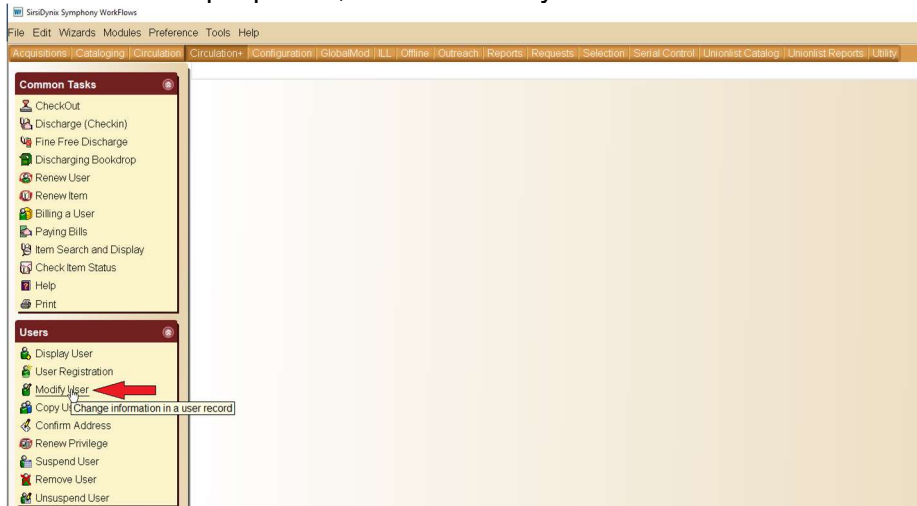


Creating (and removing) a Pop-Up Alert

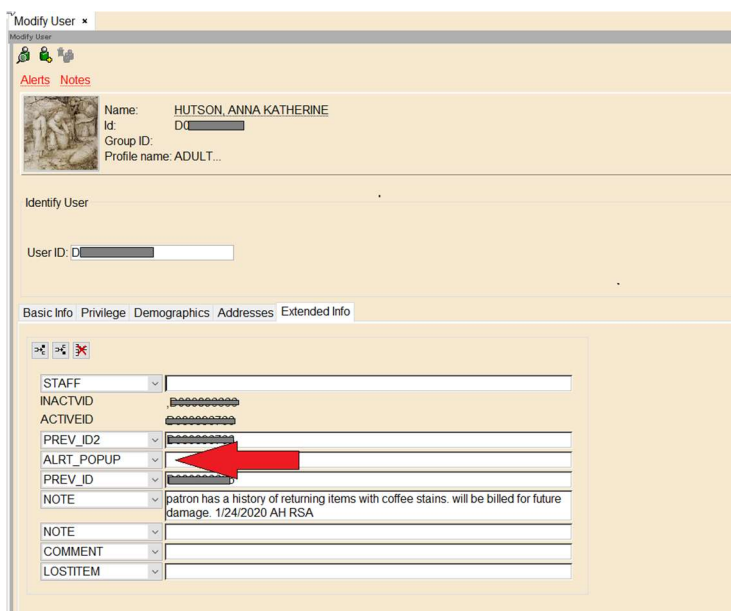
Created 10/9/2020

Pop-Up Alerts can now be added to a user's account. Unlike regular patron notes, these Pop-Up Alerts will also generate a Pop-Up alert window in the Display User Wizard in addition to the Checkout Wizards.

To Create a Pop-Up Alert, user the Modify User Wizard to edit the account.



Navigate to the Extended Info Tab. Use the field labelled ALRT_POPUP to enter the text that you wish to display.



Please remember that these notes will be visible to staff at all RSA member libraries, so make sure that your notes are clear and information and don't forget to include the date and your initials.

STAFF	
INACTVID	
ACTIVEID	
PREV_ID2	D
ALRT_POPUP	Patron's keychain found in Drop-box. Is stored in Lost and Found, please verify ID before returning. Remove note when resolved. AH-RSA 10/9/2020
PREV_ID	D
NOTE	patron has a history of returning items with coffee stains. will be billed for future damage. 1/24/2020 AH RSA
NOTE	
COMMENT	
LOSTITEM	

Get User Information Save (o) Modify a Different User Close

This will now appear as a Pop-Up alert in both the Checkout and Display User Wizards. Please note that the Pop-Up window will also include pre-existing notes and the usual information about fines and Available Holds, if relevant.

Display User x

Display User - User Alerts Display

User is DELINQUENT

Alerts

Estimated amount owed in bills/fines: \$1.25

Holds available: 1

Notes

Note: patron has a history of returning items with coffee stains. will be billed for future damage. 1/24/2020 AH RSA

Previous ID: D

Previous ID2: D

Active IDs: D

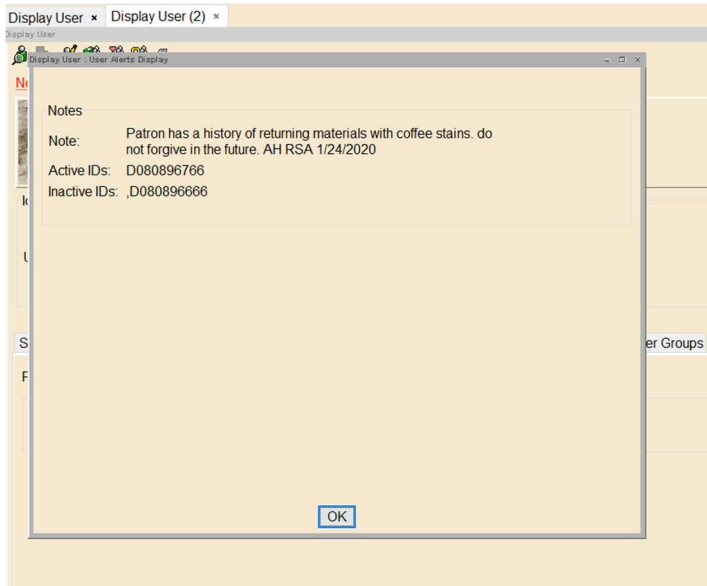
Inactive IDs: D

ALRT_POPUP: Patron's keychain found in Drop-box. Is stored in Lost and Found, please verify ID before returning. Remove note when resolved. AH-RSA 10/9/2020

