<u>Assets</u>

- Edit Tickets
  - Console Manger field has been renamed to MDM

				Q Search		
Dashboard	Home > Assets > Edit "gsuiteas	set2"				
🛛 Sites 🔉	Asset ID	gsuiteasset2		+ Device Information		
🖵 Assets 🗸 🗸	Description			+ Related Files		
Manage	Serial Number *	5CD4394CK1		Status *	Active	X v
	Туре *	Computer	X v	External Status	ACTIVE	
🚟 Assign	Class	Class I	× *	Notes		
Turn In	Category	Computer	X -			
Print Labels	Pool	Student Chromebook	× +			6
Bulk Update	Manufacturer *	HP Teacher Audit	X ¥			
📲 Bulk Assign	Model	HP Chromebook 11 G3/G4/G4 EE	× v			
Quick Add	- Assigned/Held Inform	nation				
Inventory Audit	Assigned To User	Jane Elizabeth Doe (ID: 11111) - DHS	X v			
🗵 Students 🔉 🗲	Assigned To Location	Select An Option	*			
	Held By User	Select An Option	*			
🛓 Staff 🛛 🗲	Held By Location	DHS Inventory	× v			
	Turned in?	No	× .			
🚊 Help Desk 🔉	Site *	DHS	X -			
≁ Parts >	MDM	Google Console	X ¥			
	Room #					

#### • Assign Asset

• Site has been added to the detail section of the screen.

🖬 Sites 🔉	Assign Asset	Before									1	🖪 Te
🖬 Assets 🛛 👻	- Accessories to be Assig											
Manage	Case	Burt Lancaster (Employee-DMS)										
# Assign	Charger				Access	ories						
# Tum In	Location/User ID *	blancaster1 Q Search	Acc	cessory								
Print Labels	Asset ID/SN 1 *	biancasteri			A:	ssets As	signed					
Bulk Update	Asset ID/SN 2		Ass	set ID			Asset Type	Held by Location	Status			
# Dulk Assign	Asset ID/SN 3		501	1			Hotspot- 2	DMS- Incoming	Active			
Quick Add	Submit Action *	Held by and Assigned *	14	_	_							
Inventory Audit			A 55	set ID		Assets	Asset	Held by	Status			
💈 Students 🔉 🔸	Submit 🛛 🕄 Reset						Type	Location	510105			
≛ Staff >				D35L5CG5150			Laptop		Inactive			
			1.1	DAP25CG5150	)1W9		Interactive		Active			
CONE TO ONE			c	Search								
Dashboard	Home > Assets > Assign										F	🖬 Dem
🛚 Sites 🔉 🗲	Assign Asset											
묘 Assets 🗸		After		_								
Manage	- Accessories to be As	isigned			Bur	rt Land	aster (Empl	oyee-DM	5)			
## Assign	Case						Accessories					
Tum In				Accesso	ry							
	Location/User ID *	blancaster1 Q Sec	arch				ssets Assign	e 4	-			
Print Labels	Asset ID/SN 1 *			Asset I	Site	Asset		eo Id by Locati	00	Status		
Bulk Update	Asset ID/SN 2			501	DMS	Hotsp		S-Incoming		Active		
FI Bulk Assign	Asset ID/SN 3						_		_			
D Quick Add	Submit Action *	Held by and Assigned	*				Assets Held			_		
Inventory Audit				Asset ID		Site	Asset Type	Held b Locati		Status		
🕱 Students 🔹 🗲	Submit 🛛 🕄 Res	at			5CG515025C		Laptop			Inactive		
≗ Staff >				DSDAP2	5CG51501W9	DMS	Interactive Display			Active		

#### • Turn In

 An additional Asset ID/SN field has been added to the screen. You must turn this option on by setting the "Multi Asset Turn In" option to yes. This is located in the Settings-Assets-Asset Settings – Turn In Screen Settings.



Release 5.2.0							
	Q Search						
Dashboard	A Home > Assets > Turn In	4					
🗓 Sites 🔉 🗲	Turn In Asset						
🖵 Assets 🗸 🗸	- Accessories to be Collected						
Manage	Case						
HTTTT Assign	Charger						
🛗 Tum In	Turn In Information						
Print Labels							
Bulk Update	Asset ID/SN *						
📲 Bulk Assign	Location ID *						
Quick Add	Submit Action * Held by and Assigned x +						
Inventory Audit							
🗷 Students 🗲 🗲	Submit CReset						

### <u>Helpdesk</u>

- Manage Tickets
  - The Description field now has a block limit on how the characters are displayed on the screen.

