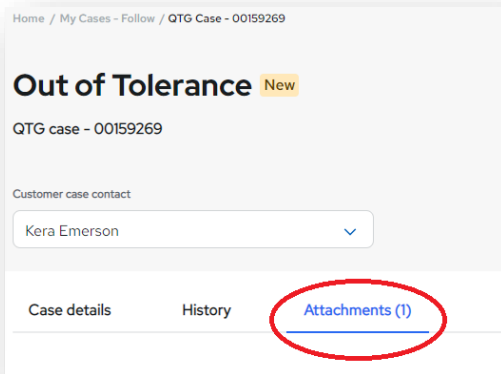
To view only one type at a time instead of all in sequence, click “Visibility”, located at the top of the “History” section, and select a view (status changes, comments, attachments).

History

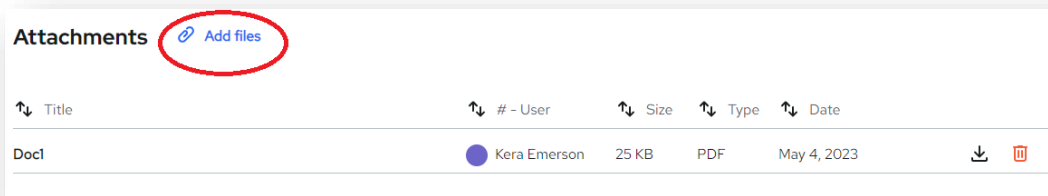
Sort by: Latest Activity ▼ Visibility: All activity ▼ Search: Add a keyword

# How do I add an attachment?

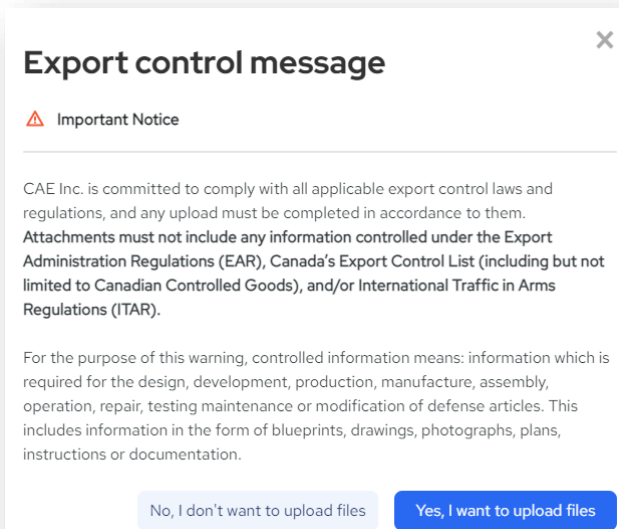
1. Click the “Attachments” tab located below the case header.



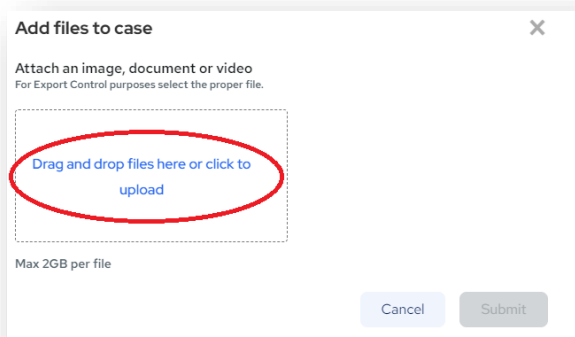
2. Click “Add files”



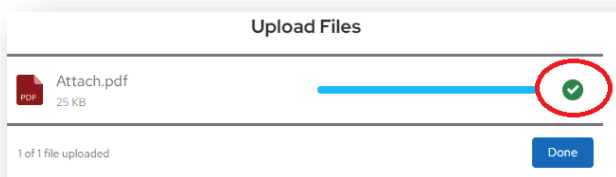
3. If you are certain that the file you will be attaching complies to export control laws, click “Yes, I want to upload files”. If you are uncertain, click “No, I don’t want to upload files”.



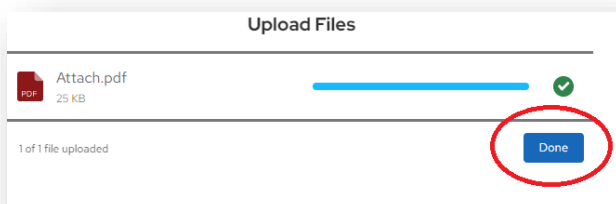
4. Follow the instructions for your preferred attachment option (drag and drop or upload)



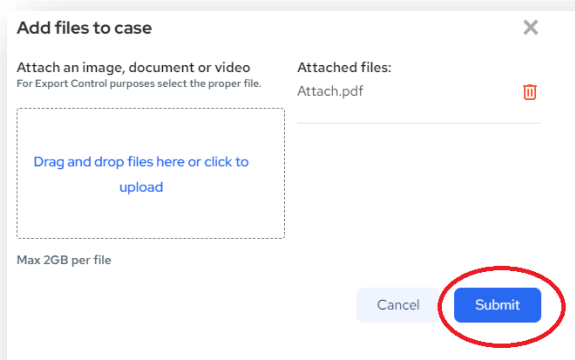
5. Wait for the upload to complete, indicated by a green check mark.



