

Removing Inactive Employees from Service Display Groups in SedonaOffice

12/29/2023 4:47 pm EST

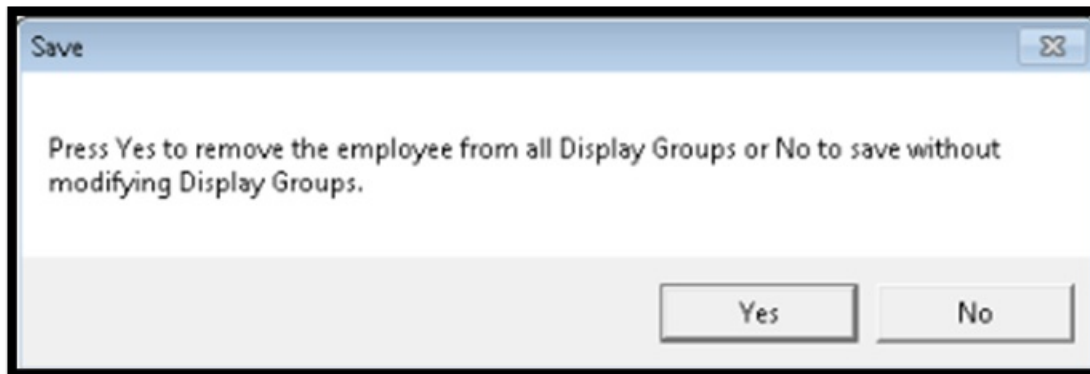
Description of Issue:

A technician was removed as an Employee, Technician, User and deleted from Service application access but they are still showing on the Service Schedule.

They are also unmarked in the Display Groups.

Fixes:

This is caused by permissions. On making the Technician inactive, a popup should appear that reads; Press Yes to remove the employee from all Display Groups or No to save without modifying Display Groups.



If this was ignored, closed out, or No was selected, then the Technician will remain as selectable in the Service Groups and Service Schedule.

To resolve this:

Make the User and Employee active again. Save the change. Then make them inactive again. On marking the Employee as inactive, the popup message asking to remove the Employee from all Display Groups will appear. Click Yes. They should no longer appear in the Service Schedule.