

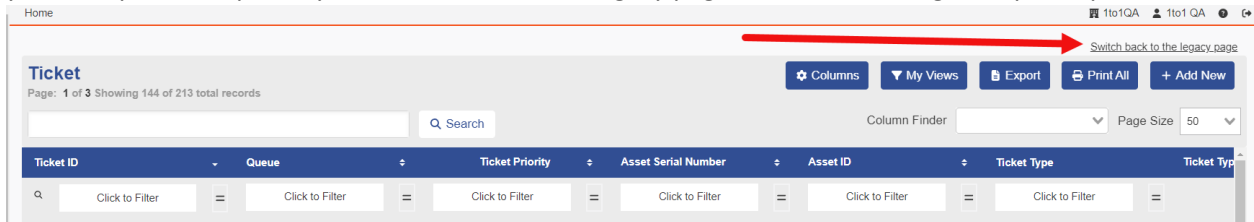
Release 7.0.0

Manage Screens

Manage screens have been updated with many new features. These features will be outlined below. You can also watch the webinar training here: [Manage Screen Training Webinar](#).

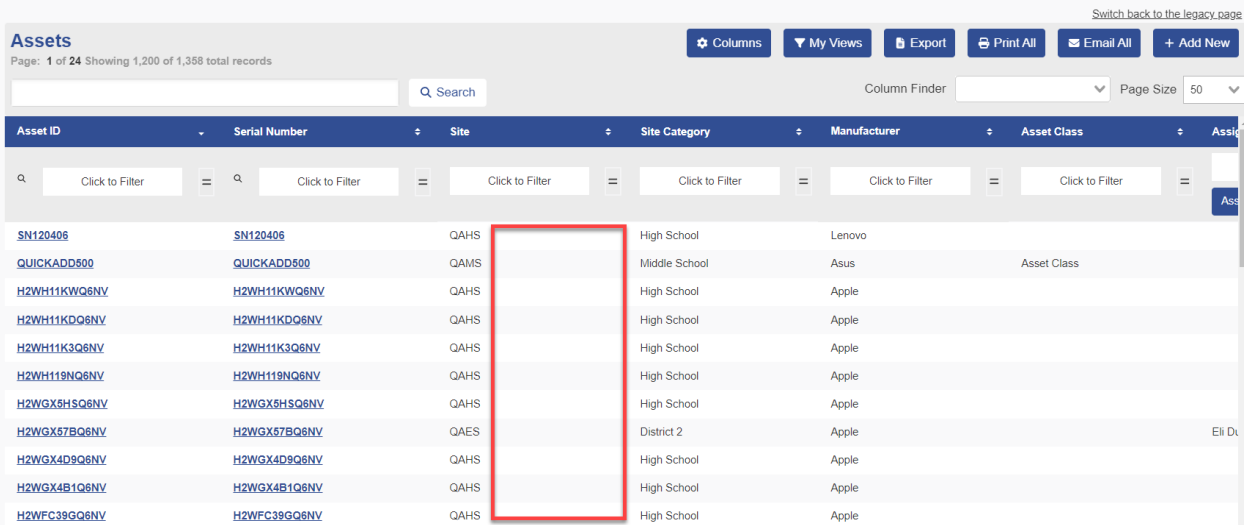
Manage Screens have not been updated in all areas of the system such as options under Settings but they will be soon.

In the upper right-hand corner, you will see a link called “Switch back to the legacy page”. This will give you the option temporarily to switch back to our legacy pages if needed during the update process.



