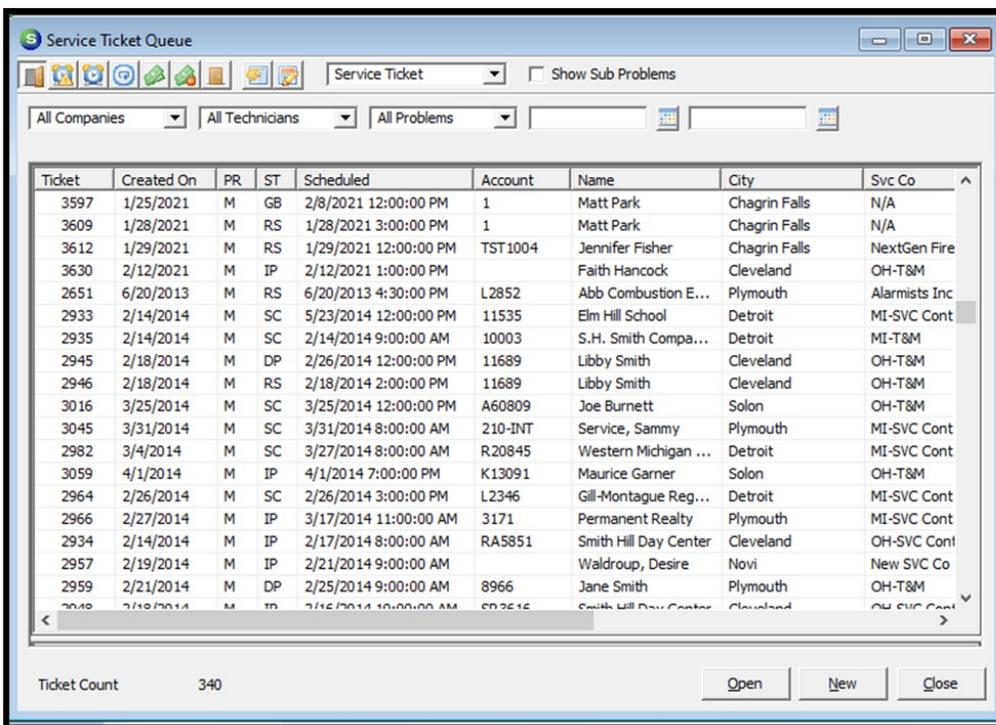# Not Seeing the New Version of Service Scheduler

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.

Uncheck the option for Service Ticket Queue.

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

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.