

Service Scheduler - Administration

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Updating registration details

Login as an administrator user

Select the system menu (or padlock)

[image.png](#)

Navigation to System and search settings for "registration_", edit the entry

[image.png](#)

Enter the new key and press save

[image.png](#)

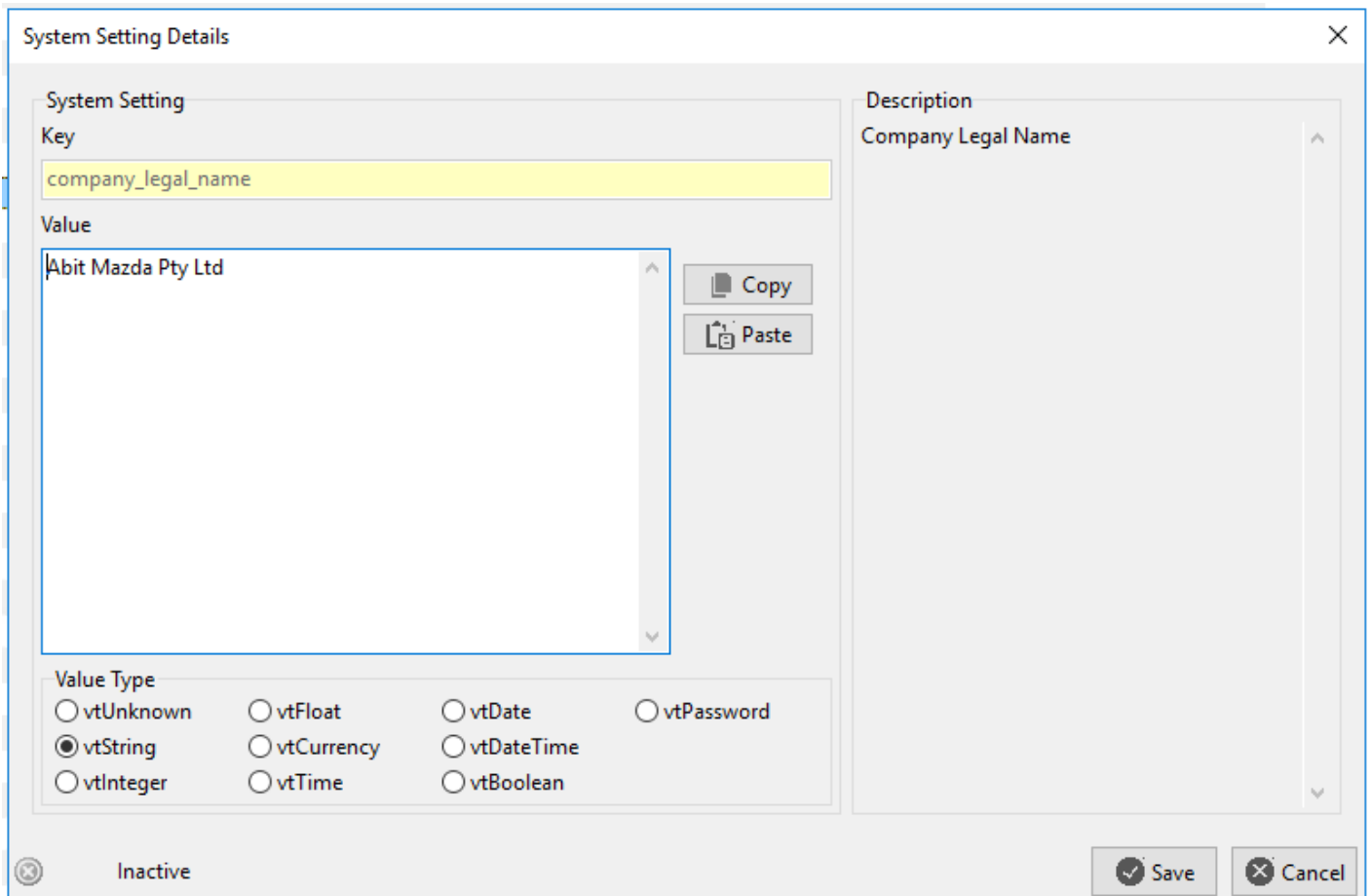
Service Scheduler - server installation guide

MySQL

See [MySQL installation guide](#)

Zero config / Auto Discover

See this guide for detailed setup of [Zero config](#)