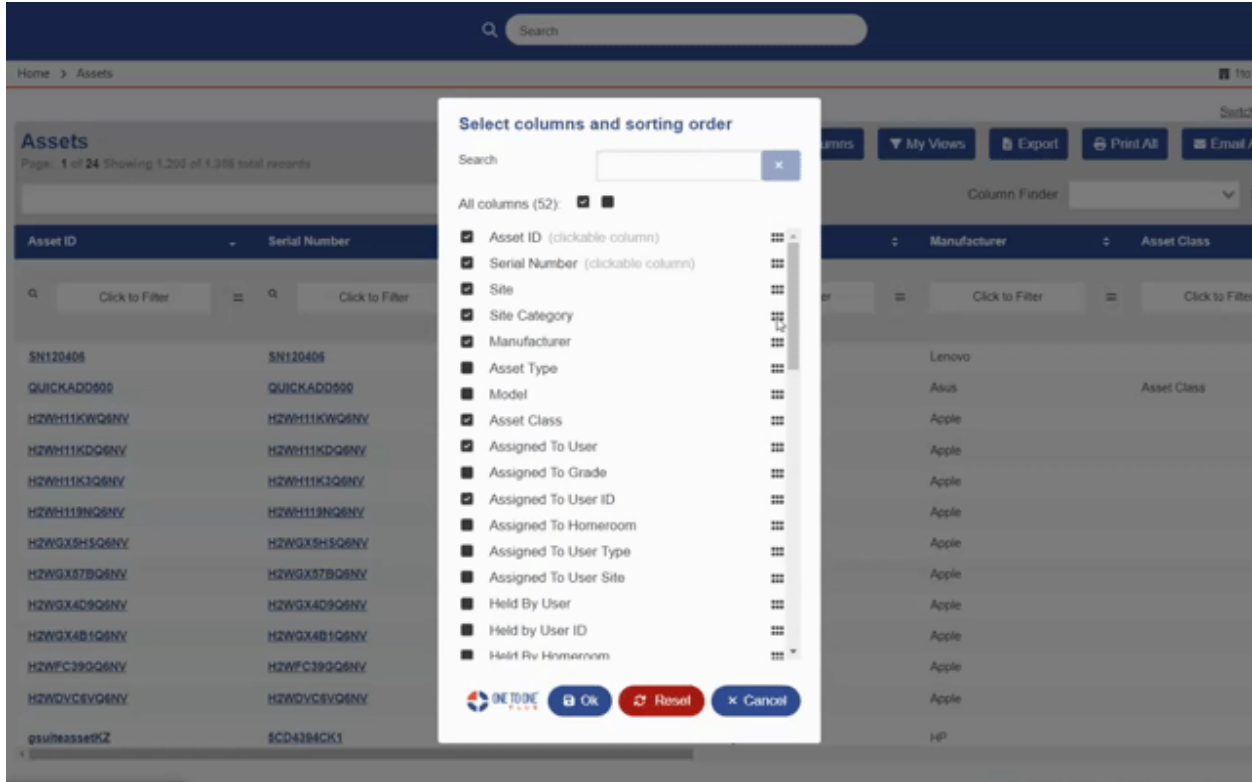
Changes to Manage Screens

- The body of the manage screen now has color distinction between the lines of data. It now alternates between white and light gray.

