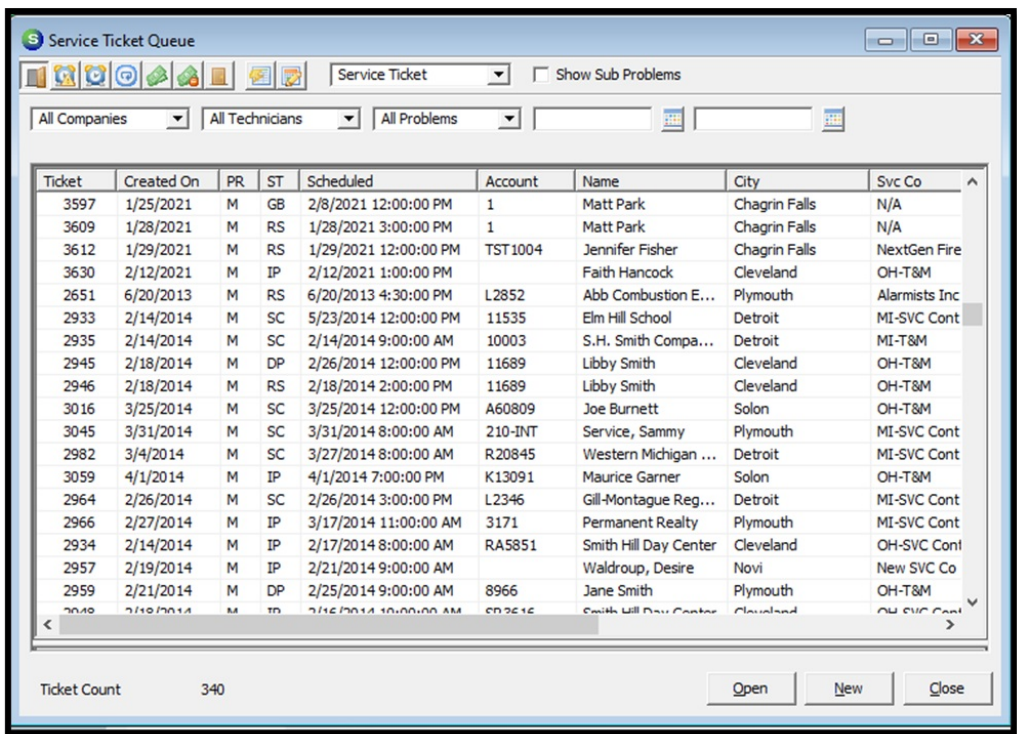


Not Seeing the New Version of Service Scheduler

09/23/2024 5:43 pm EDT

Issue:

Customer in seeing the service ticket queue menu selection but it does not open the current Sedona Scheduler application.



Resolution:

This will happen if the User is assigned to a User Group that does not have the option for User New Service selected.

Code	Description	Level	Credit Memo Limit
Data Entry Job	Data Entry Job	1	\$0.00

Application Access		Report Access
Access	Module	
☒ Appointment Summary	SV	
☒ Inspections	SV	
☒ Service Ticket Queue	SV	
☒ Technician Absence	SV	
☒ Custom Fields	SV	
☒ Edit Field Notes	SV	
☒ Delete Field Notes	SV	
☒ Delete Tickets	SV	
☒ Journal	SV	
☒ Service Documents	SV	
☒ Manage EFT in Service	SV	
☐ Use New Service	SV	
☒ Override Billable Charges	SV	

Uncheck the option for Service Ticket Queue.

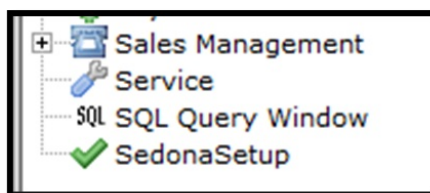
☒ Inspections	SV
☐ Service Ticket Queue	SV
☒ Technician Absence	SV

Check the option User New Service in the user group and Click Apply.

