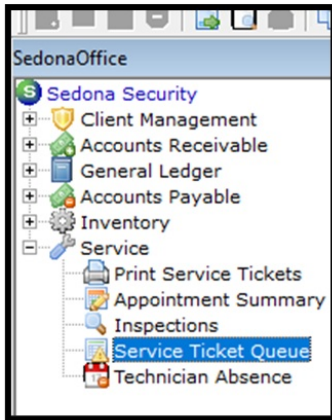# Service Module Permissions Issue

Last Modified on 09/23/2024 5:41 pm EDT

Issue:
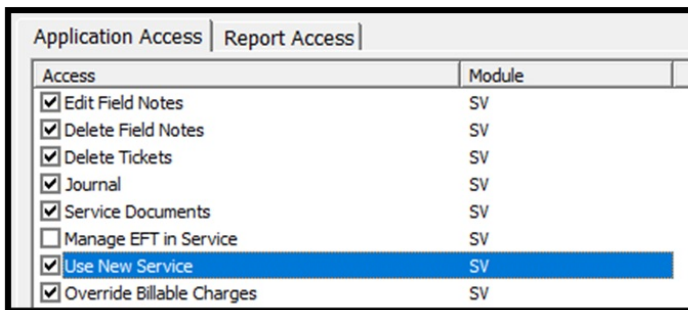
A user has noticed that their permissions for Service appear to be different that others. When they open the Service option tree, they multiple different options as well as each of those options opening separate windows instead of opening the Service module as a whole.

Resolution:

This is due to User Group permissions granted to the users.

1. Go to SedonaSetup > Navigate to the User Groups option in the OP area.
2. Find the User Group that the user in question has assigned to them.
3. In the Application Access Permissions list, scroll down to the SV Module permissions.
4. Locate the option labeled Use New Service.
5. Mark the box to enable to permission and click Apply to save the change.

If the user was logged in when this change was made, they may need to logout and log back in to SedonaOffice.

When they open their Service tree, the options will only display Print Service tickets. The user can click on Service to open the Service module.

SedonaOffice

- Sedona Security
  - Client Management
  - Accounts Receivable
  - General Ledger
  - Accounts Payable
  - Inventory
  - Service
    - Print Service Tickets