**How to Clear Employee Preferences and the Effects**

1. The user experiencing issues must exit Juris.

2. Open Juris Management Console on an Administrative workstation or the server
   Start > Programs > Juris > Juris Administrative Tools > Juris Management Console

3. Expand the + or > beside Juris Management Console folder
   a. expand the + or > beside your company name folder
   b. expand the + or > beside Management folder and then left click the Users folder
   c. locate the user in the right hand pane, left click to highlight the user name
   d. then right click > all tasks > clear > employee preferences
      (you will not see anything happen)
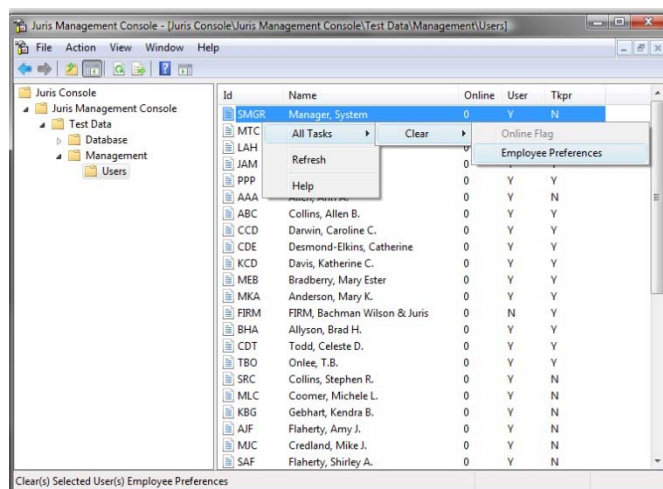
4. Close the Juris Management Console, have the user log back into Juris and verify that the issue is resolved.

Effects of Clearing Employee Preferences

When clearing Employee preferences it should be noted that certain user preferences are reset to default values and these can include but are not limited to:

Views of Juris Menus

Explorer View of Juris reset to Single Pane
- To put in Explorer view, go to Form > Explore then close out of the single pane window by using the RED X in the upper right hand corner of window

The view each of the different areas of Juris ie: menus and whether listed in large icons, small icons or list view are reset to large icons
- To modify, go to View and choose the desired option or click the toolbar icon
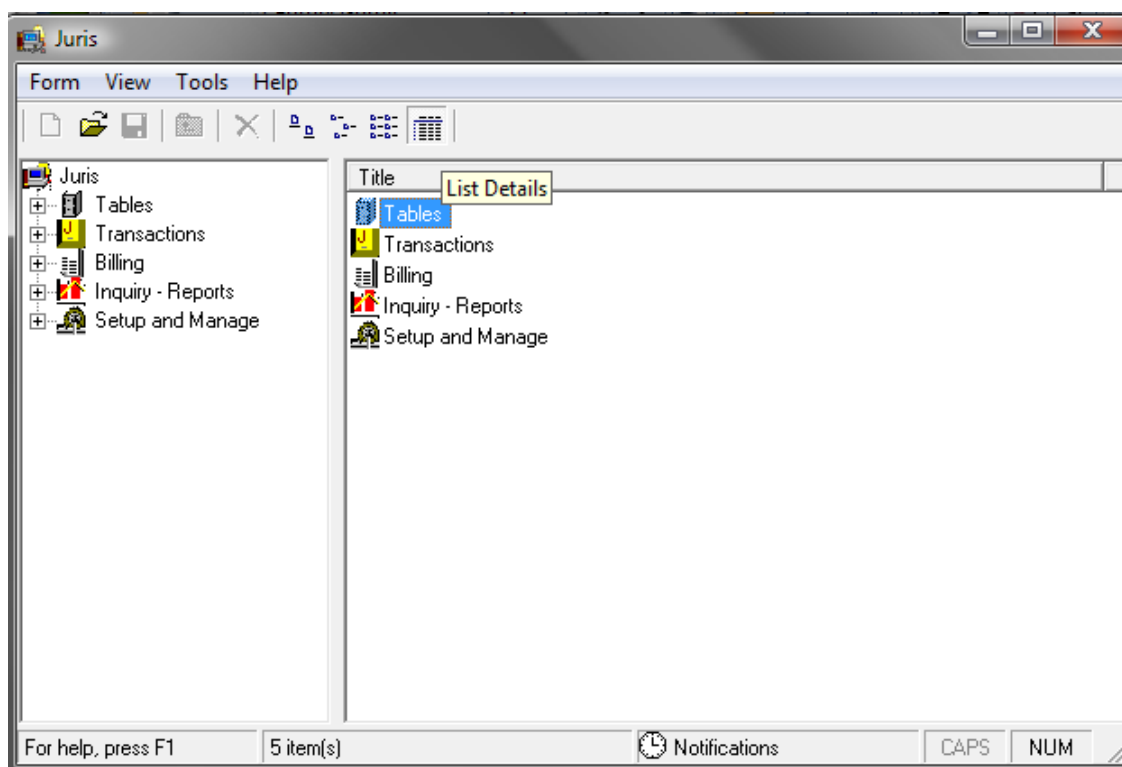
Views in Transactions that are effected

