

Manitou 2.x Web client

Changing Account ID Numbers

This document details how to change a customer account number.

In order to complete this action, there may be no active alarms in the alarm queue for this customer or any related customers (main/sub, master/related to master).

1. Load the customer record to change.
2. Navigate to the Tools menu within the Operator Workstation.
3. Select "Change Customer ID."
4. Enter the new Customer ID.
5. Click Change.
6. Validate your password.



Additional Notes:

- It is not possible to change account numbers on accounts that currently have alarms active in the alarm queue. If you experience a "router error" when changing an account ID; you may need to disconnect the accounting company ID change the account number then re-link it.

The screenshot displays the Manitou 2.x Web client interface. On the left, a sidebar menu is open, showing the 'Tools' menu with 'Change Customer ID' highlighted. Below the menu, a status bar indicates 'Open: SA001 - Shady Acres'. The main content area shows the 'Change Customer Contract No.' dialog box. This dialog has a 'Customer ID' field with 'SA001' and a search icon, and a 'New Customer ID' field with 'SA0011'. The 'CHANGE' button is highlighted. Below the dialog, an 'Information' pop-up box states 'Customer ID Changed' with an 'OK' button. To the left of the dialog, a 'Validate' window is visible, showing user information (User ID: BG, Name: BoldGenius) and a list of permissions. At the bottom, a 'Customer Activity Log' table shows recent actions.

Date	Time	Log Description	User ID
04/21/2017	07:32:03	VIEW - Customer Opened for View	BG
04/21/2017	07:30:40	COMMENT - Customer's Contract number has been changed from SA001 to SA0011.	BG
04/21/2017	07:27:38	VIEW - Customer Opened for View	BG