

# I tried enabling a scheduled job but got an error message about not having the right security role. Who can enable/disable scheduled jobs?

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As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your Implementation or Account Manager for additional information.

The screenshot shows the Veracross client interface for a job named "Job 7: Create Recurring Donations". The interface includes a navigation bar with "System" and "Job 7: Create Recurring Donations" tabs, and a toolbar with "UPDATE", a lightning bolt icon, a plus icon, a refresh icon, a grid icon, and a help icon. The main content area is divided into a left sidebar with "General", "Procedure", "Parameters", and "History" options, and a main panel with "GENERAL" settings. The "GENERAL" settings include a "DESCRIPTION" field with the value "Create Recurring Donations", a "MODULE" dropdown set to "Development", an "ENABLED" toggle set to "NO", an "EMAIL ON COMPLETION" field with the email "elmer.kang@veracross.co", and an "EMAIL ON FAILURE ONLY" toggle set to "YES". A "NOTES" field contains the text: "Creates donation records based on Pledges designated as auto recurring. Creates a donation for every Pledge Installment whose due date is today." Below the settings is a table with columns: "Day", "Start Time", "End Time", "Repeats Every", "Disabled", and a red "X" icon. The table lists days from Sunday to Saturday, all with a start time of 5:00 AM and "None" for end time. The "Repeats Every" column for all days is "Do Not Repeat". The "Disabled" column has checkboxes, and the red "X" icon is present in the last column for all days. A search bar and "Add Record..." button are located above the table. The bottom right corner of the table area shows "7 records".

Day	Start Time	End Time	Repeats Every	Disabled	
Sunday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Monday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Tuesday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Wednesday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Thursday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Friday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘
Saturday	5:00 AM	None	Do Not Repeat	<input type="checkbox"/>	✘

Enabling or disabling a scheduled job can only be done by a Veracross Account Manager or Engineer; those with the SysAdmin security role are able to edit the schedule records within the scheduled job, but cannot enable/disable the job itself.

Please submit a ticket on our client support portal to request that we enable/disable the scheduled job, including a link to the specific job record.