OK

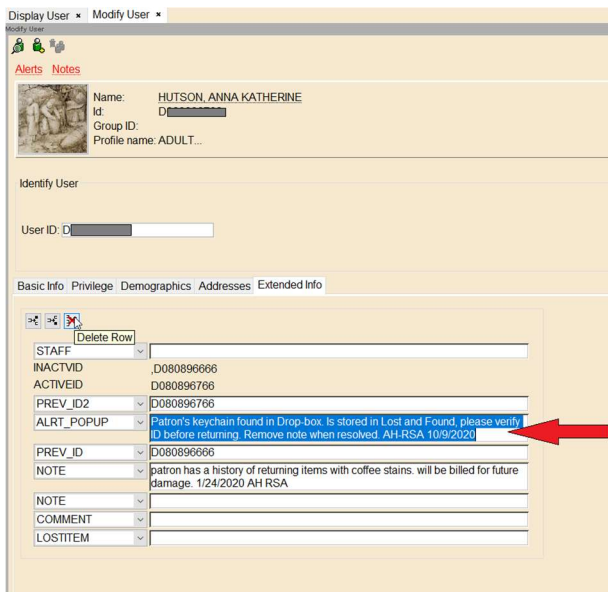
Removing an Empty Pop-Up Alert

Once the Pop-Up Alert is no longer needed, the note should be removed. In order to remove a Pop-Up Alert, the Alert must be completely removed. If the note is improperly removed, the Pop-Up will continue to appear even without the alert text.




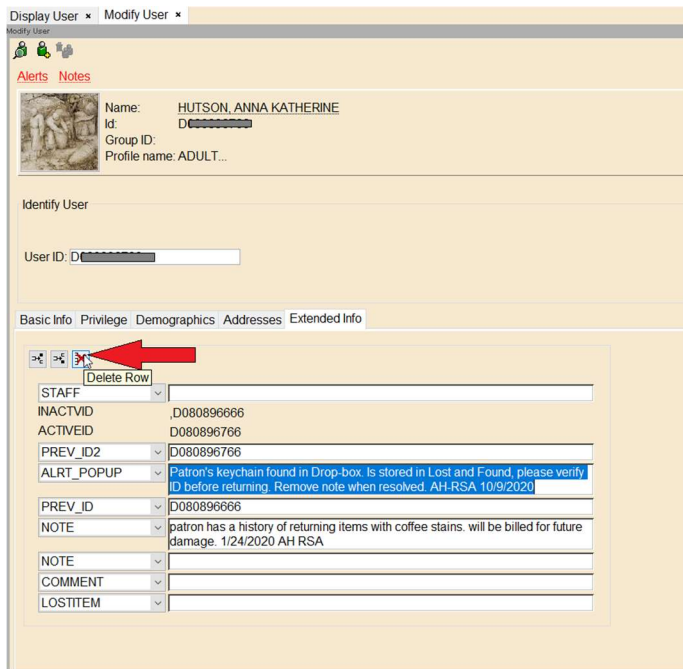
To completely remove the Alert:

Find the user's account using the "Modify User" wizard and click on the "Extended Info" tab.

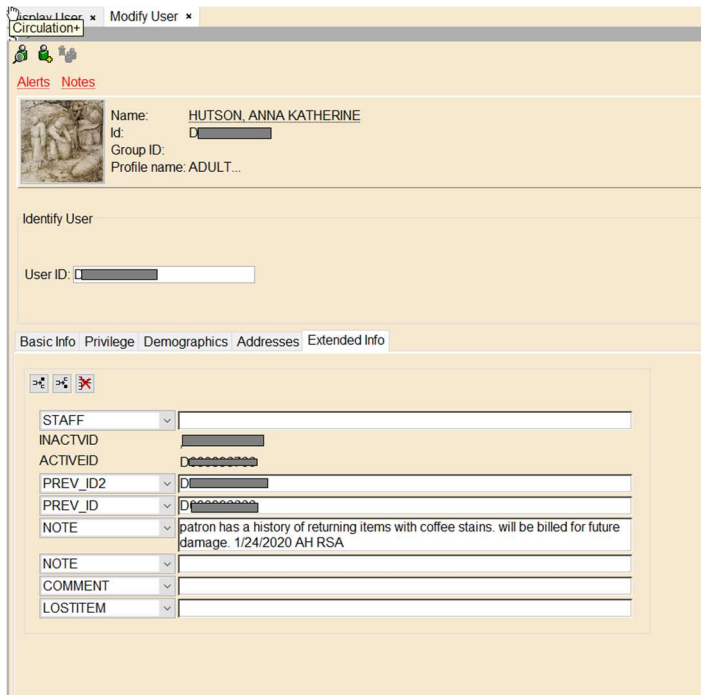


Select the Alert that you wish to remove by clicking in the note field.

Click on the “Delete Row” button (contains a red X)  in the row of buttons above the “Extended Info” fields.



This will remove the selected field.



Click the “Save” button on the bottom of the User Account screen.

The “Complete” box will pop up.

If you select “Make More Changes” option from the “Complete” pop up box you will see the ALRT field has been re-inserted on the “Extended Info” tab.

The new ALRT field will no longer contain blank information.

Questions??

Contact the RSA help desk at rsahelp@railslibraries.info or RSA staff at 866-940-4083