Inviscid TotalABA Tips & Tricks

This document covers many frequently asked questions along with other various tips and tricks that will help your daily use of the TotalABA application.

1. Make sure you click the **Go!** button next to the View to see all records for that tab. Only the most recent records will be displayed when you first open a tab.
2. Hover over a link to see additional information for that record (e.g. Appointment on a Session).
3. Click on a link to open the record (e.g. Student on an Appointment).
4. Click on the **+** symbol at the far right of the displayed tabs to see all tabs that you have access to. You can also customize which tabs are displayed at the top of your navigation by clicking Customize My Tabs.
5. The left portion of the application contains a section that can be expanded/collapsed that contains a search feature, list of recently viewed items, support information, along with other actions. Click this icon to show or hide this feature.

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6. You can update your name, email, password, etc. by clicking on your name in the upper right and choosing Setup.
7. Go to http://www.inviscidsoftware.com/trainingvideos.aspx to view all of our help documentation and training videos.
8. Unfortunately there currently is not a way to edit a recurring appointment pattern once the appointments have been created. This is something that is in our development queue. However, there still is an easy way to handle this situation. Below are the steps.
    - Open any appointment in the recurrence pattern that needs to be changed.
    - Click the Delete button. You will now be presented with a dialog with several options.
        o Choose **This appointment and all appointments in this recurrence pattern**.
        o Select **All dates** for the What Date Range option.
        o Select **Permanently delete them** for the What should be done with these appointments option.
    - Now create the new appointments with the new recurrence pattern.