

How to Activate/Deactivate/Check Legacy FSU Licensing

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Purpose/Issue:

This guide will overview use of the Back End Tech Management Tool that is used by Internal BoldGroup resources only located @ which allows activation, deactivation, and license count of Legacy FSU.

Content/Resolution:

Customers have access to a Front End Tech Management tool that is timezoned at one of the following links. This link requires IE 11 and Silverlight. Due to the End of Life from Microsoft on both of these products customers are urged to work with their account manager on transitioning to SedonaX.

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After they have coded the technician as an employee in SedonaOffice and Added them as a tech in the Tech Manager Tool, someone from BoldGroup will need to “activate” the tech by ticking the approved box in the back end tool located at the following link: [DO NOT SHARE WITH CX]

- *
- *
- Master
- Dell2015

Using the Drop Down Arrow select the desired company from the list and then press the Select button to the right

Once A company is selected you will Press Select on the Company Name that has the FSU activated.

Note: This name will typically match the company name listing in SedonaMaster Company Table and there can be more than one company with Legacy FSU tied to it.

	Company Name	SedonaCompanyID	Comment	HyperlinkFeature	HyperlinkName	Hyperlink	AcceptTextFeature
Edit Select	Alarm Engineering Inc	4	Customer Created		Hyperlink Name	http://www.sedonaoffice.com	

This will load all the available Techs that have been successfully coded properly by the customer.

If a tech is **not** shown in the list, they are **not** being charged for the tech **and** they are not listed in Customers Tech Management Tool.

Only techs with the Approved Tickbox are charged. These are tallied daily by a custom Report and sent to BoldGroup Accounting daily for billing purposes.

FSU Users											
	Detail	EmployeeID	Name	Username	Email	Activation	Termination	Approved	Statistics	Errors	FailedLogins
Edit	Select	92	Jerry Darr	jerryd	new@sedonaoffice.com	March 11, 2020	March 11, 2040	☒	☐	☒	0
Edit	Select	98	Matthew Bolden	Matthew	new@sedonaoffice.com	August 2, 2021	August 2, 2029	☒	☐	☒	0
Edit	Select	82	Cameron Davis	Cameron	new@sedonaoffice.com	February 9, 2022	February 9, 2029	☒	☐	☒	0
Edit	Select	109	DeQuanae Clark	dclark	new@sedonaoffice.com	December 20, 2023	December 20, 2029	☒	☐	☒	0

Note: Due to how the site was coded it will only show up to the Failed Logins column. Take note of the horizontal scroll bar to see the other columns for Password Locked and Online.

FailedLogins	PasswordLocked	Online
0	☐	✗
0	☐	✗
0	☐	✗
0	☐	✗

To Activate/Deactivate a tech, find them in the list and Click the Edit on the left side of their bar

Recent techs can be sorted to the top by clicking on top the Activation column or you can sort by Name/Username

	Detail	EmployeeID	Name	Username	Email	Activation
Update Cancel		92	Jerry Darr	jerryd	new@sedonaoffice.com	March 11, 2020
Edit	Select	98	Matthew Bolden	Matthew	new@sedonaoffice.com	August 2, 2021
Edit	Select	82	Cameron Davis	Cameron	new@sedonaoffice.com	February 9, 2022
Edit	Select	109	DeQuanae Clark	dclark	new@sedonaoffice.com	December 20, 2023

Then update both the Approved & Error checkboxes As well as extend the termination date out by 5 years then scroll back to the left to click the "Update" link

Extending the Termination date prevents the customer from calling back in a year with the tech unable to login.

Termination	Approved	Statistics	Errors	FailedLogins	PasswordLocked	Online
March 11, 2040	☒	☐	☒	0	☐	✗
August 2, 2029	☒	☐	☒	0	☐	✗
February 9, 2029	☒	☐	☒	0	☐	✗
December 20, 2029	☒	☐	☒	0	☐	✗

	Detail	EmployeeID
Update Cancel		92
Edit	Select	98
Edit	Select	82
Edit	Select	109

The Edit and Select options should return to confirm the change

	Detail	EmployeeID	Name	Username	Email	Activation	Termination	Approved	Statistics	Errors	FailedLogins
Edit	Select	92	Jerry Darr	jerryd	new@sedonaoffice.com	March 11, 2020	March 11, 2040	☒	☐	☒	0
Edit	Select	98	Matthew Bolden	Matthew	new@sedonaoffice.com	August 2, 2021	August 2, 2029	☒	☐	☒	0

The total Legacy FSU license count will be the total number of techs with the Approved checkbox checked.

Note: That if the customer has any disputes to the total number of tech licenses or double billing of FSU & SedonaX escalate the case to BoldGroup Accounting with the pertinent details and notify the customer of the queue transfer.