

# How to Prevent Work Orders from Being Created Through the Customer Portal (Managely)

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This Dealer disabled the customer portal because they did not want their customers to have the ability to request service from the portal. They did want them to have the ability to pay invoices and add payment methods to their account. Follow these steps below to disable work orders from the customer portal

1. Click on the Setup and then click Preferences (under the User Manager Table).
2. Click on the Customer Portal tab. Set the **Enable Work Orders** switch to OFF and then click Save.

The screenshot shows the 'Preferences' page with the 'Customer Portal' tab selected. The 'Enable Work Orders' toggle switch is turned OFF. Other toggles for 'Allow Portal' and 'Enable Proposals' are turned ON. The 'Portal Title' is set to 'Managely Customer Portal'.

Logos	Site Settings	Customer Portal	Late Fee	Locks	GL Account	Inventory
<p>Allow Portal <input checked="" type="checkbox"/></p> <p>Enable Work Orders <input type="checkbox"/></p> <p>Enable Proposals <input checked="" type="checkbox"/></p> <p>Portal Title: Managely Customer Portal</p>						

3. Doing so removes the Work Orders tab from the customer portal altogether so the end user will not be able to request service from the customer portal.

The screenshot shows the Managely customer portal interface for user 'Chewy Steckel - 3704'. The 'Invoices' tab is selected, displaying a table of invoices. The table includes columns for Invoice #, Invoice Date, Due Date, Total Amount, and Amount Due. Each row has a 'Pay Invoice' button. The interface also shows account details like address, phone, and email on the left, and balance due, open proposals, and salesperson information on the right.

Invoice #	Invoice Date	Due Date	Total Amount	Amount Due	
22069	Mar 22, 2024	Mar 22, 2024	\$163.24	\$163.24	
22068	Mar 22, 2024	Mar 22, 2024	\$0.00	\$0.00	
22067	Mar 22, 2024	Mar 22, 2024	\$522.66	\$522.66	
22065	Mar 18, 2024	Mar 18, 2024	\$0.00	\$0.00	
22064	Mar 18, 2024	Mar 18, 2024	\$0.00	\$0.00	
22062	Mar 18, 2024	Mar 18, 2024	\$0.00	\$0.00	
22061	Mar 18, 2024	Mar 18, 2024	\$0.00	\$0.00	
22048	Mar 4, 2024	Mar 4, 2024	\$1,474.02	\$1,474.02	