

Release 5.3.0

Helpdesk

- **Manage Tickets**

- **My Tickets** – An error message was being displayed for user role of Staff when a ticket link was opened. This has now been fixed.
- **Edit Tickets, Add Ticket, Submit Ticket-** A new message has been added above the Type Categories field to remind users that when a category is selected, it will filter the Types list box below it to only those items that are associated with the category. ***These two fields work together with each other. If you select one without the other, the system will not save correctly.

Home > My Tickets > Add

OneToOnePlus Training 1to1 Training

Add Ticket

Save Save and Send

Details

Description

Status

Closure Type

Closure Notes

Files

Notes

Total Time: 0 + Add

Dates

Parts

Select Ticket Categories to filter Ticket Type selections

Type Categories

Types

Platform

Home > Ticket Properties > Types > Edit

Edit Ticket Type

Created by 1to1 Training on 5/14/21, 3:43 PM Modified by 1to1 Training on 12/6/22, 11:58 AM

Short Name * Laptop Missing Keys Ticket Type

Description

Task Type Category Laptop Type Category

Billable Amount 40

Email Group Select An Option

Default Technician Select An Option

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- **Edit Ticket** – When an invoice is created from the Edit Ticket form, it was reverting the ticket type to the default type if one is set. This is now fixed to keep the current ticket type.

Home > My Tickets > Edit Ticket TSK-1730588 1to1QA Karen Zuber

Edit Ticket TSK-1730588 Actions Watch Activity Log Save Save and Send

Created by 1to1 QA 10/6/2022, 9:13 AM Modified by Karen Zuber 4/7/2023, 11:18 AM

Details

Description: Cracked Screen

Status: New Ticket

Closure Type: Duplicate

Closure Notes:

Select Ticket Categories to filter Ticket Type selections

Type Categories: Chromebook

Types: Chromebook Cracked Screen, Chromebook Missing Keys

Platform:

Technician:

Files (1)

Notes

Emails

Invoicing

Invoice Number: INV-0000573880

Funding Type: Title VI

Dates

Parts

Home > Ticket Properties > Types 1to1QA Karen Zuber

Ticket Types + Add

Ticket Type	Description	Billable Amount	Default?	Public?	Turn In?	Category	Created by User	Actions
Chromebook Cracked Screen		\$125		YES	YES	Chromebook	1to1 QA	
Chromebook Missing Keys		\$0		YES	YES	Chromebook	1to1 QA	
Laptop Cracked Screen		\$0		YES	YES	Laptop	1to1 QA	
Laptop Missing Keys		\$0		YES	YES	Laptop	1to1 QA	
Projector bulb		\$0		YES	YES	Projector	1to1 QA	
iPad Cracked Screen		\$0		YES	YES	iPad	1to1 QA	
Random		\$0	YES	YES	YES		1to1 QA	
Powerschool Issue		\$0			YES	Application Issue	1to1 QA	
Email Issue		\$0			YES	Application Issue	1to1 QA	

The ticket was reverting back to a type that was flagged as 'default'

- **Submit Tickets** – An error message was being displayed when logged in as a user with a Student role. This has now been fixed.