☒ Service Documents	SV
☒ Manage EFT in Service	SV
☒ Use New Service	SV
☒ Override Billable Charges	SV

Any user with this User Group will need to log out and back into SedonaOffice to see the change.

The new Scheduler application is now available.



Click on the Service icon to Open the Service Scheduler.

The functions that were available under the Service Menu are available from within the one application.

SedonaSchedule 6.2.0.16 - Sedona Live Company

View

Service Options

Jobs Options

Show/Hide Calendar Bar

Today

Day

Week

Month

Ticket Queue

Group Tickets

Inspection Creation Arrangement

Removed Parts

Misc Appointments

Open Jobs

Open Customer

Refresh Schedule

Ticket

Tools

Calendar

April 2024

May 2024

Double-click opens Schedule

Total Open Jobs: 374

Drag a column header here to group by that column

Job #	Customer #	Commercial	Site Name	Address	City	Start Date	Proj. End Date	
1001	2015	Y	River Music Corp.	654 Main Street	Lansing	01/25/2021		CCT
1005	2015	Y	River Music Corp.	654 Main Street	Lansing	01/25/2021		Fire-C
1010	2010	N	Eve Stewart	61 Indian Hill Trail	Cleveland	12/31/2020		CCTV
1013	863	N	Frank Tank	8401 Chagrin Rd	Chagrin Falls	01/26/2021	01/26/2021	Fire-C
1016	866	N	King Alarms	8401 Chagrin Rd	Chagrin Falls	01/29/2021	02/01/2021	Fire-C
1020	869	N	Matt Hoffman	8401 Chagrin Rd	Chagrin Falls			Fire-C
1023	872	N	Chris Belarski	8403 Chagrin Rd	Chagrin Falls	02/04/2021	02/10/2021	Fire-C
1028	2015	Y	River Music Corp.	654 Main Street	Lansing	02/18/2021	02/19/2021	CCTV
1047	2000	Y	T & J Autobody	16 Jencks Street	Canton	02/17/2021	02/19/2021	CCTV
1050	896	N	Bugs Bunny	8401 Chagrin Rd	Chagrin Falls			Fire-C
1077	925	N	Bryant Hardy	56432 Villes Street	Chagrin Falls	02/26/2021	02/26/2021	Integr
1080	928	N	Greg Polley	123 Market Street	Chagrin Falls	02/26/2021		Fire-C
1092	940	N	Mike Monsive	8401 Chagrin Rd	Chagrin Falls	02/23/2021	02/25/2021	Fire-C
1102	956	N	Ginger Mairs	8401 Chagrin Rd	Chagrin Falls	02/24/2021	02/26/2021	Fire-C
1105	893	N	Valts Disney	123 Main St	Dublin	02/25/2021		Fire-C
1108	893	N	Valts Disney	123 Main St	Dublin	03/17/2021		Fire-C
1117	971	N	Futar USA	7 Parkway Place	Edison	03/23/2021		Fire-C
1122	976	N	Bill Howell	168 Main St	Chatham	03/23/2021		Fire-C
1128	982	N	Emily Belding	168 Main St	Chatham	03/23/2021		Fire-C
1133	982	N	Emily Belding	168 Main St	Chatham	03/23/2021		Fire-C
1136	893	N	Valts Disney	123 Main St	Dublin	03/23/2021		Fire-C
1141	982	N	Emily Belding	168 Main St	Chatham	03/23/2021		Fire-C
1146	982	N	Emily Belding	168 Main St	Chatham	03/23/2021		Fire-C
1149	1005	N	Chuck Berry	8401 Chagrin Rd	Chagrin Falls	03/23/2021	03/26/2021	Fire-C

Site

System

Contact

Problem

Technician

Scheduled

Dispatched

Arrived

Departed

Save

Edit

Notes

Map

Email

Refreshed 4/18/2024 9:47 AM

Detail