6. Click "Done"

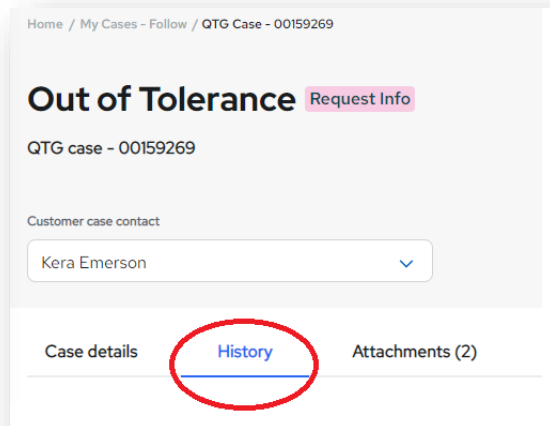


7. Click "Submit" then refresh your browser to confirm that your attachments appear on the "Attached files" list.

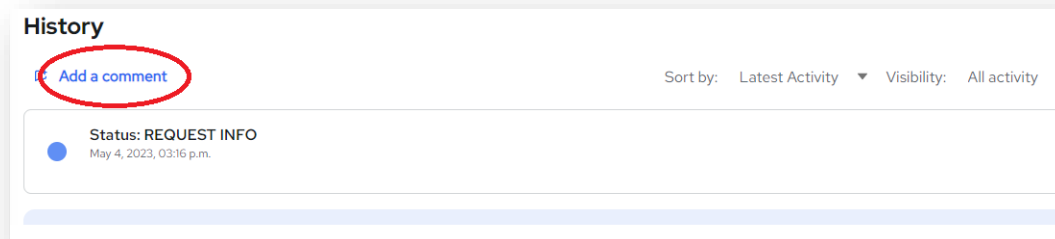


## How do I respond to a case with “Request Info” status?

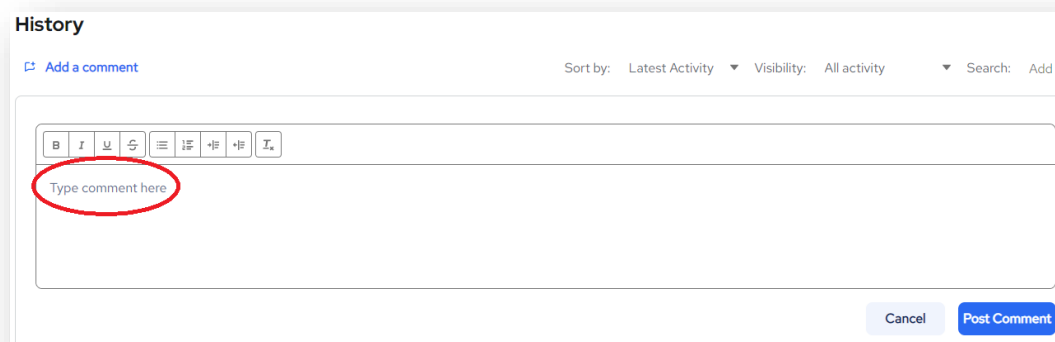
1. Click the “History” tab located below the case header.



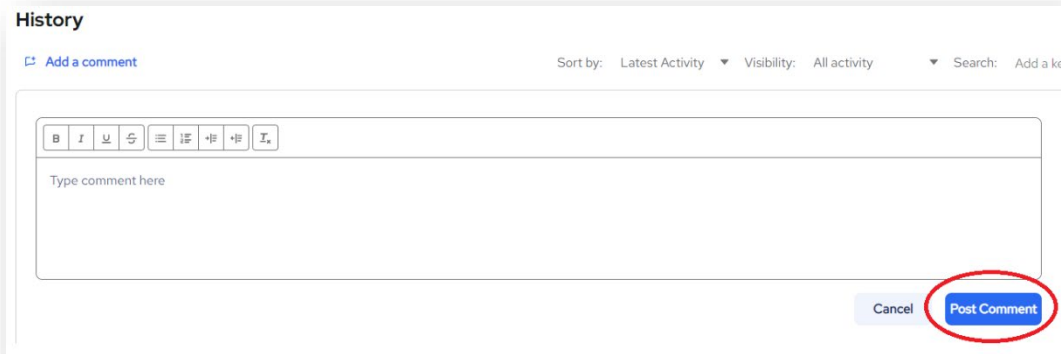
2. Click “Add a comment”.



