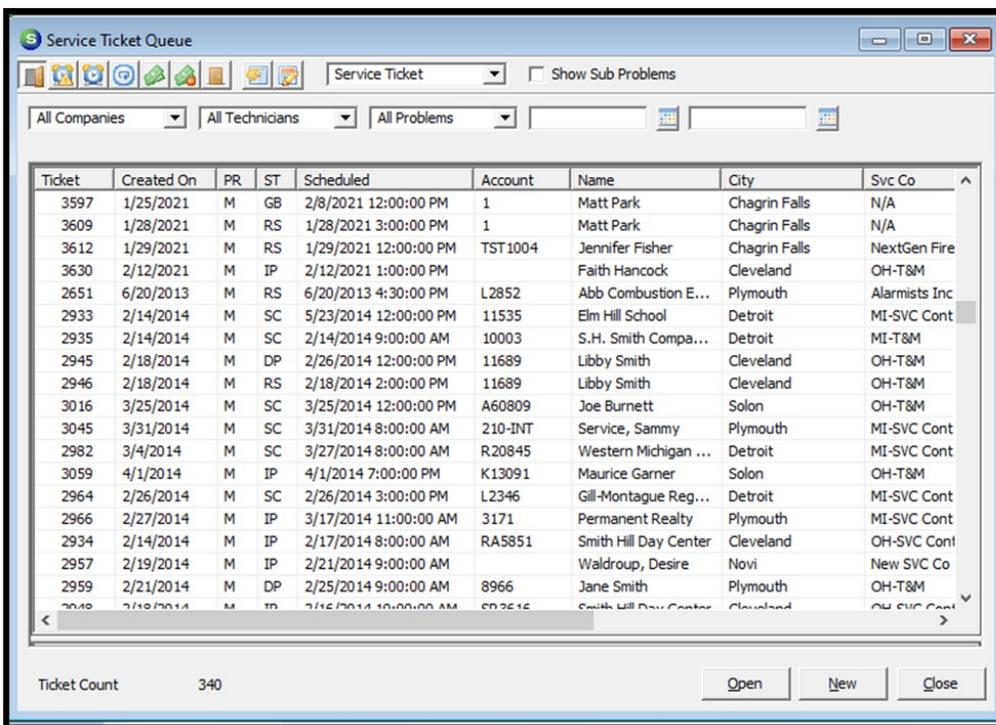


# Not Seeing the New Version of Service Scheduler

Last Modified on 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	
<input checked="" type="checkbox"/> Appointment Summary	SV	
<input checked="" type="checkbox"/> Inspections	SV	
<input checked="" type="checkbox"/> Service Ticket Queue	SV	
<input checked="" type="checkbox"/> Technician Absence	SV	
<input checked="" type="checkbox"/> Custom Fields	SV	
<input checked="" type="checkbox"/> Edit Field Notes	SV	
<input checked="" type="checkbox"/> Delete Field Notes	SV	
<input checked="" type="checkbox"/> Delete Tickets	SV	
<input checked="" type="checkbox"/> Journal	SV	
<input checked="" type="checkbox"/> Service Documents	SV	
<input checked="" type="checkbox"/> Manage EFT in Service	SV	
<input type="checkbox"/> Use New Service	SV	
<input checked="" type="checkbox"/> Override Billable Charges	SV	

Uncheck the option for Service Ticket Queue.

<input checked="" type="checkbox"/> Inspections	SV
<input type="checkbox"/> Service Ticket Queue	SV
<input checked="" type="checkbox"/> Technician Absence	SV

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

<input checked="" type="checkbox"/> Service Documents	SV
<input checked="" type="checkbox"/> Manage EFT in Service	SV
<input checked="" type="checkbox"/> Use New Service	SV
<input checked="" type="checkbox"/> Override Billable Charges	SV

Print      Apply      New      Delete

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.