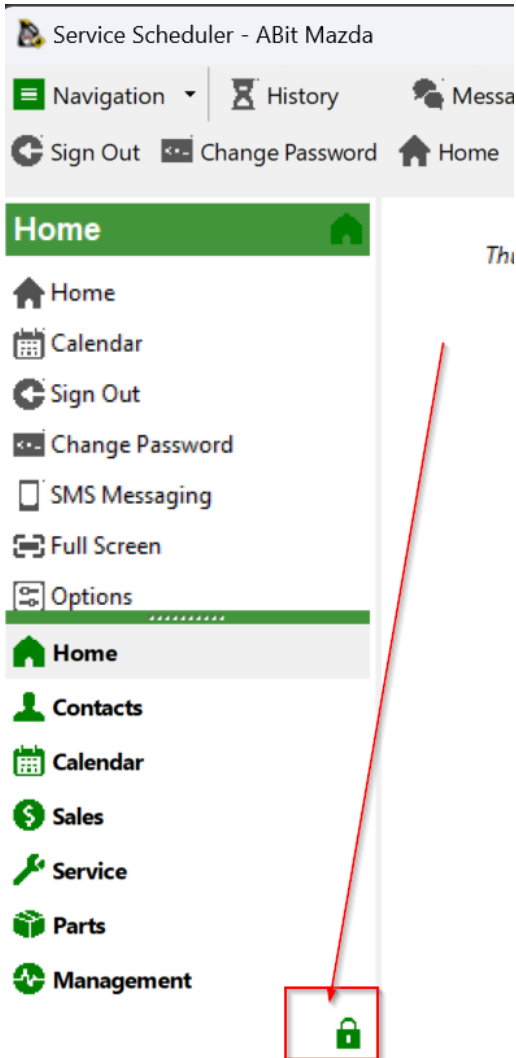


System setup wizard

A wizard is available to prompt an administrator through common system settings

User administration

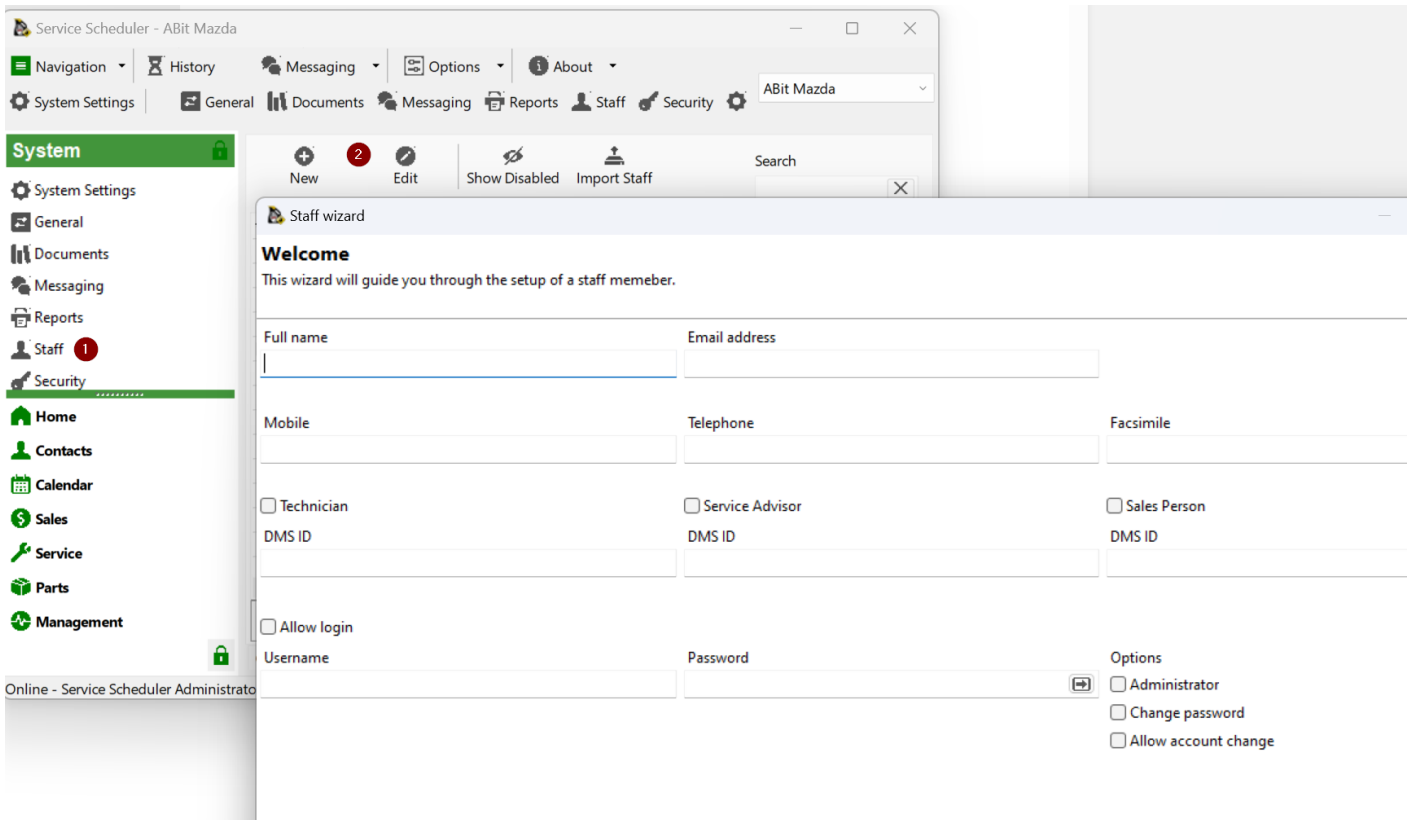
Select administration area



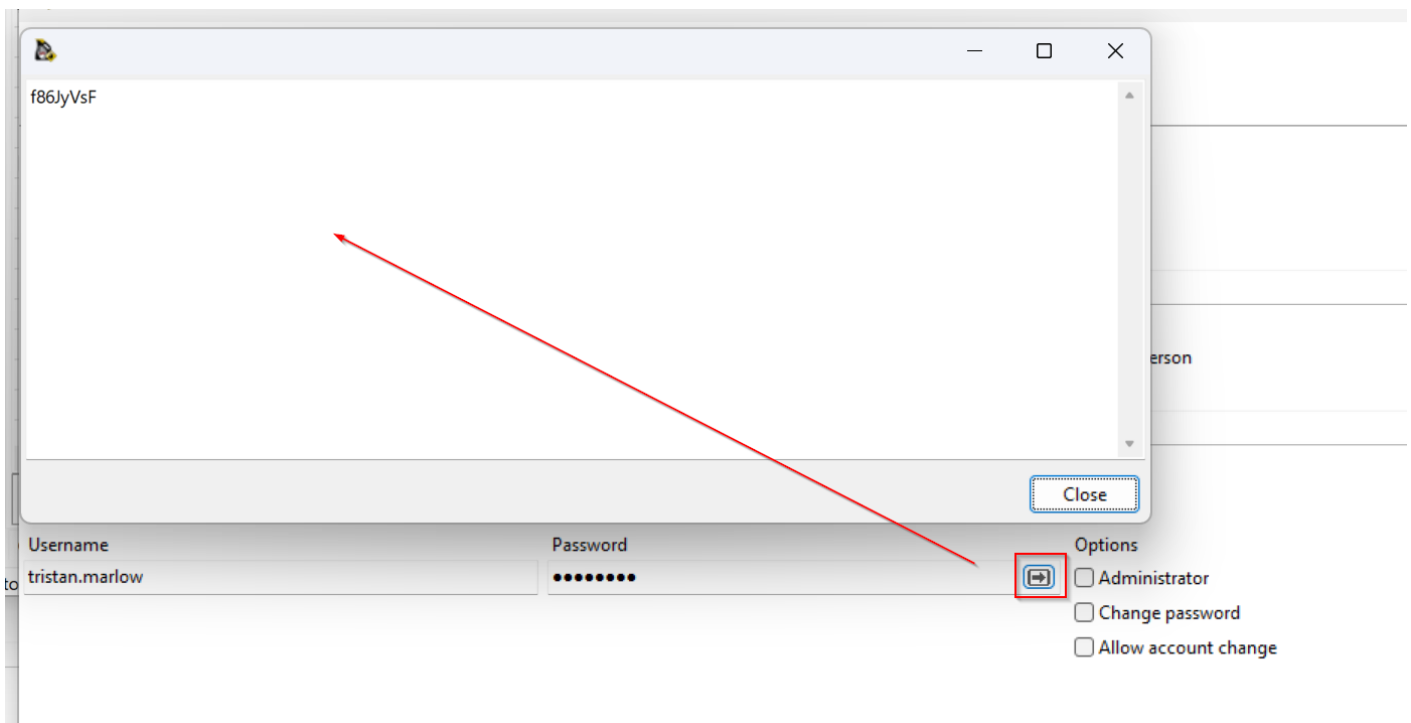
Local user accounts

Creating a new staff member

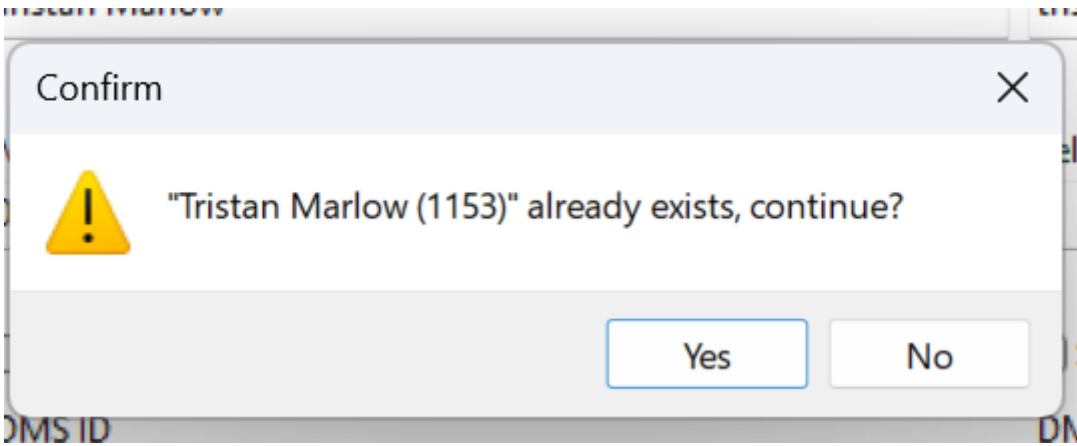
Start the new staff wizard, enter required information if the user is required to login check the "Allow login" box



You can use the generate password button to create a password

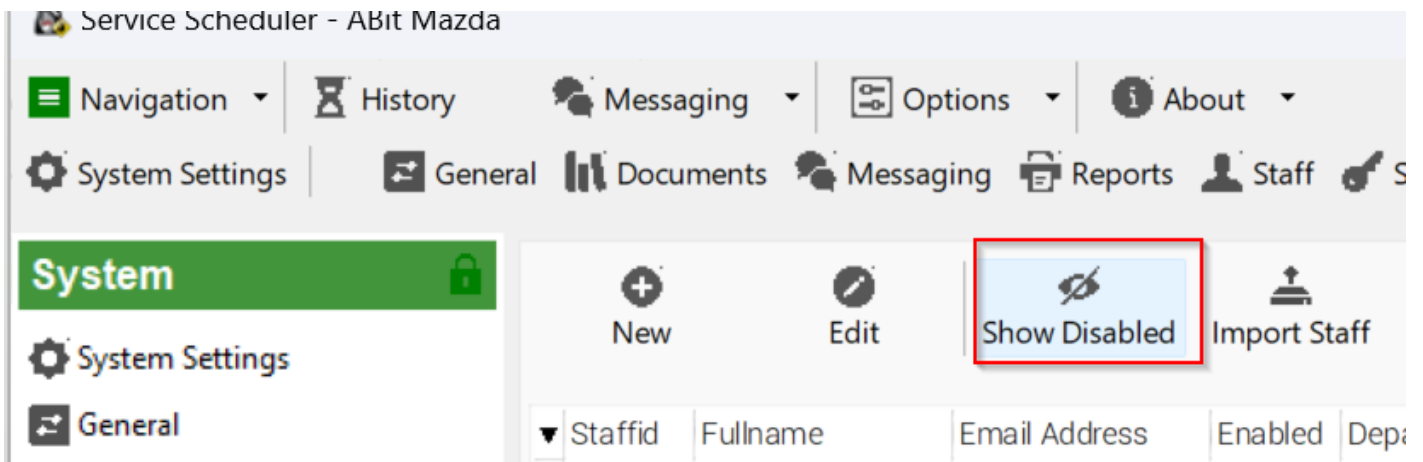


Service scheduler will check for a similar name to ensure that the user



Edit existing staff member

To find a staff member that has had their account disabled. Select the following button



Adjust user details as required

Staff details

Full name
Tristan Marlow Enabled

General Security Address Departments Team Leader Qualifications Documents

Username Password Administrator
tristan| Allow account change

Last password change 25/07/2024 Change password Password never expires

Modules OTP devices

Edit Refresh Search

Modul...	Module Name	Read ...	Write ...	Delete ...	Special Access
17	CALENDAR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	CONTACTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
20	HUMAN_RESOURCE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	LICENSE_BOOKING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	MESSAGING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Last update: 1/08/2024 02:01:13 PM 1:23 Duration: 0.016 sec.

