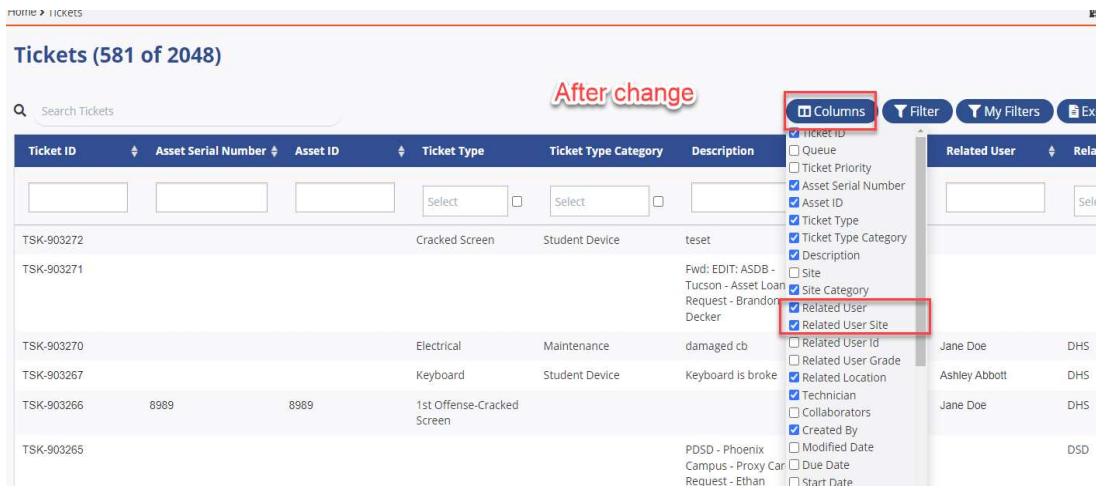
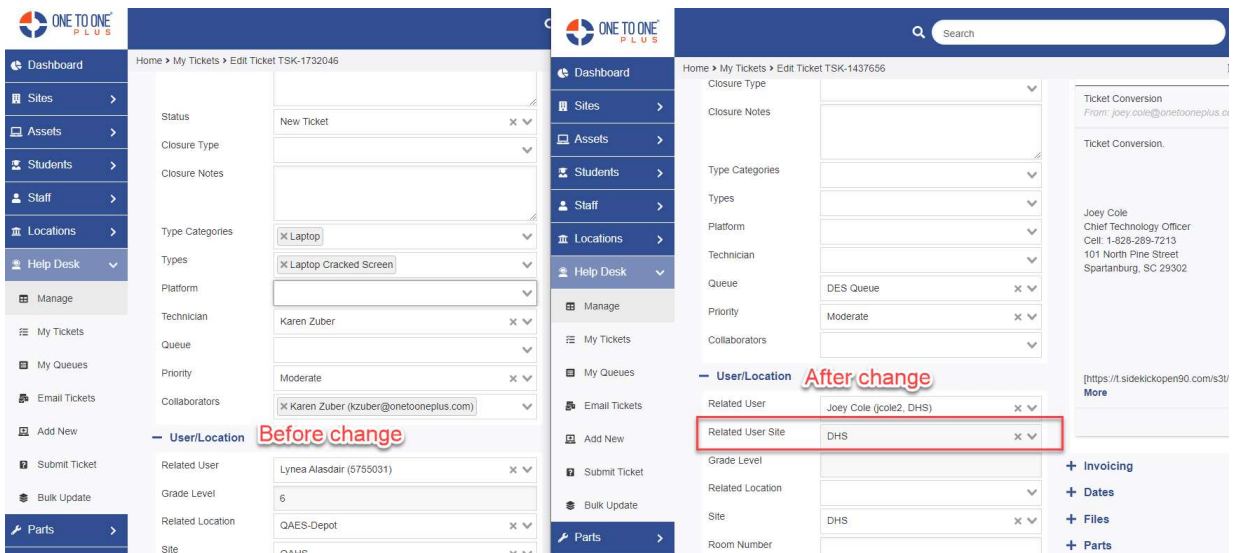


