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.



	IC5 *	All Tec	nnician	s All Problems	-			
	_ ,				_ ,		_	
Ticket	Created On	PR	ST	Scheduled	Account	Name	City	Svc Co
3597	1/25/2021	М	GB	2/8/2021 12:00:00 PM	1	Matt Park	Chagrin Falls	N/A
3609	1/28/2021	м	RS	1/28/2021 3:00:00 PM	1	Matt Park	Chagrin Falls	N/A
3612	1/29/2021	м	RS	1/29/2021 12:00:00 PM	TST1004	Jennifer Fisher	Chagrin Falls	NextGen Fire
3630	2/12/2021	м	IP	2/12/2021 1:00:00 PM		Faith Hancock	Cleveland	OH-T&M
2651	6/20/2013	M	RS	6/20/2013 4:30:00 PM	L2852	Abb Combustion E	Plymouth	Alarmists Inc
2933	2/14/2014	м	SC	5/23/2014 12:00:00 PM	11535	Elm Hill School	Detroit	MI-SVC Cont
2935	2/14/2014	м	SC	2/14/2014 9:00:00 AM	10003	S.H. Smith Compa	Detroit	MI-T&M
2945	2/18/2014	м	DP	2/26/2014 12:00:00 PM	11689	Libby Smith	Cleveland	OH-T&M
2946	2/18/2014	М	RS	2/18/2014 2:00:00 PM	11689	Libby Smith	Cleveland	OH-T&M
3016	3/25/2014	м	SC	3/25/2014 12:00:00 PM	A60809	Joe Burnett	Solon	OH-T&M
3045	3/31/2014	м	SC	3/31/2014 8:00:00 AM	210-INT	Service, Sammy	Plymouth	MI-SVC Cont
2982	3/4/2014	м	SC	3/27/2014 8:00:00 AM	R20845	Western Michigan	Detroit	MI-SVC Cont
3059	4/1/2014	Μ	IP	4/1/2014 7:00:00 PM	K13091	Maurice Garner	Solon	OH-T&M
2964	2/26/2014	м	SC	2/26/2014 3:00:00 PM	L2346	Gill-Montague Reg	Detroit	MI-SVC Cont
2966	2/27/2014	Μ	IP	3/17/2014 11:00:00 AM	3171	Permanent Realty	Plymouth	MI-SVC Cont
2934	2/14/2014	М	IP	2/17/2014 8:00:00 AM	RA5851	Smith Hill Day Center	Cleveland	OH-SVC Cont
2957	2/19/2014	М	IP	2/21/2014 9:00:00 AM		Waldroup, Desire	Novi	New SVC Co
2959	2/21/2014	М	DP	2/25/2014 9:00:00 AM	8966	Jane Smith	Plymouth	OH-T&M
20.40	2/10/2014	M	TD	2/16/2014 10:00:00 AM	CD 2616	Cmith Hill Day Contor	Clausland	OU SUC Cont

Resolution:

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

ata Entry Job	Data Entry Job		1	▼ \$0.00
Application Access Repo	rt 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 Manage EFT in Service Itse New Service	SV SV	
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.

- + :					Sedon	Schedule 6.2.0.16 -	Sedona Live Comp	pnay					- = X
View Se	ervice Options	Jobs Opti	ions										
		-	📰 👷 🍙 🍓 Removed Parts 🔢 Batch Billing 🔞 Open Cust					itomer					
		Misc Appointments			Refresh Schedule								
Show/Hide Toda	ay Day	Week Month	Ticket Grou	p Inspection	Open Jobs		Ticket	-					
Calendar Bar			Queue Ticke	Arrangement	opensous		Tool						
Herigation		_		Anongement			1000						(2000)
E Calendar			🔳 🖾 🗹	Double-click open	s Schedule Total Ope	n Jobs: 374							
April 2024	May C M T	2024											
123456	6 3 10 1	1234	Drag a column	neader here to grou	up by that column.								
7 8 9 10 11 12 13	3 5 6	7 8 9 10 11	🚰 🛛 Job #		♥ Commercial ♥	Site N	ame 🖓	1	Address	V City 1	Start Date	Proj. End Date	▼ ^
14 15 16 17 18 19 20	0 12 13 1-	4 15 16 17 18	1001	2015	Y	River Music Corp.		654 Main Str	oet	Lansing			CCT
28 29 30	26 27 2	8 29 30 31	1005	2015	Y	River Music Corp.		654 Main Stree	st	Lansing	01/25/2021		Fire-(
10000000			1010	2010	N	Eve Stewart		61 Indian Hill	Frail	Cleveland	12/31/2020		CCTV
			1013	863	N	Frank Tank		8401 Chagrin I	Rd	Chagrin Falls	01/26/2021	01/26/2021	Fire-(
•			1016	866	N	King Alarms		8401 Chagrin	Rd	Chagrin Falls	01/29/2021	02/01/2021	Fire-(
Site			1020	869	N	Matt Hoffman		8401 Chagrin	Rd	Chagrin Falls			Fire-(
			1023	872	N	Chris Belarski		8403 Chagrin	Rd	Chagrin Falls	02/04/2021	02/10/2021	Fire-(
Suetom			1028	2015	Y	River Music Corp.		654 Main Stree	et	Lansing	02/18/2021	02/19/2021	CCTV
Contact			1047	2000	Y	T & J Autobody		16 Jencks Stre	et	Canton	02/17/2021	02/19/2021	CCTV
			1050	896	N	Bugs Bunny		8401 Chagrin I	Rd	Chagrin Falls			Fire-(
Problem			1077	925	N	Bryant Hardy		56432 Wiles S	treet	Chagrin Falls	02/26/2021	02/26/2021	Integr
Technician		×	1080	928	N	Greg Polley		123 Market Str	eet	Chagrin Falls	02/26/2021		Fire-C
		Local Control of Contr	1092	940	N	Mike Monsive		8401 Chagrin I	Rd	Chagrin Falls	02/23/2021	02/25/2021	Fire-(
Scheduled			1102	956	N	Ginger Mairs		8401 Chagrin I	Rd	Chagrin Falls	02/24/2021	02/26/2021	Fire-(
Dispatched	~	÷ 🗉	1105	893	N	Walt Disney		123 Main St		Dublin	02/25/2021		Fire-(
Arrived	~	0	1108	893	N	Walt Disney		123 Main St	t Dublin		03/17/2021		Fire-(
Departed		÷	1117	971	N	Futai USA		7 Parkway Pla	ce	Edison	03/23/2021		Fire-(
			1122	976	N	Bill Howell		168 Main St		Chatham	03/23/2021		Fire-(
			1128	982	N	Emily Belding		168 Main St		Chatham	03/23/2021		Fire-(
	[]] a	(min re	1133	982	N	Emily Belding		168 Main St		Chatham	03/23/2021		Fire-(
	Save	12Edit	1136	893	N	Walt Disney		123 Main St		Dublin	03/23/2021		Fire-(
Notes	Map	🖂 Email	1141	982	N	Emily Belding		168 Main St		Chatham	03/23/2021		Fire-(
		and the second se	1146	982	N	Emily Belding		168 Main St		Chatham	03/23/2021		Fire-(
Refreshed: 4/18/2024 8:47	7 AM	700	1149	1005	N	Chuck Berry		8401 Chagrin I	Rd	Chagrin Falls	03/23/2021	03/26/2021	Fire-(v
		U Detail	<										>