

# INTERFACE AND ENVIRONMENT

## USING BPO – QUICK ACCESS TOOLBAR (QAT) SETUP

The **Quick Access Toolbar (QAT)** is a customisable toolbar that allows the user to **add** or **remove** a set of buttons or commands that are independent of the tab on the ribbon that is currently displayed. These buttons / commands are **always** available and may be used and generated across all environments, no matter what kind of page is opened, what navigational panel is active or which ribbon bar tab is visible.

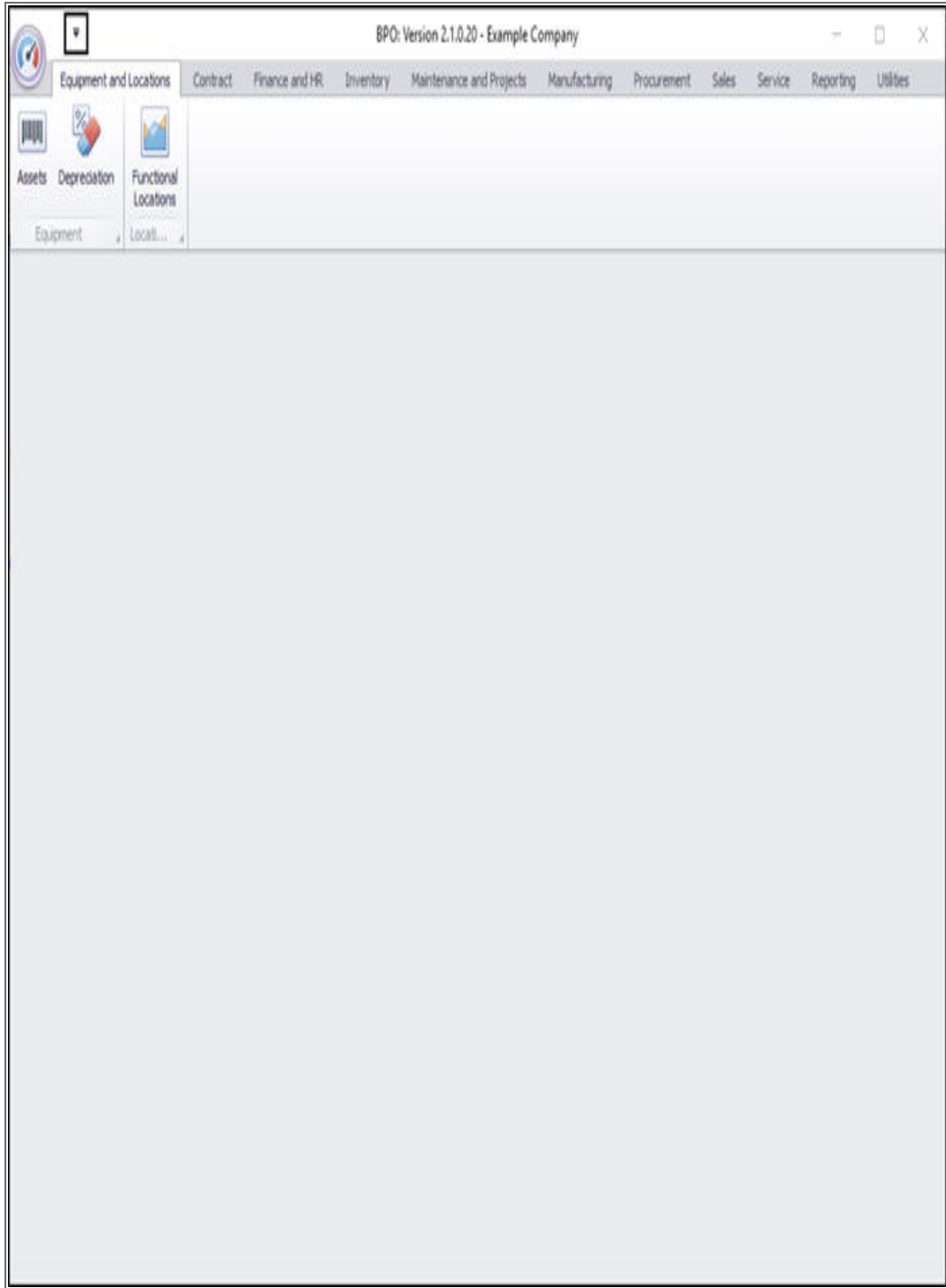
By default, the **QAT** is in the upper left-hand corner of the BPO interface. A user may **relocate** it to be displayed either above or below the ribbon.

---

### **Ribbon Access:** *Quick Access Toolbar Icon*

---

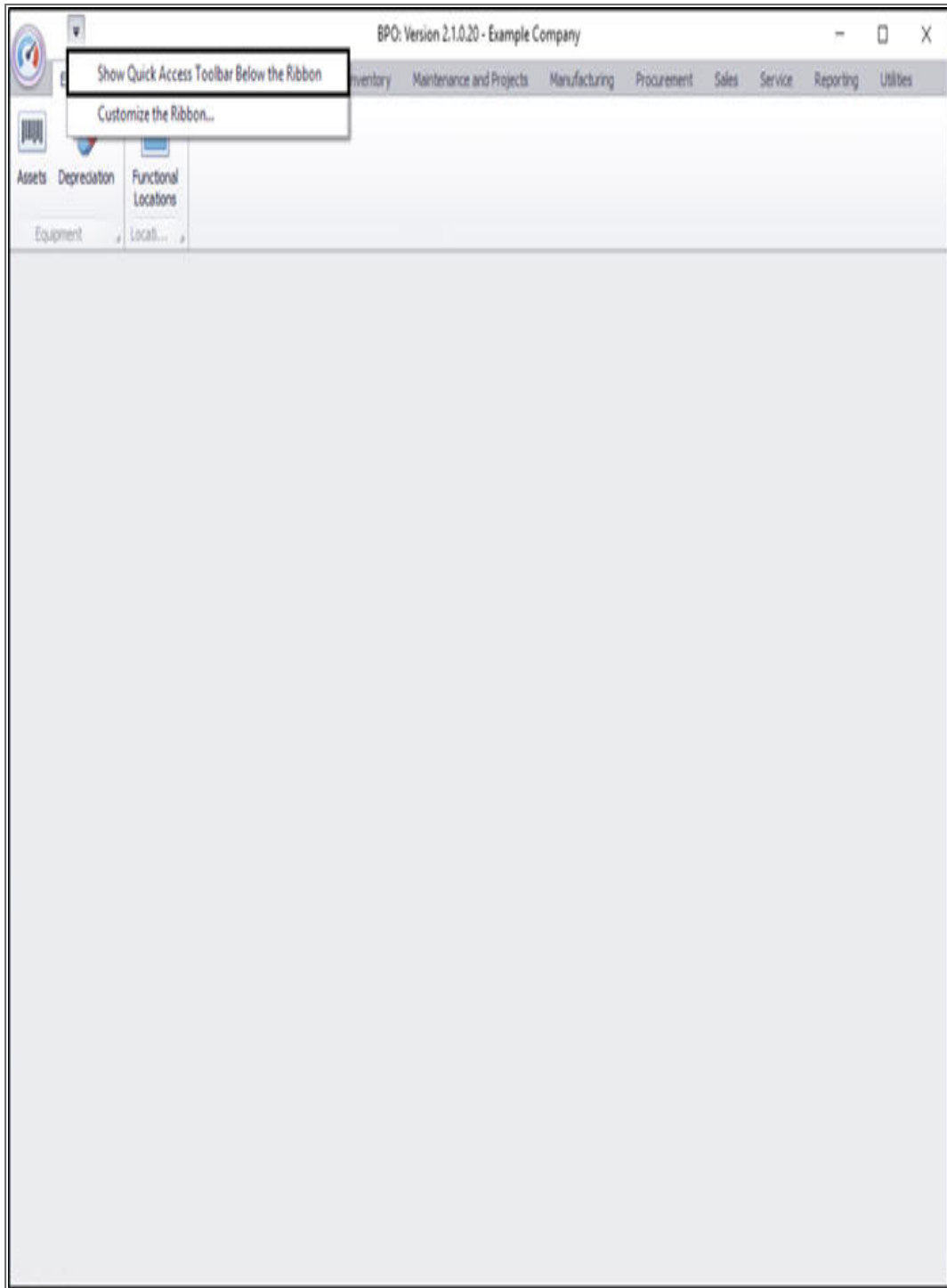
- When you first set up BPO2 the **Quick Access Toolbar** icon is located above the Ribbon.
- Click on the icon.