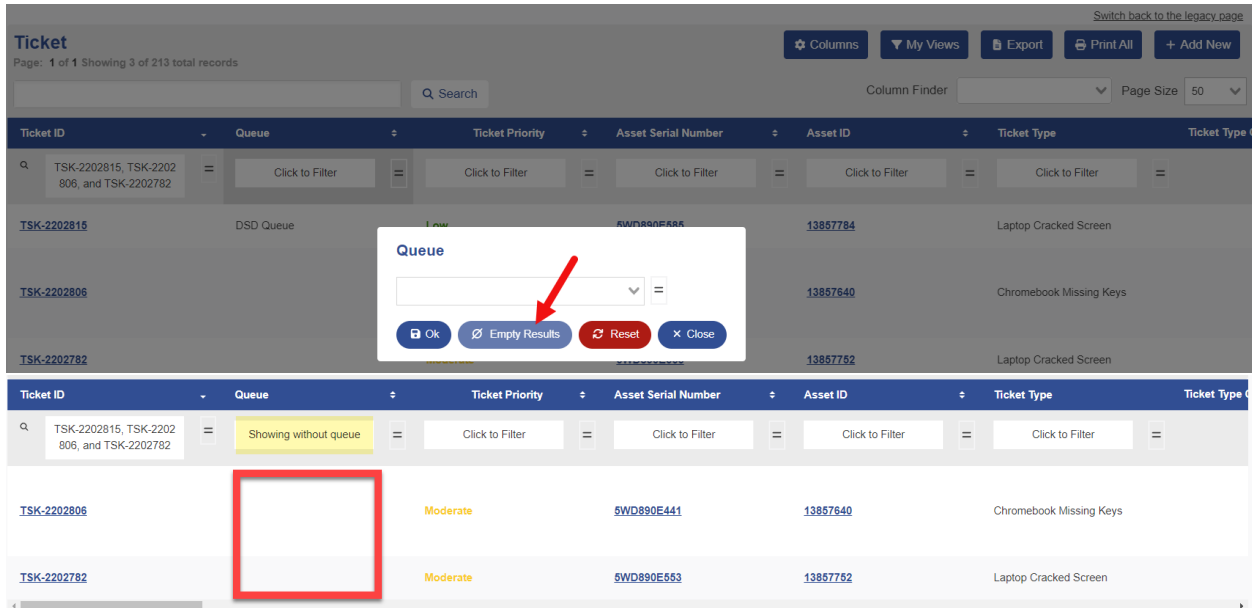


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- **Columns** button now offer more fields to display on the manage screen.
 - You can select the columns you want to display on the manage page by checking the box of the field name. You can also reset the check boxes by clicking on **Reset** button.
 - You can also rearrange columns on the manage screen by dragging the column name to the area you want to view it.



- You can also search for “empty” fields to see what records are missing information.



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- A search option was added on the Columns selection box to help finding a column easier.

Select columns and sorting order

Search ✕

All columns (51):

- Asset ID (clickable column) ⋮
- Asset Type ⋮
- Asset Class ⋮
- Pool ⋮

- My Filters has now been renamed to **“My Views”**.
 - The system stores your columns and filters to your browser cache on your system that you are using.
 - Like the legacy manage page, you can sort and search for data and click to create a new view for future use. You also have the option to save a default view so each time you open the page, it will automatically load your view.

Ticket
Page: 1 of 1 Showing 3 of 213 total records

Columns My Views Export Print All Add New

Search Column Finder Page Size 50

Ticket ID	Queue	Asset ID	Ticket Type
TSK-2202815, TSK-2202806, and TSK-2202782	Click to Filter	Click to Filter	Click to Filter
TSK-2202815	DSD Queue	13857784	Laptop Cracked Screen
TSK-2202806		13857640	Chromebook Missing Keys
TSK-2202782		13857752	Laptop Cracked Screen

My Views

You can create or update views. When you click the **Save** or **Create** buttons, they will take your current views and save them to your preferences.

Save will replace the existing view with the new views, and the **Create** button will prompt you to name your new view.

The **default view** to apply to this table. The **default view** is loaded by default on this table.

- Chromebooks - High School Save Delete
- My Test Tickets Save Delete
- Status Inactive Save Delete

Default View ✕ ▼

+ Create New Close

Release 7.0.0

- If you have a view set as a default, this is how your screen will look. If you click on the blue highlighted info, it will remove the default view.

Home 11to1QA 11to1 QA

[Switch back to the legacy page](#)

Ticket Columns My Views Export Print All Add New

Page: 1 of 1 Showing 3 of 213 total records

Search Column Finder Page Size 50

My View, "My Test Tickets" applied. [Click to load without the filter.](#)

Ticket ID	Queue	Ticket Priority	Asset Serial Number	Asset ID	Ticket Type	Ticket Type
TSK-2202815, TSK-2202806, and TSK-2202782	Click to Filter	Click to Filter	Click to Filter	Click to Filter	Click to Filter	Click to Filter
TSK-2202815	DSD Queue	Low	5WD890E585	13857784	Laptop Cracked Screen	
TSK-2202806		Moderate	5WD890E441	13857640	Chromebook Missing Keys	
TSK-2202782		Moderate	5WD890E553	13857752	Laptop Cracked Screen	

- Click on the text highlighted in green will add you view back.

Home 11to1QA 11to1 QA

[Switch back to the legacy page](#)

