



Editing a Closed status Close Call Event

Version 2

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1 Introduction

When a close call event has been entered and processed the status of the event will appear as Closed. However, it is possible to re-open a closed event and edit fields within the event that may require changing.

2 Editing a Close Call Event

To find the event you want to amend, click on 'Search Close Call' (see 'Searching & Running Reports guidance for further information in conducting a search in the Close Call System).

Figure 1



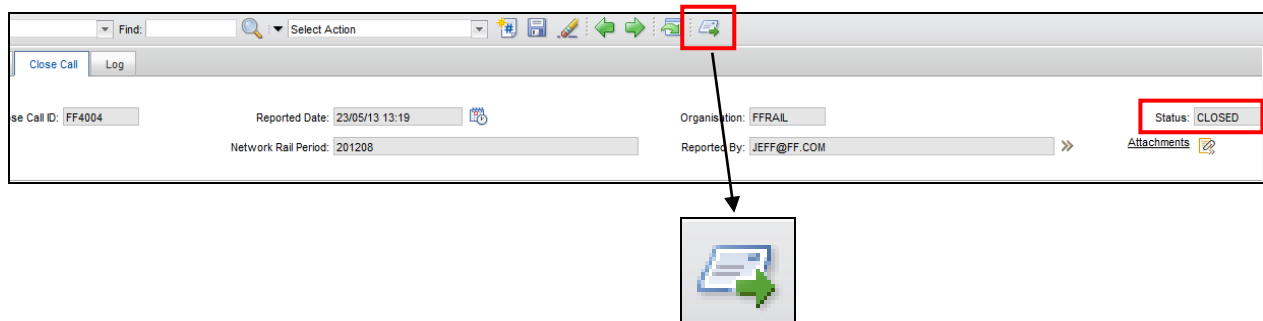
2.1 Reopening a Closed Event

If the event is marked as 'Closed', you must reopen the event in order to edit the content.

Nb. You will not be able to re-open or edit events that are showing 'Awaiting Responsible Manager' status.

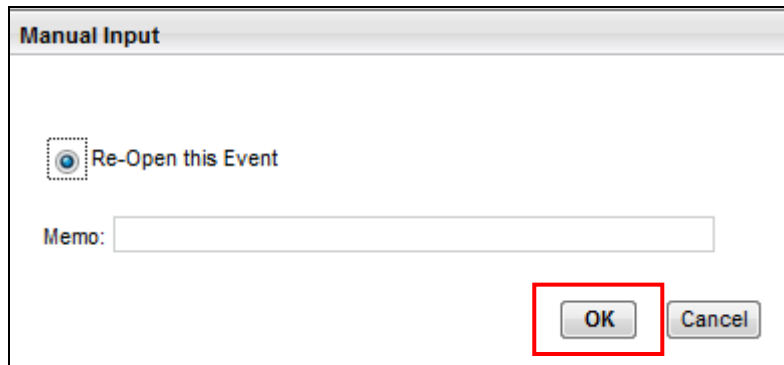
Click on the 'Process Close Call' icon at the top of the event screen.

Figure 2



Click 'OK' to confirm you want to re-open the event

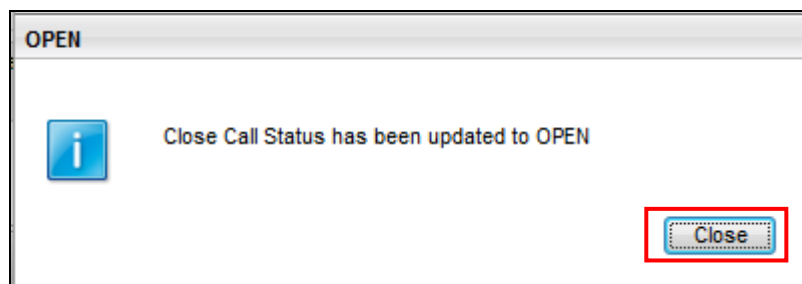
Figure 3



The image shows a dialog box titled "Manual Input". It contains a radio button labeled "Re-Open this Event" which is selected. Below this is a text input field labeled "Memo:". At the bottom right, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

Confirmation that the event status is now updated to 'Open' will appear. Click 'Close' to begin editing the event.

Figure 4



The image shows a dialog box titled "OPEN". It contains an information icon (a blue square with a white 'i') on the left and the text "Close Call Status has been updated to OPEN" on the right. At the bottom right, there is a button labeled "Close" which is highlighted with a red rectangular border.

2.2 Editing the Close Call Event

The event will now be fully editable. You can edit the text fields, change the drop down options previously selected, alter the date and time the event occurred, assign the event to a different project from your organisations project list, add attachments to the event etc.

2.3 Closing the edited event


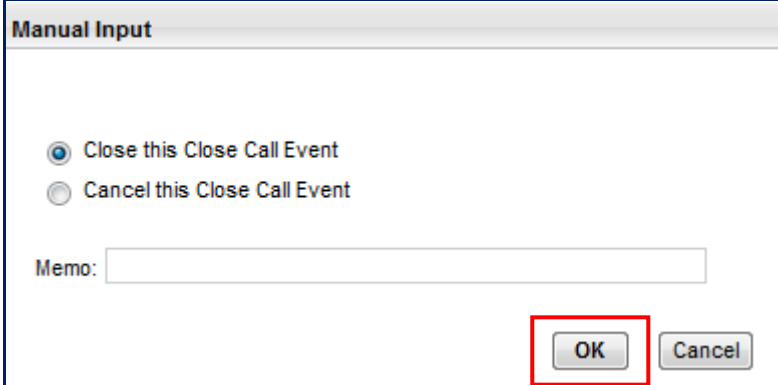
To change the event back to 'Closed' status, click on the  'Process Close Call' icon from the menu bar at the top of the event. You will be asked to confirm the event can be closed. Click 'OK' to confirm.

Figure 10



The image shows a dialog box titled "Manual Input". It contains two radio button options: "Close this Close Call Event" (which is selected) and "Cancel this Close Call Event". Below these options is a text input field labeled "Memo:". At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

Please contact the CCS Support Team on closecall.enquiry@rssb.co.uk if require any further information or advice.