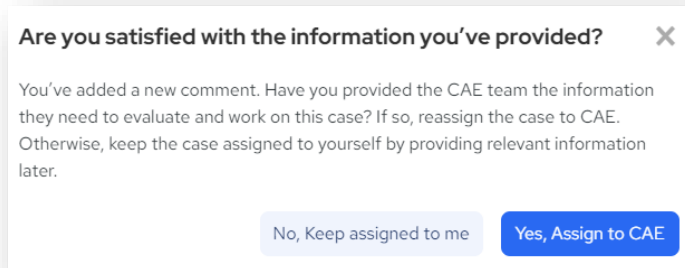
3. Enter your response in the text box



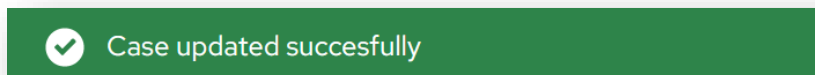
4. Click “Post comment” button located under the bottom-right corner of the text box.



- a. If you have completely answered CAE’s request, click “Yes, Assign to CAE”.  
**IMPORTANT:** This is necessary to flag to CAE that you have responded to the request, and you expect CAE to continue work based on your response.
- b. If you have not completely responded to CAE’s request and need to complete it later, click “No, Keep assigned to me”.  
**IMPORTANT:** No flag will be sent to CAE to continue work.



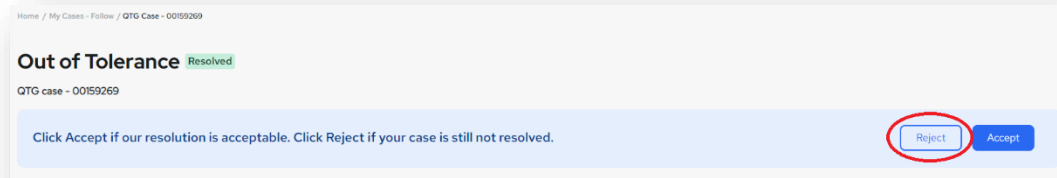
5. If you clicked “Yes, Assign to CAE”, a temporary notification in a green box will appear at the top of the screen to confirm that the flag was sent to CAE to continue work.





# How do I reject a resolution?

1. Click the “Reject” button located at the right side of the case header.



2. Specify the reason the solution is rejected.

**IMPORTANT:** The more detail provided on the reason for your rejection, the better CAE can address your

A modal form titled 'Please tell us why you are rejecting the solution:'. It contains a large text input field with the placeholder text 'Add a reject reason'. At the bottom right of the input field, it shows '0/255'. At the bottom of the modal, there are two buttons: 'Cancel' and 'Reject Resolution'.

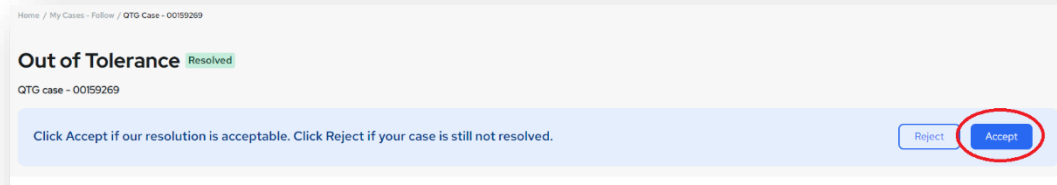
concern.

3. Click the “Reject Resolution” button.
4. A temporary notification in a green box will appear at the top of the screen to confirm that your rejection has been flagged to CAE.

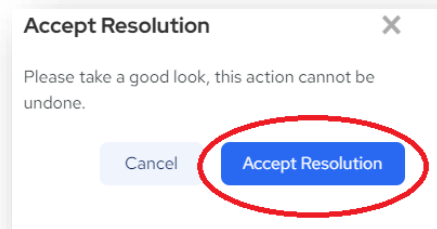
A modal form titled 'Please tell us why you are rejecting the solution:'. The text input field now contains the text: 'I just re-ran the QTG myself and it still out of tolerance.' At the bottom right of the input field, it shows '62/255'. At the bottom of the modal, there are two buttons: 'Cancel' and 'Reject Resolution' (highlighted with a red circle).

# How do I accept a resolution?

1. Click the “Accept” button located at the right side of the case header.



2. Click “Accept Resolution” to confirm.



3. A temporary notification in a green box will appear at the top of the screen to confirm that your acceptance has been flagged to CAE.