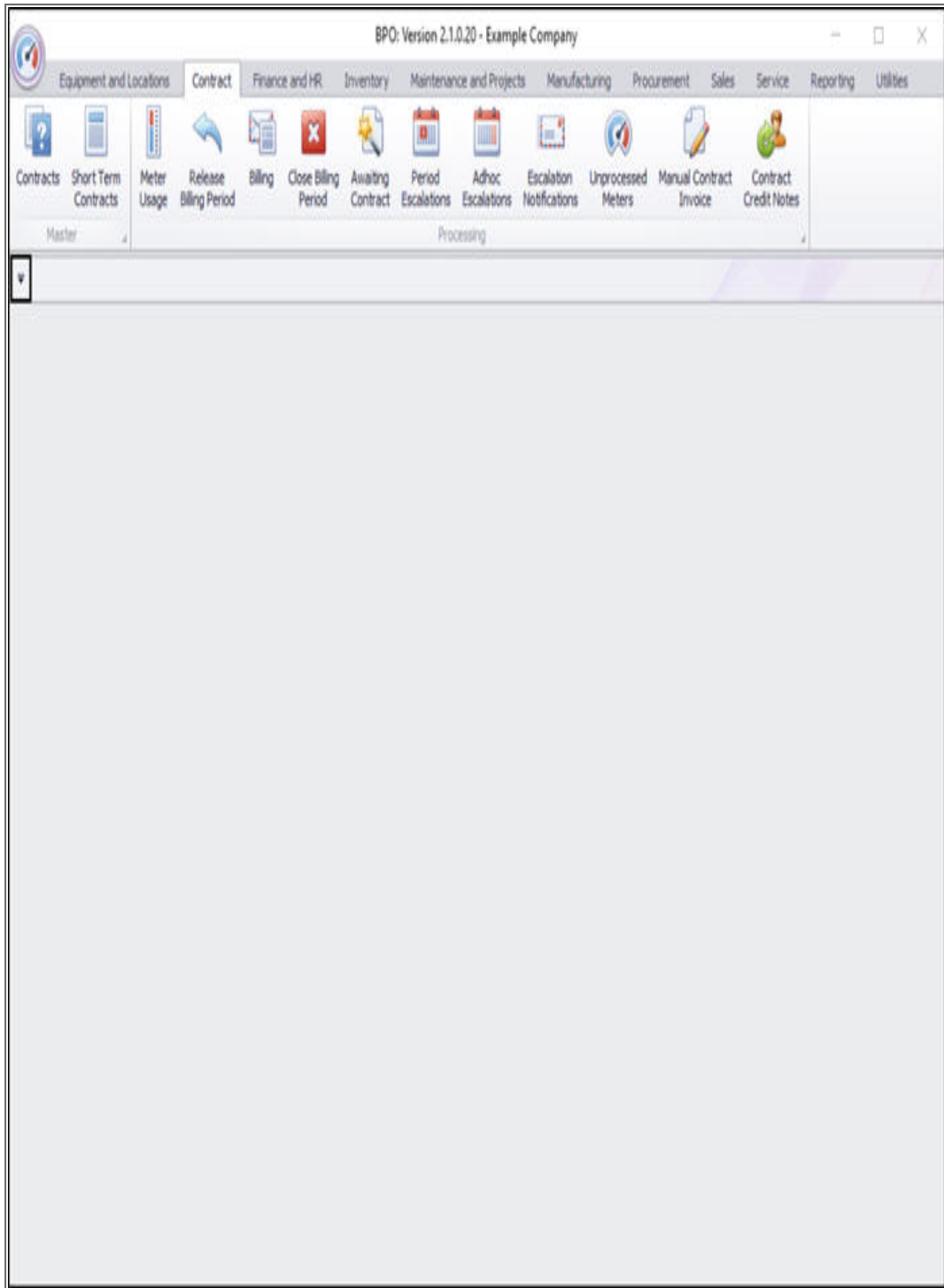
## SHOW QUICK ACCESS TOOLBAR BELOW THE RIBBON

---

- The pop-up menu will give two options. The first, gives you the option to *Show Quick Access Toolbar Below the Ribbon*.
- Click on this option.

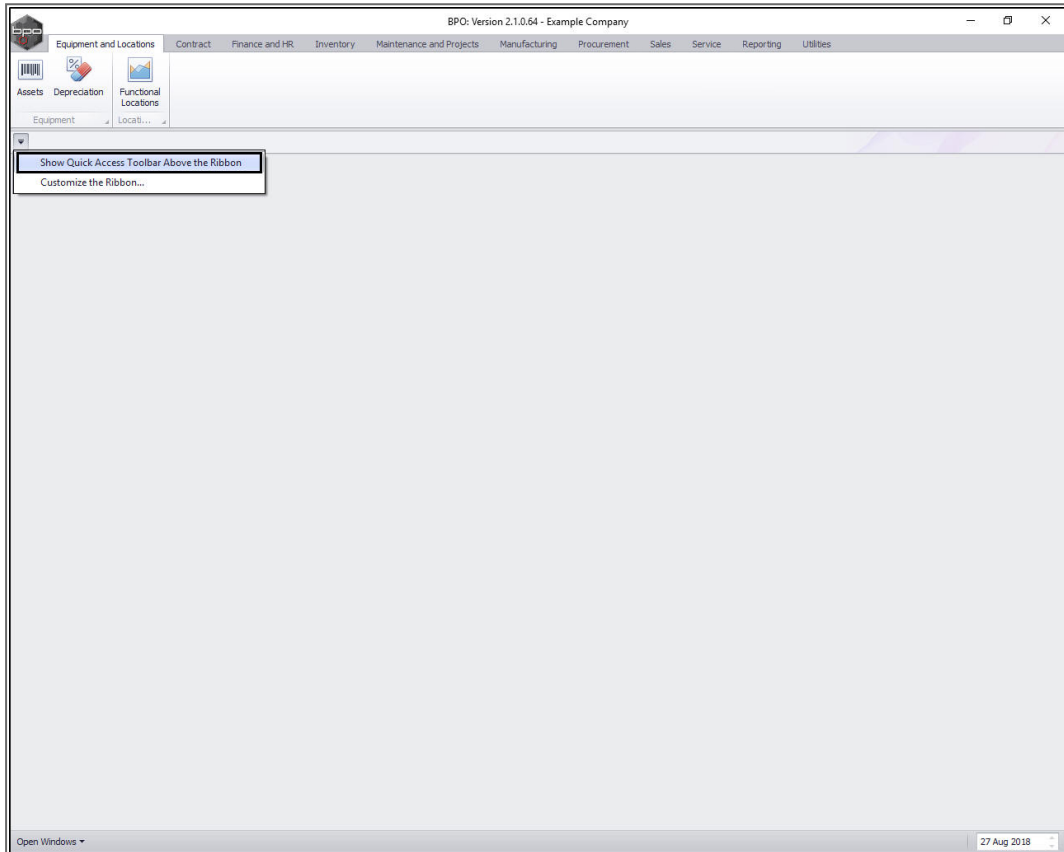


- The **Quick Access Toolbar** is now displayed **below** the Ribbon.

