

How to Add Techs to the Service Scheduler

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Issue:

We've added new technicians to SedonaOffice but we cannot see them to select them for Service Tickets.

Resolution:

To add technicians to the Schedule Views in SedonaOffice's Service Module:

1. Open the Service Module
2. Go to View

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3. Select one of the schedule View options, such as Day, Week, or Month

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4. Locate the Display Group dropdown menu in the Calendar Options section

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5. Click the dropdown menu to select the Display Group you want to add technicians to and then select the Edit Display Group button, next to the dropdown menu

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6. When you click on the Edit Display Group button it will open a new window labeled as Display Group
7. Add technicians to the display group by marking any you wish to add and then Saving

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New technicians should now be able to be selected on Service Tickets under that Display Group.
