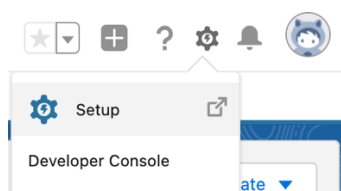


Case Time Tracker Setup Instructions

Step 1

Assign the **Case Tracker Administrator** and **Case Tracker User** Permission Sets to the required Users.

1.1 Click the **Gear Icon**  on the top right and then select **Setup**.  Setup



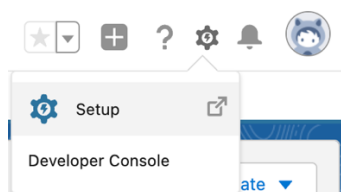
1.2 In the Quick Find Box type “Permission Sets” and select **Permission Sets**.

1.3 Select the **Case Tracker Administrator** Permission set, click **Managed Assignments** then **Add Assignments** and assign it to all System Administrators.

1.3.1 Repeat **Step 3** with the **Case Tracker User** Permission Sets for required Users.

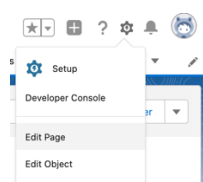
Step 2 Add Case Time Tracker to the Case Lightning page

2.1 Click the **Gear Icon**  on the top right and then select **Setup**.  Setup

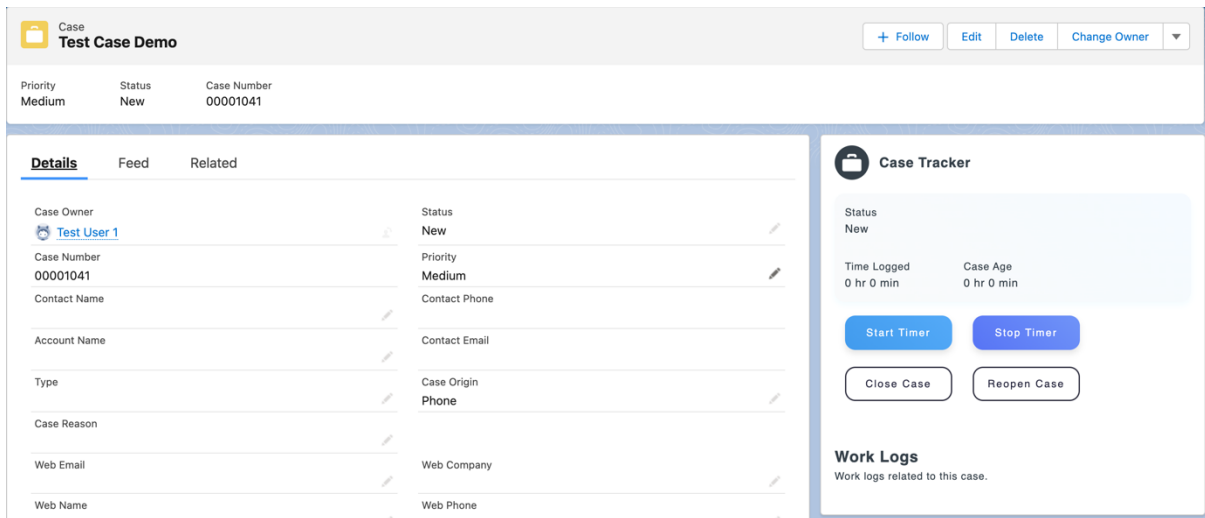


2.2 In the Quick Find Box type “Lightning App Builder” and select **Lightning App Builder**. Click **Edit** next to the Case **Lightning Page**.

Alternatively select a Case record and from the detail page click the **Gear Icon**  on the top right and then select **Edit Page**.



2.3 From the **Components** section scroll down and select and drag the **caseTracker** LWC component onto the desired position on the Lightning Page.



2.4 Configure the **caseTracker** LWC component by ticking the required boxes. (Hover over the **i** for detailed information).

Page > caseTracker

☒ Auto Update Case **i**

☐ Display Resolution Time in Business Hours **i**

☐ Display Help Text **i**

☐ Require Charge Codes **i**

▼ Set Component Visibility

Filters

[+ Add Filter](#)

2.5 Add a filter to the component to ensure it is only visible to users with the Case Time Tracker Permission Sets. Click [+ Add Filter](#) select **Advance**. Then select **Field, Permissions -> Custom Permission -> systep.CaseTrackerAccess**. Followed by **Done**.

Select a field type, then a field. Labels followed by a ">" indicate that there are more fields available.

[Permissions](#) > [Custom Permission](#) > [systep.CaseTrackerAccess](#)

Field Label
systep.CaseTrackerAccess

Field Type
Checkbox

API Name
systep__CaseTrackerAccess

2.6 Click **Save then **Activate**.** From there you can configure assignments as required.

Activation: Case Record Page

Custom record pages can be assigned at different levels:

-  **The org default** record page displays for an object unless more specific assignments are made.
- ↳  **App default** page assignment, if specified, overrides the org default.
- ↳  **App, record type, profile** assignments override org and app defaults.

[Learn more about Lightning page assignment.](#)

ORG DEFAULT

APP DEFAULT

APP, RECORD TYPE, AND PROFILE...

Set this page as the org default to display it for all Case records, except when app default or app, record type, or profile-specific assignments are defined.

 In standard Salesforce console apps, some objects have a system app default record page. For those objects, if you assign a custom org default page, it doesn't display to users. To enable a custom org default page to show up in the console for those objects, assign a custom page as the app default. [Check your assignments.](#)

[Assign as Org Default](#)

Close

Setup is now complete.