Journal Entries:
- Resets to Default of "View by Control Number"

Time and Expense Entries:
- (Accessed by opening a new transaction type and going to Tools > Preferences)
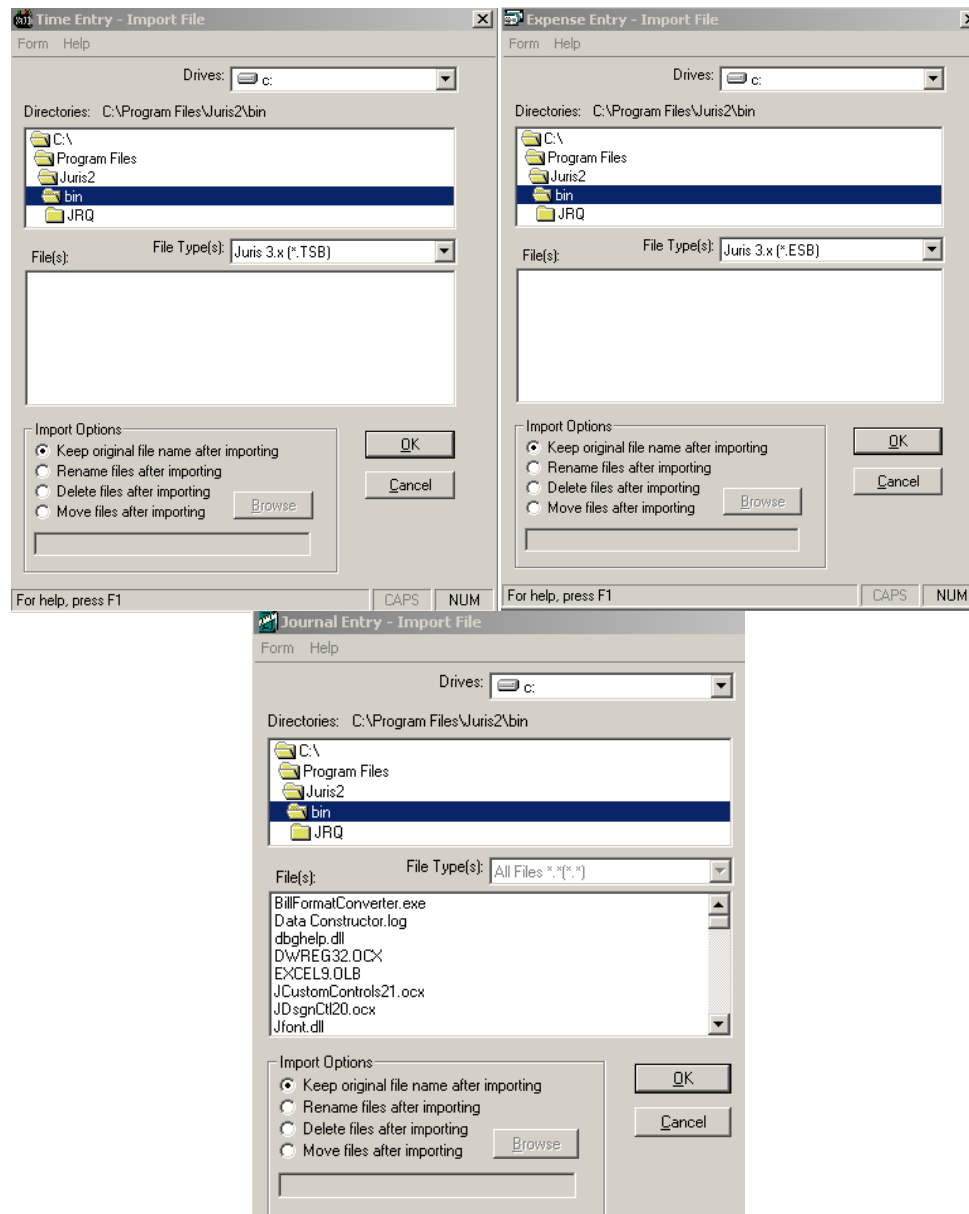- All previously selected preferences will remain.

