#### **General**

• All Manage Pages – The hot key reminder popup for Column Finder has been removed. The hot key combination will still drop down the list but the reminder was removed.

Home >	Students	<b>6</b> Shc	owing 280 of 356	6 total	records						£	Refresh Colur	nn Fin	Alt + ( der Homeroor	c	Ito1QA ≜ Ben Z Export + A x ∨ Page Size
÷	Family	÷	Site Category	÷	Grade	÷	Room Number	÷	Homeroom	÷	Special Program 💠	Student AUP	÷	Parent AUP	÷	Protection Policy ÷
ect	Select		Select		Select		Select		Select		Select	Select		Select		Select
	1068		High School		10		100A		Betsy Jones							
			District 2		3				Jennee Samudio							
	1442		High School		12		2A		SMITH					Yes		

#### **Staff**

• Add/Edit Staff – Microsoft Staff and Google Staff has been added to the Import Type drop down list.

Edit Staff			Credentials 📔 Print Label	🖌 Tickets	🖵 Assets	\$ Invoices	1 Locations	3 Activity Log	✓ Save
Created by Api User Api User o	n 9/12/24, 9:02 PM Modified by Api User Api User on 9/12/.	24, 9:02 PM							
- Personal Information	1	- Policies							
Staff ID *	LL100	Staff	SIGN						
First Name *	Landon	— System Information							
Middle Name		Import Type	Microsoft Staff		× .				
Last Name *	Lancaster	Status *	Active		× .				
- Related Assets		Туре *	Employee		× -				
Asset Accessories	Select Some Options	User Group	Staff		X				

### **Help Desk**

• Add/Edit Ticket – Custom Fields will now display under the Notes and Correspondence section of the screen.

Edit Ticket TSK Created by 1to1 QA 8/29/2	- <b>2204120</b> 024, 11:16 AM Modified by 1to1 QA 8/29/2024, 11:17	AM			Actions	O Unwatch	う Activity Log	✓ Save	A Save
- Details			+ Files (1)						
Description	test		<ul> <li>Notes</li> <li>Total Time: 0</li> </ul>		+ Add				
Status	New Ticket X V	2	iotal lime. 0		+ Add				
Closure Type	v	1	- Email Correspond	ence					
Closure Notes					+ Add				
Filter Ticket Types I	by selecting Ticket Categories		<ul> <li>Custom Fields</li> </ul>						
Type Categories	× Chromebook		Traferra ID						
Types	× Chromebook Missing Keys			test					
Platform	~	1		Enter List of Task	li.				
Technician	Ben Zuber 🗙 🗸		Traffera Status						
Queue	~	1	New User Name						

# Release 8.3.0

• **Submit Ticket** – The category custom label from the Submit Ticket Settings was not reflecting correctly on the submit ticket screen. This has now been fixed.

	Q Search	Edit Submit Ticket	× +					
Home > My Ticket > Submit Ticket Forms > Student Device Issue			https://qa.1to1plus.com/pages/#/			\$	•	C 🗘
Home y my newer y dealer herer rains y draadie benee isdae		— Milnbox - 🔟 Cal 🛹 J	ra 💢 Confluence 🧍 Roadmap 🏧 L	LastPass 🏐 AT&T Yahoo Mail 🕴	🝐 MyGoogleDr   Doc360 🗈 Onetoor	.e 🛨 1:1tenants		>>
€				Q Search				
UNLITY .	UNUTY ASSAULT		Home > Ticket Properties >	Submit Ticket Settings > E	Edit Submit Ticket		n	1to1QA
	evice Issue	🛱 Sites >	Student Device Iss			Delete × Car	icel	Clone 🥵
Suomit a new	v student ticket	Assets >	- Submit Ticket Settings					
	Related User	🗵 Students >	Title * Stu	Field Group Sett	ings			
Select Student of who will be affected by this issue, It could be a long name	1to1 QA (No Email, QADO)	📥 Staff 🛛 🗲	Description * Sub	Custom Name	-	1		
or a short name	New User Email Address	Ⅲ Locations >			Type of Issue	1		
Who is being affected? If you are submitting this request for someone else, put their name		🙎 Help Desk >	Icon* Cor	Required	8			
here, you will still be notified of the progress of this ticket as the ticket submitter.	Loaner	🏅 Parts →	Color* Blue	Display Categories		1		
			User Groups	Included Concorries	Category of Issue			
		Invoices >	Disable Related User Auto Pr	incluite acquites	× Chromebook × Laptop × Student Device			
		🎝 Imports 🗲 🗲	U					
	Filter Ticket Types by selecting Ticket	* Berry >	Search	SNE TO ONE	Ok × Cancel	)		<b>.</b> • ×
	Category of Issue *	🍫 g Settings 🗸 🗸	Asset Type					
		🕸 System			🗰 New User E	mail Address	1	= ¢ ×
	Type of Issue *	Assets	Availability	#				
	Description	🐮 Users	Closure Notes	H	III Loaner	Carrela		= ¢ ×

