

Change Technician address for Maps in Service

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Issue:

When Clicking the Map button, the address is not correct for the technician's starting address. How can this be changed?

Resolution:

The address used is the address for the technician assigned. If the address needs changed you would need to edit the Technician in the Sedona Setup.

Open Sedona Setup.

Select Technicians

Click on the Technician from the Service Ticket.

Click the Address button.

You can now edit the address for this tech.

When finished editing the address, click Save.

Click the Apply button.

Now when clicking the Map button from the Service Scheduler application the correct address will be used.