

Sedona-X Mobile - Releases - Customer Steps for Deleting Legacy FSU Tech

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Steps for Deleting a technician out of your FSU database:

*Technician must still be “active” in your SedonaOffice database for this to work correctly.

1. Use the Technician Management tool to select the user from the drop down list and click on the delete button (this removes them from billing).
2. Deactivate (do not delete) technician in your SedonaOffice database (this keeps the ticket history alive).

***If you have a technician that you have deactivated in your SedonaOffice database that needs deleted out of your FSU database. You will need to temporarily “activate” the tech in your SedonaOffice database, then use the Tech Tool to delete out of the FSU database and then once removed you can deactivate them once more.