

How to Add a Customer Level Critical Message in SedonaOffice

01/03/2024 4:57 pm EST

How to Add 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.

Customer Account

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

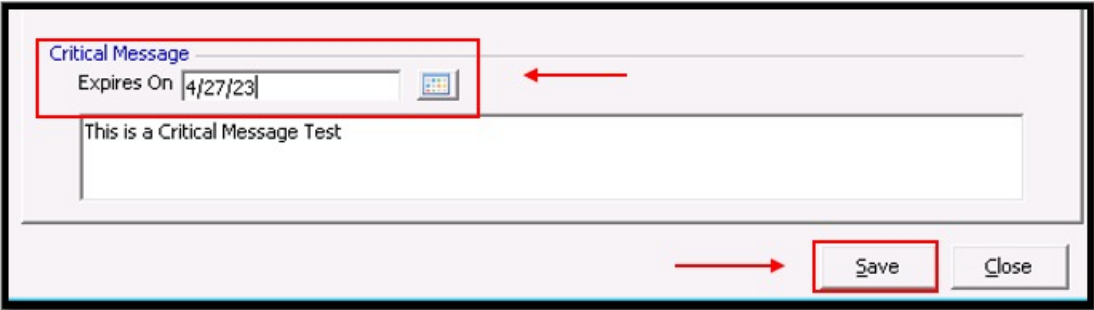
Right-click on Customer Information.

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

Enter the Critical Message.

If the Critical Message should expire on a particular date enter that date in the "Expires On" field. If no date is entered in this field the Critical Message will remain active until a date is entered in that field.

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	This is a Critical Message Test