Knowledge Base Article

Article ID: **4254**
Subject: **How to Edit a Closed Property**
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Applies to: **Pro Gold i2 3.xx**

Purpose: When a property is closed in Pro Gold, it is automatically locked to prevent accidental changes to the property record. This occurs whether the property was closed by Pro Gold at the end of the commission process, or it closed is manually selected.

Procedure: The steps for editing a closed property are explained below.

Step 1: Log into Pro Gold

Step 2: Main Menu => **Transactions** option => Click the **Work with Properties** icon

Step 3: Select the property that needs to be edited from the **Search** screen

Step 4: In the upper right corner of the property record, click on the **Unlock** icon to unlock the property

Step 5: When the necessary changes to the property record are made, click the **Save** button to save the changes and re-lock the property record

    a. Note: The property will not re-lock if the property status was changed to something other than **Closed**

Additional Information: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

• The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Closed Property, Change Locked Properties, Unlock, Lock, Edit, 4254