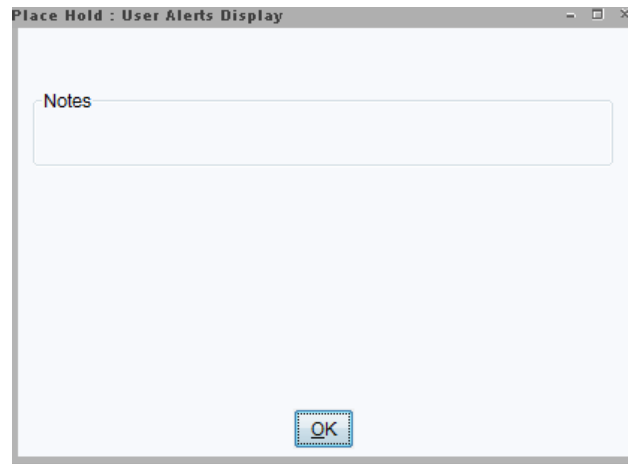


Removing a Blank Note from a User's Account

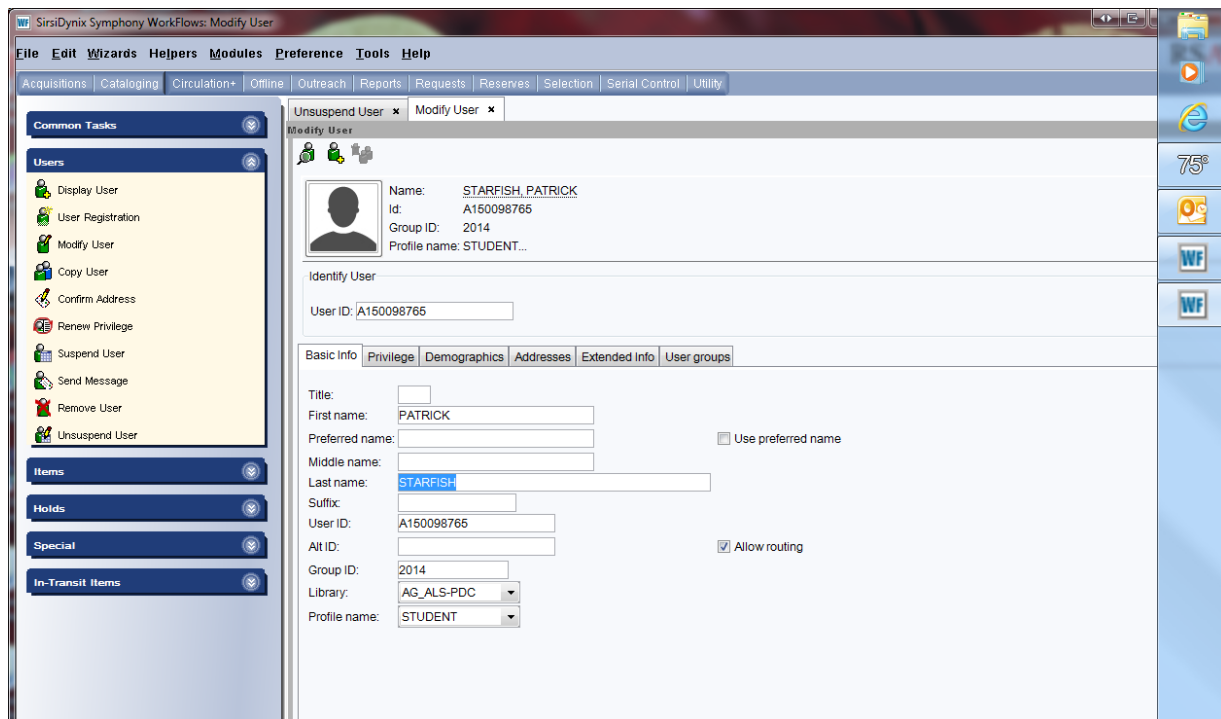
Revised December 2017

A blank note box will appear when a note is removed incorrectly from a user's account.

