View Notes History
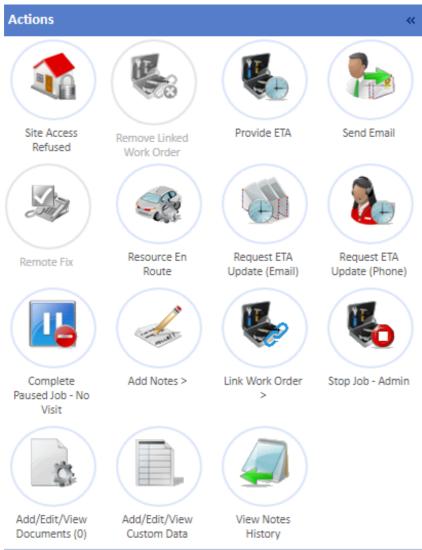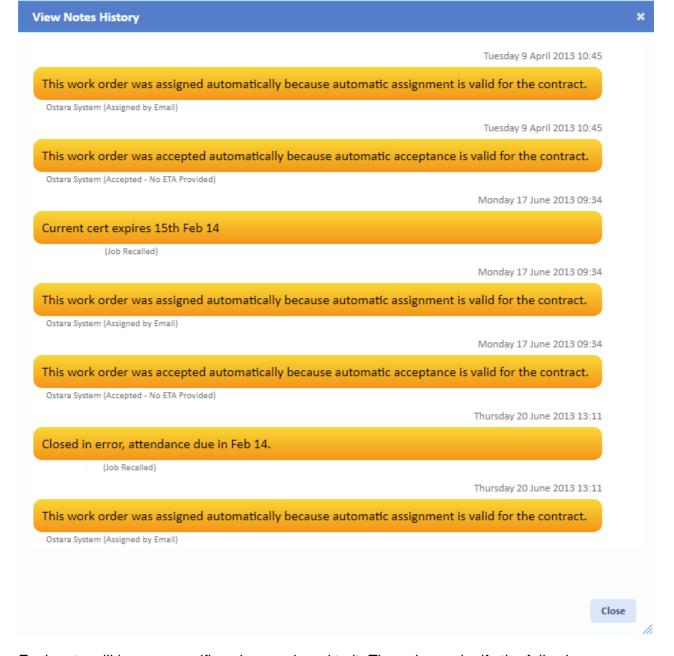
Some Work Orders may have had a lot information added to them and some user may require to look through these notes for specific information. This can be done by looking at the history of Notes have occurred on the Work Order. There are two ways to do this:

View Notes History button

1. On the Job Detail screen, select the "View Notes History" button to display the View Notes History pop up.

2. The View Notes History will show all notes that have been added to the Work Order along with who added the note, the date and time they were added as well as the action they occurred from.

View Notes History

Tuesday 9 April 2013 10:45

This work order was assigned automatically because automatic assignment is valid for the contract.

Ostara System (Assigned by Email)

Tuesday 9 April 2013 10:45

This work order was accepted automatically because automatic acceptance is valid for the contract.

Ostara System (Accepted - No ETA Provided)

Monday 17 June 2013 09:34

Current cert expires 15th Feb 14

(Job Recalled)

Monday 17 June 2013 09:34

This work order was assigned automatically because automatic assignment is valid for the contract.

Ostara System (Assigned by Email)

Monday 17 June 2013 09:34

This work order was accepted automatically because automatic acceptance is valid for the contract.

Ostara System (Accepted - No ETA Provided)

Thursday 20 June 2013 13:11

Closed in error, attendance due in Feb 14.

(Job Recalled)

Thursday 20 June 2013 13:11

This work order was assigned automatically because automatic assignment is valid for the contract.

Ostara System (Assigned by Email)

Close

Each note will have a specific colour assigned to it. The colours signify the following:

· Yellow - Notes added by users of the same Person Category. E.G. if one Management Company user adds a note and another Management Company users views the history, the note would appear in yellow.
· Red - Notes added by Management Company Users.
· Blue - Notes added by Resource and Client and Resource Users.
· Green - Notes added by Client Users.

Private Notes will appear in the list with a padlock symbol against them, signifying that the note is private.
Note: Viewing both Public and Private notes are controlled by their own permissions so enabling the permission for one will not enable the other.

3. Once finished, click "Close" to close the View Notes History screen.

History link
1. On the Job Detail screen, select the "History" link (under the Creation Notes header) to display the History pop up.

**Creation Notes
(History)**

2. Follow the same steps as the View Notes History button.