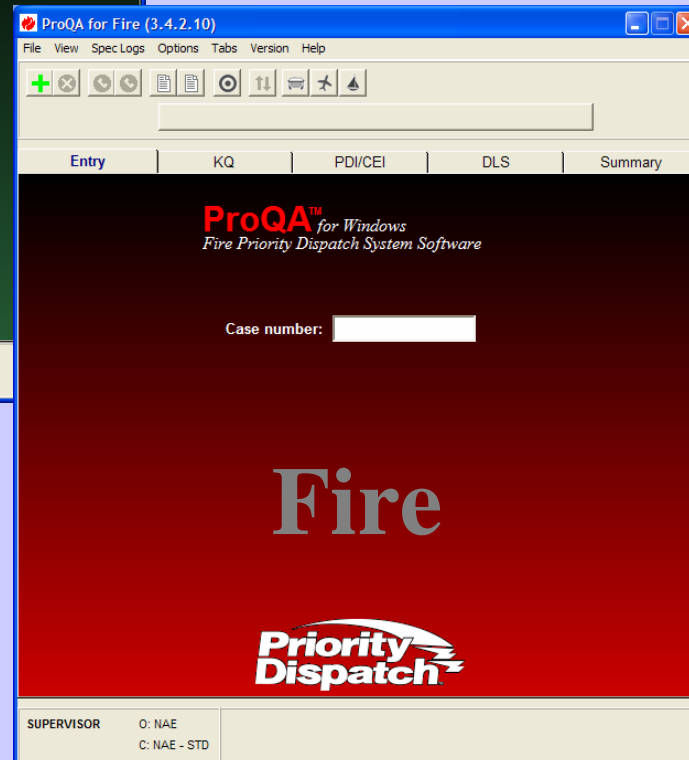
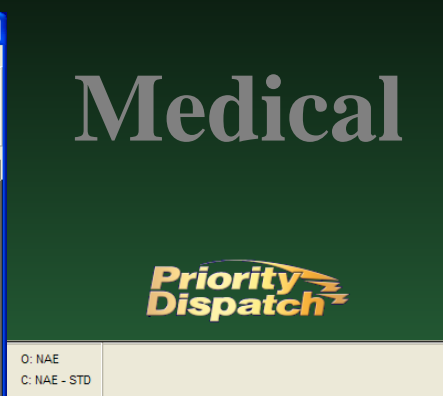
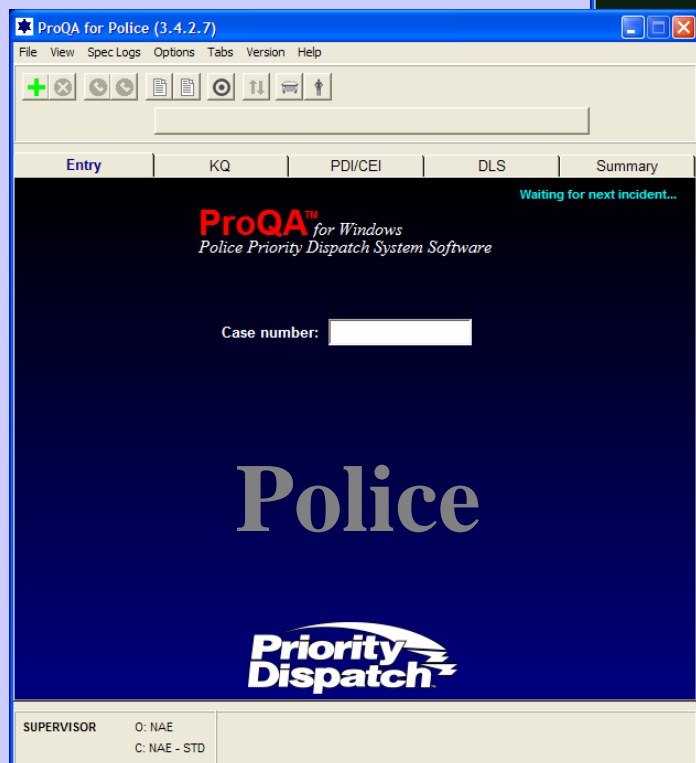
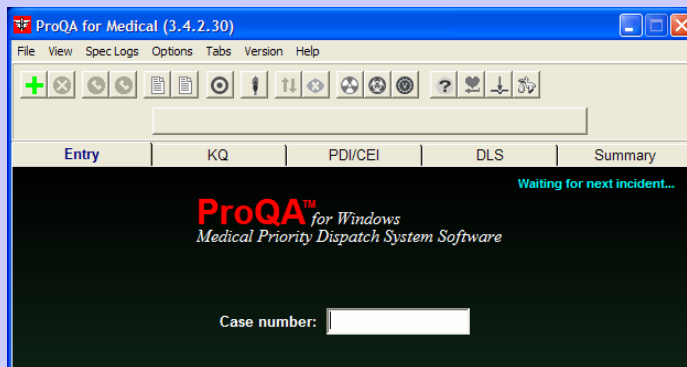


