

Removing a Customer Level Critical Message in SedonaOffice

12/28/2023 2:48 pm EST

How to Remove a Customer Level Critical Message

There is an option in Sedona Office to add a Critical Message to a Customer Account. The Critical Message will appear on the Customer Screen when it first opens. Sometimes the Critical Message needs to be removed/deleted so that it no longer appears when opening the Customer Account.

Customer Account

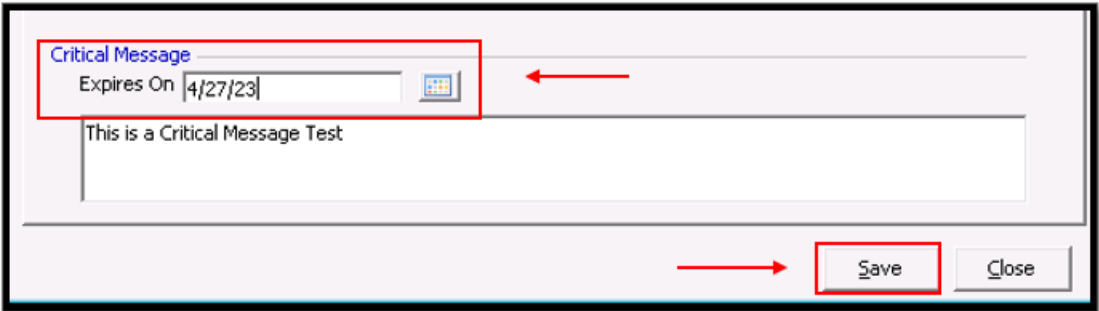
Open the Customer Account that needs to have the Critical Message.

Right-click on Customer Information.

At the bottom of the Screen is the Critical Message section.

If the “Expires On” field is blank, then enter the date that you want to have the Critical Message stop appearing on the Customer Screen.

Save.



The edit to the Critical Message will be recorded in the Sedona Event Log

Time Stamp	User Code	Type	Description	User Comments
4/27/2023 8:31:12 AM	Administrator	UPDATE	Edited Critical Message	This is a Critical Message Test
4/27/2023 8:31:11 AM	Administrator	UPDATE	Edited Customer Record	User Cancelled - No Comments
4/27/2023 8:31:10 AM	Administrator	UPDATE	Edited Customer Record	User Cancelled - No Comments