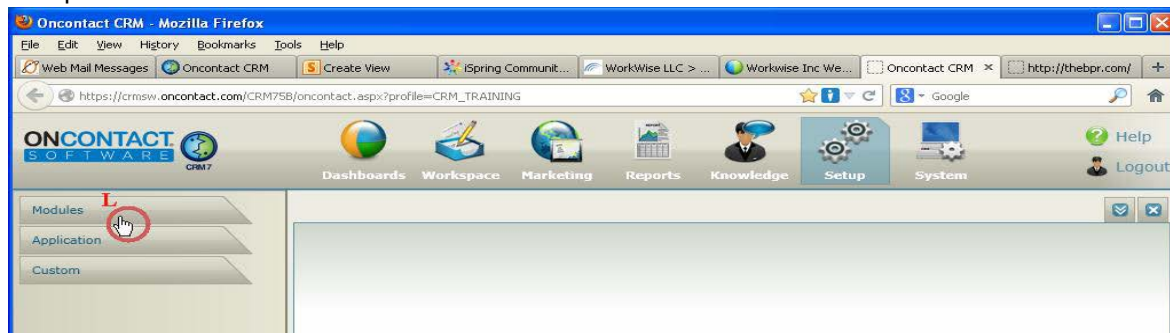


Hide Drop Down List Item

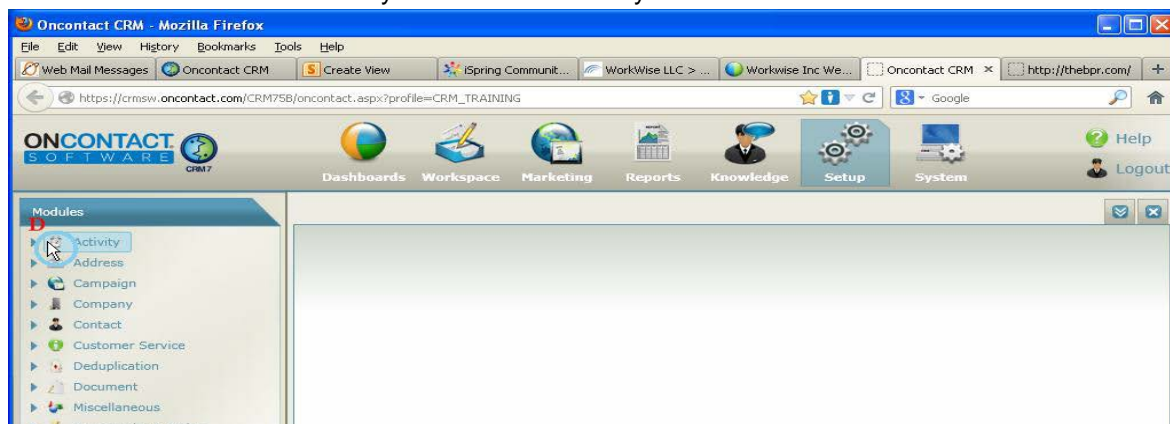
1. Click the Setup icon.



