Chapter 4.41: Deleting File from Customers' Accounts in EF2000
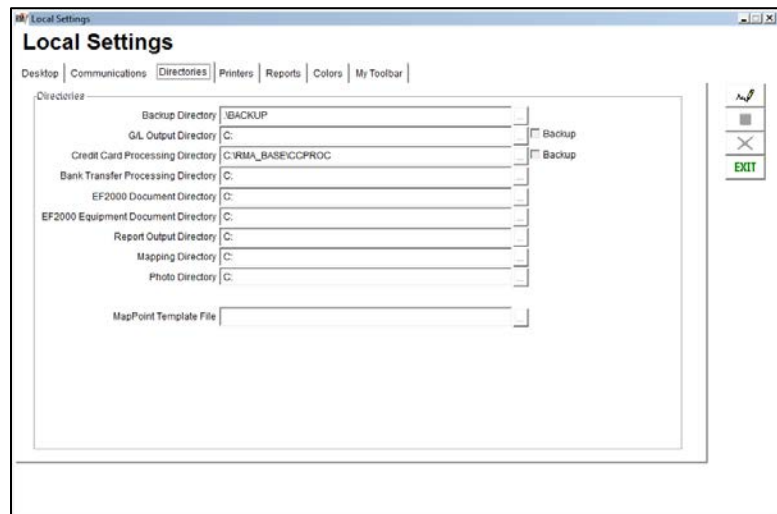
Overview

See below for instructions on how to delete files on customers' accounts from EF2000.

Introduction

Remove documents from EF2000, for specific customers' accounts.

Deleting Files from Customers' Accounts

Go to *File>Local Settings>Directories* tab and find the EF2000 Document Directory. Open this folder in Windows Explorer.

Once in the folder, go to the subfolder, and then open the next subfolder which will correlate with your customers account, as described below.

The subfolders are based on the 4th and 5th characters of the customer account number. If the customer account number is 000102, you would go into the 1 subfolder, and then the 0 subfolder to find the document.

Note: For Customer Acct: 123456, you would enter subfolder 4, then subfolder 5

Once you are in the subfolder containing the EF2000 file, select the document you wish to remove, and push the delete key on your keyboard, or right click on the file and select delete.

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Warning

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