

# Understanding Your Case Capacity

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If you subscribe to a level of maximum plans in SIPS and find that you are out of capacity to add more, you can upgrade your subscription or delete old cases to get back under the maximum. If you are over or out of capacity, you simply won't be able to add a new case (that button will be greyed out). All other functionality in SIPS to access and update existing cases in SIPS will still work even if you have reached or are over your case limit.

The screenshot shows the 'Your Case List' page in the SIPS system. At the top right, there are navigation links: 'YOUR CASE LIST', 'SETTINGS', 'HELP', and 'SIGN OUT'. Below the title, there are three buttons: 'Add Case', 'View All Cases', and 'Search Using Selection'. A red arrow points to the 'Current number of cases' field in the status bar, which is currently empty. The status bar also shows 'Maximum number of cases allowed:'. Below this is a search input field labeled 'Search for Case'. A table header is visible with columns: 'Case', 'Initial Plan Date', 'Revised Date', 'Tags', and 'Active'. At the bottom right of the table area, it says 'Rows Per Page: 25' and '<< No records >>'. A red message at the bottom of the table area reads: 'Please use View All Cases or Search Using Selection to view one or more cases'. The SIPS logo is in the bottom left, and 'PRIVACY POLICY' and 'TERMS OF USE' are in the bottom right.

If you feel you need more support or would like to set up demo time with one of our representatives, please contact us at: +1-888-449-6917 or [support@planscout.com](mailto:support@planscout.com)