

User - History Tab

The **History tab** allows administrators to view/edit all transactions and adjustments (locker reservations/rentals, permit reservations/payments, violations/payments, appeals/payments, DNTT records and email records) on a user's account.

Quick Steps:

1. Click on the **User Management tab** and click **User Search**.
2. Search for the user using either a **name, username, email** or **account number**.
3. Click on that user's **username** to enter that user's **Profile Page**.
4. Click on the **History tab**.
5. Click on **Recent History** which is located in the **History tab** for the latest 100 records.
6. Use the **Adjust** link to modify processed payments.
7. Click the **Item Number** button to view or edit details of specific items. additionally you can email users by clicking the **send email** button located next to '**Current Renter**'.
8. Click **Update/Save Changes** after making any changes.
9. Click on the **Make Payment** or **Processed** button to view payment processing details.

Step-by-Step Instructions:

1. **Locate User Search:** Click on the **User Management tab** and click **User Search**.
 2. **Search for a user:** Search for the user using either a **name, username, email** or **account number**.
 3. **Locate the User Profile page:** Click on that user's **username** to enter that user's **Profile Page**.
 4. **Locate the recent History tab:** Click on the **History tab** then click **Recent History**. The recent **History** page will display the most recent 100 records for a user. This list includes records for items such as **Locker, Parking, Enforcement Adjustment, Address, and Mail Records**.
 5. **Adjust a Payment:** Click on the **Adjust** button to modify any processed transactions or payments.
 6. **Save Adjustment:** Click on the **Add Adjustment** button to save your changes.
 7. **Item Number:** Click the **item number** button (for locker number, permit number, violation ticket number, or appeals record number) to view or edit the details of the corresponding item.
 8. **Email User:** You can email users by clicking the **send email** button located next to '**Current Renter**'.
 9. **Update:** Once edits are made, click **Update** to save your changes.
 10. **Manage Payments:** Click on the **Make Payment** or **Processed** button to view payment processing details.
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