General

Auth Methods -

• Auth methods have been updated for more flexibility and to resolve issues with Office 365 SSO on mobile app as well as reduce the API calls to the database.

Login Screen –

• New option has been added to the login screen called "Remain logged in". This will remember the last login/password used.

If the flag is checked during login and if you close the tab (not logout), then open a new instance of the app it will see you are still logged in and take you directly to the dashboard. This behavior will last for 14 days. This will not happen if the browser has cookies turned off or they are cleared.

This has also been added to the mobile app as well.



ItolQA	
Username	
Password	
Sign In Remain logged in	
Single Sign In	

1to1QA

<u>Help Desk</u>

Edit Ticket -

• Notes can now default to private by setting a new flag called "private" located under Settings – Tickets".

😍 D	ashboard	ĺ	Home > Ticket Propertie	es > Ticket Setting	S				
🛱 Si	ites	>	Ticket Settings	5					
	ssets	>	General Settings			Task Email Settings			
👱 Si	tudents	>	Banner Message		tup in the Ticket Settings. alerting user of any	New Email Task Notification	Password Reset	$\times \mathbf{v}$	
🛓 Si	taff	>		important information. This is a test to see how this works and Both × •		New Email Task Email Group	CO Ticket Group	× ¥	
盦Lo	ocations	>	Email Update Format			Task Notes Default Settings			
		_	Email Update Staff	2					
2 H	elp Desk	>	Email Update Students	✓		Private			
⊮ P	arts	>	Route Ticket Emails						
🛱 In	voices	>	User Groups		 •				
-S In	nports	>		These users in the notes on tasks	ese groups can see private				
🛱 R	eports	>	On status closed requ	lire			•		
* # S	ettings	~	Closure notes						
•	System		Time						
E	dit Tick	et T	 Edit Ticket TSK-2202598 SK-2202598 29/2023, 5:14 PM Modified by 	y 1to1 QA 8/30/2023,	3:38 PM	B A	ctions 🛛 🛛 Watch 🖓	RActivity Log 🗸 Save	
-	Details				+ Files				
C	Description		test		- Notes				
				ĥ	Total Time: 0		+ Add		
5	Status		New Ticket	××	Private ⊘ 1to1 QA	History 8/30	/2023, 3:38 PM		
C	Closure Type			~	The note will be set t	o private by default.			
C	Closure Notes	5			Time Spent: 0		C 💼		
				l.					
	Filter Ticl	ket Typ	es by selecting Ticket Catego	ries	— Emails				
	ype Categor	ies	× Student Device	~	Correspondence		~		
	ypes		Chromebook Cracked	Screen 🗸			+ Add		
	Platform			~					
Т	echnician		Joey Cole	\times \checkmark					

Private notes were displaying to all groups regardless of how the user groups were set on the • ticket settings. This has now been fixed.

	Q Search					
Dashboard	Home > Ticket Properties > Ticket Settings	圜 1to10				
🖬 Sites >	Ticket Settings					
□ Assets >	General Settings	Task Email Settings				
🗷 Students >	It can be used for alerting user of any	New Email Task Password Reset X V				
L Staff >	important information. This is a test to see how this works and	New Email Task Email Group				
盦 Locations >	Email Update Format Both × V Email Update Staff 2	Task Notes Default Settings				
≗ Help Desk →	Email Update Students	Private 🗹				
🖌 Parts 💦 🔸	Route Ticket Emails					
🕅 Invoices 🗲 🗲	User Groups 🛛 💌 🗸					
-Sa Imports >	These users in these groups can see private notes on tasks					
🗄 Reports >	On status closed require					
🍫 Settings 🗸 🗸	Closure notes					
System	Time 🗹					
□ Assets						
😫 Users	✓ Save					
Sites						
	Q Search					
🕒 Dashboard	Home > My Tickets > Edit Ticket TSK-2202597	圜 1to1QA 💄 1to1 QA 🔮				
🛱 Sites >	Edit Ticket TSK-2202597 Created by Karen Zuber @ kzuber@onefooneplus.com 8/29/2023, 5.12 PM Modified	Actions O Watch D Activity Log Save A Save and Send				
□ Assets >	Created by Karen Zuber @ Kzuber@onelioonepius.com e/zw/20/23, 5-12 PM Modimed Details + File					
🙎 Students 🛛 🗲	Description - No					
L Staff >		Time: 0 + Add				
	Status New Ticket Y Pub	lic O 1101 QA History 8/31/2023, 10.37 AM				
🚊 Help Desk 🗸 🗸	Closure Type	esting public note				

Testing public note

C 💼

🗹 💼

History 8/31/2023, 10:37 AM

Time Spent: 0

Time Spent: 0

- Emails

Private ⊘ 1to1 QA

This is a test to see if private note flag works

1.

 \checkmark

 \checkmark

 \sim

 \times \checkmark

Closure Notes

Types

Platform

Technician

8 Filter Ticket Types by selecting Ticket Categories

Ren Zuber

× Laptop Missing Keys

Type Categories X Laptop

🖽 Manage

#≣ My Tickets

My Queues

Email Tickets

Submit Ticket

Add New

Imports

Staff and Student SIS Imports -

• The "enabled" flag was not working properly and was causing the import to run even if the flag is not checked. This has now been fixed.

	ONE [°]			۹ (Search)
🚯 Dashboard	Â	Home > Import Propertie	s > User Configurations	> Staff > Staff SIS			
🛱 Sites	>	Staff SIS Impor	t Settings				
□ Assets	>	- Standard Settings			+ Data Syncing Options		
Z Students	>	Enabled			 Field Mappings 		
💄 Staff	>	- Service Settings			Choose Field	\ \	+
金 Locations	>	Lines to Skip	1		Field Name	Preserve (Remove
Help Desk	>	Delimiter *	Comma	~	Staff ID		× 888
🖌 Parts	>	Default User Status *	Active	×v	First Name		× 000
🕏 Invoices	>	Default Type *	Employee	×v	Last Name		×
-5 Imports	>	Default User Group *	Staff	×v			
	_				▶ Site		× 88
🖹 Reports	>				1 1 TOTAL	_	

Google Import -

• Value mappings for "Assigned to Location" was showing blank in the drop down list. This has now been fixed.

		Q Search				
Home > Import Prope	erties > Asset Configurati	ons > Google				
Import Asset Google Settings						
- Standard Setting	gs	+ Data Syncing Options				
Enabled		+ Preview				
- Service Settin Edit Import Field Value Mappings						
Read Enabled	Source Column Value	DHS	×			
Write Enabled	Destination Value: 173500 *	QAES-RM-302	_			
Default Asset Type	Source Column Value	QHS	×			
Default Asset State	Destination Value:	PAHS-Depot	_			
Default Site *	173492 *	ANNEX-TECH STORAGE				
Query Value	+ Add Another Value	QADISTRICT				
Permissions *	ONE TO ONE	QADO-Inventory	ancel			
Admin Email *	PLUS	QADO-T112				
Json Credential *	{	QAES-Cart QAES-Depot				