#### **Settings**

- Imports/Import Users Settings/Staff Two new staff import options have been added. Please contact Support/Implementation if you would like to enable these options and for detailed instructions for setup.
  - o Google Staff
  - o Microsoft Staff

port Staff Settings	r Configurations > Import Staff Settings			_
CSV Staff CSV Staff Settings	FTP Staff FTP Staff Settings	Microsoft Staff Staff Microsoft Import	Google Staff Staff Google Import	

• System/Custom Fields – The ability to setup custom fields for Assets, Invoices, Tickets and Users have been added.

stem Propertie	es							
System Settings General, Printing, etc.								
User Logins Username, Password, etc.		User Roles Administrator, Technician, etc.	User Group Administrators, Tec		Email Group: Student Changes, As		School Years Start Date, End Date, etc.	
SMTP Configurati Gmail, Office 365, etc.	ions	Rules System events and rules for tasks, email, e	Custom Em Customize your em		Custom Field Create and Manage (			
e ). Sustem Proportion	s ) Custom Fielde						_	
		rds						I 1to1QA ≗ 1to1 QA y Views + Add N
		rds			₿ R	efresh Column Finder	✿ Columns 🛛 🔻 My	
stom Fields s		rds	≎ Input Type ≎	: Module		efresh Column Finder : Created Date :	🖨 Columns 🛛 🔻 My	y Views + Add N
stom Fields s	Showing all <b>23</b> reco	rds Select	Chiput Type C	: Module Select			🖨 Columns 🛛 🔻 My	Views + Add N
stom Fields s	Showing all <b>23</b> reco	Select			≎ Sub Module :	Created Date	Columns V My	v Views     + Add I       v     Page Size     50       ÷     Actions       ×     Clear
d Name Select LMac Address	Showing all 23 reco	Select	Select	Select	≎ Sub Module :	Created Date :	Columns V My Modified Date Select	Views + Add N Page Size 50 Clear Clear
d Name - Select - L Mac Address	Showing all 23 reco	Select	Select Single Line Text	Select Assets	Sub Module  Select	Created Date Creat	Columns V My Modified Date Select 7/8/2024, 11:44 AM	Views + Add N Page Size 50 Clear Clear Clear C 1 C 1
d Name - Select - 1 Mac Address 2 EField Import	Showing all 23 reco Description Wireless Mac Adr	Select	Select Single Line Text Single Line Text	Select Assets Users	Sub Module     Select Staff	Created Date C Select 7/8/2024, 11:44 AM 9/11/2024, 3:00 PM	Columns     Modified Date     Select     7/8/2024, 11.44 AM     9/11/2024, 3.00 PM	Views + Add N Page Size 50 Clear Clear Clear C 1 C 1
	Showing all 23 reco Description Wireless Mac Adr	Select	Select Single Line Text Single Line Text Single Line Text	Select Assets Users Users	Sub Module     Select Staff	Created Date Created Date Select 7/8/2024, 11:44 AM 9/11/2024, 3:00 PM 7/8/2024, 11:48 AM	Columns     Modified Date     Select     7/8/2024, 11.44 AM     9/11/2024, 3.00 PM     7/8/2024, 11.48 AM	Views + Add N Page Size 50 C Actors C Clear C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1

# Custom Fields Setup/Usage

• **Custom Fields** –Custom fields are available in Assets, Invoices, Tickets, Users (Staff and Student). Custom fields can be setup as single line field or text box.

