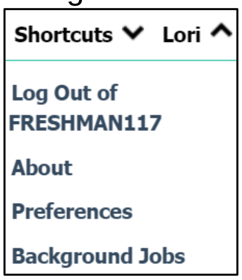
Tracking Your Assigned Service Records Modified by Other Users

Market: Federal/State/Local, House, Senate

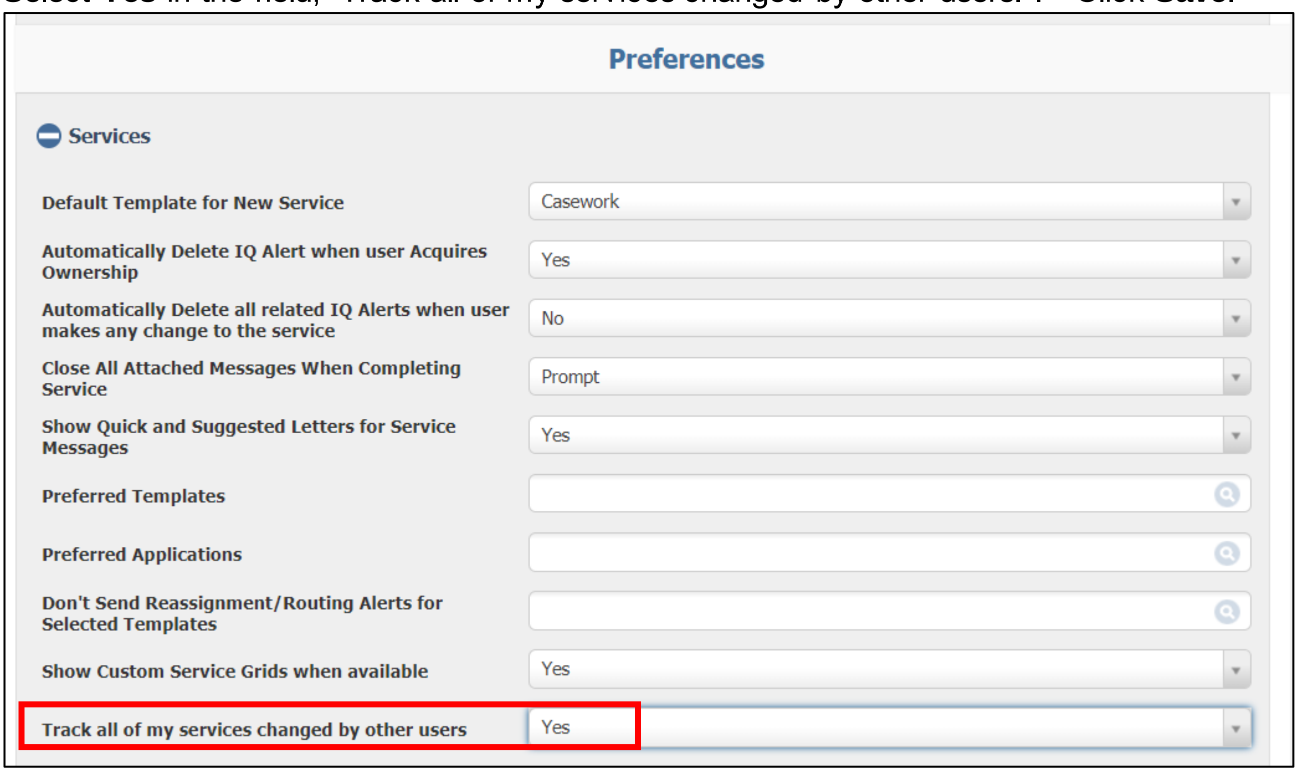
Description: These instructions teach users how to turn on the setting that allows users to identify which of their assigned service records were modified by other users and clearing notification settings after reviewing this information.

1. Navigate to **Preferences**. This menu is located under your username on the top right corner.



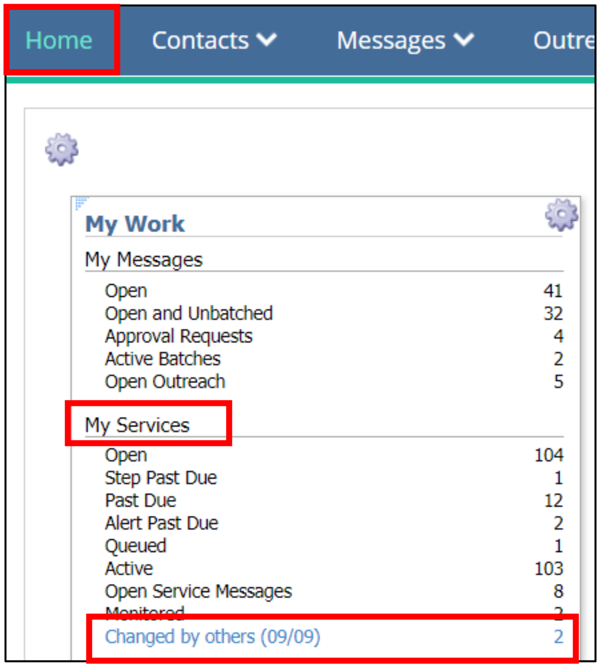
2. Expand **Services**.

