PAMS FRESH GENERATION

Reactivation reasons

September 10, 2026

Reactivation reasons

Reactivation reasons

A reactivation reason is a name that staff select when they record why a relationship resumes.
Administrators maintain the available names here so staff can use the approved wording when they
reactivate related work.

If you need to…	Go to
Check the available names and list behaviour	Understand the list and entry form
Add or change a reason	Add or edit a reactivation reason
Remove a reason	Delete a reactivation reason
Resolve a save or delete message	When saving or deleting goes wrong

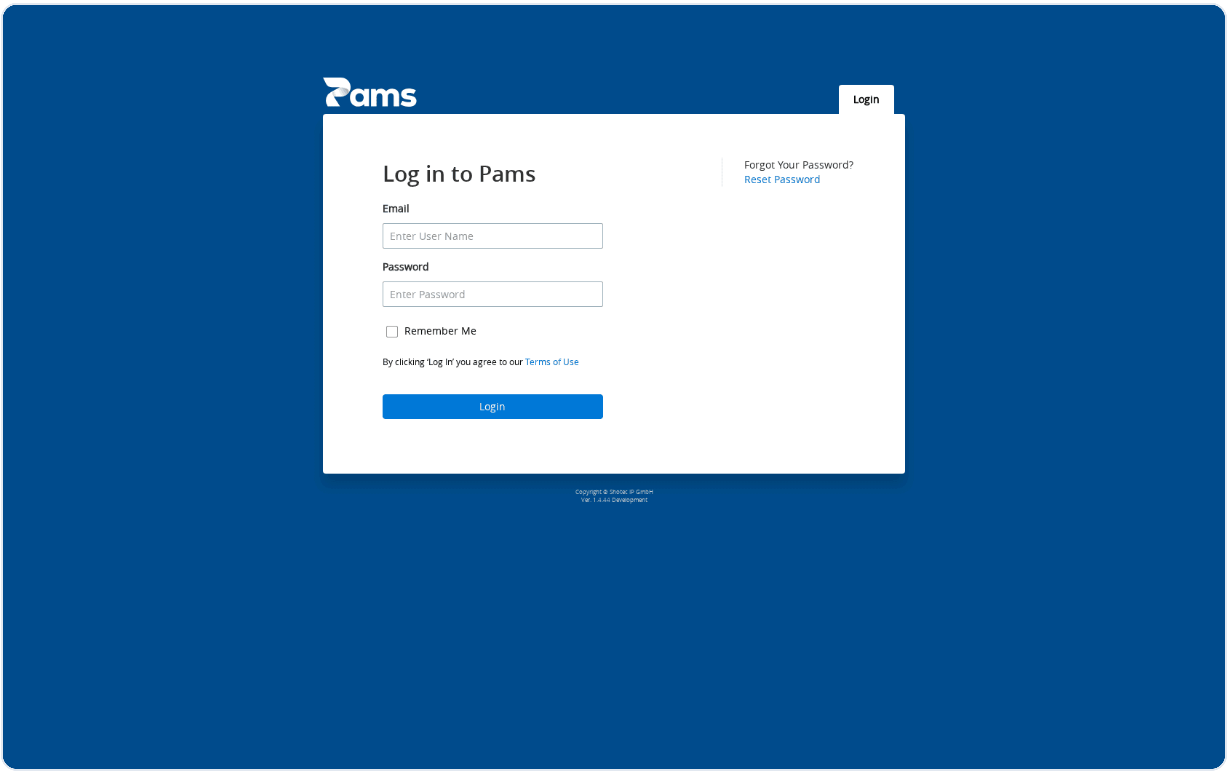
Before you start

Prerequisites

- You have permission to create, edit, or delete reasons for the action you need.
- You have a selected saved row before you edit or delete it.
- You are signed in to PAMS before opening the configuration route.

The available actions depend on your permissions. **New** requires create permission, edit access
requires edit permission, and the delete menu requires delete permission. The entry form appears
when a reason is selected.

Continue with Find the reactivation-reasons list when these
prerequisites are in place.



Find the reactivation-reasons list

Prerequisites

- You are signed in to PAMS.
- You have access to the company configuration page.

Steps

1. Open the Reactivation reasons page from the company configuration navigation.

Result: The Reactivation reasons list opens.

Understand the list and entry form

The list provides one available field: **Name**. It is sortable and filterable. The same field is required when you add or edit a reason.

The following settings describe how to work with this list:

List area	What you can do
Name	Read, sort, and filter the reason names.
List actions	Add, edit, or delete a reason from the page.

List area	What you can do
Page navigation	The list does not use paging.
Search and layout	The search panel and column chooser are unavailable.
Headers	Column headers are hidden.

With the list open, continue with Add or edit a reactivation reason.

Add or edit a reactivation reason

Add a new reason or change an existing name.

Prerequisites

- To add a reason, you have create permission.
- To edit a reason, you have edit permission and a saved row to change.

Steps

1. Choose the action for the record you want to maintain.

If you want to…	Select
Add a new reason	**New**
Change an existing reason	the row's edit control, or select the row's **Name** cell

   The entry popup is titled `New Reactivation Reason` for a new entry or `Edit Reactivation Reason` for an existing entry.

2. Enter the approved reason name in **Name**.

3. Select **Save**.

   If **Name** is empty, the form displays `Name is required`. A blank or space-only value also
   displays `please enter a proper name`.

Result: A successful save closes the popup, updates the list, and displays `Data saved Successfully`.

Continue with Delete a reactivation reason when a saved name is no longer needed.

Delete a reactivation reason

Deleting removes a selected reason from the list. Delete a reason when the name is no longer needed.

Prerequisites

- You have delete permission.
- The reason is present in the list.

Steps

1. Open the row's delete menu.
2. Choose the action you need.

If you want to…	Select
Keep the reason	**Cancel**
Remove the reason	**Delete**

The confirmation asks `Are you sure you want to delete this item?`.

Result: After a successful deletion, the reason is removed from the list and the page displays
`Data Deleted Successfully`.

Continue with Handle access and row-selection variations
when the available action depends on where you select the row.

Handle access and row-selection variations

The action available for a row depends on your permission and on which part of the row you select.

Prerequisites

- You have the permission for the action you want to use.
- The list contains the row you want to select.

Steps

1. Select the part of the row that matches your task.

Situation	What the page does
You select the **Name** cell while you have edit permission	Opens the reason for editing.

Situation	What the page does
You select the row's **Delete** option	Starts deletion instead of opening the editor.
You lack permission for a page action	That action does not appear.

Result: The page opens the editor only for an editable row selection; otherwise, use the action
that your permissions provide.

When saving or deleting goes wrong

Use the message on screen to choose the next action.

What you see	What to do
`Name is required`	Enter a value in **Name**.
`please enter a proper name`	Enter a name that is not blank or spaces only.
`Error: Please Refresh the Page and Try Again.`	Refresh the page and try the operation again.
`A duplicate occurred with the existing data`	Use a name that is not already used.
An API-provided error description or error-code message	Follow the instruction in the returned message or contact your administrator with the exact text.

The first two messages apply when saving. The fallback and duplicate messages can appear when a
save or delete request returns an error.

After maintaining a reason

After a successful save or deletion, the list reflects the change and displays the corresponding
success message. The names maintained here are available for staff to record why a relationship
resumes.