

Update Access Level in the AR Customer Notes

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Description of Issue:

How can the AR Customer Note Access Level be updated for all notes on a customer?

Resolution:

In SedonaWeb2.0 Customers can see notes on their account if the security access level is set to 1. In older versions of SedonaOffice, security was not an issue because the customers could not see those notes unless they were from Service Tickets.

If they need to change the security access level on the notes entered against the customer's account, the script below can be used to update ALL note records to level 2 access.

```
Select * into AR_Customer_Notes_Backup_Case43899 from AR_Customer_Notes
```

```
update AR_Customer_Notes  
set Access_Level =2  
where Access_Level =1
```

If changes are made to the Access Level of the notes, the users will need to verify the User Groups are set with the correct access to see notes after these changes are made.

