
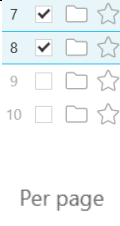
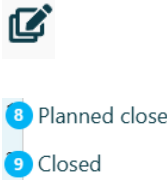


How to bulk edit cases

This guide describes how to bulk edit metadata on cases. Most metadata can only be edited on open cases. The following metadata can also be edited on closed cases:

- Case handler
- Responsible unit
- Closed date
- Read access
- Retention code

Instruction	Explanation	Navigation
<p>Search</p>	<p>Open Workzone.</p> <p>Click New search -> Case -> [desired case category]</p> <p>Search for the cases you want to bulk edit.</p>	
<p>Select cases</p>	<p>Select the cases you want to bulk edit.</p> <p>Note: Change “Per page” to view more cases. Regular users can bulk edit up to 50 cases at a time. Superusers can bulk edit up to 500 cases at a time.</p>	
<p>Edit</p>	<p>Click Edit and select the metadata you want to change.</p> <p>The blue number next to the metadata shows how many of the selected cases can be edited.</p>	
<p>Set new value</p>	<p>Enter the value (name, date, unit) you want in the metadata field.</p> <p>Click Save to finish.</p> <p>Note: When bulk editing, you will overwrite the existing values on the cases. In addition, the time of the change will be recorded in the Updated field for all cases.</p>	