## Help Desk

- **Manage** – The following changes have been made.
  - If the export button is clicked, the exported CSV was displaying blank. This has now been fixed.
  - The Tickets screen will now be sorted by created date.
  - The Related User Site has been added to the Help Desk Manage page. The column can be viewed by clicking on the Columns button and checking the box for “Related User Site”

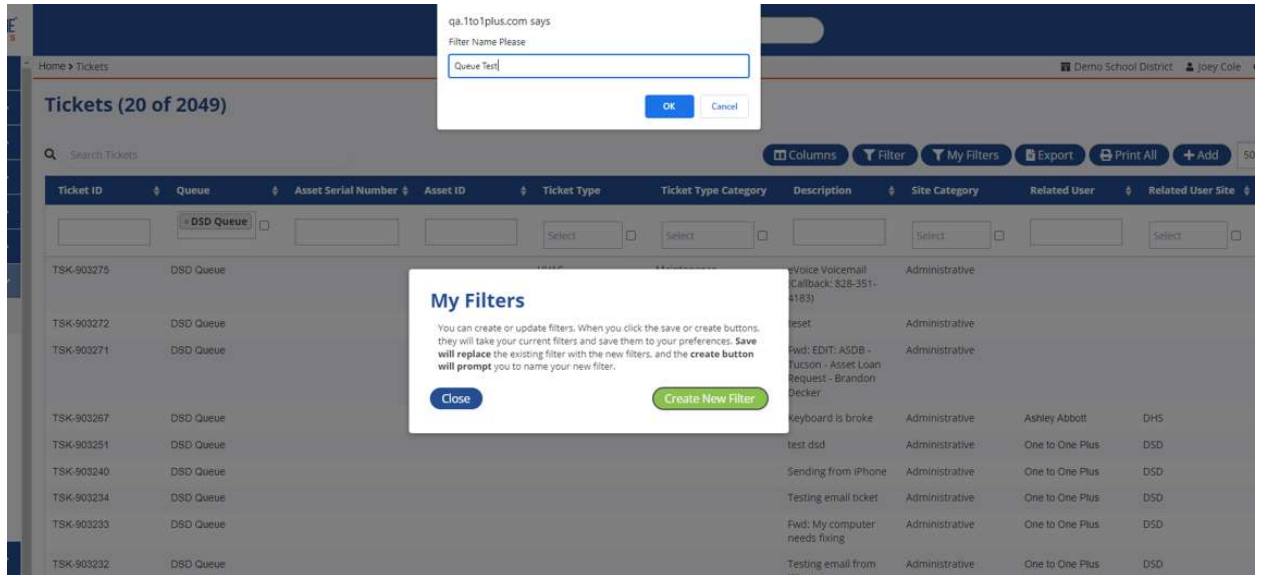


- The Related User Site has been added to the Help Desk Edit Ticket page. It is also a view only field.