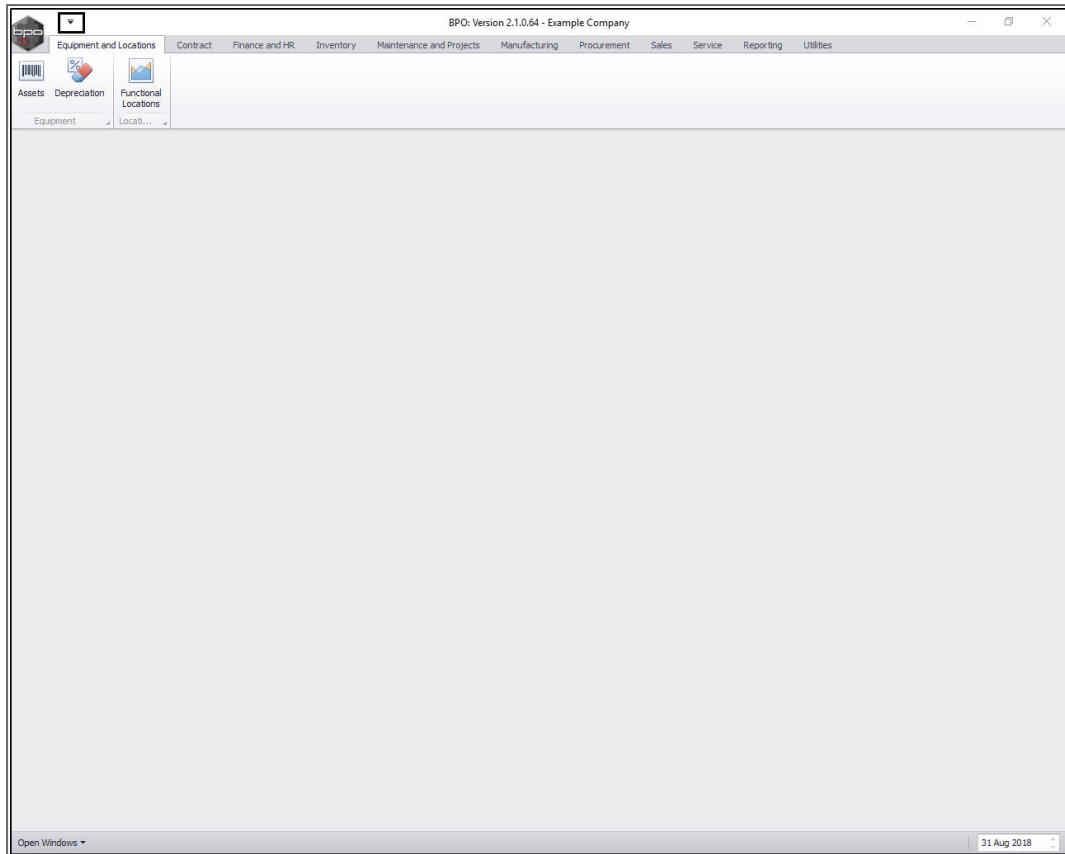


## SHOW QUICK ACCESS TOOLBAR ABOVE THE RIBBON

- To move it back to **above** the ribbon, click on the Quick Access Toolbar.
- In the drop-down menu displayed, select the **Show Quick Access Toolbar Above the Ribbon** option.

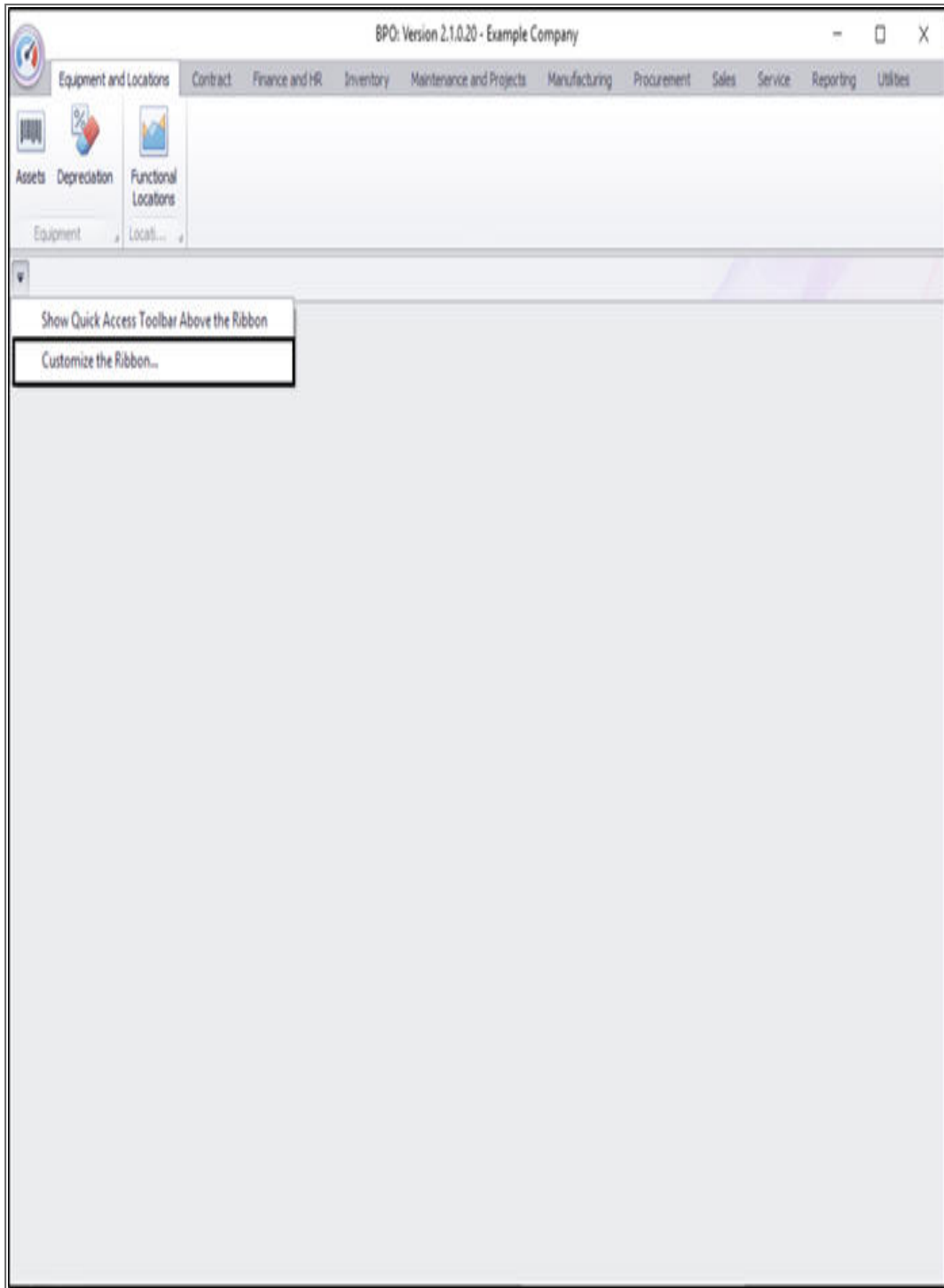


- The icon will return to its original place **above** the ribbon.