Browse Save and Close Save Close

LDAP Integration (Active Directory)

To enable LDAP integration, navigate to system settings and search for "ldap"

System Settings

System CSV Maps Advanced

Settings Edit Wizard

Search ldap

Setting Key	Setting Value	Setting...	Setting Description
ldap_allow_company		string	LDAP allowed company name
ldap_allow_departments	Service Scheduler Mazda,IT Department	string	LDAP allowed departments, seperated by ","
ldap_domain	abitmazda.local	string	LDAP login domain (eg company.local)
ldap_enabled	True	boolean	LDAP login integration
ldap_server_hostname		string	LDAP server hostname (leave black to use domain)
ldap_server_port	389	integer	LDAP server port

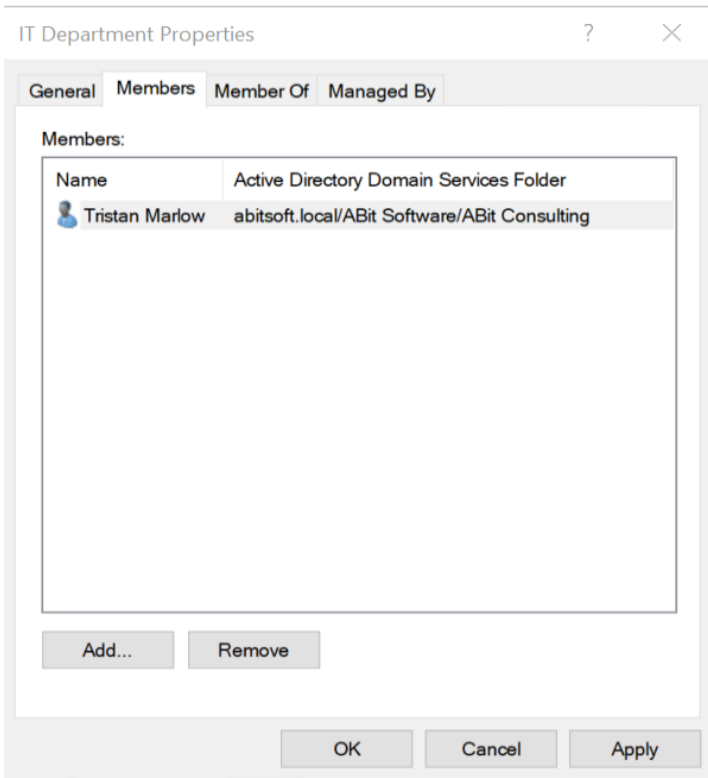
Last update: 1/08/2024 02:11:30 PM 6:6 Duration: 0.015 sec ldap

NOTE: Do not change system values unless specified by your software vendor or system administrator. All users will need to logout for changes to become active.

General Documents Messaging Reports Staff Security System

ldap_allow_company	This will look at the users "company" and if matches will allow login/ Blank will allow any company value.
ldap_allow_departments	This will look at group the user is a member of and if they match a group name
ldap_domain	Your LDAP / Active Directory domain name
ldap_server_hostname	The domain will be used to find a server via DNS but a specific server can be specified.
ldap_server_port	Port to communicate for LDAP requests

Departments / Active Directory groups are the recommended method of controller



As the password is controlled by LDAP, attempting to change the password will result in "User passwords are managed by LDAP integration"

[image.png](#)

Bulk Import

Create a CSV file with the following format.

dmsid	fullname	email_addresses	username	password	administrator	advisor	technician
	Joe Boss	joe.boss@company.com	joe.boss	#password2024!	1	0	0
	Joe Advisor	joe.advisor@company.com	joe.advisor	#password2024!	0	1	0

System

- System Settings
- General
- Documents
- Messaging
- Reports
- Staff
- Security
- System

- Home
- Contacts
- Calendar
- Sales
- Service
- Parts
- Management 1

- New
- Edit
- Show Disabled
- Import Staff 3

Staffid	Enabled	Fullname	Email Address	Mobile Phone	Business Phone	Home Phone	Departmentid	Job
23		Staff Importer						
6								
4							S	
26								
25								
21								
4								
19								
14								
14								
20								
26								
25								
25								
24								
12								
15								
20								
17								
14								
70								
256	<input type="checkbox"/>	Cameron Dodd	software@abitsyst					

Staff Importer

Select File 4

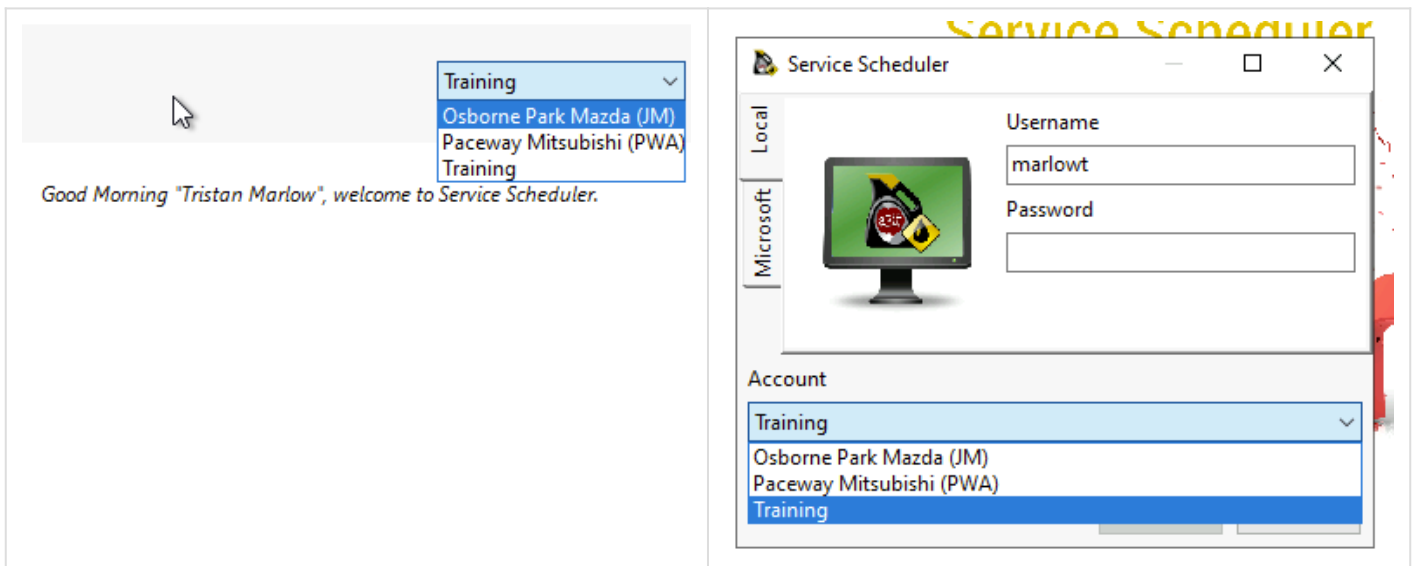
Import 5

Log

Last update: 22/08/2024 03:31:48 PM 11:159 Duration: 0.047 sec.

