

Cannot Disable/Enable Letters

Product: Alma

Symptoms

User with administrative roles is not able to disable or enable letters (ex. the "FulBorrowingInfoletter").

Cause

The operator was trying to toggle the notice's blue slider without first clicking the "Customize" button.

Resolution

To disable/enable a letter from sending, perform the following steps:

1. Go to Alma Configuration > General
2. Under General Configuration click Letters Configuration
3. Find the desired letter
4. Click the slider to disable/enable the letter
5. Save

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