Solutioning Document for MY PORTAL REQUEST
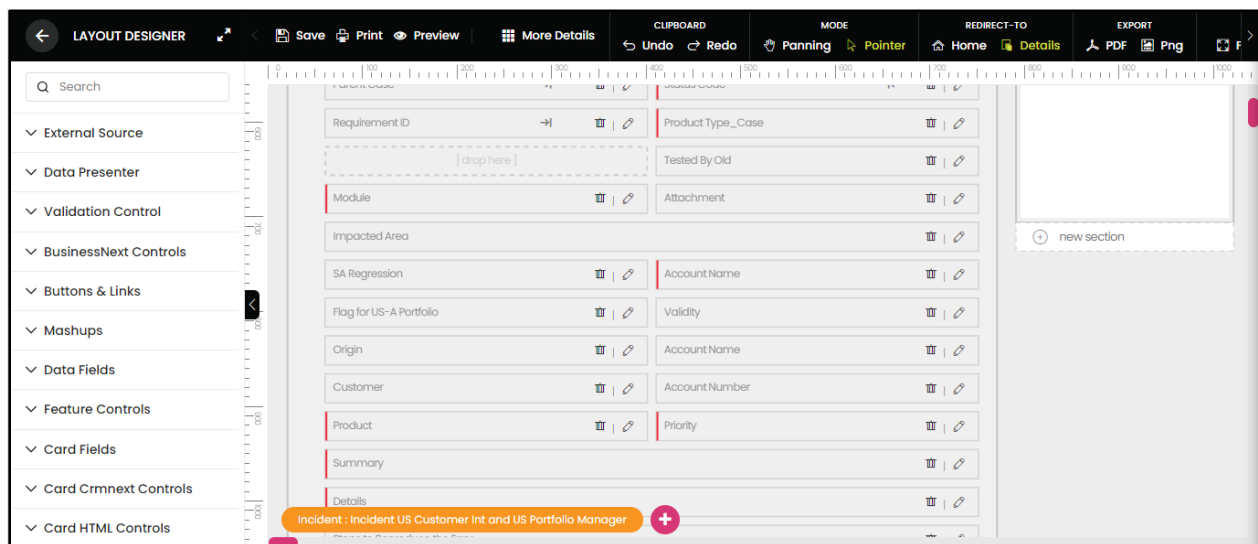
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1. MPR ID: 474943

Raise by: Oliver Bragalett

Details: "I keep receiving a warning during incident creation for a client that states Account name is Mandatory. This occurs under all roles I have which are: US Customer, US Customer Internal, And US Portfolio Manager. In US Customer and US Customer Internal, the account name is a greyed out field and cannot be editable, yet the error occurs. In US Portfolio Manager role, I can select the account name, and it still displays the warning. See the screenshot attached which has the warning (performed under US Portfolio Manager)"

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2. Changes Made & Solution Provided:

- **Configuration Changes:**
  Layout customizations were made to resolve this issue. For the roles mentioned in the request (US Customer, US Customer Internal, And US Portfolio Manager), the system field "Account Name" was set to mandatory on the layout, while the custom field "Account Name" was made non-mandatory and hidden from the layout.

- **Solution:** The configuration changes have resolved the issue, and the warning no longer appears during incident creation under the specified roles. Users can now proceed without encountering the mandatory field error.

Additional Notes (if any): NA