Timeslips Instructions: Turning Off Runaway Slip Timer

Often clients call indicating that there is a "timer running" but they cannot turn it off. The following procedure works if you are able to see the slip:

- 1. From the top menu bar, click NAMES ... CLIENT INFORMATION
- 2. Click the yellow + to add a new client with Nickname 1: TIMER
- 3. Save the client (no address information is necessary)
- 4. Open the slip with the running timer
- 5. Click the "duplicate" button (2 plus symbols) and enter the correct time and save the slip
- Return to the slip with the running timer and change the client name to say "TIMER"
- 7. Save the slip
- 8. Return to the list of client names and double-click (open) client called TIMER
- 9. On the right, change the classification to "CLOSED" and save the client

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1 Timer	2 6 Classification Closed V
General Custom	Rates Arrangement 1 Arrangement 2 Accounts Receivable Client Funds Layout Notes
-Name and addre	32
Name	
Address	
City	State ZIP
Country	
Phone numbers	and Email addresses

In the future, the client TIMER already exists as a closed client.

- 1. Open the client list and choose the tab that says "CLOSED".
- 2. Double-click the client TIMER and open it ... change the classification to "Open".
- 3. Repeat steps 4 through 9 above