

# Ticket Knowledge Base Summary

Grouped by: Area

## Software

**Ticket No.:** 1-11

**Problem Description:**

Samantha Brink 6/25/2002 12:15:46 PM  
What is the best way to import student records so that everyone has the ability to view them?

**Final Results:**

Samantha Brink 6/25/2002 12:27:46 PM  
When student information is imported, the ownership of the record needs to be set to 'Everyone'. Also, there may be other records that must be included in order for the records to be visible like a link to an existing account record.

From the Admin, select Tools -> Manage -> Links and look for inner joins related to the Contact table.

**Notes:**

**Ticket No.:** 1-13

**Problem Description:**

Samantha Brink 7/1/2002 10:24:12 AM  
Customer wanted to know how to enforce usage of only the specified picklist items.

**Final Results:**

Samantha Brink 7/1/2002 10:34:12 AM  
Instructions on how to make user defined fields visible.

- \* From the Admin menu select Tools - > Manager - > Picklist
- \* Select the desired picklist
- \* Make certain that the item 'Text must match a list item' is checked.

**Notes:**

**Ticket No.:** 1-17

**Problem Description:**

Samantha Brink 7/5/2002 9:45:05 PM  
Customer wanted other people to be able to add new picklist options.

**Final Results:**

Samantha Brink 7/5/2002 10:15:56 PM  
Walked him through granting rights to add picklist items.

- Create a new Picklist Role
- \* From the menu select Tools -> Manage -> Admin Roles
  - \* Click on New Role
  - \* Give the new role a name
  - \* Find the square where Picklist Manager and the new role cross and double click to change the setting to YES.

- Assign the new role to the specified users
- \* Click on desired User
  - \* Click on the Security tab
  - \* Under the Administrative Role select the new role and save.

**Notes:**