Ticket Columns My Views Export Print All Add New

Page: 1 of 3 Showing 144 of 213 total records

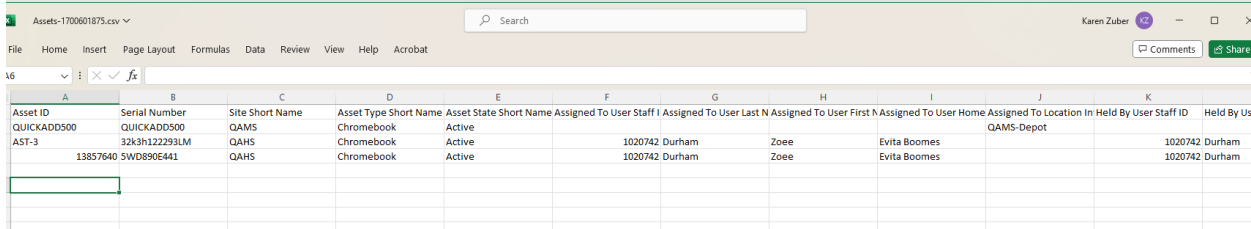
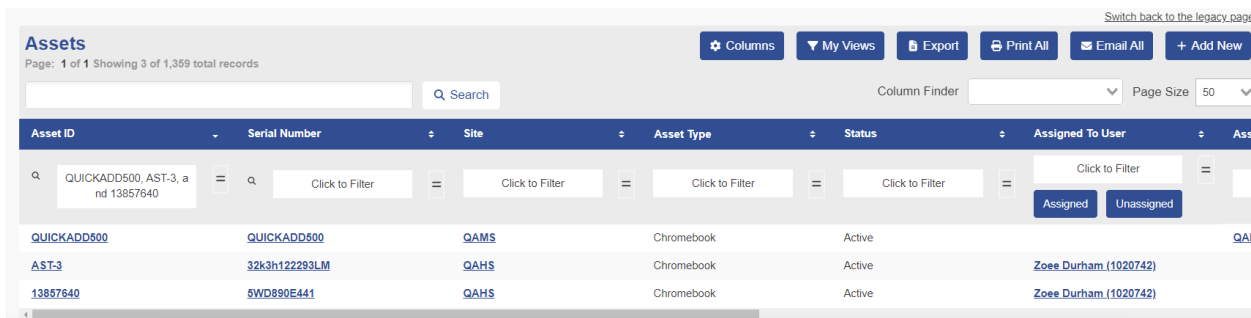
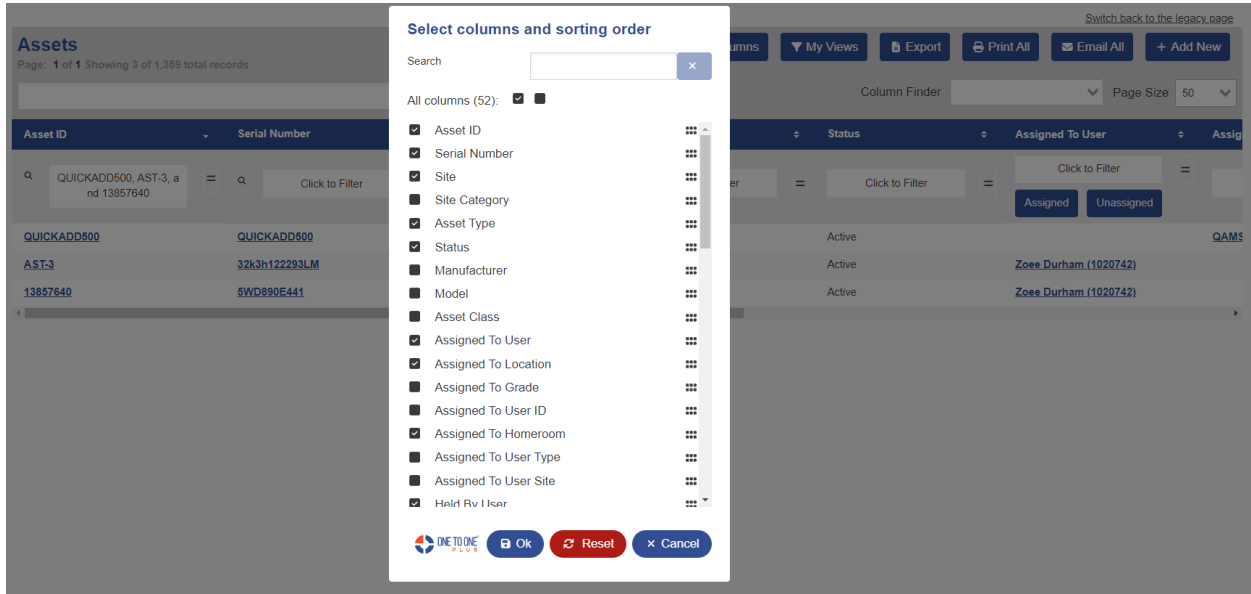
Search Column Finder Page Size 50

My View, "My Test Tickets" ignored. [Click to load with the filter.](#)

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category
Click to Filter	Click to Filter	Click to Filter	Click to Filter	Click to Filter	Click to Filter	Click to Filter
TSK-2202835	NEWASS100200	AST-13	Chromebook Missing Keys			High School
TSK-2202834			Chromebook Cracked Screen		test	High School
TSK-2202833			Chromebook Cracked Screen		test	High School
TSK-2202832			Chromebook Cracked Screen		test	High School
TSK-2202829			Password Reset		test	

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- **Exports** will now export only the columns that you have selected. For example, if I have 10 columns selected like below, that is what will be exported in the file.