CNE TO ONE			Q Search		)			2
C Dashboard	Home > Tickets						🖬 Demo School D	istrict 🛔 Karen Zuber
Sites >	Tickets (783 of 2	2687)						
Assets >			Before					
	Q Search Tickets				alumns Y Filter	My Filters	Export Pri	nt All (+ Add S
± Staff >	nber 🖡 Asset ID	Description						
	5291360		ner. This needs fixing fast so we don't have to i					/ you've got a cracked pho
1 Help Desk 👻		some of them may seem like con Testing note field	imon sense, there are quite a few that might s	urprise you. Read on for our li	st of five Hsics to using a ph	none with a cracke	d screen.	
Manage		test ticket						
III My Tickets	8CFG349REW104	Screen is broken in the right ham						
My Queues		Reminder: Ask One to One Plus						
CNE TO ONE			Q Search					
C Dashboard	Home > Tickets						関 Demo School D	istrict 🛔 Karen Zuber
🛿 Sites 🔷 🗲	Tickets (784 of 2	:684)						
🗖 Assets 🔹 🗲	Q Search Ticluita		After	( <b>m</b> co	lumns T Filter	T My Filters	Export 🔒 Prin	nt All + Add 50
Students >	Ticket ID \$ Ass	et Serial Number 🕴 Asset ID	# Description		Modified Date \$	Due Date	+ Invoice	Oreated Date
🛓 Staff 🔷 🗲 🗲	17.00				From	From:	Tex	From:
					To:	To:	×	To:
😩 Help Desk 🛛 🛩	TSK-2202188		It can be pretty tempting to just kee usual if you've got a cracked phone may not want to drop the extra cas	screen - after all, you	3/17/23, 12:04 PM			3/16/23, 12:45
Manage			fixed in the middle of the workday. the damage may appear minor at fi	Add to that the fact that				
IE My Tickets			perfect recipe for procrastination - much help putting off a chore. The	not that most of us need thing is, there are a num-				
My Queues			ber of hazards to ignoring a cracker some of them may seem like comm	ion sense, there are quite				
Email Tickets			a few that might surprise you. Read risks to using a phone with a cracke the corner of your screen may not a	ed screen. That crack on				

### • Bulk Update

• Task Queue has been added to the screen.

ONE TO ONE			Q Search
Dashboard	Home > Tickets > Bulk Update	2	
🛛 Sites 💙	Bulk Update	lickets	
🖵 Assets 🔹 💙	Ticket Status:	Select	
🗷 Students 🔷 🗲	Ticket Type	Select	
🛓 Staff 💦 💙	Closure Type:	Select	·
	Technician:	Select An Option	
🚊 Help Desk 🛛 🗸		Select An Option	,
🗃 Manage	Ticket IDs: *		
⊞ My Tickets			<u>a</u>
My Queues	🗲 Submit		
Email Tickets			

### **Imports**

- All Import Screens -
  - The option has been added to download a copy of the file being used for imports

ONE TO ONE	Q Search	
Dashboard	Home > Asset Imports > Manual CSV Asset Imports 🔤 Demo School D	District 🙎 Karen Zuber 😧 😝
🛛 Sites 🔉 🗲	Manual CSV Asset Import	🗈 Template 📄 E Logs
🖵 Assets 🔹 🗲	Upload File "	
Students >	Click to choose files or drag here	
🛓 Staff 🛛 🗲	Acceptable File Types: CSV	
	✓ Save	
🚊 Help Desk 🔹 🗲		
Parts >	Import Results	
1 Invoices >	Status: Complete Created Updated Unchanged Invalid Input Invalid Output Removed Invalid Removed Total Missing Lookups Import Date	Created by User Actions
🕹 Imports 🛛 🗸	19 0 0 0 <u>5</u> 0 0 <u>5</u> 0 3202023,255 PM	Karen Download File
Assets		

• Manual CSV Asset Import - Asset Funding Source Type has been added to the template and the import option.

AutoSave Off				₽ Search				Karen Zube	r 🥝 🖉 – 🗆
File Home Insert Pi C - Paste Copy - Paste Format F Undo Clipboard	B T U V III .	11 ~ A^ A = =	E Vrap Text	ter ~	Conditional Format as Formatting ~ Table ~	Normal Bad Neutral Calculat Styles	Good × v Check Cell v	Linsert Delete Format Cells	JULICE FIND OC
P1	fx Turned In Date AK Site	AL Asset Funding Source	AM Assigned To User	AN Asset Model	AO Held By User	AP Assigned To Location	AQ. Held By Location	AR Asset Funding Source Type	AS
4 5 5									
9									

• Jamf Pro Mobile – Asset tag field has been added to the field mappings setting.

Dashboard		<ul> <li>Home &gt; Import Proper</li> </ul>	ties > Asset Configurations > Jamf > Jamf PRO Mobile		¥:
Sites	>	Import Asse	t Jamf PRO Mobile Settings		
⊒ Assets	>	<ul> <li>Standard Setti</li> </ul>	ngs	+ Data Syncing Options	
🗸 Students	>	Enabled		+ Preview	
Staff	>	- Service Settin	gs	- Field Mappings	
Locations	>	Read Enabled		Choose Source	∧ Choose De
Help Desk	>	Default Asset Typ	•	Asset Tag	î n
Parts	>	Default Asset Stat	e*	Bluetooth Mac Address	
Invoices	>	Default Site *		IOS Computer Name	ber
Imports	>	Username *			
		Password *	🖬 🔤	IOS Model Number	3
Reports	`	URL*		IOS appleCareId	
📽 Settings				IOS imei	
System		- Action Items		IOS leased	
• Oyatem		Copy Settings From	1		
Assets			This will copy Access Token, Username, and Password from the selected service.	IOS meid	•