User administration - account switching

When multiple dealerships are setup in Service Scheduler, users may be granted access to swap between sites without logging out and logging back in.



To enable, "Allow account change" must be checked in each account they are allowed to swap from. And the user must exist in all accounts with the same "username"

The passwords do not need to match, however in a local account setup it is recommended to avoid confusion if the user attempts to login to an account from the login dialog.

Full name

Tristan Marlow

Enabled

General Security Address Departments Team Leader Qualifications Documents

Username

marlowt

Password

Administrator

Allow account change

Last password change

12/6/2024

Change password

Password never expires

Reset OTP

Disable OTP

Modules OTP devices

Edit Refresh

Search

Modul...	Module Name	Read A...	Write ...	Delete ...	Special Access
17	CALENDAR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	CONTACTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
20	HUMAN_RESOURCE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	LICENSE_BOOKING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	MESSAGING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Last update: 1/6/2025 12:22:11 AM

1:23

Duration: 0.015 sec.

Browse

Save and Close

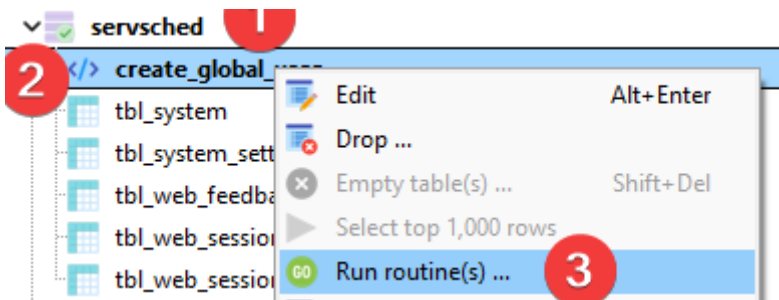
Save

Close

User administration - global user

Open HeidiSQL

Navigate to root catalog eg servsched. Find create_global_user



create_global_user

Parameter "param_fullname" (VARCHAR(255))

OK Cancel

create_global_user

Parameter "param_email_address" (VARCHAR(255))

OK Cancel

create_global_user

Parameter "param_username" (VARCHAR(255))

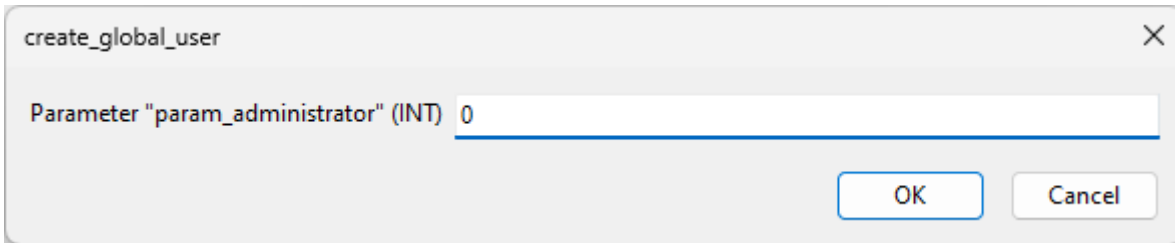
OK Cancel

create_global_user

Parameter "param_password" (VARCHAR(255))

OK Cancel

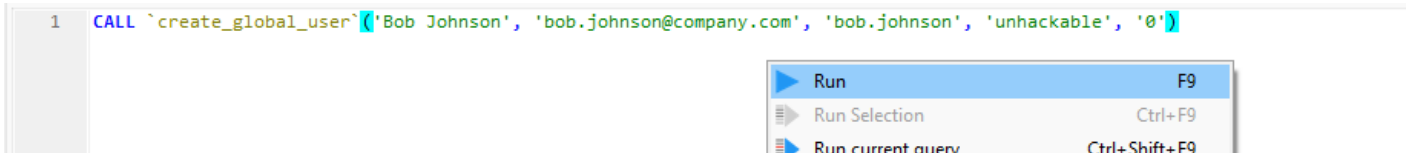
1 = administrator, 0 = standard user



Right click and press Run (or F9)

if you had more than one user you can add multiple lines, just ensure each line ends with ';'.

```
CALL `create_global_user`('Bob Johnson', 'bob.johnson@company.com', 'bob.johnson',  
'unhackable', '0');  
CALL `create_global_user`('Jane Johnson', 'jane.johnson@company.com', 'jane.johnson',  
'unhackable', '0');
```