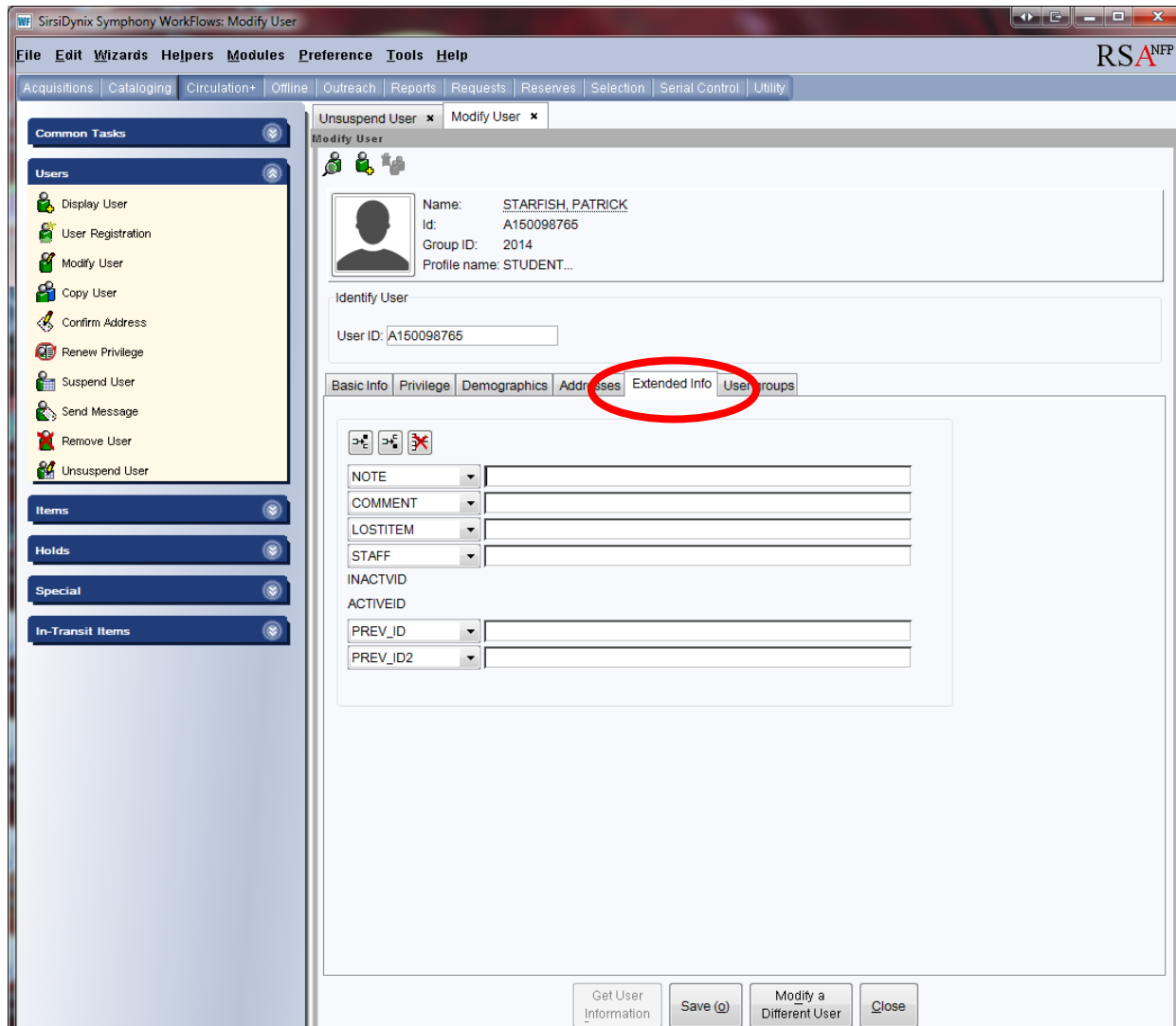


To remove the blank note:

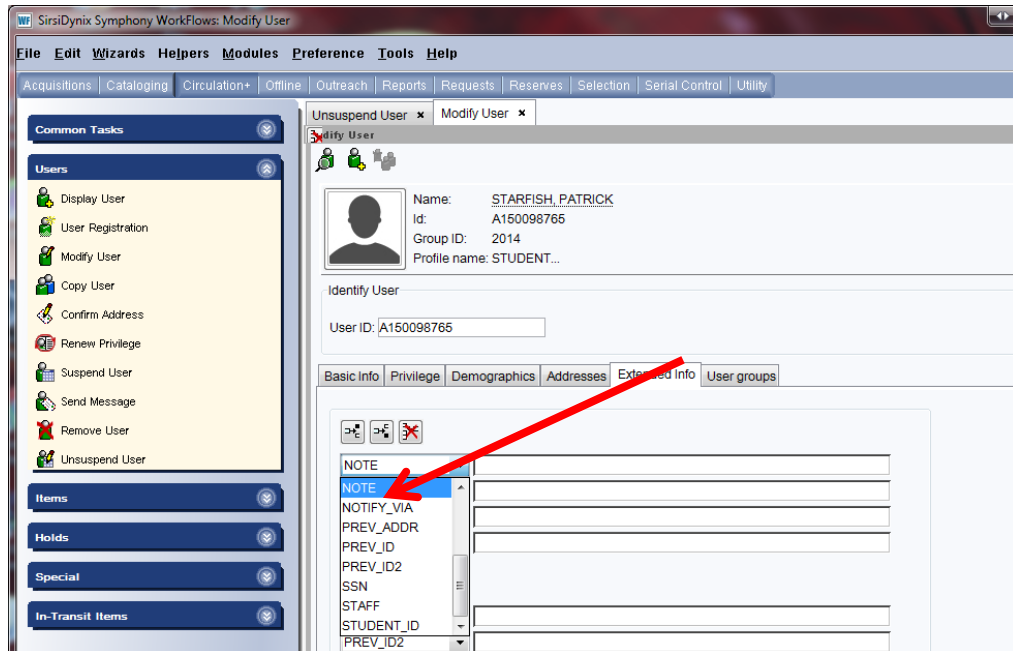
1. Find the user's account using the "Modify User" wizard.




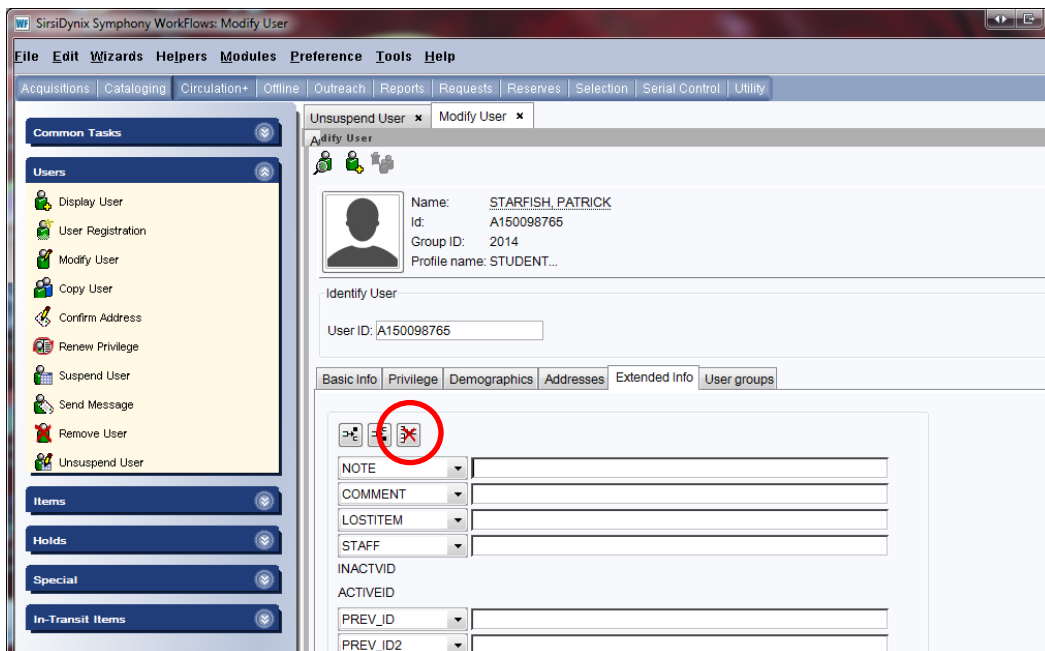
2. Click on the “Extended Info” tab.