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- **Column Finder** can be used to quickly jump to the column that you are needing to view in the manage page. It will place that column in the center of the page.

The screenshot shows the 'Ticket' management page. At the top right, there are buttons for 'Columns', 'My Views', 'Export', 'Print All', and '+ Add New'. Below these is a search bar and a 'Column Finder' dropdown menu currently set to 'Description'. A red box highlights the 'Column Finder' dropdown, and a red arrow points from it to the 'Description' column header in the table below. The table has columns for 'Ticket ID', 'Ticket Type', 'Ticket Type Category', 'Description', 'Site Category', 'Related User', and 'Related User Site'. The first row shows a ticket with ID 'T-13' and description 'Chromebook Missing Keys'.

- **Notes and Description** columns will now display the full data if you hover over the field in the manage screen. This data is also searchable and you can now copy the data in the full display.

This screenshot shows the 'Ticket' management page with the 'Column Finder' dropdown set to 'Description'. A red arrow points to the 'Description' column header. A red box highlights a tooltip that appears when hovering over a cell in the 'Description' column. The tooltip contains the following text: 'I have a couple of keys that are not working. I did not see an option for this. Do I need to get a loaner asset for now? Who do I contact for information on a loaner. Testing Save/Send in Description field. Testing the bottom button save/send'. The background table shows columns for 'Serial Number', 'Asset ID', 'Ticket Type', 'Ticket Type Category', 'Description', 'Site Category', and 'Related User'.

This screenshot shows the 'Ticket' management page with the 'Column Finder' dropdown set to 'Notes'. A red arrow points to the 'Notes' column header. A red box highlights a tooltip that appears when hovering over a cell in the 'Notes' column. The tooltip contains the following text: 'Testing this note box to see how it works. Landon is excited about it. 2nd note test for testing. This is the 3rd note test. My 4th test is a private note. dsfasdf/sadfsadfsadfs Testing the note field Testing my notes after save/send fix'. The background table shows columns for 'Ticket Type Category', 'Description', 'Notes', 'Site', 'Platform', 'Site Category', and 'Related User'.

Students/Staff

Edit Student/Staff-

- Related Assets has been moved under the Personal Information section.

Home > Staff > Edit "Karen Zuber"

Edit Staff

Credentials Print Label Tickets Assets Invoices

Created by Admin Admin on 11/24/22, 2:10 AM Modified by Admin Admin on 12/5/23, 3:29 PM

Personal Information

Staff ID *

First Name *

Middle Name

Last Name *

Related Assets

Asset Accessories

Assigned Assets					
Asset ID	Serial Number	Asset Status	Asset Type	Held by	Action
340A-06827	PW03C7YS	Active	Windows Laptop		

Held Assets					
Asset ID	Serial Number	Asset Status	Asset Type	Assigned to	Action
340A-06827	PW03C7YS	Active	Windows Laptop		

Contact Information

Policies

2021-2022 Staff Laptop Agreement - Technician

SIGN

System Information

Import Type

Status *

Type *

User Group

Restrict to Sites

Job Title

Job Description

Grade Taught

Related Files

Notes

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Help Desk

Edit Ticket–

- Related User Policies have been added to the screen to display related user insurance information.

Home > My Tickets > Edit Ticket TSK-2202806

Edit Ticket TSK-2202806

Created by 1to1 QA 11/6/2023, 2:45 PM Modified by 1to1 QA 11/20/2023, 10:13 AM

Details

Description: I have a couple of keys that are not working. I did not see an option for this. Do I need to get a loaner asset for now? Who do I contact for information on a loaner

Status: New Ticket

Closure Type: [Dropdown]

Closure Notes: [Text Area]

Filter Ticket Types by selecting Ticket Categories

Type Categories: Chromebook

Types: Chromebook Missing Keys

Platform: OIS

Technician: Ben Zuber

Queue: [Dropdown]

Priority: Moderate

Collaborators: [Dropdown]

User/Location

Related User: Zoe Durham (1020742, QAHS)

Related User Job Title: [Text Area]

Related User Policies (1 Signed)

Student AUP	Not Signed
User Policy Student Code of Conduct	Not Signed
TEST	Not Signed
Student AUP	YES
Parent AUP	YES
Information Release	Yes
Web Page Permission	NO
Protection Policy	No

Dates

Parts (1)

Choose a part... [Dropdown] [Filter]