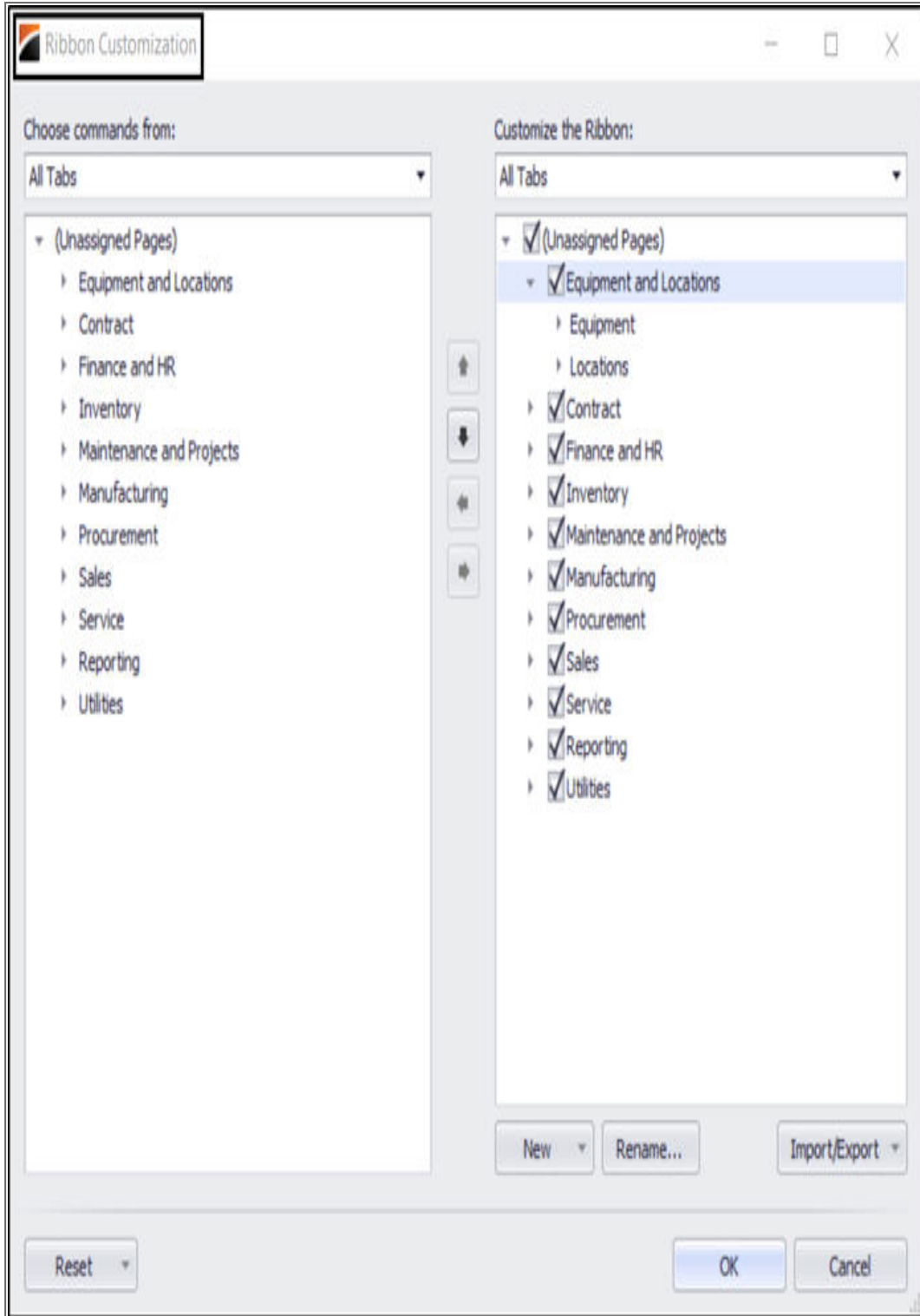


## CUSTOMIZE THE RIBBON

- Click on **Quick Access Toolbar** again to display the drop-down menu.
- Click on the second option: **Customise the Ribbon**.



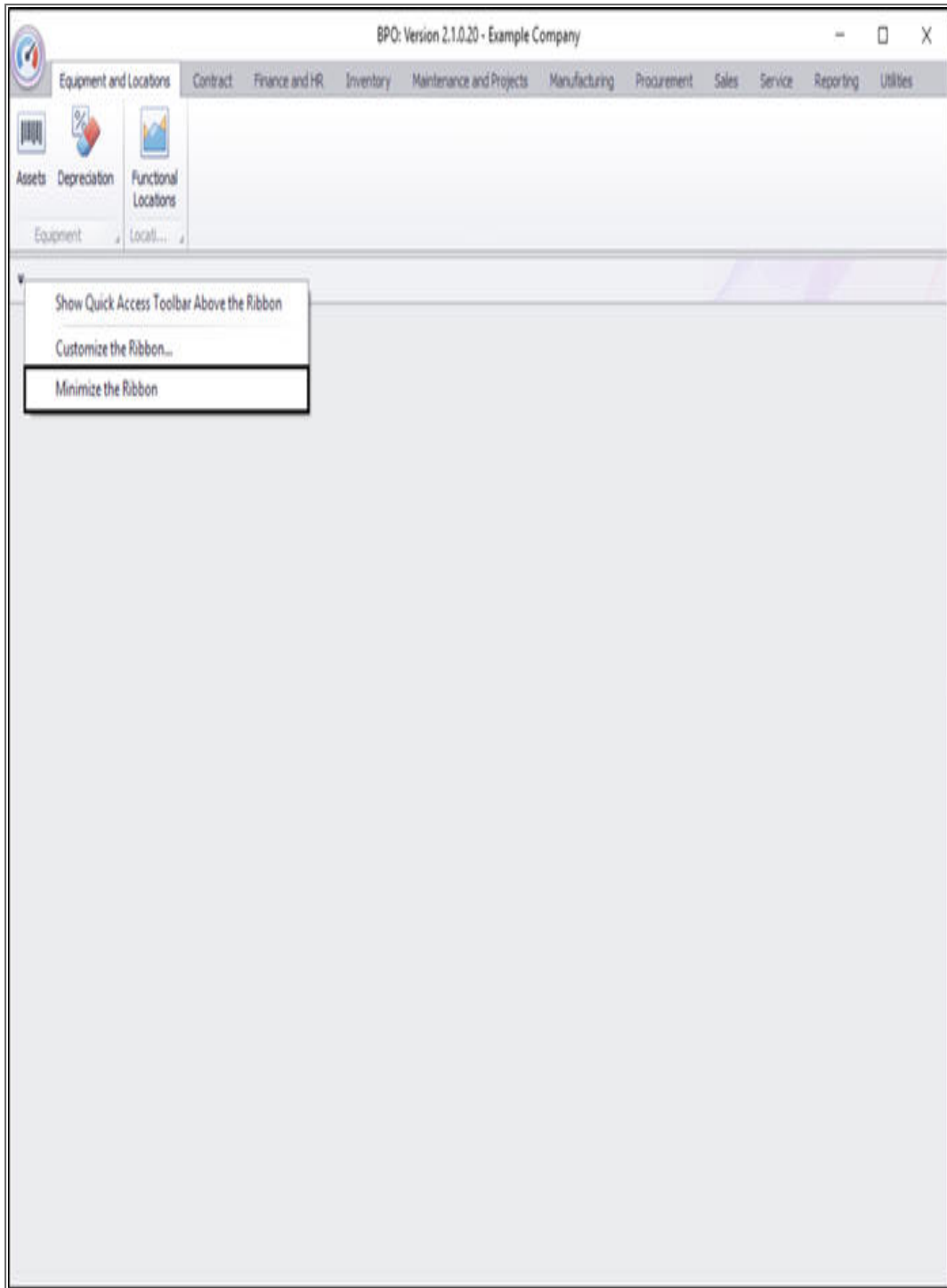
- The ***Ribbon Customization*** screen will pop up.
- For further information on this topic go the [Ribbon Configuration](#) manual.



