

Synergistic Office Solutions, Inc.



Topic: New provider does not appear in Scheduler
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Author: Seth Krieger

Problem: After adding a new provider to the provider list in Office Manager or Case Manager, the provider does not appear in the Scheduler's provider list.

Resolution: In most cases, the reason a new provider does not appear in the Scheduler is because the new provider has not been set as "visible" to the current user on the Scheduler tab of the User form in the Admin module. Providers are only visible in the Scheduler if they have been enabled for the appropriate users. Here is how you would check or correct this situation:

1. Using a Security Administrator ID, open the Admin module from the SOS Login window.
2. Open **Users and Passwords**.
3. Highlight the first user in the list who should have access to the new provider's schedule.
4. Click **Change**.
5. Click the **Scheduler** tab.
6. You will see a list of all your providers, including the new one. "Visible" providers show as highlighted. Click once on the new provider to highlight that line. (Each time you click an entry in the list, the highlight will toggle off or on.) If ALL providers should be visible to this user, you can highlight all providers at once by clicking the **Tag All** button the the right of the list.
7. Click **Apply** to save.
8. Repeat for all other users who should be able to see the new provider in the Scheduler.