

How to Look at Future/Past Tickets without Logging into the Ticket (Android)

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This article shows how to open tickets either in the future or past, without needing to log into or add dispatch/arrival times. These steps are good for SedonaOffice version 6.2.0.x and forward.

Overview

The examples displayed in this document will show how an Android screens look.

Steps:

1. Log into Sedona-X Application
2. Click on the View Calendar – then click on the day to see what the ticket number is for the appointment needed to look at. Remember the Service Ticket Number.
3. Tap on the Back Arrow to go back to the Welcome Screen
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4. Tap on the hamburger menu at top left of screen on the Welcome Screen
5. Tap on Service Tickets
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6. In the Search – type in the Service Ticket Number from Step 2
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7. The ticket should be shown in the list – Tap on the ticket to open

8. Tap on **More ...**

9. This will bring up the list of what that tech can view in the app

10. Click on notes or whatever is needed without selecting Dispatch/Arrive/Depart