

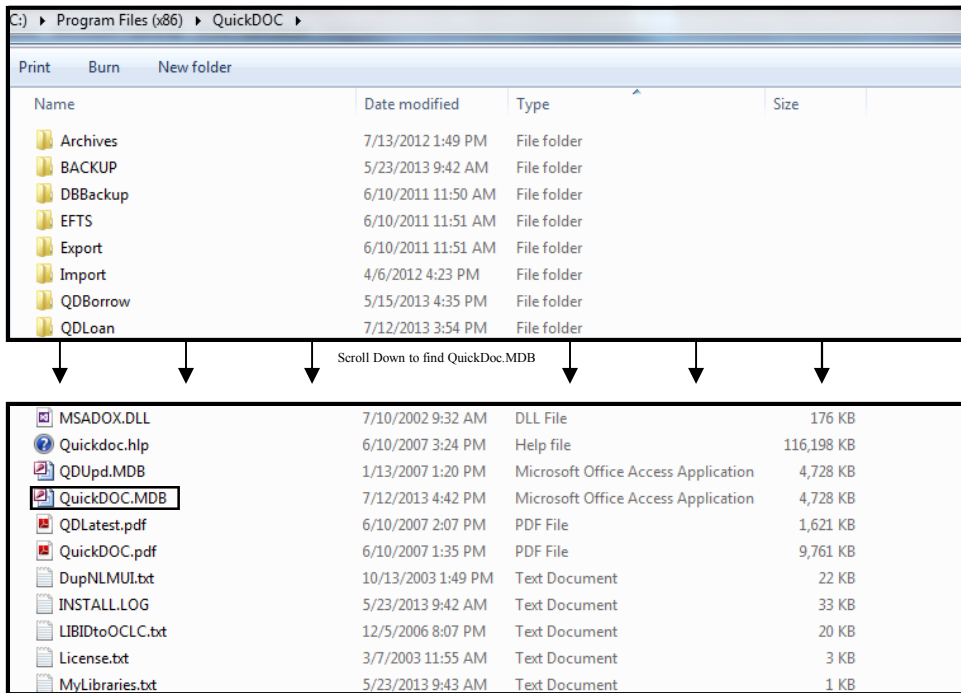
Patron not appearing in QuickDoc Grid

Problem:

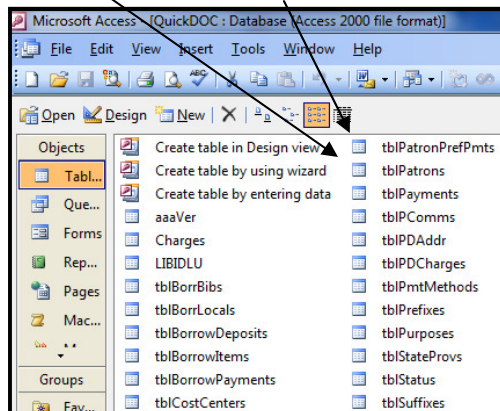
A patron does not appear in the Patron List inside QuickDoc. When attempting to add the desired Patron, QuickDoc warns that the patron already exists, despite not showing up within the list.

Solution:

This problem can often be solved within the QuickDoc database. Open up the QuickDoc database (*QuickDOC.MDB*). You can find the location of the database within the bar at the bottom of your QuickDoc application.



Open up two tables in the *QuickDoc.MDB*: *tblPatrons* and *tblPatronPrefPmts*.



These two tables will have several columns located within. Take a look at the column labeled *PatronsPrefPmt* inside the *tblPatrons*.

PatronID	PatronLocalID	PatronLastName	PatronFirstName	PatronMI	PatronDeptID	PatronPrefPmt
1		(None)			(None)	1
2	[1]	Salzman	Edwin		SURG	2
3	[2]	Sachs	Ben		OBGY	3
4	[3]	Reinold	A.		RHEUM	4
5	[4]	Printz	Hartmut		SURG	5
6	[5]	Daly	Jay		LIBR	6
7	[6]	Adams	Nancy		MED	7
9	[8]	Dewalt	Steve		LIBR	9
10	[9]	Miller	Ann		NURSADM	10
11	[10]	Bowers	Mary Ellen		NURSADM	11
12	[11]	Makadon	Harvey		EMER	12

Check to see if the number for the specific patron that is not showing is also listed with the same number in the column labeled *PatronPrefPmtRec*, also make sure that the *PatronPrefPmtID* is the same as the *PatronPrefPmtRec* for this specific patron.

PatronPrefPmtID	PatronPrefPmtPatronRec
1	1
2	2
3	3
4	4
5	5
6	6
7	7
9	9
10	10
11	11
12	12

If these numbers are off then make them match and save what you have done in the QuickDoc.MDB. When this is done reopen QuickDoc and see if the patron now appears in the grid. This may have happened because a request was not completed in the correct way, or because admin rights were needed to save information within QDPortal when the request was originally made. Make sure that you have admin rights to be able to access the QuickDoc.MDB file and that you can alter the information therein. Some people don't have admin rights to be able to access the files needed to be altered.