Dashboard

Dashboards have now been revamped to offer more chart types, auto refresh and the ability to filter on site and site category.

Each chart card offers new icons to do various things. The gear icon allows you to select the type of chart to view.



The filter icon allows you to narrow down your chart sections by specific sites and/or site categories.

ONE TO ONE PLUS		Q Search				
🕒 Dashboard	Home > Dashboard				🖬 1to1QA 💄 1to1 QA	• •
🟟 Sites >	Dashboard					
Assets >	Tab selections will be stored for future visits.					
Students >	✗ Tickets	Assets	Constant Series			
📥 Staff >	Assets by Type	Assets by Site	Assets Not Turned In by Site			
1 Locations	j − Laptop, 245	QAMS, 19"	QADO, 129			
🙎 Help Desk 🛛 🗲		Filters for Assets by Type	US, 48			
🎾 Parts 🔷 🗲	Desktop, 162 Chromebook, 129	QAHS, 142 - Filter by Sites	QAES, 73			
Invoices >	S \$ ▼ 8	Filter by Site Categories	₽ \$ ₹	×		
📲 Imports 🛛 >			<u> </u>			
Reports >	Assets by Status	B Ok CReset x Can	Assets by Funding Source			
Settings >	Adve 56	Unarrayed, 93.7% Assynd, 5.3%	Tetral Local State			
	<i>2</i> \$ ₹ \$	<i>₽</i> \$ ₹ \$	Federal Local State	×		

There is also a refresh icon for the specific card and also an icon to expand the card for better viewing.



A setting has also been added to the Settings > System menu to default the charts to refresh every 10 minutes.



Manage Screens

The assigned and unassigned buttons have changed to help easily identify which filter is being used.

				Q Sea	ch				
E Dashboard	Home > Assets								1to1QA 1to1QA 9 (+
😭 Sites 🛛 🔸	Assets Page: 1	of 1 Showing 9 of 1,	330 total records			٠	Columns Views	Export 🔒 Print All 🛛	Switch back to the legacy page Email All + Add New
Assets ~							2 Refresh Column F	inder	✓ Page Size 50 ✓
Assign	Asset ID 🔷	Serial Number 🗘	Site ÷	Site Category 🗢	Manufacturer	≎ Asset Class ≎	Assigned To User 🔶	Assigned To User Status 🗧	Assigned To Grade ♀ He
Turn In	Select	Select	Select	Select	Select	Select	Showing with assigned to user Assigned Unassigned 	Select	Select
🛄 Print Labels	<u>1045</u>	32505	QAHS	High School	HP	Class3	Cindy Stancil (1234564)	Active	Ci
😂 Bulk Update	1063	94266	QAHS	High School	HP	Class2	Zoee (STAFF) Durham (823492)	Active	Zo
P Bulk Assign	<u>1064</u> 1089	807 548	QAHS QAHS	High School High School	Dell	Class2 Class1	Zoee (STAFF) Durham (823492) Cindy Stancil (1234564)	Active Active	<u>Zo</u> Ci

<u>Assets</u>

Quick Add – Purchase Information and Device Information section has been added to the Quick Add screen.

ONE TO ONE			۹
🖶 Dashboard	Home > Assets > Quick Add		
\Lambda Sites >	Quick Add		
🕞 Assets 🗸 🗸	Туре *	Select An Option	÷
🞛 Manage	Model *	Select An Option	Ŧ
Assign	Site *	Select An Option	Ŧ
Turn In	Status *	Active	X v
🛄 Print Labels	Room Number		
😂 Bulk Update	+ Purchasing Informat	ion	
🔊 Bulk Assign	+ Device Information		
🚦 Quick Add	Removed S/N Prefix		
🞸 Inventory Audit	Print Label	O Yes 💿 No	
🔀 Students >	Focus Input	Serial Number O Asset ID	
Staff →	Asset ID	Serial Number O Auto Generated	O Manual
fit Locations >	· · · · · · · · · · · · · · · · · · ·		
Help Desk >	Serial Number *		
Yearts >			
Nerts >	+ADD		

Student/Staff

Email Student/Staff Changes – We now offer the option to send student/staff email for when certain fields have changed per site. This email triggers for changes that occurred over the past 24 hours and will contain information about users who have been added, inactivated, reactivated, new to a site, and/or removed from a site.

Contact support if you would like this feature activated for your organization.

