



There are dozens of little tips and tricks for using your Microsoft Dynamics CRM application that can make your life ever so much easier. We'll be bringing you a new tip every month in the hope that you find them useful.

The resident Altico wizard presents your January 2008 CRM tip:

CRM Navigation - Return to Parent Tab

Browsing around the CRM, it can be helpful to modify the way IE7 handles closing tabs. By default when you have multiple tabs open and close one in the middle it will jump to the next tab (to the right). When opening multiple tabs in CRM and using 'save and close' on a record, IE7 will jump to the next tab to the right, rather than coming back to the one you probably want - the last tab used (generally the first to the left of the tab you are closing).

Here are the steps to activate this setting:

In Internet Explorer 7: Open Tools, Click Internet Options.
Click on the Advanced Tab.

In the browsing options, check "Use most recent order when switching tabs with Ctrl+Tab"

Click OK

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I'm NOT the resident wizard, but be that as it may, you're welcome to channel your questions through me.

Yours,

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