

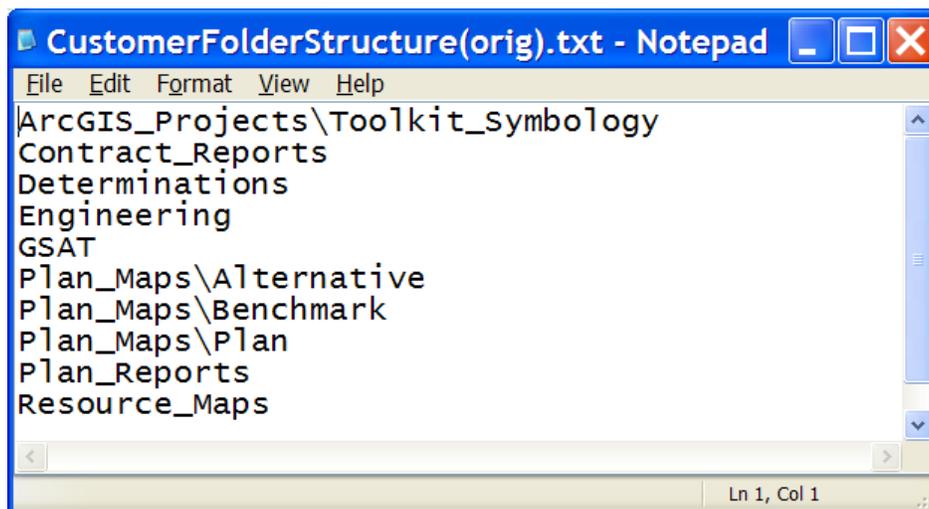
Helpful Hint—How to Add Additional Folders/Subfolders to Customer Folders

Applies to Version:	Toolkit SP-4
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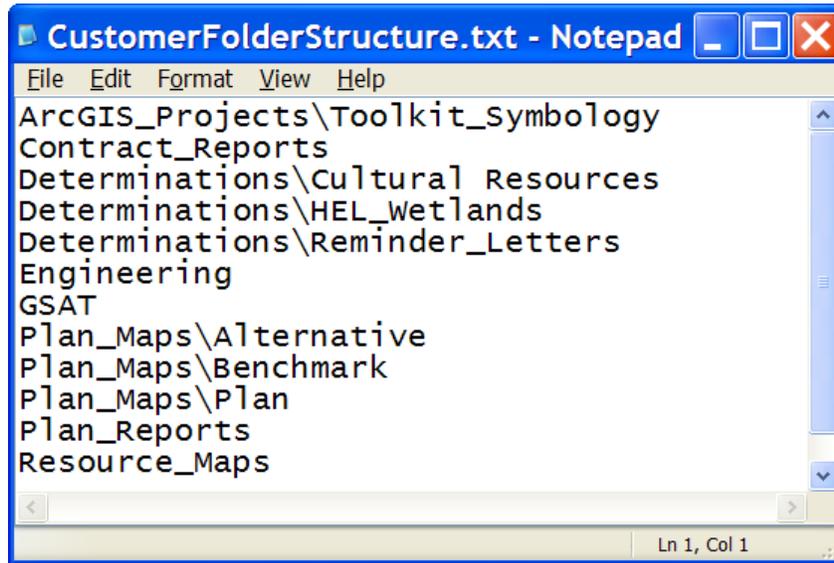
Background: Subfolders or additional folders may be added to the standard folder structure in Customer Service Toolkit. **Warning!** Do not delete or change the name of any standard Toolkit folder.

Procedure:

1. If open, close Toolkit SP-4.
2. Start Windows Explorer and browse to **C:\Program Files\USDA\Toolkit5\Config Files**
3. Right mouse click on **CustomerFolderStructure.txt** and rename it, e.g. **CustomerFolderStructure(original).txt**.
4. Double click on the **CustomerFolderStructure(original).txt** file to open it. It will look like this:



5. Make the desired edits and **File→Save As CustomerFolderStructure.txt**



Note: In this example the Service Center users wanted subfolders for Cultural Resources, HEL/Wetlands and Reminder letters in the Determinations folder.

6. Open Toolkit; check out a Customer; open the Customer; and look at the Customer File tab. It will resemble this:



7. This will only need to be done on one computer in the office and the file can be copied to the other user's machines. Be sure to copy it to **C:\Program Files\USDA\Toolkit5\Config Files**. *Note: It is always a good idea to make a copy of the original CustomerFolderStructure.txt that came with the Toolkit SP-4 installation package.*