2. Expand the Modules section.

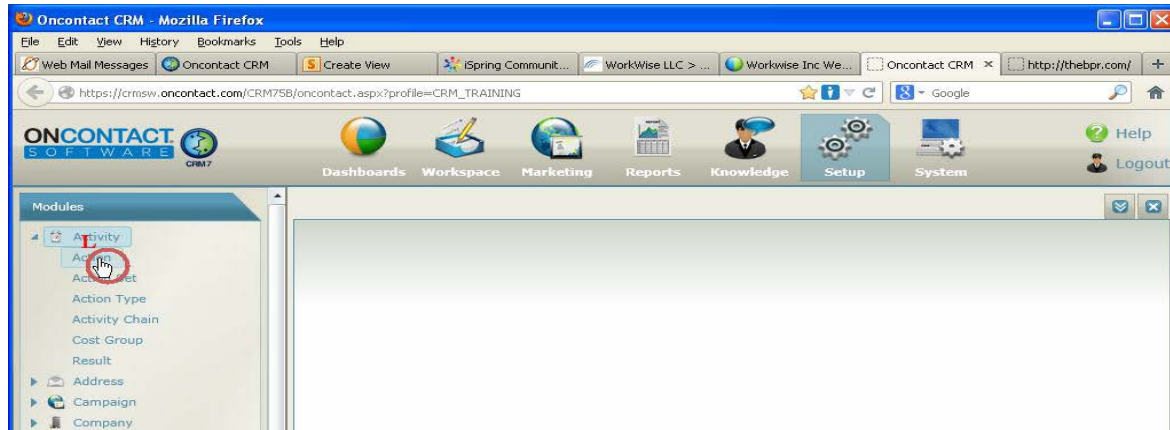


3. Select the record set to modify. We selected Activity.

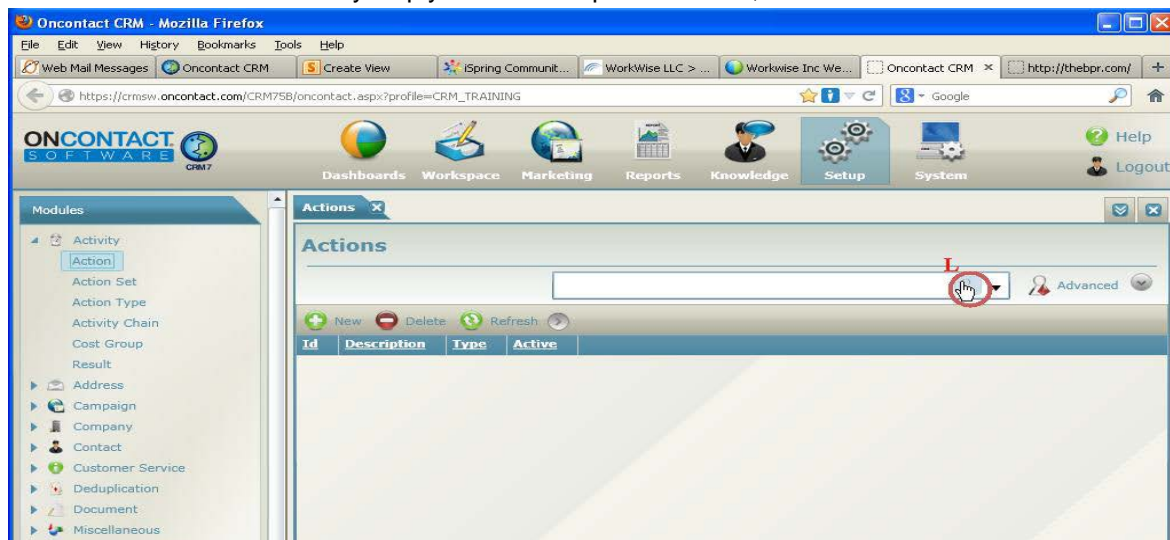


Hide Drop Down List Item

4. Choose the drop-down list to be changed. We selected Action.

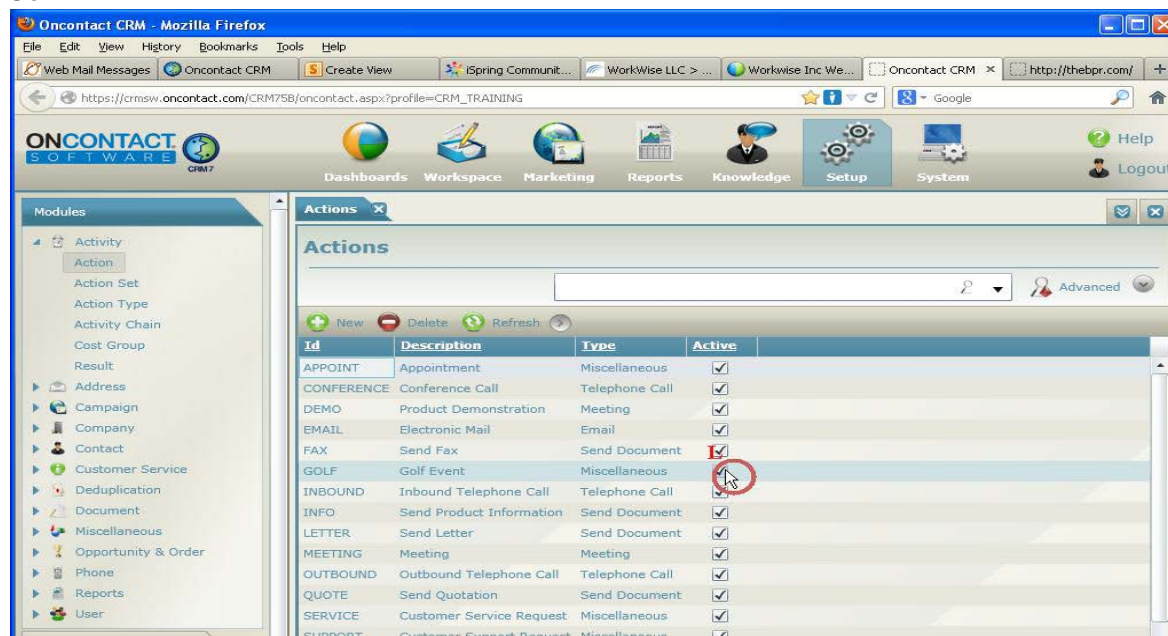


5. Some lists are automatically displayed. Other require a search, like this one. Click to Search.

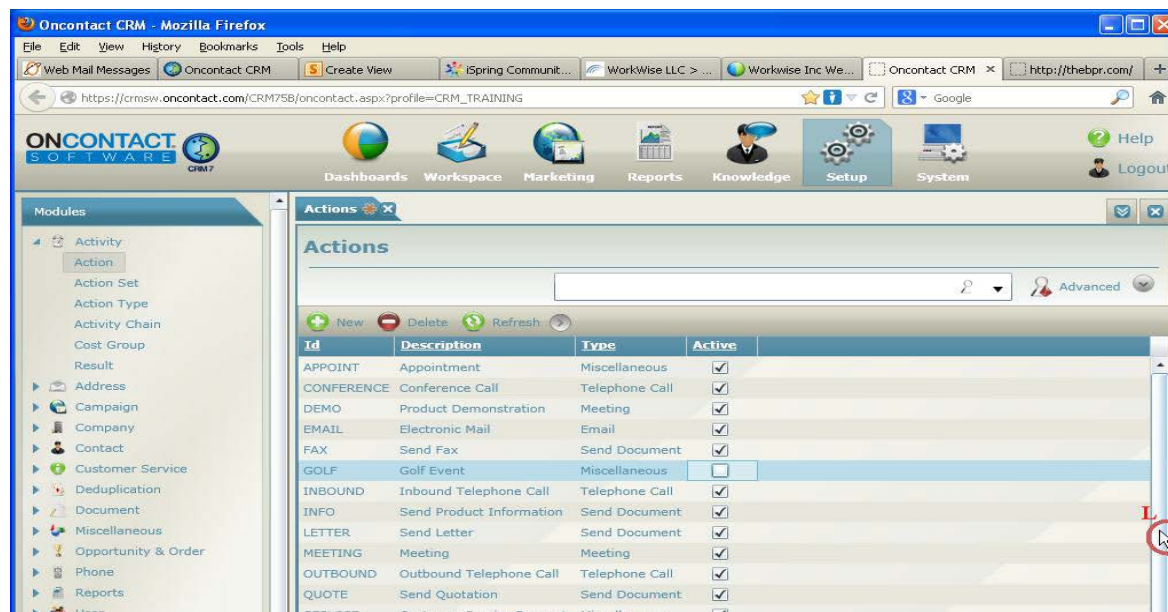


Hide Drop Down List Item

6. Uncheck all options that you do not want to use. DO NOT DELETE as a general rule. We uncheck Golf...



7. And we'll scroll down....



Hide Drop Down List Item

8. And also uncheck Task.

The screenshot shows the Oncontact CRM interface in Mozilla Firefox. The 'Actions' table is displayed with the following data:

Id	Description	Type	Active
CONFERENCE	Conference Call	Telephone Call	<input checked="" type="checkbox"/>
DEMO	Product Demonstration	Meeting	<input checked="" type="checkbox"/>
EMAIL	Electronic Mail	Email	<input checked="" type="checkbox"/>
FAX	Send Fax	Send Document	<input checked="" type="checkbox"/>
GOLF	Golf Event	Miscellaneous	<input type="checkbox"/>
INBOUND	Inbound Telephone Call	Telephone Call	<input checked="" type="checkbox"/>
INFO	Send Product Information	Send Document	<input checked="" type="checkbox"/>
LETTER	Send Letter	Send Document	<input checked="" type="checkbox"/>
MEETING	Meeting	Meeting	<input checked="" type="checkbox"/>
OUTBOUND	Outbound Telephone Call	Telephone Call	<input checked="" type="checkbox"/>
QUOTE	Send Quotation	Send Document	<input checked="" type="checkbox"/>
SERVICE	Customer Service Request	Miscellaneous	<input checked="" type="checkbox"/>
SUPPORT	Customer Support Request	Miscellaneous	<input checked="" type="checkbox"/>
TASK	Task	Miscellaneous	<input type="checkbox"/>