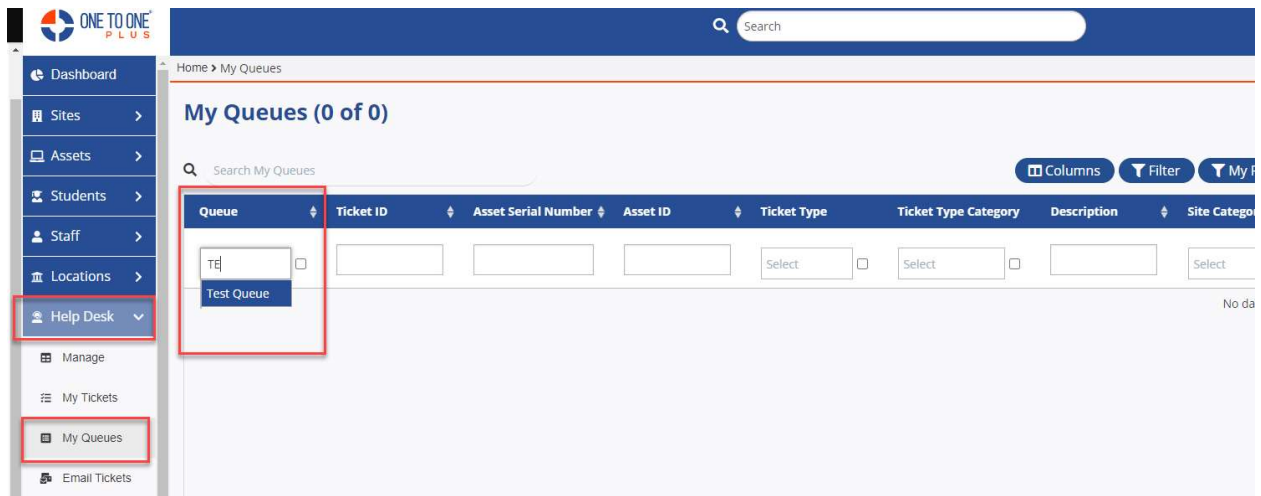


# Release 4.6.0

- When My Queues are added to My Filters and click to view, the filter My Queues dropdown will now select only one. This has also been fixed on My Queues page.