3. Select **Yes** in the field, “Track all of my services changed by other users.”. Click **Save**.

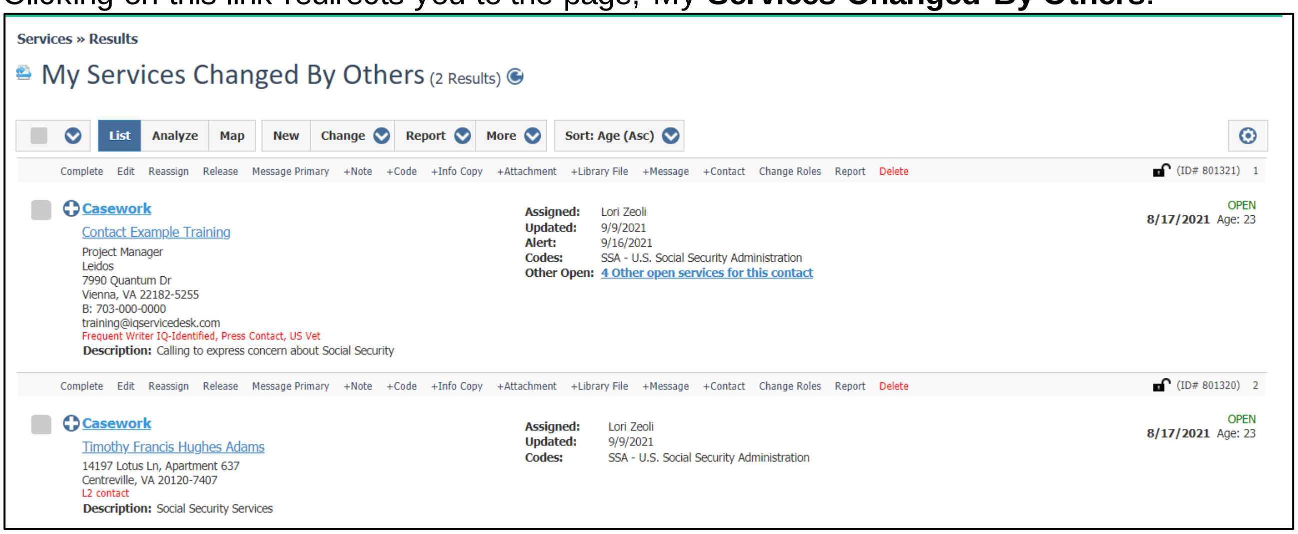


4. Navigate to the **Home** module. Confirm that the **My Work Summary Tile** is visible.

5. In the **My Work Summary Tile**, the **Changed by others** link displays the number of service records assigned to you but were modified by other users. The date displayed represents the oldest date a service record assigned to you has been modified by other users.



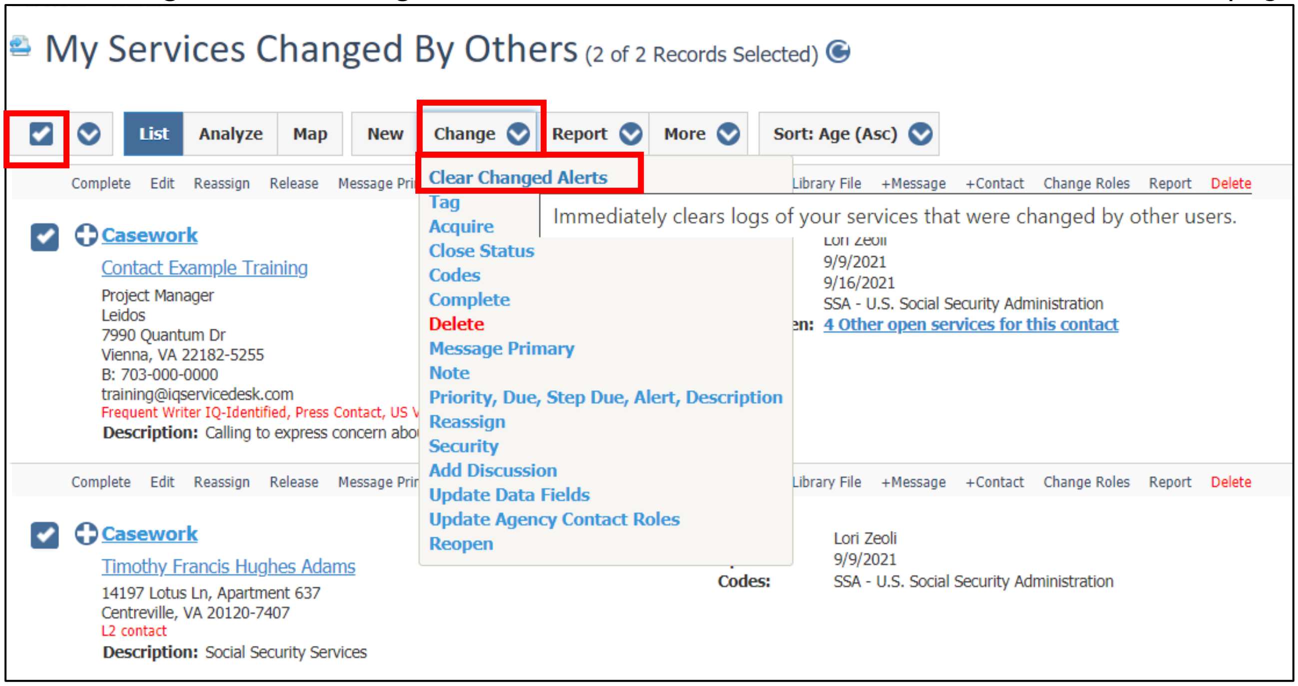
6. Clicking on this link redirects you to the page, My **Services Changed By Others**.



Clearing service records alert notifications

1. Once you have reviewed these service records, you can clear the notifications. Select the records.

2. Click **Change \ Clear Changed Alerts**. The selected records will be deleted from this page.



3. Navigate to the **Home** module. Confirm that the **My Work Summary Tile** is visible.

4. In the **My Work Summary Tile**, the **Changed by others** link now displays only the records that have not been viewed nor cleared.