Part Name	Name	Price
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- Scroll bar has been added to the Description and Closure Notes

Home > My Tickets > Edit Ticket TSK-2165408

Edit Ticket TSK-2165408

Created by [User] 2/13/2023, 10:46 AM Modified by [User] 2/15/2023, 1:53 PM

Details

Description: The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a test to see if a scroll bar will appear

Status: Open

Closure Type: [Dropdown]

Closure Notes: The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a test to see if a scroll bar will appear

Filter Ticket Types by selecting Ticket Categories

Type Categories: Damaged or Lost Item

Files

Notes

Total Time: 0 [Add]

Emails

Correspondence [Dropdown] [Add]

Invoicing

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- Part name has been added to the Parts drop down list to make it easier to search.

Home > My Tickets > Edit Ticket TSK-2202806

Types: Chromebook Missing Keys

Platform: OIS

Technician: Ben Zuber

Queue:

Priority: Moderate

Collaborators:

Testing the correspondence

+ Invoicing

+ User Policy (1 Signed)

+ Dates

- Parts (1)

Choose a part...

- 201 (Name: Hard Drive, Site: QAHS)
- 400 (Name: Dell Keyboard, Site: QAHS)
- 400 (Name: Dell Keyboard, Site: QAES)
- 275 Keyboard (Name: Keyboard, Site: QAMS)
- 275 Keyboard (Name: Keyboard, Site: QAHS)
- 275 Keyboard (Name: Keyboard, Site: QADO)
- Part 100 Screen (Name: Screen, Site: QAHS)
- Part 303 Keyboards (Name: Dell Keyboard, Site: QAHS)
- Part 303 Keyboards (Name: Dell Keyboard, Site: QAES)
- Part 200 Screens (Name: Screen, Site: QAES)
- Part 225 Keyboard (Name: Dell Keyboard, Site: QAES)

Related User: Zoee Durham (1020742, QAHS)

Related User Job Title:

Related User Site: QAHS

Grade Level: 11

Related Location: QAES-Cart

Site: QAES

Room Number: 200B

Contact Phone Number: 864-444-4444

Availability: From: 9:00 AM To: 5:00 PM

+ Related Asset

+ Loaner/New Asset

Save Save and Send

- Notes will now stay formatted correctly after they are saved.

Edit Ticket TSK-2165408

Created by: 2/13/2023, 10:46 AM Modified by: 2/15/2023, 1:53 PM

Actions Watch Activity Log

- Details

Description: The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a test to see if a scroll bar will appear.

Status: Open

Closure Type:

Closure Notes: The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a test to see if a scroll bar will appear.

Filter Ticket Types by selecting Ticket Categories

Type Categories: Damaged or Lost Item

Types: Bag/Case Damage

Platform:

Technician: Tech Help

Queue:

Priority: Moderate

Collaborators:

+ Files

- Notes

Total Time: 0

Public History 12/8/2023, 4:22 PM

- Signed up for tech coverage.
- This student does not qualify for free coverage
- The repair will count against the student's eligible incidents for the year.

- This is a test to see how this looks
- This is another test to see how this looks

<https://1to1plus.com/tasks>

Time Spent: 0

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Submit Ticket – The Submit Ticket screen will now display ticket history for the related user. This will allow the user to see if they have already submitted a ticket for the issue. This is displayed based on the school year that is set in the School Years Settings.

The screenshot shows the 'Student Device Issue' form in a web application. The form is titled 'Student Device Issue' and includes a 'Submit a ticket' button. It features two main sections: 'Select Student' and 'Type of Issue'. The 'Select Student' section has a 'Related User' dropdown menu with the text 'Karen Zuber (kzuber@onetooneplus.com, QADO)'. The 'Type of Issue' section includes a filter for 'Type Categories', a 'Ticket Type' dropdown, and a 'Description' text area. On the right side, a 'Ticket History' sidebar is highlighted with a red border, showing a list of related tickets for the selected user: 'Laptop Missing Keys (1)', 'Chromebook Missing Keys (1)', and 'Password Reset (2)'. The top navigation bar includes a search bar and the text 'Home > Submit Ticket Forms > Student Device Issue'. The bottom navigation bar shows the date 'December 15, 2023' and the page number '10'.

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Settings

Tickets – Submit Ticket Settings – Additional icons have been added. Fork/Knife, Saxophone, Trumpet, Drum, Guitar, Bell, Air Conditioner, and Brush.