



# How to Undelete a Customer

v1.0

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## How to Undelete a Customer

A record never gets deleted from the Exigo database, it just gets marked as **deleted status** and it will no longer appear on the screens or reports unless you have permission to see deleted records.

In the event where a customer gets deleted, you need to do the following:

1. Check your user account to make sure you have permission to view deleted records. Go to **Administration>>Users** and **double click on your user account**.
  - a. Then click on the link "**Edit User Security**" on the right side of the screen.
  - b. When the **Edit User screen** appears, go to the **Customer Access tab**. There is a **check box option** for '**View Deleted Customers**' you would need to make sure this is **enabled for you**.
  
1. Go to **Customer>>Customer Search** and find the **customer record that was deleted**.
  - a. You will note that the **Status will be shown as Deleted in red text**.
  - b. You can click on **Modify Customer** and **change the status back to Active**.