The 'Task' row is highlighted in blue, and its 'Active' checkbox is unchecked. A red circle highlights the checkbox. The status bar at the bottom indicates 'Record 6 of 15' and 'Total Count: 15'.

9. Click the Save button or close the tab and save your changes.

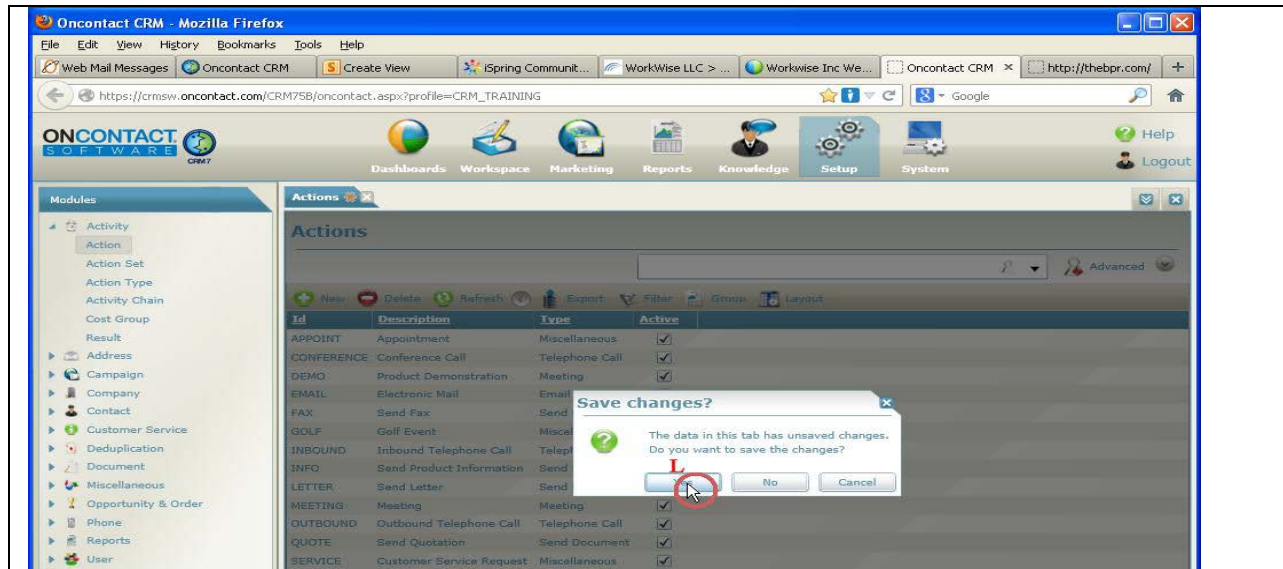
The screenshot shows the Oncontact CRM interface. The 'Actions' table is displayed with the following data:

Id	Description	Type	Active
APPOINT	Appointment	Miscellaneous	<input checked="" type="checkbox"/>
CONFERENCE	Conference Call	Telephone Call	<input checked="" type="checkbox"/>
DEMO	Product Demonstration	Meeting	<input checked="" type="checkbox"/>
EMAIL	Electronic Mail	Email	<input checked="" type="checkbox"/>
FAX	Send Fax	Send Document	<input checked="" type="checkbox"/>
GOLF	Golf Event	Miscellaneous	<input type="checkbox"/>
INBOUND	Inbound Telephone Call	Telephone Call	<input checked="" type="checkbox"/>

A hand cursor is pointing to the 'Save' button (represented by a floppy disk icon) in the top toolbar of the Actions table. The status bar at the bottom indicates 'Record 6 of 15' and 'Total Count: 15'.

10. Save your changes.

Hide Drop Down List Item



11. Here's the field choices after our change- notice that Golf and Task are not shown.