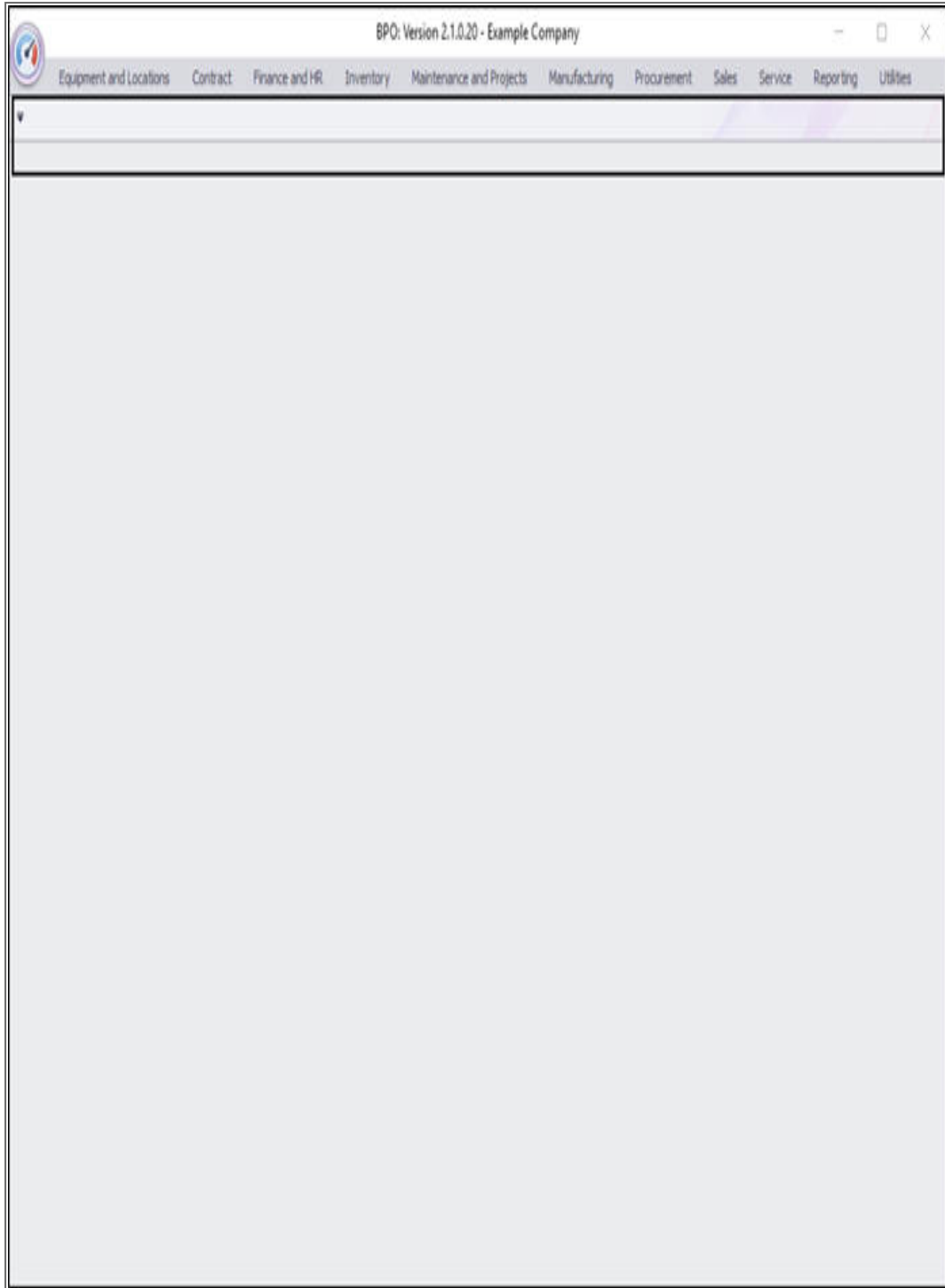
## MINIMIZE THE RIBBON

---

- **Right click** on the **Quick Access Toolbar** to re-open the pop-up menu.
- There will now be a third option, to **Minimize the Ribbon**.
- Click on this option.

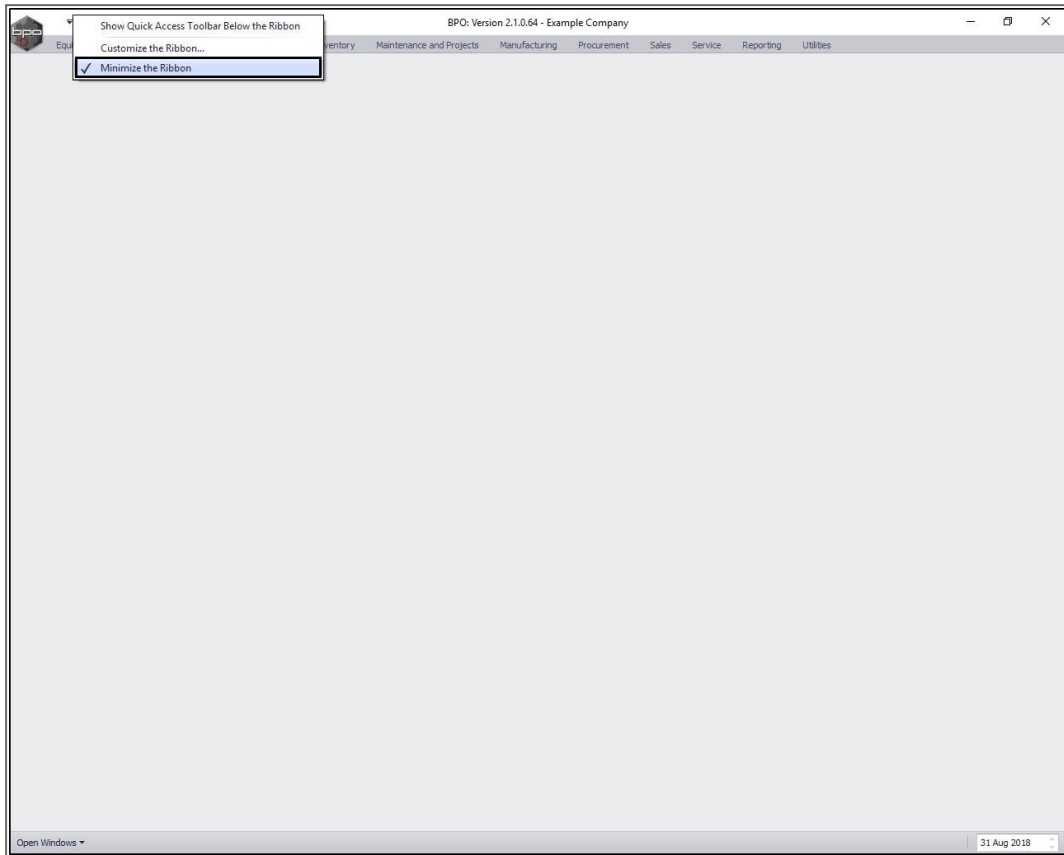


- The ribbon toolbar will be **minimized**, displaying the **main** ribbon tabs only.