Edit Custom Fi	eld	Edit Custom Field					
Created by 1to1 QA 7/8/20	24, 11:44 AM Modified by 1to1 QA 7/8/2024, 11:44 AM	Created by 1to1 QA 7/8/2024, 11:42 AM Modified by 1to1 QA 9/13/2024, 1:05 PM					
- Module		- Module					
Module *	Assets	Module *	Tickets				
<ul> <li>Field Details</li> </ul>		- Field Details					
Input Type *	Single Line Text	Input Type *	Text Box				
Field Name *	WiFi Mac Address	Field Name *	Task List				
Description	Wireless Mac Address	Description	Enter List of Task				
	This text will show under the input on forms		This text will show under the input on forms				
✓ Save		✓ Save					

Release 8.3.0									
	Edit Asset			🗎 Print Label 🖌 🗡 Tickets (1	9) 💄 Users 🕻 \$ Invo	oices (\$0.00) 🕤 Activity Log 🧲	✓ Save		
	Created by Api User Api User o	n 2/21/24, 4:10 PM Modified by 1to1 QA on 9/16/24, 2:42 I	°M						
	- Asset Information		+ Purchasing Informati	on					
	Asset ID	1347	+ Device Information						
	Description	Desc1	+ Related Files						
	Serial Number *	1138	Status *	Active	X v				
	Туре *	Desktop × •	External Status	Active					
	Class	Class2 × •	Notes	Note2					
	Category	Chromebook × •							
	Pool	Staff × •			4				
	Manufacturer	Dell × •	— Custom Fields						
	Model *	OPTIPLEX 760 × +	WiFi Mac Address	01-23-45-67-89-AB					
	- Assigned/Held Inform	nation	Platform version	OIS					
	Assigned To User	Zoee (STUDENT) R Durham (ID: Z120406) - QAHS × +	Bluetooth Mac Address	00:11:22:33:FF:EE					
	Assigned To Location	Select An Option	Asset Custom Field						
	Held By User	Zoee (STUDENT) R Durham (ID: Z120406) - QAHS × -	Temp Asset						
	Held By Location	Select An Option	Custom Notes						
	Turned in?	No × -	1						

## Submit Ticket Settings (Custom Fields)

- Tickets/Submit Ticket Settings The screen has been modified to include custom fields.
  - Under the field selections, custom fields are identified with a banner beside of the field that will display when you hover over the field with your mouse.

	·····, ·····, ·····, ·····,			
- Submit Ticket S	Settings	Closure Notes	60	Select Student of who will be affected by this issue. It could be a long name or a short name.
Title *	Student Device Issue	Closule Notes	60	Who is being affected? If you are submitting this request for someone 🎄 🗙
Description *	Submit a new student ticket	Collaborators	88	else, put their name here, you will still be notified of the progress of this ticket as the ticket submitter.
	6	Collaborators	800	III Related User
Icon *	Computer & Phone 🛛 🗙 🤝			
Color *	Blue 🗙 🗸	Contact Phone Number	000 000	[ drop fields here ]
User Groups	~	Email Addresses	888	L
Disable Related User	r Auto Population	Invoice Amour	00	Type of Issue Which location needs support? The location where the requester of
				this ticket is assigned is chosen automatically; if needed, include the site or room number of the issue
		New Artset	00 00 00	
	Custom Field	New User Email Address	888	🎬 Ticket Types 🛛 🖉 🌣 🗙
		New User Name	00	III Description

2. A custom field can be dragged/dropped in the form builder side like a normal field. It is also identified with the custom field banner.

Student Device Created by 1to1 QA 10/4/2	elssue 2022, 11:50 AM Modified by 1to1 QA	8/13/2024, 3:20 PM	C Reset Delete × Cancel Clone × S	ave
- Submit Ticket Settings		Search	Select Student of who will be affected by this issue. It could be a long	
Title *	Student Device Issue	Asset Type	Name or a short name Who is being affected? If you are promitting this request for someone X	
Description *	Submit a new student ticket	Availability	else, put their name here, yourfull still be notified of the progress of this ticke as the ticket submitter.	
lcon *			III III III III III IIII IIII IIII IIII IIII	
Color *	Computer & Phone X V	Closure Notes		
User Groups	Blue × V	Collaborators	Custom Field	
Disable Related User Au	vito Population	Collaborators	I [drop fields here ]	
		Contact Phone Number	**	
		Email Addresses	If Which location needs support? The location where the requester of this ticket is assigned is chosen automatically; if needed, include the              • • • • • • • • • • • • •	
			site or room number of the issue.	

