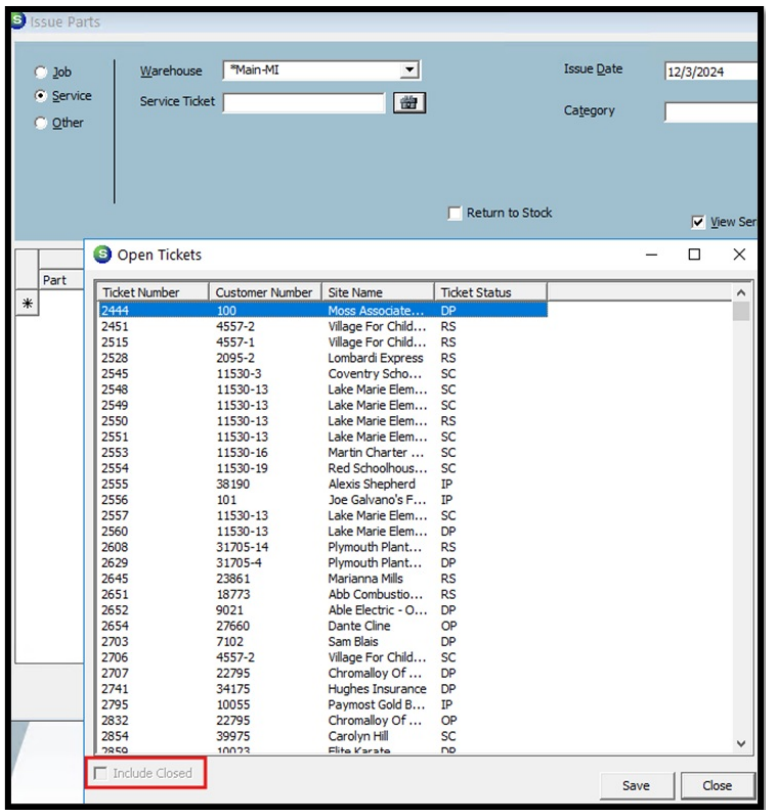


# How To Enable Ability to Select Include Closed in Issue Parts Window

12/05/2024 8:42 am EST

**Issue:**

User cannot select Include Closed in Issue Parts window.



This also presents in other areas of SedonaOffice that use the function of tying an entry to a Service Ticket.

**Resolution:**

This is due to permissions.

In SedonaSetup, go to User Groups in the OP area.

Locate the User Group the user who is unable to use Include Closed in Issue Parts to the Service Ticket.

Scroll to the Service area of the User Group permission and locate a permission labeled Select Close Service Tickets for Costing.

| Code       | Description | Level |
|------------|-------------|-------|
| Purchasing | Purchasing  | 2     |

| Access                                                                        | Module |
|-------------------------------------------------------------------------------|--------|
| <input checked="" type="checkbox"/> Service Documents                         | SV     |
| <input type="checkbox"/> Manage EFT in Service                                | SV     |
| <input checked="" type="checkbox"/> Use New Service                           | SV     |
| <input type="checkbox"/> Override Billable Charges                            | SV     |
| <input checked="" type="checkbox"/> Change Ticket Category                    | SV     |
| <input checked="" type="checkbox"/> Close Tickets                             | SV     |
| <input checked="" type="checkbox"/> Able to Remove Parts from Service Tickets | SV     |
| <input checked="" type="checkbox"/> Override Ticket Service Company           | SV     |
| <input type="checkbox"/> Select Closed Service Ticket for Costing             | SV     |
| <input type="checkbox"/> Override Parts Reconcile                             | SV     |
| <input type="checkbox"/> Export Ticket Queue                                  | SV     |
| <input checked="" type="checkbox"/> Edit Customer Comments                    | SV     |
| <input type="checkbox"/> Bill Ticket to Cycle                                 | SV     |

Print      Apply      New

Mark the box next to the permission and click Apply to save the change.

Once saved, have the user close SedonaOffice and log back in. They should now be able to access the Include Closed box.