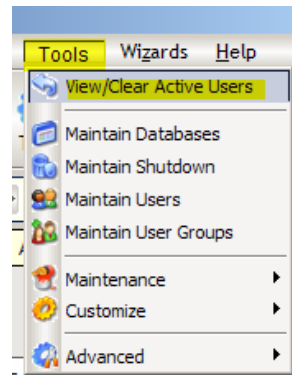


A user cannot log in to Riata™ CRM when a previous user session is still active. This condition occurs when a workstation is closed or disconnected from the network while a user is logged in to Riata. Because the user did not log out of Riata the session remains active until the user flag is cleared.

The system administrator can clear a user flag.

Go to: Tools | View/Clear Active Users

Click the “Next” button to view the active user list.



The list displays the user id, date, time and company number the user is logged into. To clear a user, use the mouse and click each user you wish to close out. A picture of a check will appear next to the userid indicating the user will be cleared when you press the start button located at the bottom of the screen.

Click “Start” after selecting the users to be cleared. The Wizard will complete the clearing sequence and display a dialog box with the number of users cleared. Click “Finish” to return to the customer record screen.

NOTE: the Administrator’s session is never included in the user list.