



How to Undelete a Customer

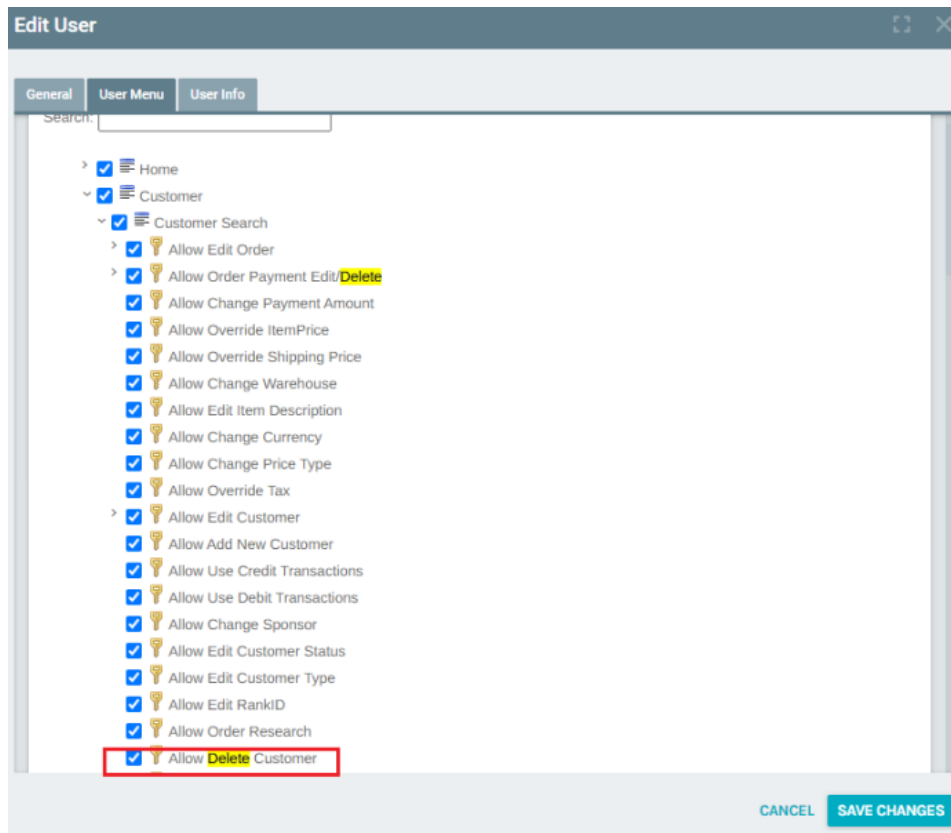
v1.1

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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 **Modify User Details** on the left side of the screen.
 - b. When the **Edit User** screen appears, go to the **User Menu** tab. There is a **check box option** for **Allow Delete Customer**. This option needs to be checked.



2. 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 **Edit Customer** in the upper right hand corner and **change the status back to Active**.
 - c. Click **Save Changes** to complete the process.