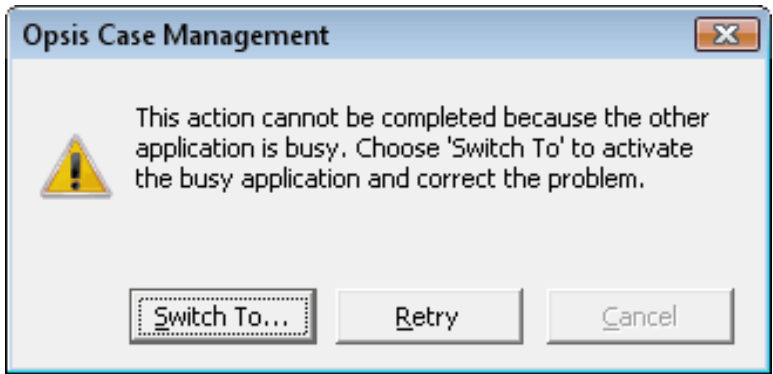




1 How to solve the Switch To.. Window

From time to time you may experience the following window:-



This message appears when another application has been activated and needs attention. For example:-

Millennium Account - Login Details

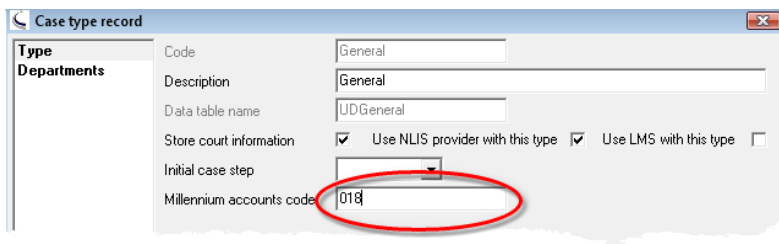
You may be in the middle of creating a new client and the above window appears. Maximise Millennium Accounts from the Task Bar at the bottom of the screen, check that its not asking for your username and password. Enter your login details and proceed.

Fee Earner / Partner Details

Similar to the above if you are creating a Case and suddenly get this message, try maximising Millennium Accounts, and check that you have the correct Fee Earner and Partner initials, enter the correct details and proceed.

Fee Types

Similar to the above if you are creating a Case and you suddenly get this message, try maximising Millennium Accounts, and check that the Fee Type field isn't blank. If the Case Type (SCM) and Fee Type (MA) haven't been linked then you will get this message, enter the appropriate Fee Type code and proceed. Ask someone with Administrator permissions to go into SCM and enter the appropriate Fee Type code if applicable.



Time Recording

If you are exporting Time Records from SCM to MA and get the SwitchTo... message you may need to maximise MA as it could be asking you to confirm the export location.



Further assistance can be obtained through the OPSIS Support Desk between 8.30am and 6.00pm on 0844 8155752 or support@opsisltd.com