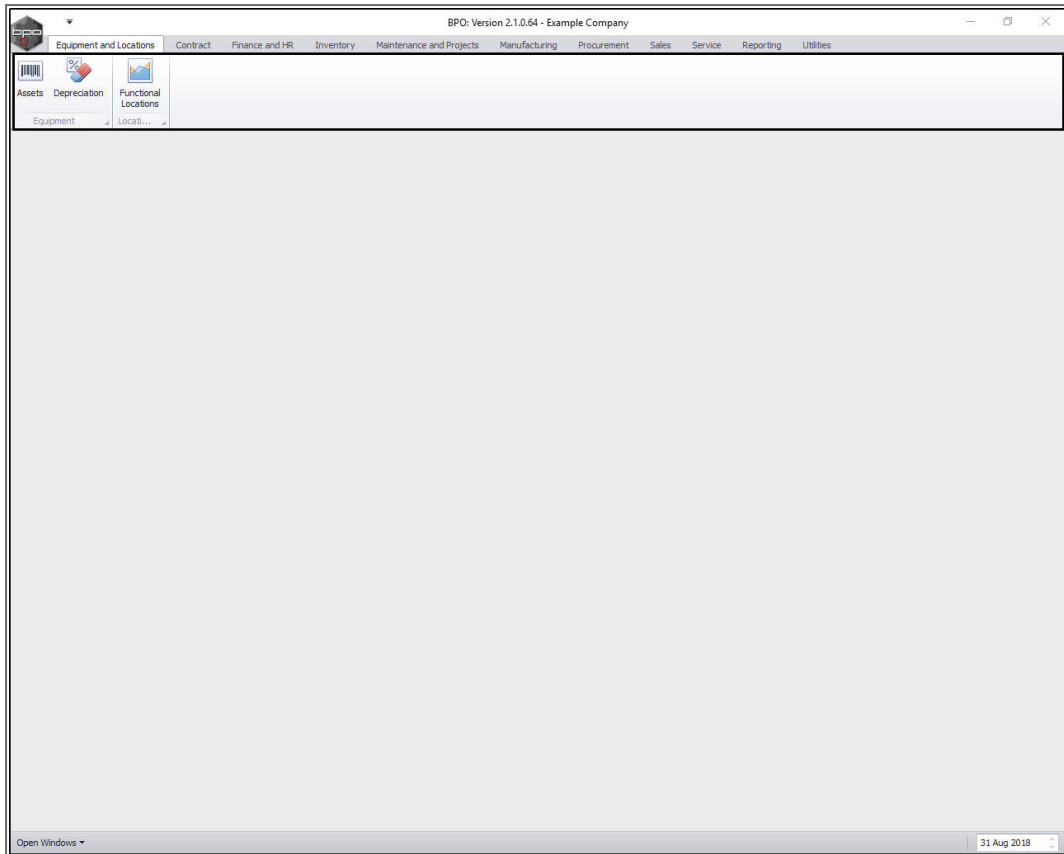


- To display the **full** ribbon option again, **right click** on the **Quick Access Toolbar**.

- You will see in the menu that the ***Minimize the Ribbon*** option is ticked. Click on this option to ***un-tick*** it.



- The ribbon will display the ribbon toolbar again.