#### 3. Field Settings can also be set on custom fields like normal fields.

Student Devic	e Issue		C'Reset 👕 Delete 🛛 × Cancel 🗗 Clone 🗸	Save
Created by 1to1 QA 10/4	/2022, 11:50 AM Modified by 1to1 QA	N 8/13/2024, 3:20 PM		
- Submit Ticket Se	ttings	Search	Select Student of who will be affected by this issue. It could be a long	^
Title *	Student Device Issue	Asset Type	name or a short name Who is being affected? If you are submitting this request for someone 🏚 🗙	
Description *	Submit a new student ticket		else, put their name here, you will still be notified of the progress of this ticket as the ticket submitter.	
		Availability		
			🗰 Related User 🖉 🏚 🗙	
lcon *	Computer & Phone 🛛 🗙 🗸	Closure Notes		
Color *	Blue × v		Field Settings	
User Groups	~	Collaborators	Custom Field E 🗰 New User Email Address	
	¥	Collaborators		
Disable Related User A	luto Population	Collaborators	•• [ drop fields be	
		Contact Phone Number		

4. The field is used like a normal field on the Submit Ticket form.

¢						
	+ No Ticket Type					
	Student Device Issue Submit a new student ticket					
Select Student of who will be affected by this issue. It could be a long name or a short name	Related User		+ Chromebook Missing Keys			
Who is being affected? If you are submitting this request for someone else, put their name here, you will still be notified of the progress of this ticket as the ticket submitter	New User Email Address		+ Lost Device			
uiis ucket as the ucket submitter.			+ Chromebook Cracked Screen			

# Release 8.3.0

# Import Settings (Custom Fields)

• Imports – All Import Setting pages have been modified to include custom fields.

Home > Import Proper	rties > Asset Configurations > Google Chrome	OS									
Google Chrom	e OS Device										
- Standard Settings			+ Data Syncing Options(Sync enabled)								
Enable			+ Preview								
- Service Settings			- F	ield Mappings							
Read Enabled	Read Enabled		Choose Source V Choose Destination V +								
Write Enabled				noose source	• Choose De:		sunation	<ul><li>✓</li></ul>			
Default Asset Type *	Chromebook	××		Source	Destir	nation	Preserve 🚯	Remove			
Default Asset State *	Active	×v	•	Serial Number	Serial Number Asset ID Asset State			×			
Default Site *	QAHS	××	•	Serial Number				×			
Query Value			•	Status				×			
Permissions *		orgi	•	Model	Asset	Model		×			
Admin Email *						model					
Json Credential *		-	•	Org Unit Path	Site			×			
		-	•	Most Recent User	Assigned To Us			×			
			•	Most Recent User	Held E	By User		×			
				Notes	Custo	m Notes		×	1		
			_		_				1		
Home > System Properties	> Custom Fields								🌉 1to1	1QA 💄 1to1	QA 🛛 (H
Custom Fields Page: 1 of 1 Showing 6 of 23 total records								Columns	▼ My Vie	ws + A	dd New
						2 Refrest	o Column Finder		~	Page Size	50 🗸
Field Name 🔶	Description ÷	Input Type		¢ Module ¢	Sub Mo	dule ¢	Created Date	¢ Modif	ied Date 🗘	Acti	ons
Select	Select	Sel	ct	Assets		Select	Select		Select	×	Clear
WiFi Mac Address	Wireless Mac Address	Single Line	Text	Assets			7/8/2024, 11:44 Al	M 7/8/202	24, 11:44 AM	Ľ	Î
Temp Asset		Single Line		Assets			9/5/2024, 4:36 PN		24, 4:36 PM	Ľ	-
Platform version		Single Line	Text	Assets			7/8/2024, 11:45 AI		24, 11:45 AM	ß	
Custom Notes		Text Box	Taud	Assets			7/8/2024, 11:45 Al		24, 11:45 AM	Ľ	-
Bluetooth Mac Address Asset Custom Field		Single Line Single Line		Assets			7/8/2024, 11:46 Al 8/16/2024, 8:24 Pl		24, 11:46 AM	C C	-
		5									