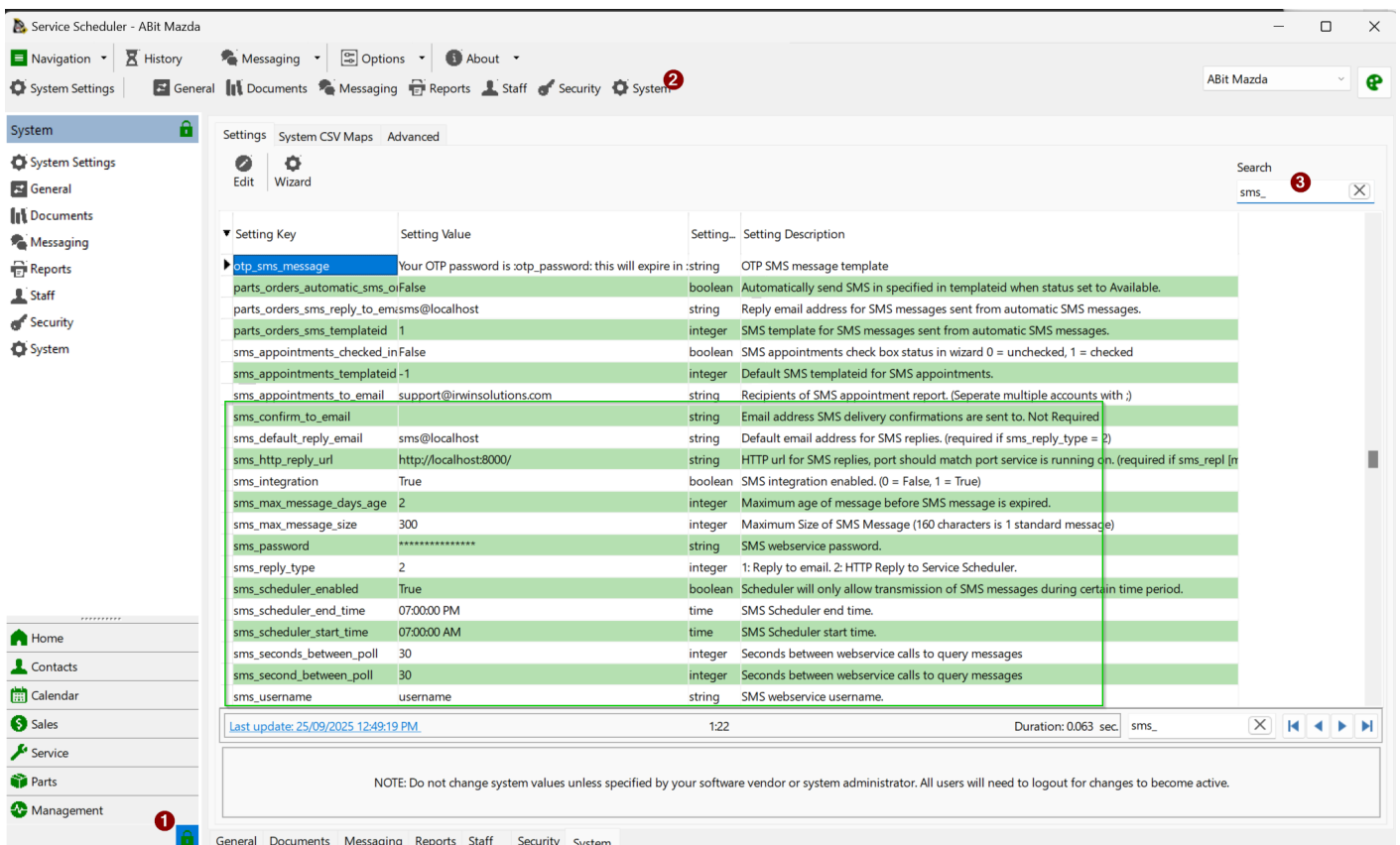


SMS Integration

SMS messaging is an optional component. Messaging is provided by irwinSolutions Pty Ltd (<http://www.irwinsolutions.com/>) where credit can be prepaid.

Enable integration

SMS settings are located in System -> System -> Setting



Setting Key	Setting Value	Setting...	Setting Description
otp_sms_message	Your OTP password is :otp_password: this will expire in :	string	OTP SMS message template
parts_orders_automatic_sms_ofalse		boolean	Automatically send SMS in specified in templateid when status set to Available.
parts_orders_sms_reply_to_em	sms@localhost	string	Reply email address for SMS messages sent from automatic SMS messages.
parts_orders_sms_templateid	1	integer	SMS template for SMS messages sent from automatic SMS messages.
sms_appointments_checked_in	False	boolean	SMS appointments check box status in wizard 0 = unchecked, 1 = checked
sms_appointments_templateid	-1	integer	Default SMS templateid for SMS appointments.
sms_appointments_to_email	support@irwinsolutions.com	string	Recipients of SMS appointment report, (Seperate multiple accounts with ;)
sms_confirm_to_email		string	Email address SMS delivery confirmations are sent to. Not Required
sms_default_reply_email	sms@localhost	string	Default email address for SMS replies. (required if sms_reply_type = 2)
sms_http_reply_url	http://localhost:8000/	string	HTTP url for SMS replies, port should match port service is running on. (required if sms_repl [r
sms_integration	True	boolean	SMS integration enabled. (0 = False, 1 = True)
sms_max_message_days_age	2	integer	Maximum age of message before SMS message is expired.
sms_max_message_size	300	integer	Maximum Size of SMS Message (160 characters is 1 standard message)
sms_password	*****	string	SMS webservice password.
sms_reply_type	2	integer	1: Reply to email. 2: HTTP Reply to Service Scheduler.
sms_scheduler_enabled	True	boolean	Scheduler will only allow transmission of SMS messages during certain time period.
sms_scheduler_end_time	07:00:00 PM	time	SMS Scheduler end time.
sms_scheduler_start_time	07:00:00 AM	time	SMS Scheduler start time.
sms_seconds_between_poll	30	integer	Seconds between webservice calls to query messages
sms_second_between_poll	30	integer	Seconds between webservice calls to query messages
sms_username	username	string	SMS webservice username.

Last update: 25/09/2025 12:49:19 PM. 1:22 Duration: 0.063 sec. sms_

NOTE: Do not change system values unless specified by your software vendor or system administrator. All users will need to logout for changes to become active.

Once an account has been provided set **sms_integration** to 1 and update **sms_username** and **sms_password** with credentials.

If you would like customer SMS replies to go to an email address set **sms_default_reply_email**

SMS replies are possible back to Service Scheduler, this requires port forwards to the Service Scheduler server port (default 8090) and then a public URL back to this instance set into **sms_http_reply_url**. (eg <http://mycompany.com:8090>)

Check with your IT or network administrator that the Service Scheduler server can access primary.smartmessagingervices.net/gateway/services/SMSService?wsdl

sms_confirm_to_email	Email address SMS delivery confirmations are sent to. Not Required
sms_default_reply_email	Default email address for SMS replies. (required if sms_reply_type = 1)
sms_http_reply_url	HTTP url for SMS replies, port should match port service is running on. (required if sms_reply_type = 1)
sms_integration	SMS integration enabled. (0 = False, 1 = True)
sms_max_message_days_age	Maximum age of message before SMS message is expired.
sms_max_message_size	Maximum Size of SMS Message (160 characters is 1 standard message)
sms_password	SMS webservice password.
sms_reply_type	1: Reply to email. 2: HTTP Reply to Service Scheduler.
sms_scheduler_enabled	Scheduler will only allow transmission of SMS messages during certain time period.
sms_scheduler_end_time	SMS Scheduler end time.
sms_scheduler_start_time	SMS Scheduler start time.
sms_username	SMS webservice username.
sms_wsdl	SMS webservice WSDL. Leave as default primary.smartmessagingservices.net/gateway/services/SMS/Service?wsdl