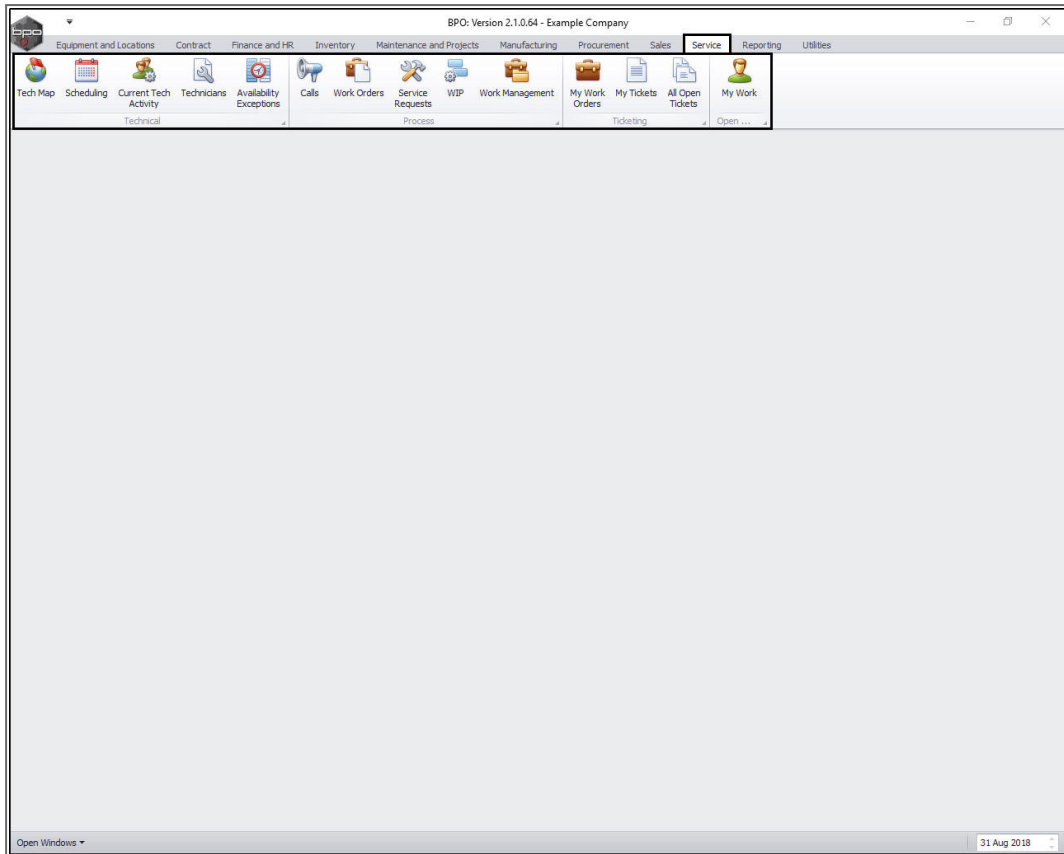
## CUSTOMIZE THE QUICK ACCESS TOOLBAR

---

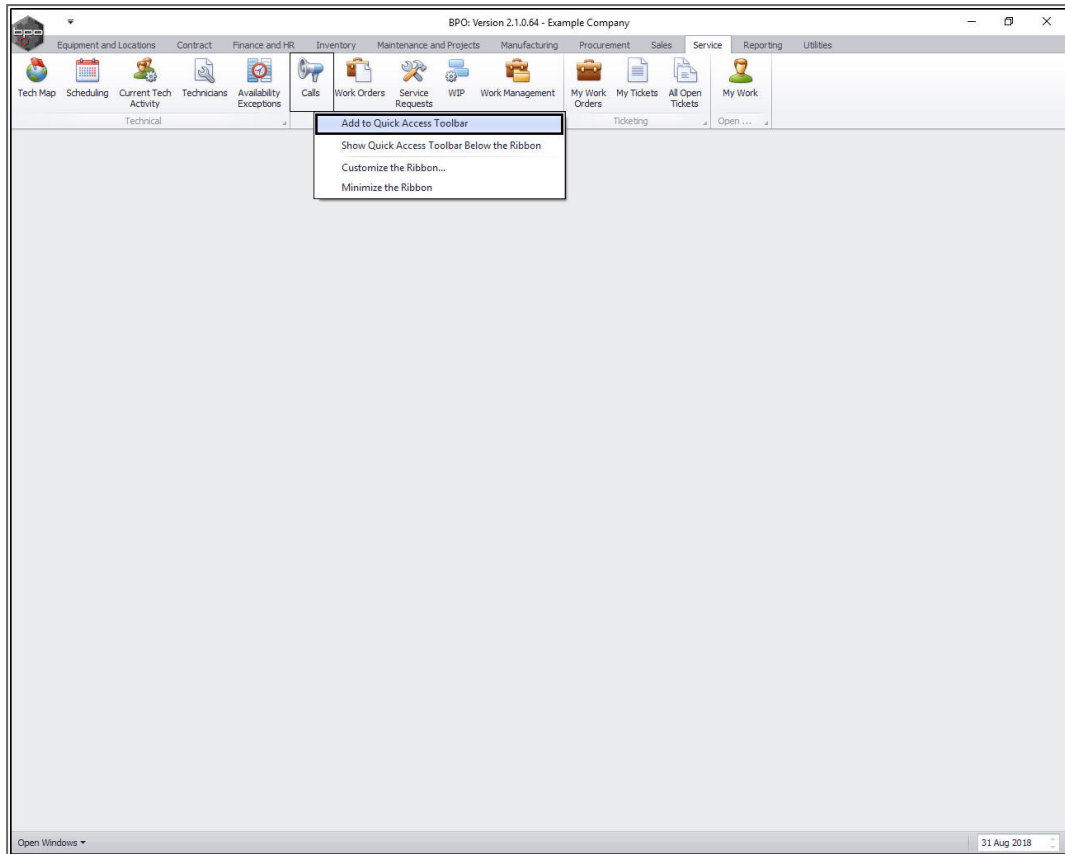
### ADD TOOLBAR BUTTONS

---

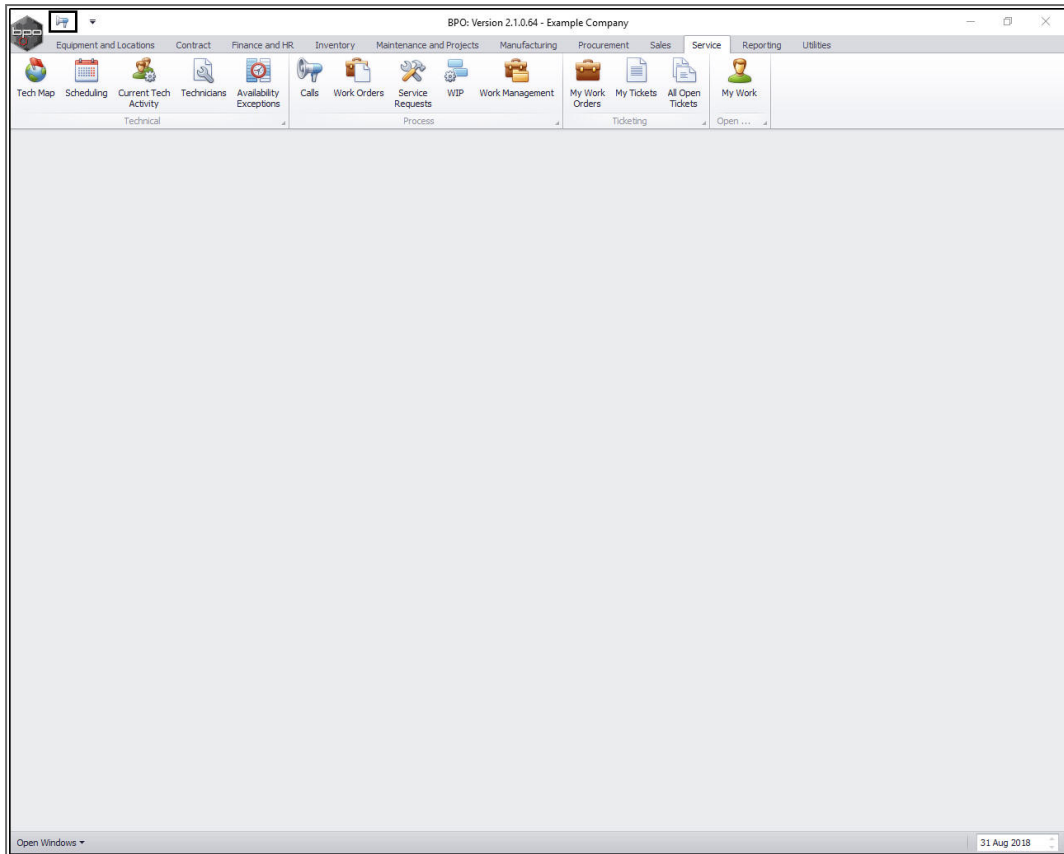
- Click on any one of the ribbon tabs where you wish to select a ribbon toolbar button.
  - In this image, the **Service** ribbon tab has been selected.



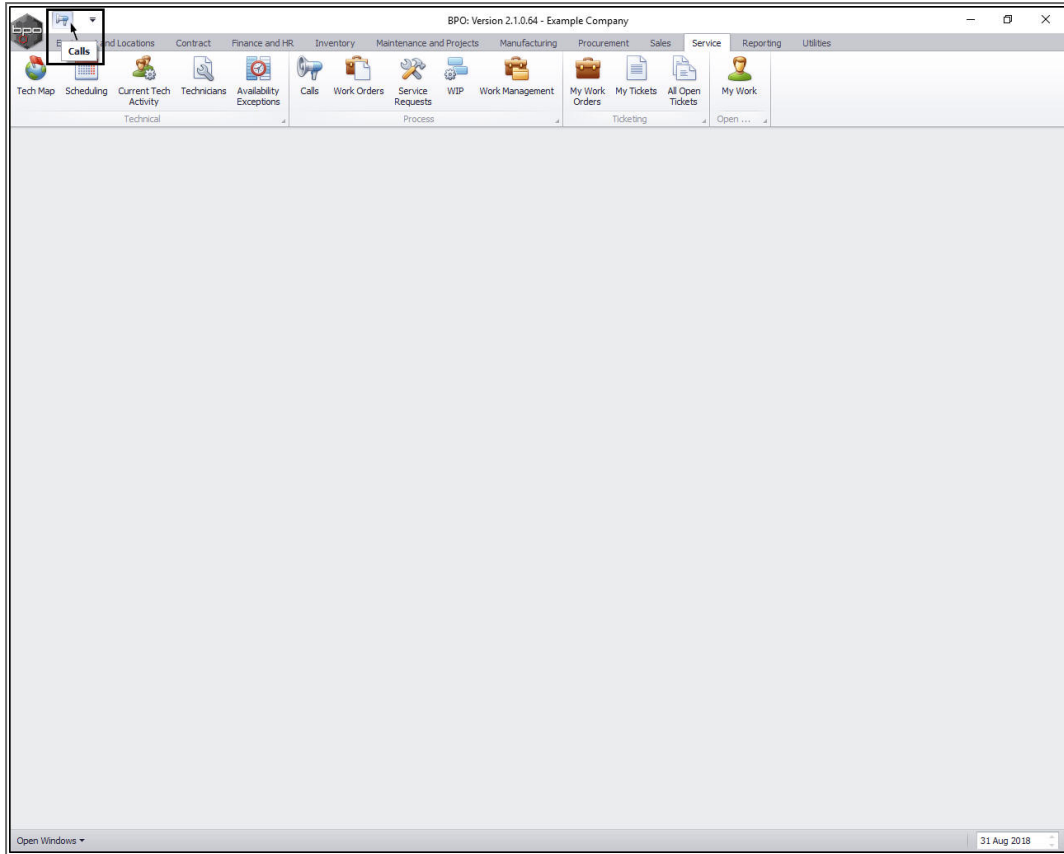
- **Right click** on any of the ribbon toolbar buttons that you wish to **add** to your quick access toolbar.
  - In this image the **Calls** button has been selected.
- From the pop-up menu, select **Add to Quick Access Toolbar**.



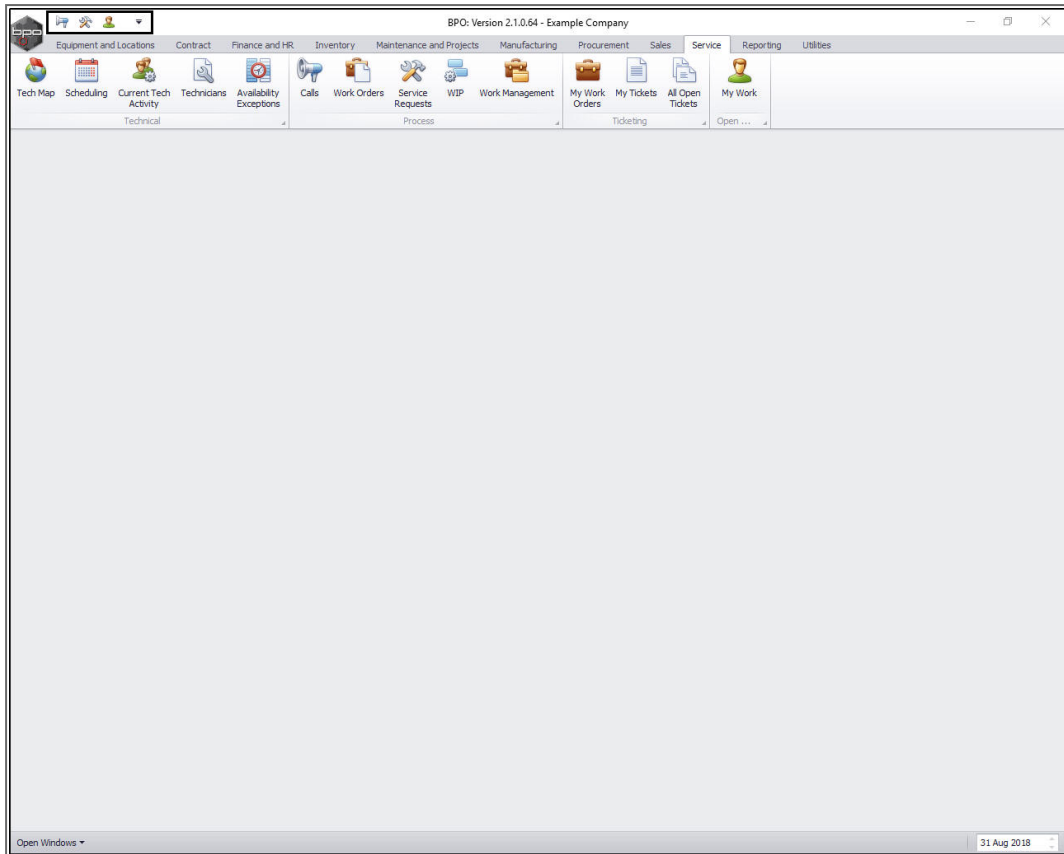
- The selected toolbar icon will now be displayed in the **Quick Access Toolbar**.