Note: The specific data that was keyed in the fields for auto-duplication will need to be re-entered.

Time, Expense and Journal entry import options will also need to be reset.
- (Accessed by going to transactions > time, expense or journal entry > tools > import
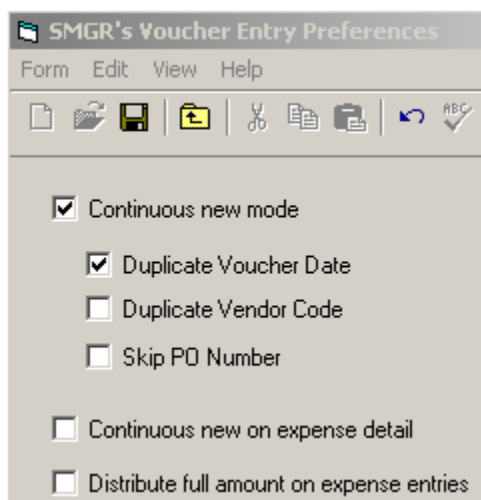
Note: If the import options are not changed importing of batches more than once could occur
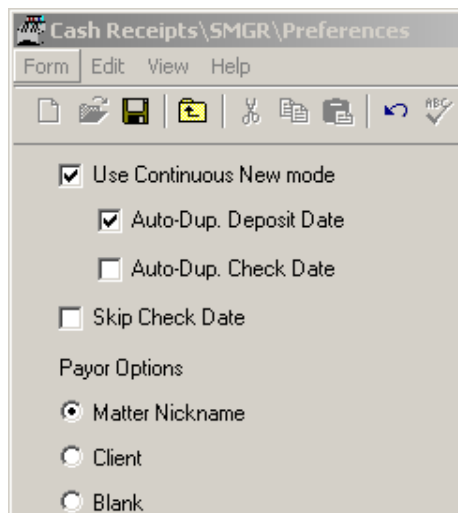
Payment Vouchers:
- (Accessed by opening a new payment voucher and going to Tools > Preferences)
- All previously selected preferences will remain.

Note: The specific data that was keyed in the fields for auto-duplication will need to be re-entered.

Cash Receipts:
- (Accessed by opening a new cash receipt and going to Tools > Preferences)
- All previously selected preferences will remain with the exception of the Payor Option, it is reset to default of Matter Nickname

Note: The specific data that was keyed in the fields for auto-duplication will need to be re-entered.

Checks:

- Payment Date rest to today's date
- Next Payment Date reset to 7 days out of Payment Date

Billing:

- Select Prebill, Reprint Prebills, Print Bills, Post Bills, Export & Email Bills are all reset to default selections
- Print Statements is reset to default selections
- Edit Prebill view reset to default of My Unedited Prebills

Edit Prebill:
- Prebill Edit preferences are reset to default for both time and expenses
- (Accessed by editing a time or expense entry>tools>preferences)

Setup and Manage:
- If you clear employee preferences for SMGR this will clear **ALL** Client Templates regardless of who created them