



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 September 2009 CRM tip:

Updating Read Only Fields in Workflows

Sometimes you may want to automatically update a field through a workflow, but don't want this field to be modified by the user. If a field is read-only you will find it is not possible to assign values to it on a workflow. To work around it, follow these steps:

- 1 - Uncheck the "field is read only" option on Settings> Customization> (Entity)> Attributes
- 2-Access the workflow and add the properties you need on the field
- 3- Go back and set the field to read-only once again

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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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