


- eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes “expand all” and “collapse all” buttons for case notes.

B. Search for an Existing Case

- Log into Motorola Online
- Click on the “Case Mgmt”  Search Case
- Enter the exact case number or enter search criteria to find a range of tickets
- Click “Got To” or “Search”



Motorola Solutions interface showing navigation menu (Buying Center, Resource Center, Training, Order Status, My Carts, Repair Center, Account Status, Settings, Case Mgmt) and search options (Open Case, Search Cases). The Case Mgmt dropdown menu is open, showing 'Open Case' and 'Search Cases' options. The user is logged in as 'PSA Customer'.

Go Directly to Case

Case Number:

(Please enter the exact case number.)

[Go To](#)

Enter Search Criteria

Case Number:

Title:

Type:

Condition:

01 Sep 2002 06 Mar 2012

[Reset](#) [Search](#)