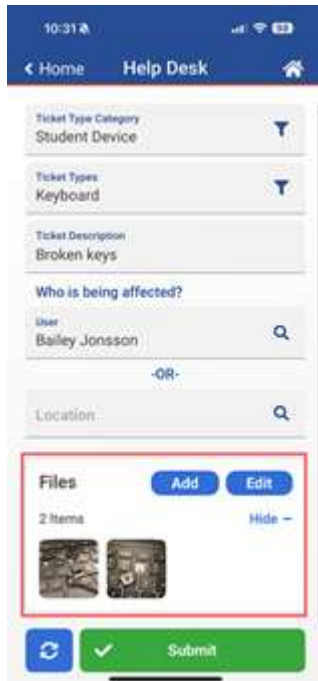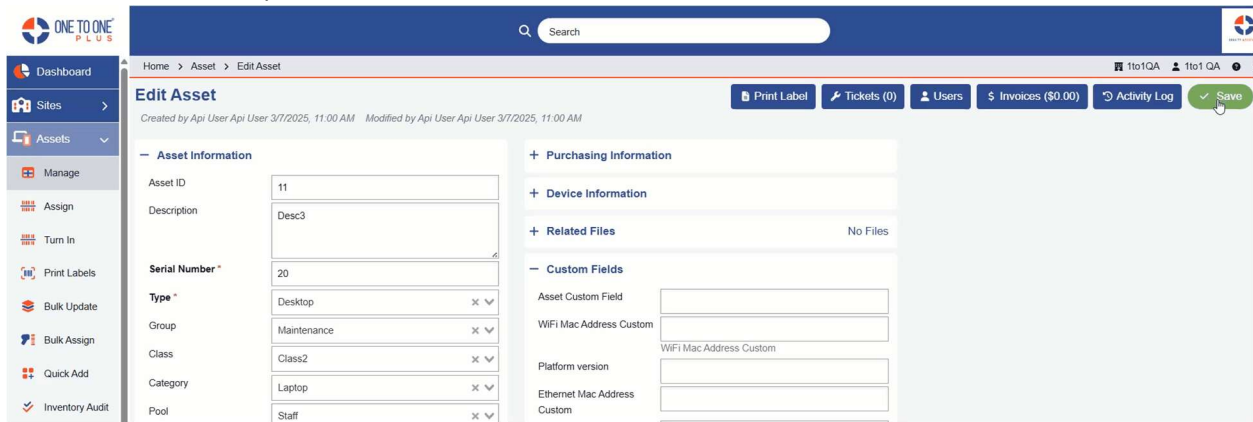# Release 9.0

Mobile App

- **Submit Ticket & My Tickets –** An option has been added to the add files when creating a ticket or editing a ticket. Files can be uploaded from your photo library, take a photo directly or documents.

General

- **Manage Screens –** When multiple columns were enabled, using sorting or filtering on columns positioned far to the right of the manage page would cause the screen to refocus at the beginning. As a result, users had to scroll back to their desired column to view the results.

- **Confirmation Messages –** All confirmation message will now display longer on the screen and will have a count down progress bar underneath the messages. If you hover over the message, the counter will stop.

Release 9.0

- <mark>**Tenant Page** – A flag is added to the tenant page to enable the OU Movement feature. This feature will be beta tested by a few clients before full release.</mark>

Assets

- **Add/Edit Assets –**
  - Assigning an asset to a user updates correctly but reverts to the original room number after closing the related ticket and refreshing the asset edit screen. This issue has now been fixed.

  - Related Files will now display a thumbnail of the image.

Release 9.0

- **Assign Asset –** Searching for a related user by ID was not functioning correctly. This issue has now been resolved.

Release 9.0

- **Bulk Update –**
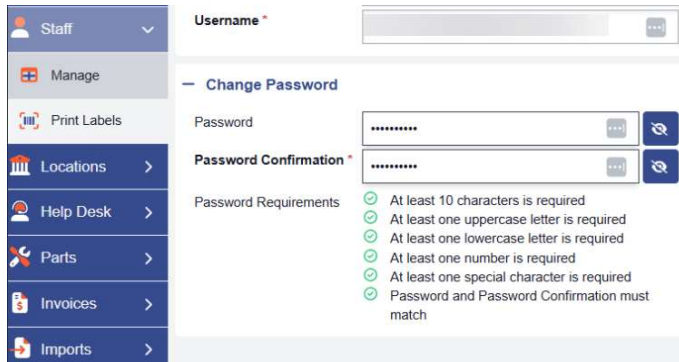 - Funding percent has been added as an option for bulk update.