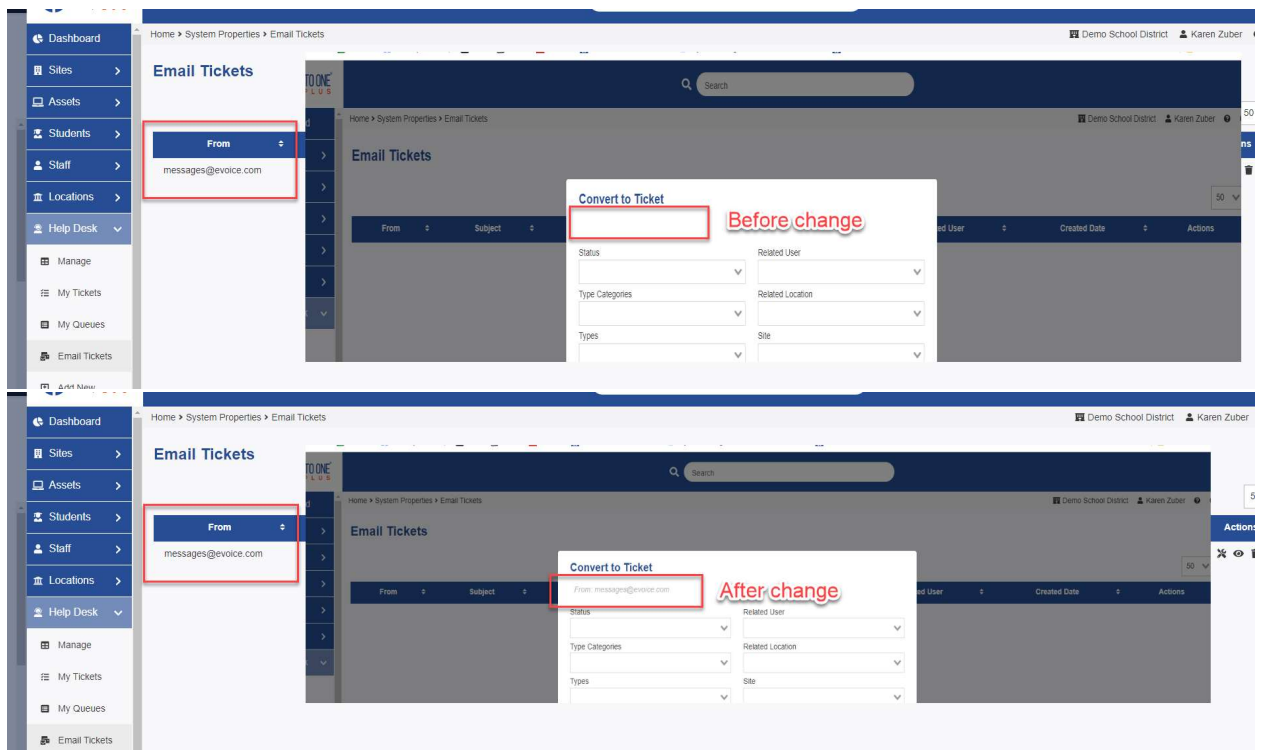


- **My Queues** – Users are now able to type in search box in the queue column and find results.



# Release 4.6.0

- **Email Tickets** – The external email address will now show on the Convert to Ticket screen.



## Settings

- Ticket Settings – The following email changes were made:
  - The following items were removed
    - Contact
    - Contact Email
    - Contact Phone
  - Closure Type and Closure Notes were moved to top. This will display only if closer type and notes exist.
  - Ticket status was moved up above the Priority. Font was increased and bolded.
  - Added a section for ticket Queue.



The following task was updated.  
[1to1plus Ticket TSK-1703808](#)

## Before

Priority - **Moderate**

Ticket ID	TSK-1703808
Ticket Description	reset
Related User	Joey Cole
Technician	Sara Holland
Contact	Joey Cole
Contact Email	<a href="mailto:joey.cole@onetooneplus.com">joey.cole@onetooneplus.com</a>
Contact Phone	18282897213
Site	DHS
Created	9/29/22, 9:29 AM
Last Modified	9/29/22, 9:29 AM



The following task was updated.  
[1to1plus Ticket TSK-903264](#)

## After

**Ticket Status: Closed**

Priority - **Moderate**

Closure Notes	
Closure Type	Repaired
Closure Notes	null Changed

Task Notes		
Note	Created By	Created
test	Joey Cole	10/7/22, 2:27 PM

Ticket ID	TSK-903264
Ticket Description	Re: Form - Joey Cole
Related User	Joey Cole
Technician	
Queue	DSD Queue
Site	DHS
Created	9/8/22, 11:09 AM
Last Modified	10/7/22, 2:28 PM

# Release 4.6.0

## All Multi-Column Grid Screens

- Headers will now freeze (stay in place) while scrolling through the list on any multi-column screen.

ONE TO ONE PLUS

Home > My Tickets

My Tickets (17 of 19)

Search My Tickets

Columns Filter My Filters Export Print All + Add 50

Ticket ID	Ticket Priority	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site	Site Category	Related User
TSK-1752405	Moderate			Laptop Missing Keys	Laptop		QAHS		
TSK-1752397	Moderate			Printer	Hardware		QAES		
TSK-1752390	Low			Financial Secretary	Front Office		QADO		
TSK-1752381	Moderate						QADO		
TSK-1752371	Moderate			Need Toner	Printer		QAHS		Leona Abrahamsson
TSK-1752360	Low			Financial Secretary	Front Office		QADO		
TSK-1752348	Low			HVAC Issue	Maintenance		QADO		
TSK-1752325	Moderate			Chromebook Missing Keys	Chromebook		QADO		
TSK-1752312	Moderate			Electrical Problem	Maintenance		QADO		
TSK-1752304	Moderate						QADO		
TSK-1752296	Moderate						QADO		
TSK-1752286	High			Chromebook Cracked Screen	Chromebook	Broken screen	QAHS		Kayla Abell
TSK-1734530	Critical					test	QADO		
TSK-1732046	Moderate	5WD890E485	13857684	Laptop Cracked Screen	Laptop	screen is cracked in upper right corner	QAHS		Lynea Alasdair
TSK-1731330	Moderate			Password Reset	Software	Reset Password	QADO		