										Search messages	Cle
MailCatcher											
NoReply@1to1plus.com>	<joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Staff Changes for</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 9 46 28 AM</td><td></td></joey.cole@onetooneplus.cor<>				Staff Changes for					Tuesday, 27 Feb 2024 9 46 28 AM	
NoReply@1to1plus.com>	<joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Staff Changes for</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 9:46:28 AM</td><td></td></joey.cole@onetooneplus.cor<>				Staff Changes for					Tuesday, 27 Feb 2024 9:46:28 AM	
VoReply@1to1plus.com>	<joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Staff Changes for Staff Changes for</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 9:46:28 AM Tuesday, 27 Feb 2024 9:46:28 AM</td><td></td></joey.cole@onetooneplus.cor<>				Staff Changes for Staff Changes for					Tuesday, 27 Feb 2024 9:46:28 AM Tuesday, 27 Feb 2024 9:46:28 AM	
loReply@1to1plus.com> loReply@1to1plus.com>	<joey.cole@onetooneplus.cor <joey.cole@onetooneplus.cor< td=""><td></td><td>energy and a second</td><td></td><td>Start Changes for Student Changes</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 9:46:26 AM Tuesday, 27 Feb 2024 8:55:18 AM</td><td></td></joey.cole@onetooneplus.cor<></joey.cole@onetooneplus.cor 		energy and a second		Start Changes for Student Changes					Tuesday, 27 Feb 2024 9:46:26 AM Tuesday, 27 Feb 2024 8:55:18 AM	
VoReply@1to1plus.com>	<joey.cole@onetooneplus.cor <joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Student Changes</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 8:55:18 AM</td><td></td></joey.cole@onetooneplus.cor<></joey.cole@onetooneplus.cor 				Student Changes					Tuesday, 27 Feb 2024 8:55:18 AM	
VoReply@1to1plus.com>	<joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Student Changes</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 8:55:18 AM</td><td></td></joey.cole@onetooneplus.cor<>				Student Changes					Tuesday, 27 Feb 2024 8:55:18 AM	
VoReply@1to1plus.com>	<joey.cole@onetooneplus.cor< td=""><td></td><td></td><td></td><td>Student Changes</td><td></td><td></td><td></td><td></td><td>Tuesday, 27 Feb 2024 8:55:18 AM</td><td></td></joey.cole@onetooneplus.cor<>				Student Changes					Tuesday, 27 Feb 2024 8:55:18 AM	
From <noreply To <joey.cole< td=""><td>27 Feb 2024 8:55:18 AM y@1to1plus.com> e@onetooneplus.com>, <eiindurham12 Changes for Site: QADO</eiindurham12 </td><td>209@gmail.com></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></joey.cole<></noreply 	27 Feb 2024 8:55:18 AM y@1to1plus.com> e@onetooneplus.com>, <eiindurham12 Changes for Site: QADO</eiindurham12 	209@gmail.com>									
HTML Source											Downloa
				The following changes t	o Students have been r	nade in the last 24 ho	ours at Site: QADO				
				The following changes t	o Students have been r		ours at Site: QADO				
			External ID		Inactivated S	tudents		Hold Assets			
			External ID	The following changes to			NURS at Site: QADO	Held Assets			
			External ID 3292408		Inactivated S Grade Level	tudents		Held Assets			
				Full Name	Inactivated S Grade Level	2 tudents Date 02/26/24 5:14 PM		Held Assets			
		External ID		Full Name Marna Bartolemo Spier	Inactivated S Grade Level 11	2 tudents Date 02/26/24 5:14 PM		Held Assets Assigned Assets	Held Assets		
		External ID 3292408	3292408	Full Name Marna Bartolemo Spier e Grade Level	Inactivated S Grade Level 11 Students New	Date Date 02/26/24 5:14 PM v to Site Old Site	Assigned Assets		Held Assets		
			3292408 Full Name	Full Name Marna Bartolemo Spier e Grade Level o Spier 11	Inactivated S Grade Level 11 Students New Date	tudents Date 02/26/24 5:14 PM v to Site Old Site QAHS	Assigned Assets New Site		Held Assets		
			3292408 Full Name	Full Name Marna Bartolemo Spier e Grade Level o Spier 11	Inactivated S Grade Level 11 Students New Date 02/26/24 5:02 PM	tudents Date 02/26/24 5:14 PM v to Site Old Site QAHS	Assigned Assets New Site QADO		Held Assets Held Assets		

Help Desk

- Manage Page
 - **Export** The export on the Tickets manage page will now display the technician's name in one field.