SMS Templates

SMS templates are available under System -> Messaging -> SMS -> Templates

Service Scheduler - ABit Mazda

Navigation | History | Messaging | Options | About

System Settings | General | Documents | Messaging | Reports | Staff | Security | System

System

System Settings

General

Documents

Messaging

Reports

Staff

Security

System

Email SMS

Outbox Templates

New Edit

Sms Template N...	Sms Template ...	Sms Template T...	Template Class ...	Smste...	Smste...
▶ Vehicle Ready	Your vehicle is now				1

Home

Contacts

Calendar

Sales

Service

Parts

Management

Last update: [25/09/2025 01:05:26 PM](#) 1:1

General Documents Messaging Reports Staff Security System

An SMS template can include data related to the module you are sending it from. For example a service job could use the field :license: to send a message that include the vehicle registration.

SMS Template

Name
Vehicle Ready

Message
Your vehicle :license: is now available for pickup.

Template Type
Service

Template Variables

Variable	Description
:job_type:	Job Type
:status_name:	Status Name
:wash_status:	Wash Status
:wheel_alignment:	Wheel Alignment
:loan_car:	Loan Car
:vip:	Vip
:account_type:	Account Type
:key_tag_id:	Key Tag Id
:license:	License
:details:	Details
:details_extra_work:	Details Extra Work
:customer:	Customer
:contact:	Contact
:telephone_1:	Telephone 1

Double click variable to place into cursor position in the message template.

Edit Save and Close Save Cancel

If the template type is left blank then the template is generic and can be used anywhere. This limits template fields to generic business and user details.

SMS Template

Name
Vehicle Ready

Message
Your vehicle is now available for pickup.

Template Type

Template Variables

Variable	Description
:active_user_business_fac...	Active user fax number
:active_user_business_ph...	Active user phone numb
:active_user_business_ph...	Active user phone exten.
:company_abn:	Company ABN
:company_name:	Company Name
:company_website:	Company Website
:company_email_address:	Company Email Address
:company_telephone:	Company Telephone
:company_facsimile:	Company Fax Number
:company_postal_address:	Company Postal Address
:company_street_address:	Company Street Address
:current_date:	Current Date
:current_time:	Current Time

Double click variable to place into cursor position in the message template.

Edit Save and Close Save Cancel

User administration - Azure

Register Entra application

Basic application setup

<p>Register an application ...</p> <p>Name The user-facing display name for this application (this can be changed later).</p> <p>ABit Software SSO</p> <p>Supported account types Who can use this application or access this API?</p> <p><input checked="" type="radio"/> Accounts in this organizational directory only (ABIT HOLDINGS PTY LTD only - Single tenant)</p> <p><input type="radio"/> Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)</p> <p><input type="radio"/> Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)</p> <p><input type="radio"/> Personal Microsoft accounts only</p> <p>Help me choose...</p> <p>Redirect URI (optional) We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.</p> <p>Web http://localhost</p> <p>Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applications.</p>	<p>Create a new application and allow Web URL of <code>http://localhost</code></p>
<p>Essentials</p> <p>Display name ABit Software SSO</p> <p>Application (client) ID 1</p> <p>Object ID</p> <p>Directory (tenant) ID 2</p> <p>Supported account types My organization only</p> <p>Client credentials Add a certificate or secret 3</p> <p>Redirect URIs 1.web_0.spa_0.public.client</p> <p>Application ID URI</p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"><p>Record Application (client) ID and Directory (tenant) ID for future use.</p><p>Click Add a certificate or secret</p></div>	<p>Record Application (client) ID and Directory (tenant) ID for future use.</p> <p>Click Add a certificate or secret</p>

Certificates

Got feedback?

Credentials enable c... at a web addressabl... certificate (instead o...

Application re...

Certificates (0)

A secret string that application passwo...

+ New client se...

Description

No client secrets hi...

Description

Expires

Click new secret, and create an entry with required duration and name

Click new secret, and create an entry with required duration and name

+ New client secret

Description	Expires	Value	Secret ID
November 2024 - 2026	11/14/2026	[REDACTED]	[REDACTED]

Copy the value. NOTE: you cannot view this value again.

NOTE: you cannot view this value again.

Allow groups for authentication restrictions

Manage

- Branding & properties
- Authentication
- Certificates & secrets
- Token configuration
- API permissions**
- Expose an API
- App roles
- Owners
- Roles and administrators
- Manifest

Support + Troubleshooting

New support request

The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. [Learn more](#)

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission

API / Permission	Type	Description	Admin cons
Microsoft Graph (1)			
User.Read	Delegated	Sign in and read user profile	No


To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

To access group details the API needs Group.Read.All application permission

Select an API

Microsoft APIs APIs my organization uses My APIs

Commonly used Microsoft APIs

**Microsoft Graph**
Take advantage of the tremendous amount of data in Office 365, Enterprise Mobility + Security, and Windows 10. Access Microsoft Entra ID, Excel, Intune, Outlook/Exchange, OneDrive, OneNote, SharePoint, Planner, and more through a single endpoint. 1

Select Microsoft Graph

 **Microsoft Graph**
<https://graph.microsoft.com/> [Docs](#) [↗](#)

What type of permissions does your application require?

Delegated permissions

Your application needs to access the API as the signed-in user. 1

Application permissions

Your application runs as a background service or daemon with signed-in user.

Select permissions

group 2

1 The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. [Learn more](#)

Permission	Admin consent required
> Group-Conversation	
Group (1)	
<input checked="" type="checkbox"/> Group.Read.All 3 Read all groups	Yes
<input type="checkbox"/> Group.ReadWrite.All 3 Read and write all groups	Yes
> GroupMember	

Select delegated permissions and search for group to add Group.Read.All

Refresh [Got feedback?](#)

Grant admin consent confirmation.

