Micro Learning Video: Case Timeline and Audit History

In this video, you will understand and learn how to access Case Timeline and Audit History.

1. Click the Timeline tab on a case record.
   The Timeline tab displays the information associated with the case as timeline items.
   The data captures all the major events on a case, including case coordinator notes, attachments, results mailers, and PDC summary.
   The options available under this tab are:
   - Add Timeline Item (+) - Add tasks or case notes
   - Search Timeline - Search all timeline items for the case
   - Enter a note - Enter a case coordinator note
   - The paperclip icon - Attach a file to a case record

2. Click the Related tab.
3. Click the Audit History option.
   Here, you can view the history of actions taken to date on any field in that record.