						Q Sear	ch							
Dashboard	Home > Tick	æts											🛱 1to1QA	1to1 QA O
🔋 Sites														ck to the legacy page
Assets		age: 1 of 2 Sh	owing 53 of 80	total records						Column 🗢	s 🛛 🔻 My Views	s 🖹 Export	Print All	+ Add New
Students	_									2 Refresh	Column Finder	_	✓ Pag	e Size 50 V
	Ticket ID	¢ Quei	ue Name 🗧 🗢	Site	≎ Site Cate	egory ÷	Ticket Priority	¢ Asset S	erial Number 🗧	Asset ID	Ticket Type	Ticket Type	Category	Description
Staff	Select		Select	Select	9	ect	Select		Select	Select	Select	Sele	et.	
Locations	>		Guidar	Golder		, and the second s			ooloot	onor				
	TSK-2203110			QAHS	High Sch	loc	Low	32505		1045				test
Help Desk	TSK-2203106			QAES	District 2		Moderate	34907		1074				test
🛨 Manage	TSK-2203097			QAES	District 2		Moderate	<u>5801</u>		<u>1031</u>				Cracked Screen
<mark>≸</mark> Ξ My Tickets	Ticket-17093152 File Home In:	220.csv 🗸 sert Page Layou	t Formulas Da	ta Review View	r Help Acrobat	م	Search						Karen Zuber 💽	omments 🖻 Share
 My Queues Email Tickets 	P16 ~ :	$\times \checkmark f_x$												
	A	В	С	D	1	J	K	L	м	N	0	PQ		R S
Add New	1 Ticket ID 2 TSK-2203110	Site Short Name QAHS	High School	or Priority Short Na Low	test	Platform Sho	rt Nar Related User Full Cindy Stancil	QAHS	Ben Zuber	Na Collaborators First Co	llaborators Last Collab	orators Staff Collaborato	rs Type Due Dat	e Start Date
bo Submit Ticket	3 TSK-2203106 4 TSK-2203097	QAES QAES	District 2 District 2	Moderate Moderate	test Cracked Screen		Callie Cole Libby Durham	QAHS QAES	Ben Zuber Joey Cole					, 5:00 AM
😆 Bulk Update	5 TSK-2203096 6 TSK-2203095	QAES QAMS	District 2 Middle School	Low Moderate	Keyboard Damage Password Reset		Mildrid Malthus Norene Roycraft	QAHS QAHS	Joey Cole Joey Cole				2/22/24	, 5:00 AM , 5:00 AM
>poulo	7 TEV 2202004	OAUS	High School	Madarata	Conver accore		Propios Calo	OAES	loov Colo				2/22/24	5-00 AM

• Add/Edit Ticket –

- Email Correspondence
 - This has now been updated to be rich text editor.
 - Issue with attachments inconsistently showing has been fixed.
 - The format of the screen now matches the email function from Actions button. It will also allow multiple email addresses.

ONE TO ONE P L U S		New Email Correspondence
Dashboard	Home > My Tickets > Edit Ticket TSK-2203087	To Staff Cc Bcc To Staff
Sites >	Edit Ticket TSK-2203087 Created by 1to1 QA @ kzuber@onetooneplus.com	220002 7 ris px To Student
Assets >	orcard by nor an agriculture gonotoon paid com a	Curcuer, r. sor r. m.
🗵 Students >	— Details	To Guardian karenbigcat@bellsouth.net.karenbigcat3@bellsouth.net
💄 Staff >	Description test	Subject: New Email Correspondence Attached - TSK-2202087 + Add
f Locations >	Status New Ticket	Messare
🚊 Help Desk 🗸 🗸	Closure Type	B I ⊻ A ∨ Z ∨ Ξ Ξ Ξ ····
🖽 Manage	Closure Notes	۲ ۵
. My Tickets		
TE My Queues	Filter Ticket Types by selecting Ticket Cate Type Categories	ories
📥 Email Tickets	Types	
Add New	Platform	
Bo Submit Ticket	Technician Ben Zuber	
😂 Bulk Update	Queue	
🎉 Parts 🛛 🔉	Priority Moderate	
S Invoices >	Collaborators	Search
📲 Imports 🛛 🗲	- User/Location	
Reports >	Related User Zoee Durham (Z120406	QAHS)

- Notes
 - This was sending duplicate emails when save/send on a note. This has now been fixed.
 - Notes has been updated to rich text editor.
- Print All The report from the print all button now contains Related Location, Related User's ID, and Related User's Grade Level.
- **Parts** The parts column was showing n/a on the manage page. This has now been fixed.

Reports

• **Standard Reports > Users –** A new report has been added under Users on the Standard Reports menu. This report will display users that have more than one assigned asset.

ONE TO ONE P L U S		Q Search				-
Lashboard	Home > Standard Reports			🕅 Ito1QA 🔹 Ito1 QA	0	[+
Sites >	Standard Reports					
Assets	+ Assets					
🕱 Students 🛛 👌	— Users					
Left Staff	Students by Site Displays Students by Site.	Users With Multplie Assets				
▲ Locations >	Staff by Site	Sites	Sort By			
🔎 Help Desk >	Displays Staff by Site.	Select User Types	Select			
为 Parts >	Staff by Group Displays Staff by Group.	Select				
	Day Users	Grade Levels				
Invoices >	Displays students by their day user status.	Select				
🚽 Imports 🔷 >	Frequent Offenders	Home Room Teacher				
🚦 Reports 🗸 🗸	Displays students that have multiple Tickets ass	Select				
	Students Without Assets Displays students that currently do not have a d	Status				
Standard Reports	Staff Without Assets	Select				
Custom Reports	 Staff Without Assets Displays Staff Members without an Assets assoc 	CINE TO ONE	🛓 Generate Report 🗙 Cancel			
Quick Exports	Users With Multplie Assets					
Scheduled	Displays Users with more than 1 assigned asset.					

