

FP2 - TIP 'O THE WEEK #4

TOPIC: MOVING INCIDENTS

Every once in a while, whether it's due to trying to fit in too much into a busy day, or recovering from a particularly fun week-end, Incident reports can end up being attached to the wrong Property record. Another common mistake is to attach an incident to a Non-Property record when it should have been assigned to a Property. Not to worry, as either of these slip-ups can be easily remedied – here's how!

1. Go to the Property record or Non-Property record into which the rogue Incident report has been placed. Write down the Incident number.
2. Now, go to the Property record where that Incident report actually belongs.
3. Click on the Incidents button****
4. Ignore the "Incidents" window listing Incident at this property, and go up to Action Menu. Click on "Action" and then from the drop-down list, click, "Move an Incident to this Property". (Note: the Action menu you need is not accessed through the Properties window....you have to click on the Incidents button first!)
5. Click on "Yes" when you are asked if you want to move an existing Incident report from another property to this property(even if it was placed in a non-property record).
6. A dialogue box will then prompt you to enter the Incident number. Click "OK" once you have done this andVoilà – problem remedied.