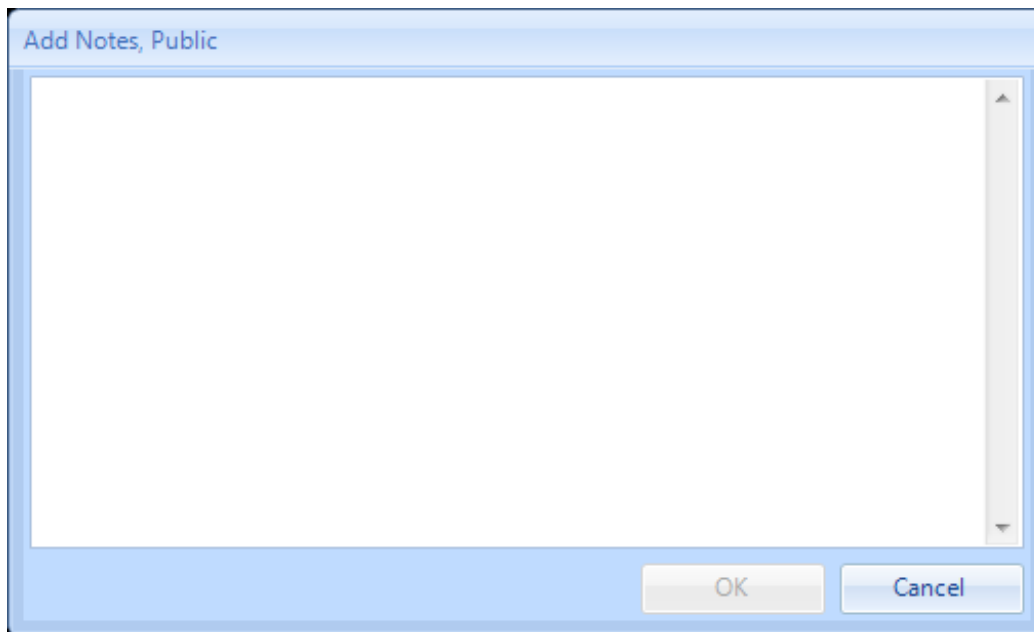


# Add Notes - Public

📅 Wed, Jan 17, 2024    📁 Agent Actions - Reactive, Quote, PPM, Audit

This section of a Work Order is where the User can add any additional information which has been provided to add extra clarity to the requirements of the Work Order. This is done using the Add Notes > Public action. Public notes are notes that can be seen by all Users such as Clients and Resources.

1. From the Agent Actions menu, choose Add Notes and select Public.
2. Enter the required text in the text box and click OK.

A screenshot of a software dialog box titled "Add Notes, Public". The dialog features a large, empty text area for input, a vertical scrollbar on the right side, and two buttons at the bottom right: "OK" and "Cancel". The dialog has a light blue border and a white background for the text area.

3. Once created, the Public notes will be added to the Notes History (in the correct colour) and to the Add Notes event.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=276>