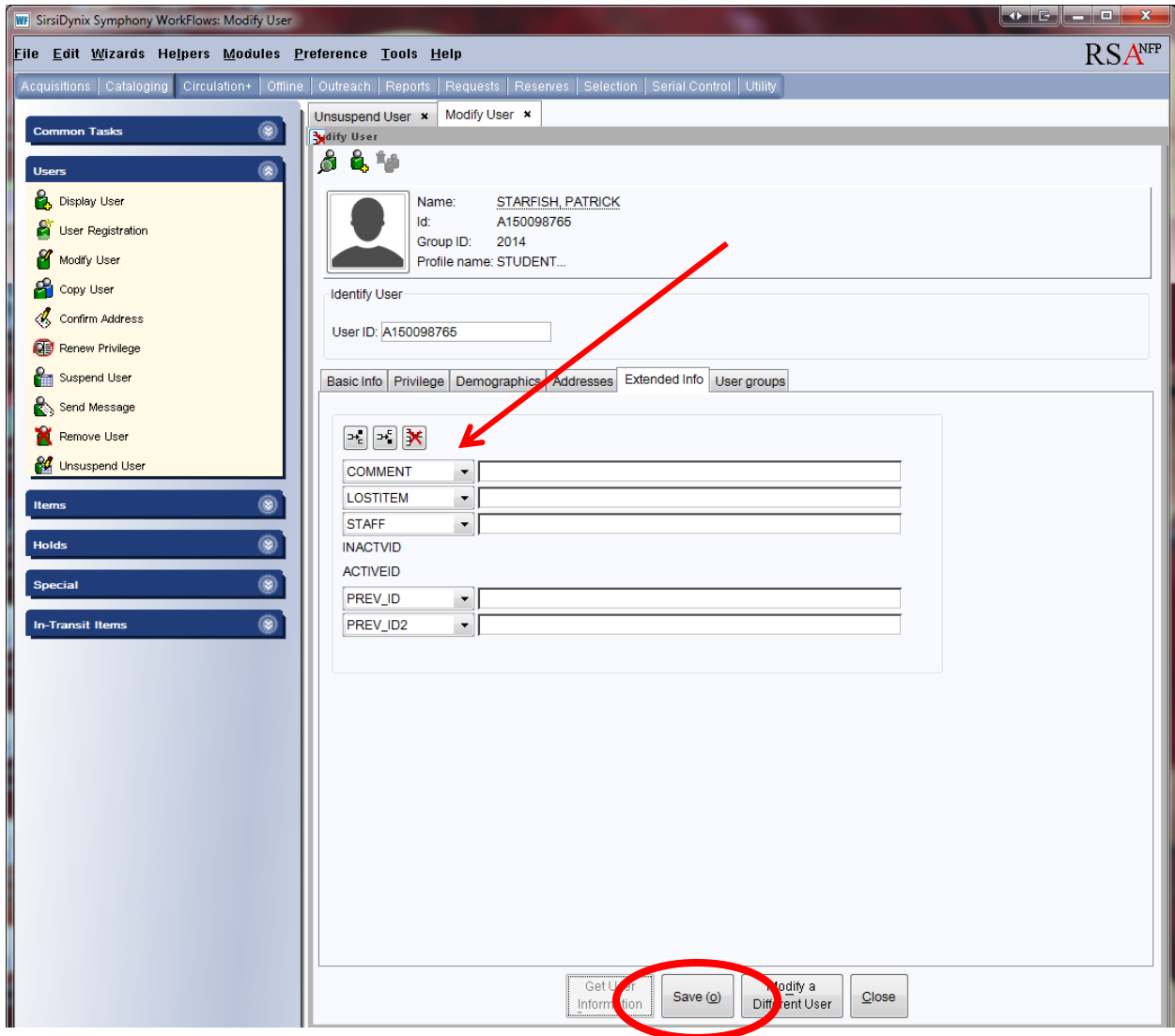
3. Select the “Note” field by using the arrow to open the “Note” drop down menu. (Once selected neither the field label of ‘Note” or the empty field will be highlighted or appear to be selected)



