

**Toggle Catalog Availability is Greyed Out:**

Customer must back out to the main screen and then go back into Toggle Catalog Availability

Make sure user is on 'Main Mitchell Terminal'

If all else Fails, Go to W.I.P screen, save or close anything that's open

**Customer Unable to Transfer Parts to Work Order:**

If customer is having trouble adding parts to his Mitchell work order via Nexpart (WHI).

Check the account to see if password has been changed.

Also, check to see if the customer has set a 'Manager Password'.

**Mitchell Constantly Prompting for Login and Password**

Make sure that integration is done on Main Mitchell computer. Delete Vendor Setup from computer with issue and add it on the main computer.

If all else fails, try closing down Mitchell and restarting the computer.