- **Hover over** the icon to display the toolbar button **name**.



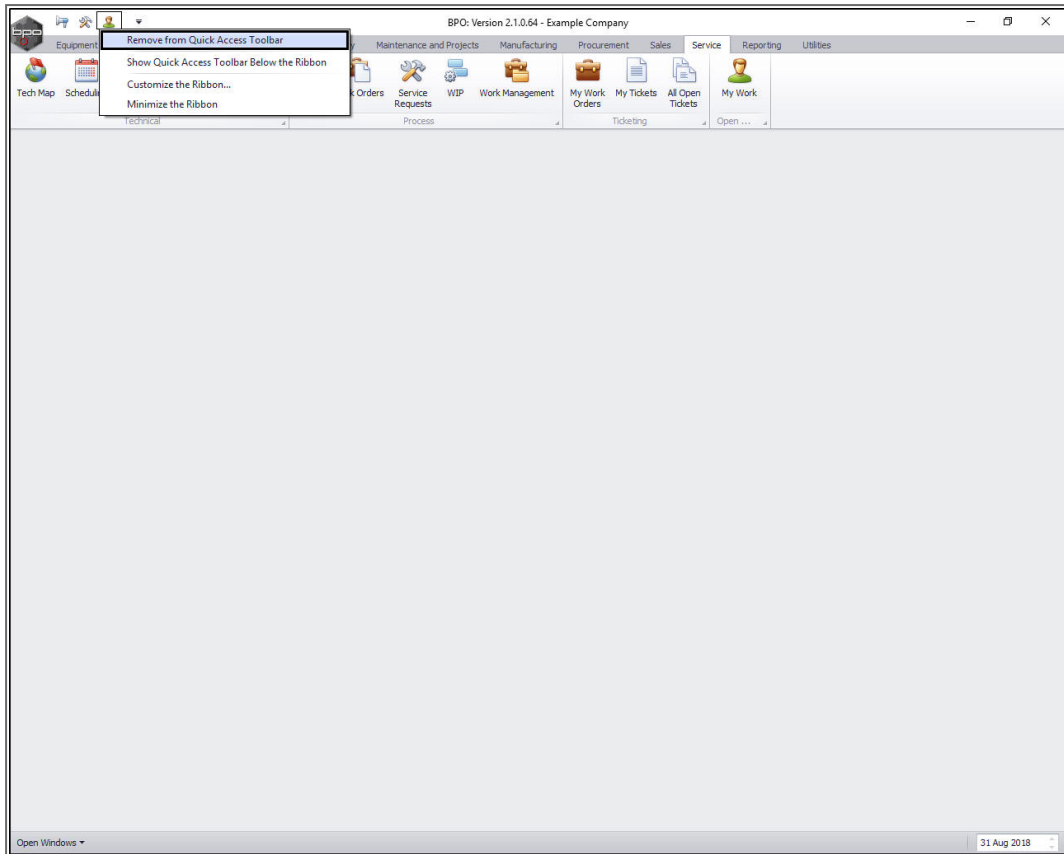
- Continue adding selected icons in this way, until you have completed the **Quick Access Toolbar** customization to your satisfaction.
  - In this image, **Calls**, **Service Requests** and **My Work** have been added.



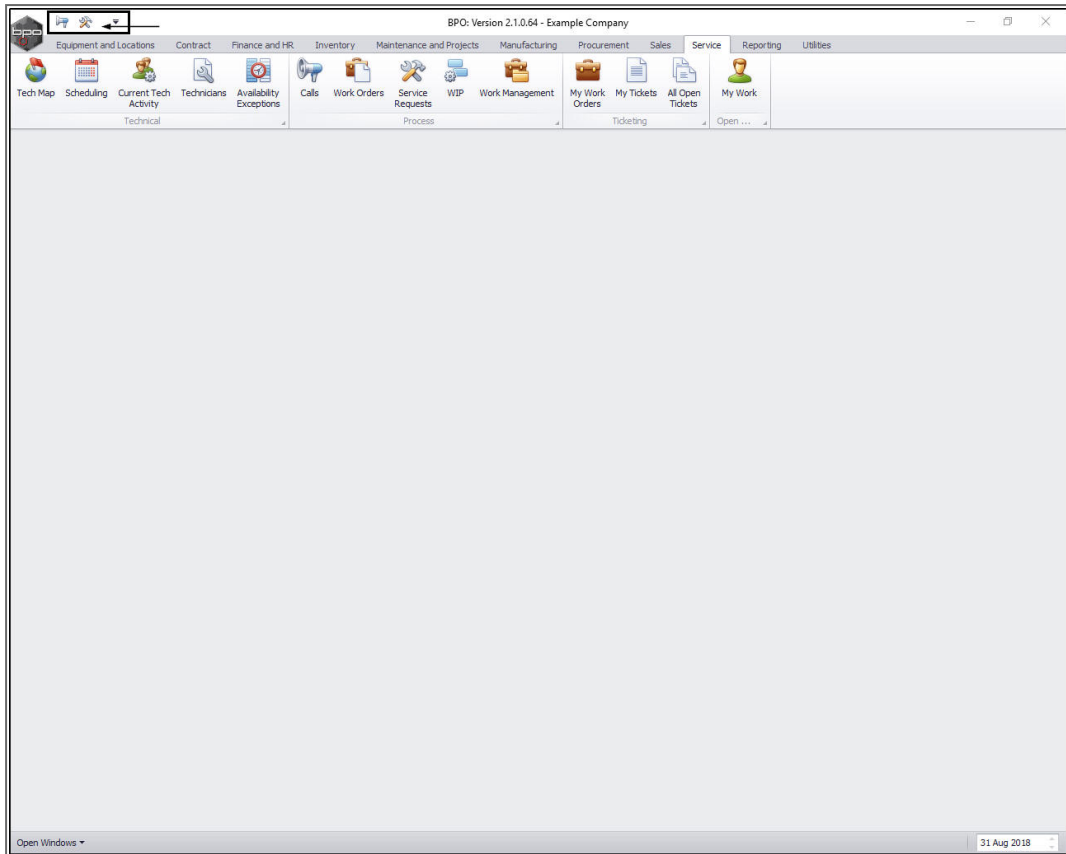
## REMOVE TOOLBAR BUTTONS

You may wish to *remove* an icon from the *Quick Access Toolbar*.

- *Right click* on the icon.
- From the pop-up menu, select *Remove from Quick Access Toolbar*.



- The icon will be **removed**.



MNU.000.005