

### Q3. Why can't PI sometimes find the records of "case application"?

A3. Please check firstly if the PI has ever registered for more than one account. If so, the PI can directly login different accounts and process the **"Disposed & Pending case"** or the **"Not-closed cases"** when the case LINK auto-sent by the DAAIS Reservation System was missed, or directly confirm with the Applicant which PI account was chosen when submitting a case application.

PI can check and process the **"Disposed & Pending case"** or the **"Not-closed cases"** separately.

The screenshot shows the ASCEM website with several red arrows and numbers indicating key features:

- 1**: Points to the "PI" button in the top navigation bar.
- 2**: Points to the "Case" link in the left sidebar menu.
- 3**: Points to the "Process" button in the table row for case DG7421.

**Service Request - Disposed & Pending case**

	No.	Date of application	Applicant	PI	Group/equipment	Service Request	Status
<input type="button" value="Process"/>	DG7421	2023/12/27 10:09	林欣樺	ASCEM-PI	Academia Sinica Cryo-EM Center (ASCEM) 108.01.01起 / CEM 3, Talos Arctica	ASCEM-3 Academic user	PI approve

When you have problems, [contact System Administrator](#).