FAQ – Why aren’t default monitoring areas being added to Service Users?

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When using the **Apply Any Missing Defaults to Active Residents** option, you may occasionally find that default monitoring areas are not being added to a service user.

Here are the most common reasons and how to resolve them.

Check the List of Default Monitoring Areas

- Make sure the monitoring area you expect to appear is included in your organisation’s default monitoring areas list.
- If it isn’t listed, it won’t be applied automatically.

Check the Service User’s Type

- Defaults are applied based on the service user’s type.
- If the service user is set as Day Care, the system will not apply default monitoring areas.
- To resolve this, check the service user’s type (e.g., Full Time Resident, Home Care) and update if needed.

Example

- A service user is set as Day Care → defaults will not apply.
- A service user is set as Full Time Resident → defaults will apply (if listed in the default monitoring areas).

Summary

If defaults aren’t appearing:

1. Confirm the monitoring area is in your default list.
2. Check the service user’s type.

Was it helpful ?

- Happy
- Normal
- Sad

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