

eOpen Attendee Group Naming

eOpen will now always create Contact Groups in the format e.g.

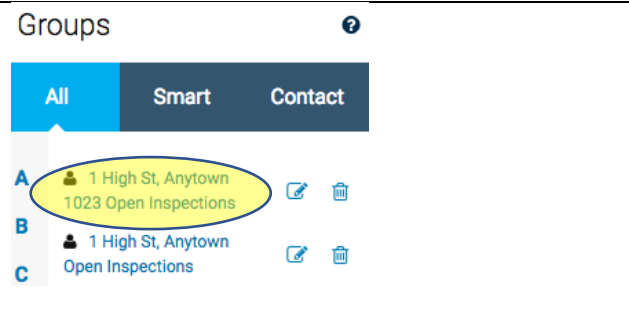
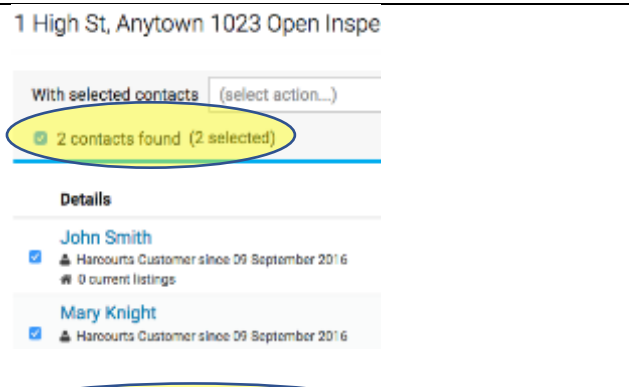
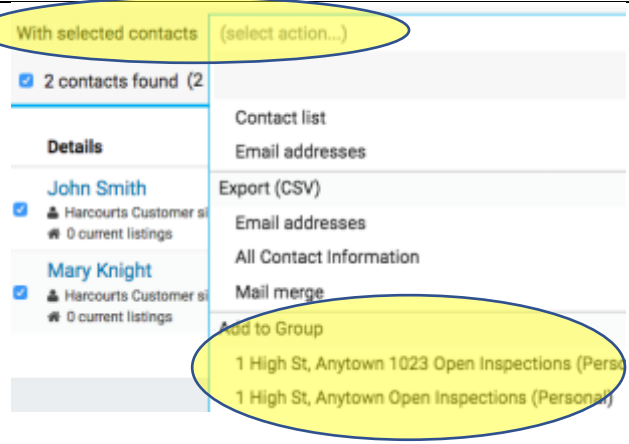
- **1 High Street, Anytown Open Inspections**

eOne iPad would previously create Contact Groups in the format (showing a postcode) e.g.

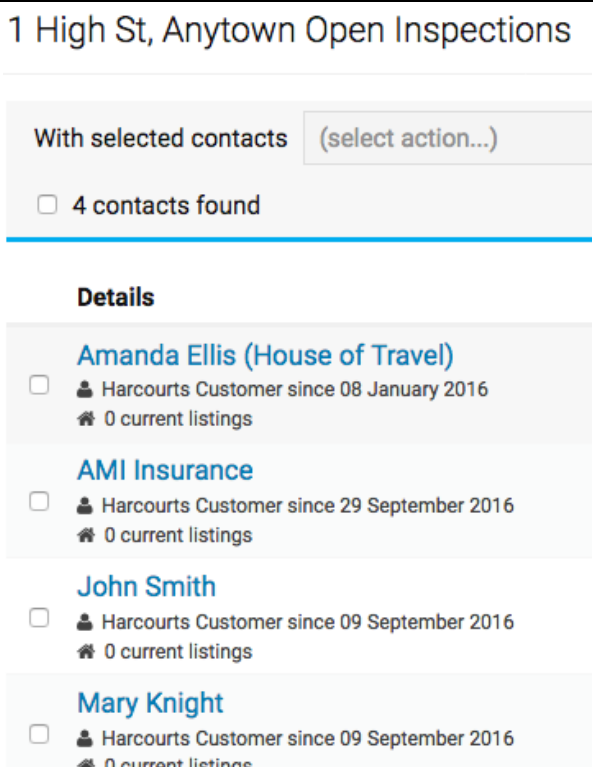
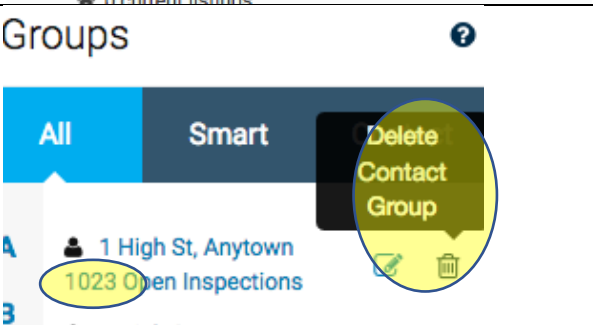
- 1 High Street, Anytown **1023** Open Inspections

Only with recent open home inspections where you used both eOne iPad and eOpen for, you will likely find some attendees in these two different group names.

To resolve this, just follow these steps in H1 on your computer (not in the apps), which does **not** involve the deletion of any contacts:

<p>1. Find Open Inspection groups with similar names in H1 Contacts/Groups, or click here for NZ or AU</p> <p>The OLD groups will show a postcode</p>	
<p>2. Tap on the old group name and select all group members by ticking 'x contacts found'</p>	
<p>3. In the 'With selected contacts / (select action...)' dropdown above the contacts, choose to Add to Group, and pick the group WITHOUT the postcode e.g. 1 High St, Anytown Open Inspections.</p> <p>Note: This will make the selected Contacts belong to BOTH groups</p>	

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<p>4. In the new group without the postcode, you will now see all attendees who visited that property.</p> <p>In the next step, you can now delete the old group name with the postcode.</p> <p>It is important NOT to delete the Contacts</p>	
<p>5. Tap on the Trash can icon to the right of the group with the postcode</p>	
<p>6. Click OK to the message to confirm you want to delete the old group name.</p> <p>Contact the Harcourts Helpdesk if you have any questions/problems.</p>	