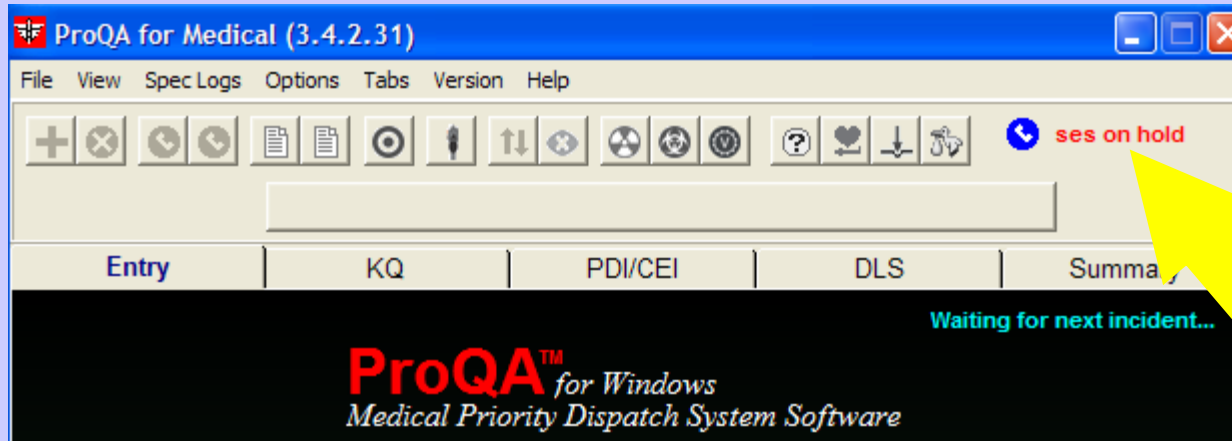


How to Remove “Cases on Hold”



How to Remove “Cases on Hold”

- Do you have “Cases on Hold” scrolling across the upper right side of your toolbar?



- The following steps will guide you in removing this warning.

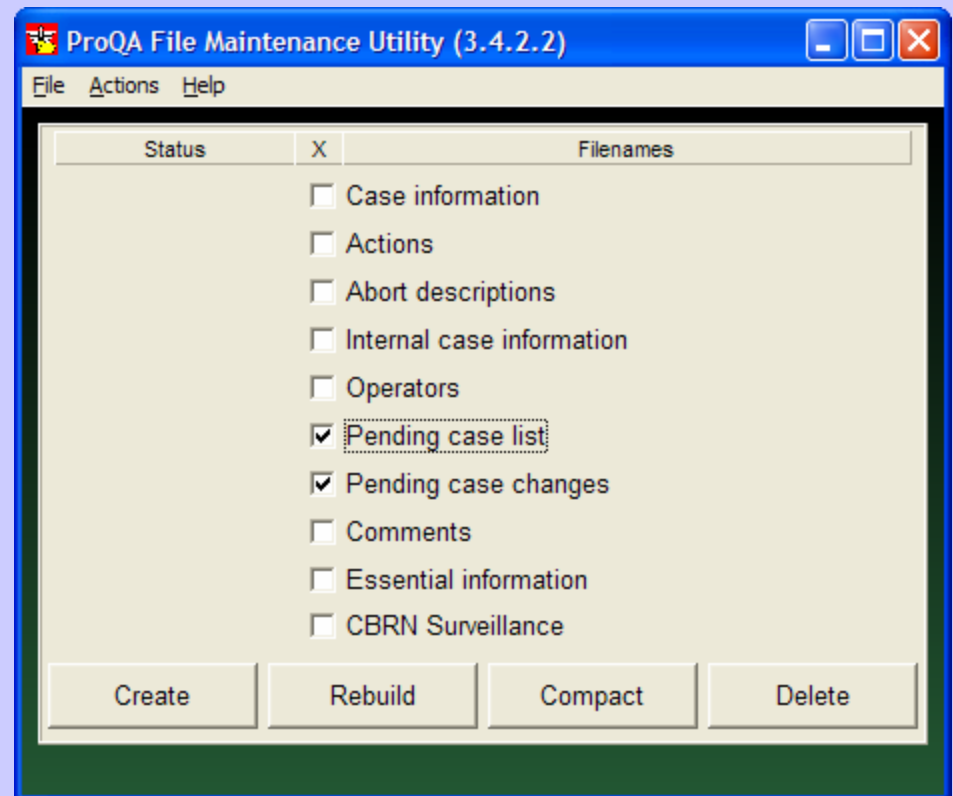


How to Remove “Cases on Hold”

- If you are using ProQA in a networked environment (with FairCom Server) **EVERYONE** must completely close out of ProQA.
- Ensure that the calls on hold are no longer needed as we will be removing them from the database.
- Go to “Start,” “Programs,” “Priority Dispatch” and open “File Maintenance”

How to Remove “Cases on Hold”

- Place a check in “Pending case list” and “Pending case changes”
- Select “Delete”
- If you receive an error, someone still has ProQA open.
- If the files are deleted, leave them checked and select “Create”
- Reopen ProQA and your cases will be gone





How to Remove “Cases on Hold”

- For additional assistance, contact Priority Dispatch Technical Support @ 800.363.9127 or in the continental US 866.777.3911. You can also email Tech Support @ support@prioritydispatch.net