  - The Bulk Update feature under Assets will now compute the Anticipated Replacement Date when the Purchase Date and Service Life Months fields contain values.
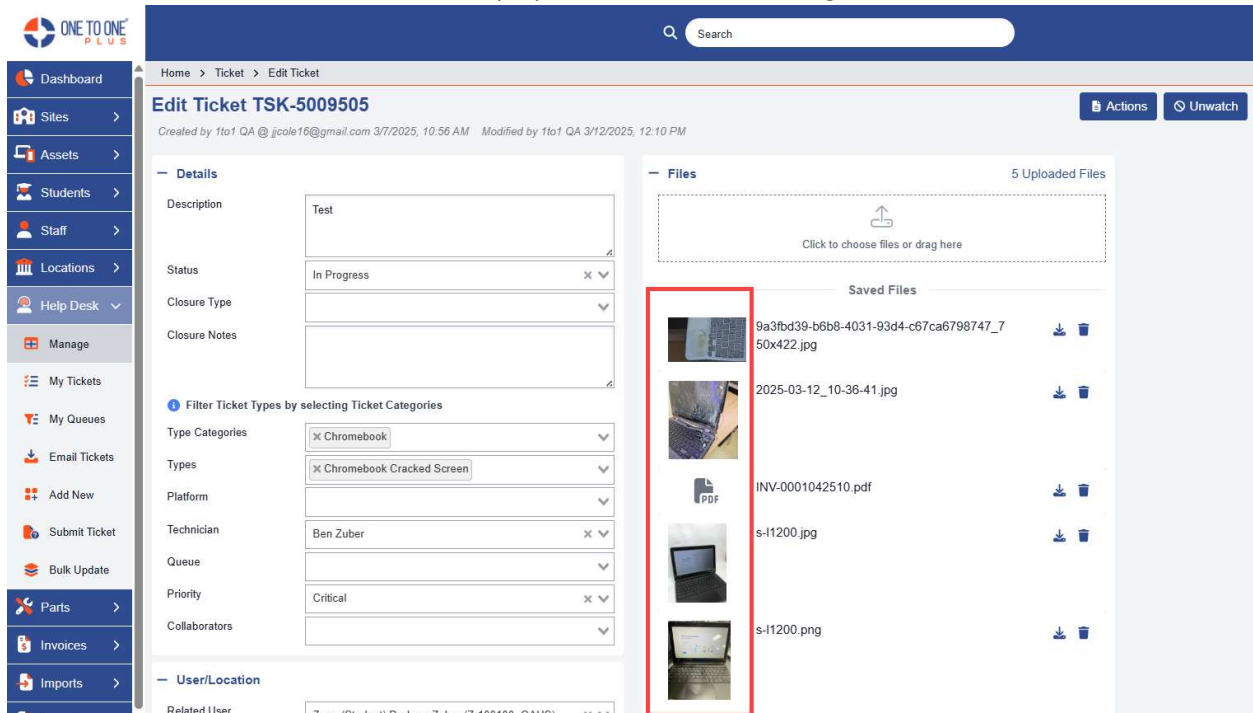
Staff

- **Edit Staff** – The Credentials button that takes you the Edit User Login, will now display the password policy requirements.

Help Desk

- **Add/Edit Tickets –**
  - Related Files will now display a thumbnail of the image.

    o   Notes are will now allow inline images. These images can be uploaded from the templates or by directly pasting image in the note area.

    o   Email Correspondence will now allow inline images. These images can be uploaded by directly pasting image in the correspondence area.

Invoices

- **Add/Edit Invoices –** For Clover and Rutherford, if invoices were past due, the day user feature was not being automatically set for the related user. This has now been fixed.

Settings

- **System>Custom Emails –** Custom email templates now allow inline images to be inserted in the body of the email.

- **System>Add/Edit User Login –** The "special characters" that are required in the password are based on the English US Keyboard. The special characters that are allowed: ~`!@#$%^&*()_+-={}|[]\;':",./<>?

- **System>Rules –**
  - A new option has been added when you click on "New" button, enabling you to select module. Currently, only Tickets are available. This update lays the groundwork for the upcoming OU Movement feature.

  - A new option has been added to the Add/Edit Rule screen for "Module". This will default from the selection on the initial add new page. Currently, only Tickets are available. This update lays the groundwork for the upcoming OU Movement feature.

o A new option has been added to the add/edit rules screen to allow a rule to be enabled/disabled. This flag will be enabled by default.

o Enabled flag has been added to the manage page and to the select/sort columns option.

o Created by/Modified by information has been added to the Edit Rule screen.

o Created by/Modified by information has been added to the Rules manage page and the select/sort columns

- **Tickets>Note Templates –** Note templates will now allow inline images in the body of the template.

- **Imports>API Imports (users and assets) –** Field Mappings for "simple fields" such as Serial Number located under source column now have the ability to do extraction templates.

- **Imports> Intune –** Last sync date has been added to the Intune Import source column

- **Imports>Google** – IP Address has been added to the Google Import source column

- **Imports>Jamf Pro Computer** – Last Check In and Reported IP Address has been added to the source column