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**Project JIM:**

*Reactivate a Move – Quick Ref*

**IT Project Management Office**

Document Revisions

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# Reactivate Move Quick Reference Guide

This document is a quick reference guide to reactivating a Move and its associated Service Activities. When a Move is deactivated all the associated active Service Activities are automatically canceled. After reactivating a Move, each of the Service Activities must be individually reopened.

## Locate the Move to be reactivated

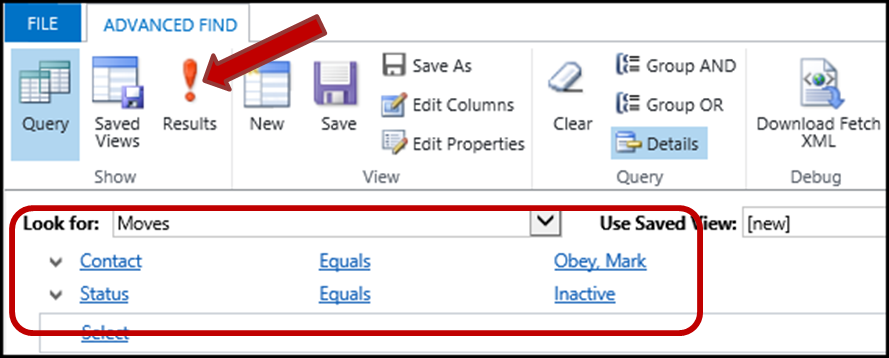
1. Navigate to JIM.
2. If you know the Move number, perform the steps in section [Move number is known](#_Move_number_is).
3. If you don’t know the Move number, perform the steps in section [Move number is unknown](#_Move_number_is_1).

### Move number is known

1. Navigate to the **Moves** view page.
2. Select the System View for I**nactive Moves**.
3. Filter for the desired Inactive Move.
   1. Turn filtering on.
   2. On the Name column, perform a “Custom Filter…”.
   3. Filter for the **Name** field “Contains” the Move number and select the **OK** button.
   4. **Note:** Using the Search feature will only locate Active Moves.
4. The found Move record will be displayed.
5. Continue to section [Activate the Move](#_Activate_the_Move).

### Move number is unknown

1. Select the **Advanced Find** button.
   1. It’s located near the far right of the top menu bar. 
2. The **Advanced Find** window will open and display.
3. Enter the search criteria.
   1. Select “Moves” in the **Look for** field.
   2. Click on the **Select** link just below the **Look for** field.
      1. Choose “Contact” in the dropdown list.
      2. For the condition, select “Equals”.
      3. Hover the mouse over the **Enter Text** link and search for the desired Contact name.
   3. Click on the next **Select** link.
      1. Choose “Status” in the dropdown list.
      2. For the condition, select “Equals”.
      3. Hover the mouse over the **Enter Value: Status** link and select “Inactive”.



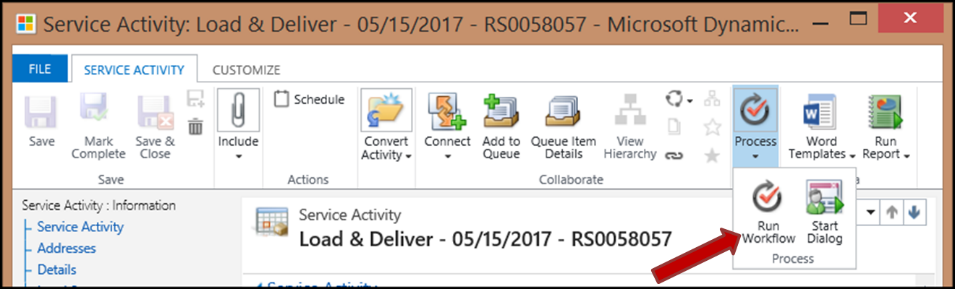
1. Select the **Results** button, to perform the search.
2. The found Move records will be displayed.
3. Continue to section [Activate the Move](#_Activate_the_Move).

## Activate the Move

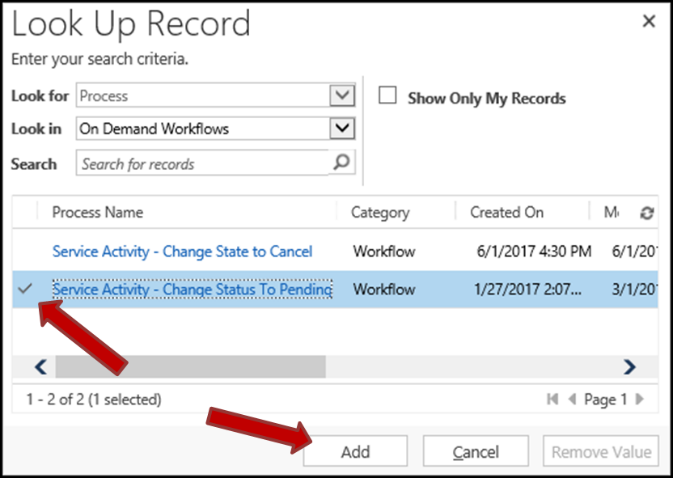
1. The found Move record(s) will be displayed.
2. Select the desired Move record.
3. The **Move: Information** page will display.
4. Select the **Activate** button near the top left of the Move page. 
5. The Move **Status** is now “Active”.
6. The Move **Status Reason** is now “Pending”.
7. If there are Service Activities to be reactivated, perform the steps in section [Reopen a Service Activity](#_Activate_Service_Activity).

## Reopen a Service Activity

1. The Move should still be open, on the **Move: Information** page.
2. Scroll down to the **Service Activity** panel.
3. Open the Service Activity to be reactivated.
4. The **Service Activity** window will open and display.
5. Select the **Run Workflow** button, near the upper right of the window.



1. The **Look Up Record** light box will open and display.
   1. Select the process “Service Activity – Change Status to Pending” option.
   2. Select the **Add** button.



1. The **Confirm Application of Workflow** message light box will open and display.
   1. Asking “Are you sure that you want to continue?”
   2. Select the **OK** button.
2. You are returned to the **Service Activity** window.
   1. Select the **F5** button, if the **Service Activity** window doesn’t refresh.
3. The Service Activity **State** is now “Open”.
4. The Service Activity **Status** is now “Pending”.
5. Repeat the steps in this section for each Service Activity to be reopened, as needed.