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

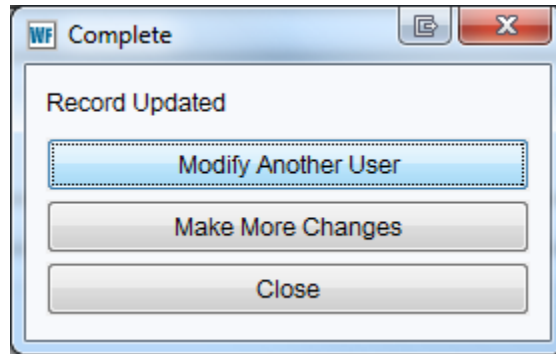


5. The “Note” field will be removed from the “Extended Info” tab.

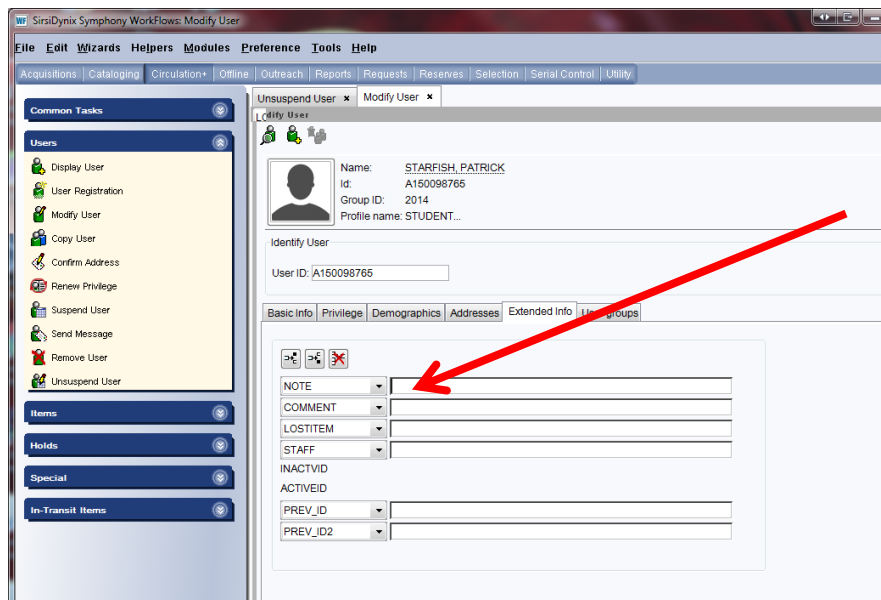


6. Click the “Save” button on the bottom of the User Account screen.

7. The “Complete” box will pop up.



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



The new “Note” field will no longer contain blank information. To prevent blank notes from appearing always highlight the information in the “Note” field on a user’s account and use the “Delete” key on your keyboard. Never backspace to remove notes. Backspacing removes the words but does not remove the note.

Questions??

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