Home Ir	nsert Page La	yout Formulas	Data Review	v View Help	Acrobat									
~ :	$\times \checkmark f_x$ (Jser ID												
A	В	С	D	E	F	G	н	1	J	К	L	M	N	
	First Name	Last Name	Status	User Type	Site	Asset ID		Asset Type	Grade Level	Homeroom Teac	her			
823492	Zoee	Durham	Active	Employee	QAHS	1063		Desktop						
823492		Durham	Active	Employee	QAHS	1064		Desktop						
1234564	Cindy	Stancil	Active	Student	QAHS	1045	32505	Chromebook		11				
1234564	Cindy	Stancil	Active	Student	QAHS	1089	548	Desktop		11				
1234564	Cindy	Stancil	Active	Student	QAHS	1116	1917	Desktop		11				
1234564	Cindy	Stancil	Active	Student	QAHS	1117	11103	Laptop		11				
1234564	Cindy	Stancil	Active	Student	QAHS	1205	3221	Laptop		11				

Imports

• Imports was giving error message when trying to import large files. This has now been fixed.

Settings – Tickets

• A new field has been added to the Ticket Setting page called "Enable Add New Ticket". This field is enabled by default. If you uncheck it, the Add New option on the left navigation panel will no longer be available and the Add New buttons on the ticket manage pages will not show. With this unchecked, tickets can only be submitted under the Submit Ticket option.

ONE TO ONE			Q Search					•	
🖶 Dashboard	Home > Ticket Properties	> Ticket Settings				🖪 1to1QA	1to1 QA	0	6
📫 Sites 🛛 👌	Ticket Settings						C	Save	
Galaxies →	General Settings		Task Email Settings						
🐱 Students 🛛 🗲		his Banner is setup in the Ticket Settings. It can be	New Email Task	2					
💄 Staff 🛛 🗲		sed for alerting user of any important information. his is a test to see how this works and	Notification New Email Task Email		~				
m Locations >	Email Update Format B	Both × V	Group						
🔎 Help Desk 🗸 🗸	Email Update Staff		Task Notes Default Se						
	Email Update Students		Private						
\Xi Manage	Route Ticket Emails								
¥Ξ My Tickets	User Groups	Tech Champion							
TE My Queues		nese users in these groups can see private notes on eke							
🛓 Email Tickets	Enable 'Add New Ticket'								
Add New	On status closed require								
bo Submit Ticket	Closure notes								
📚 Bulk Update	Time 🗹								

ONE TO ONE ONE					Q Search					
	Home > Ticket Properti	es > Ticket Set	ings							四 1to1QA
Sites >	Ticket Settings									
☐ Assets >	General Settings				Task Email Settings					
🗵 Students >	Banner Message		setup in the Ticket Set		New Email Task					
🗏 Staff 🛛 🗲			g user of any importan see how this works a		Notification New Email Task Email			~		
fit Locations >	Email Update Format	Both		×v	Group					
🔎 Help Desk 🗸 🗸	Email Update Staff				Task Notes Default S	ettings				
	Email Update Students				Private					
🗄 Manage	Route Ticket Emails									
¥Ξ My Tickets	User Groups	× Tech Champ	ion	~						
TE My Queues		These users in t	hese groups can see	private notes on						
🛓 Email Tickets	Enable 'Add New Ticket'									
bubmit Ticket	On status closed requi	ire								
📚 Bulk Update	Closure notes									
ONE TO ONE				۹ 💽	earch					
Cashboard	Home > Tickets								間 1to1QA	1to1 QA 🛛 🗘
Sites >	Ticket Page: 1 of 2 Sh	nowing 54 of 81	total records					Columns	▼ My Views E Expo	ort 🔒 Print All
Assets >	1									
🐱 Students 🛛 🔸				_			2 Refresh Col	umn Finder	V Pa	ige Size 50 🗸
Left →	Ticket ID 🗢 Que	eue Name 🗢	Site ÷	Site Category	≎ Related User ≎	Ticket Priority 💠	Asset Serial Number ≑	Asset ID	≑ Ticket Type	Ticket Type Catego
Locations >	Select	Select	Select	Select	Select	Select	Select	Select	Select	Select
🔎 Help Desk 🗸 🗸	TSK-2203119		QAHS	High School	Cindy Stancil	Moderate	<u>1917</u>	<u>1116</u>	Chromebook Missing Keys	Chromebook
	TSK-2203110		QAHS	High School	Cindy Stancil	Low	32505	1045		