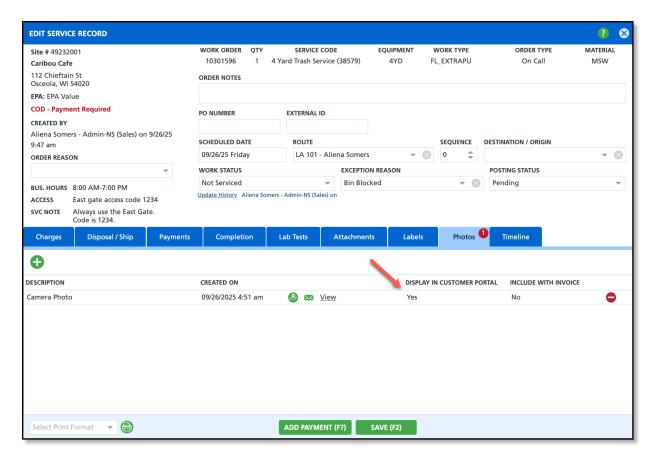# Service Record (Accounts) - 'Display in Customer Portal' Not Respecting Account Class Setup Setting(19343)

Last Modified on 09/26/2025 8:06 am PDT

An issue was identified where, if a driver marked a stop with an exception and attached a photo, and the account class setting **Default Work Order Photo – Display in Customer Portal** was set to **Yes**, the service record incorrectly showed **Display in Customer Portal** as **No**. This has been resolved.

Pathway: *Service Record (access pathways vary) > Photos [tab]*
Setup Pathway: *Setup > Account > Account Class > Customer Portal [tab]*