Do you want to grant consent for the requested permissions for all accounts in ABIT HOLDINGS PTY LTD? This will update any existing admin consent records this application already has to match what is listed below. 4

... but users have already granted on their own behalf aren't affected. [Learn more](#)

1 The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization. [Learn more](#)

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for ABIT HOLDINGS PTY LTD 1

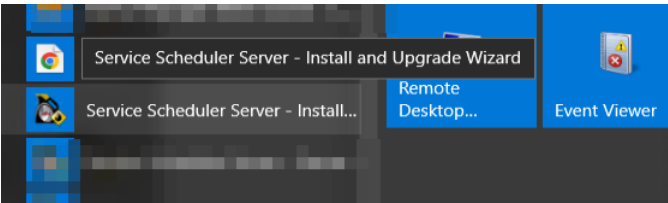

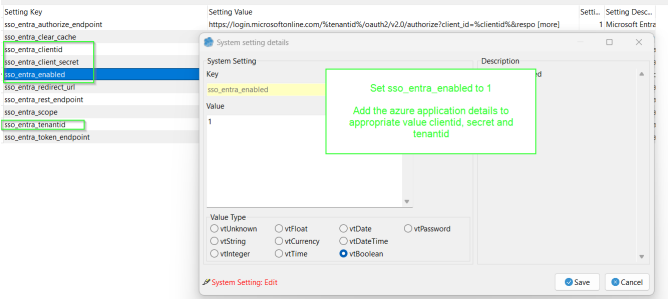
API / Permissions name	Type	Description	Admin consent required	Status
Microsoft Graph (2)				
Group.Read.All	Delegated	Read all groups	Yes	4 Not granted for ABIT H...
User.Read	Delegated	Sign in and read user profile	No	

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, by [Enterprise applications](#).

Confirm admin consent

Update global settings

You will need the Azure clientid, applicationid and secret from the [Azure Application](#)

	<p>Start the Service Scheduler Install / Upgrade wizard on the server</p>
<p>Account Settings Modify account settings and system settings</p> 	<p>Click next until the Account Settings page and select "Global"</p>
	<p>Set sso_entra_enabled to 1</p> <p>Add the azure application details to appropriate value clientid, secret and tenantid</p>

Stop service scheduler for prompting for account on login



Pick an account

Signed in

Use another account

To stop the prompt adjust global setting
sso_entra_authorize_endpoint

System setting details

System Setting

Key: sso_entra_authorize_endpoint

Description: Microsoft Entra scope

Value: `https://login.microsoftonline.com/%tenantid%/oauth2/v2.0/authorize?client_id=%clientid%&response_type=code&redirect_uri=%redirect_uri%&response_mode=query&scope=%scope%&prompt=select_account`

Remove &prompt=select_account to disable the prompt

Value Type: vtString

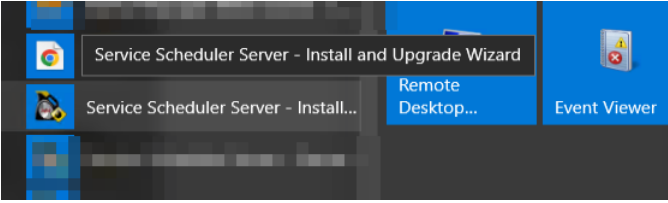
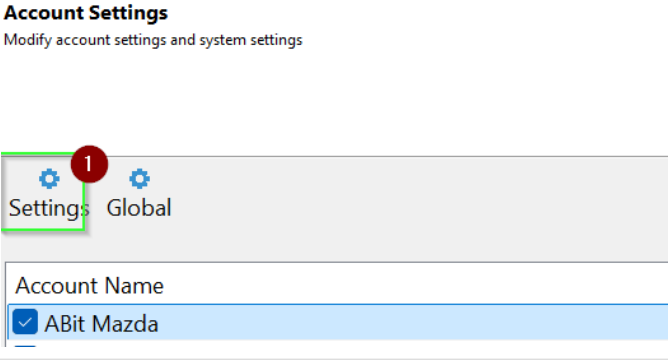

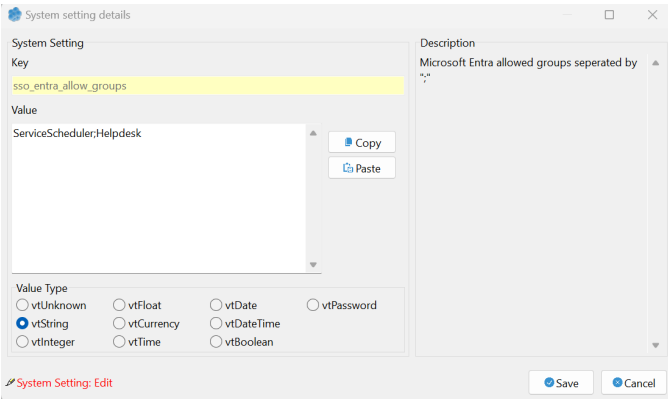
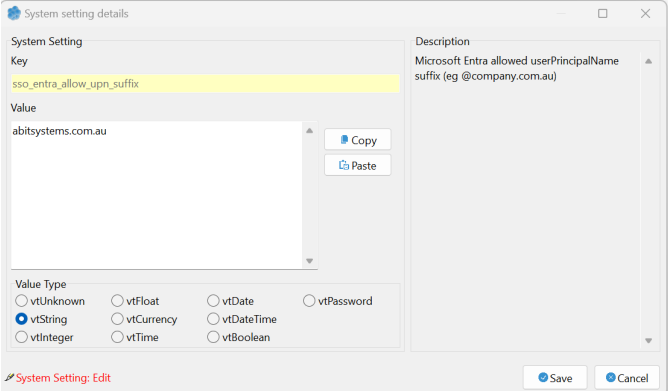
System Setting: Edit Save Cancel

https://login.microsoftonline.com/%tenantid%/oauth2/v2.0/authorize?client_id=%clientid%&response_type=code&redirect_uri=%redirect_uri%&response_mode=query&scope=%scope%&prompt=select_account

Remove the &prompt=select_account to disable.

Limit access to groups / UPN

For groups to work the Microsoft Entra application will need Group.Read.All permission

	<p>Start the Service Scheduler install and upgrade wizard</p>
	<p>Select settings</p>
	<p>Locate the settings sso_entra_allow_groups and sso_allow_upn_suffix</p>
	<p>To limit access to certain group, add the group names separated by the ";" character.</p>
	<p>To limit to user UPN suffix enter the userPrincipalName suffix</p>