

## Release 6.4.0

### General

#### Auth Methods –

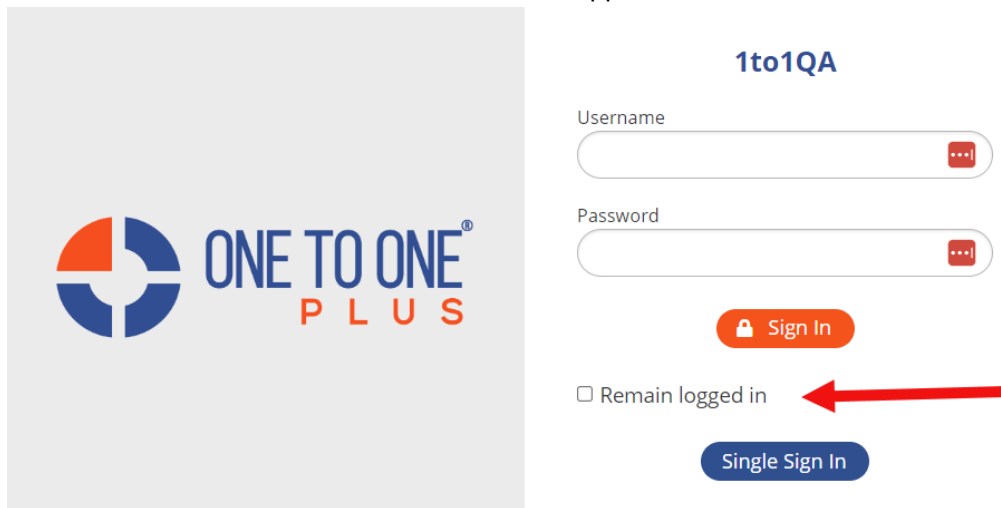
- Auth methods have been updated for more flexibility and to resolve issues with Office 365 SSO on mobile app as well as reduce the API calls to the database.

#### Login Screen –

- New option has been added to the login screen called “Remain logged in”. This will remember the last login/password used.

If the flag is checked during login and if you close the tab (not logout), then open a new instance of the app it will see you are still logged in and take you directly to the dashboard. This behavior will last for 14 days. This will not happen if the browser has cookies turned off or they are cleared.

This has also been added to the mobile app as well.

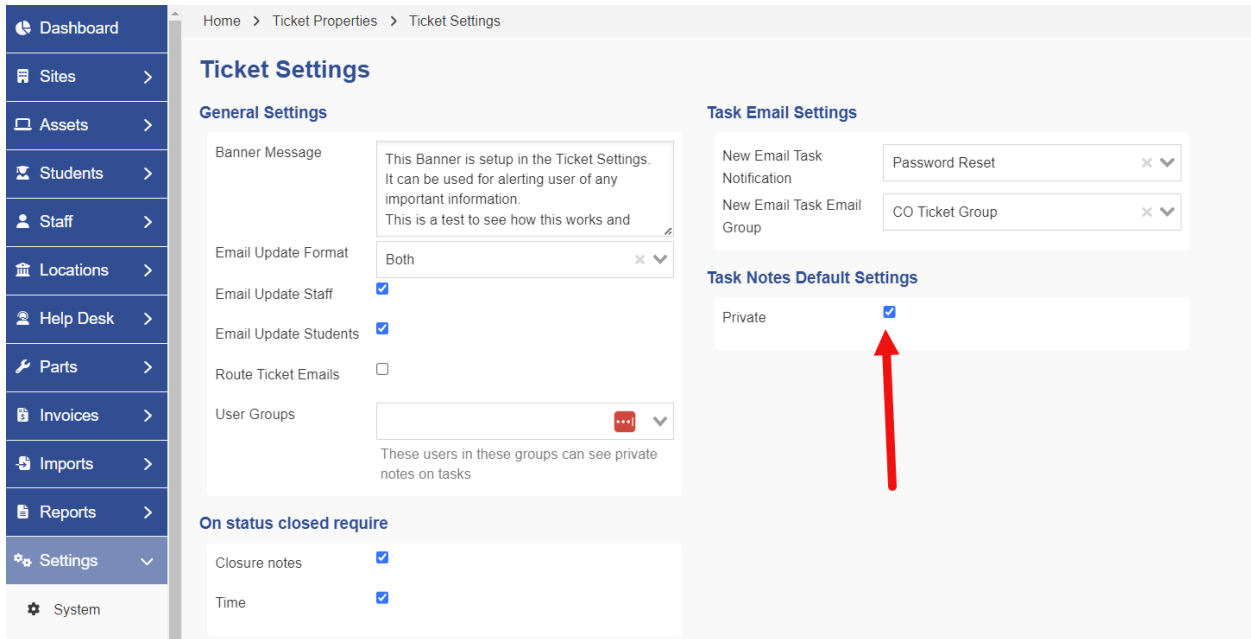


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## Help Desk

### Edit Ticket -

- Notes can now default to private by setting a new flag called “private” located under Settings – Tickets”.



Home > Ticket Properties > Ticket Settings

### Ticket Settings

**General Settings**

Banner Message: This Banner is setup in the Ticket Settings. It can be used for alerting user of any important information. This is a test to see how this works and

Email Update Format: Both

Email Update Staff:

Email Update Students:

Route Ticket Emails:

User Groups: [Empty field]

These users in these groups can see private notes on tasks

**Task Email Settings**

New Email Task Notification: Password Reset

New Email Task Email Group: CO Ticket Group

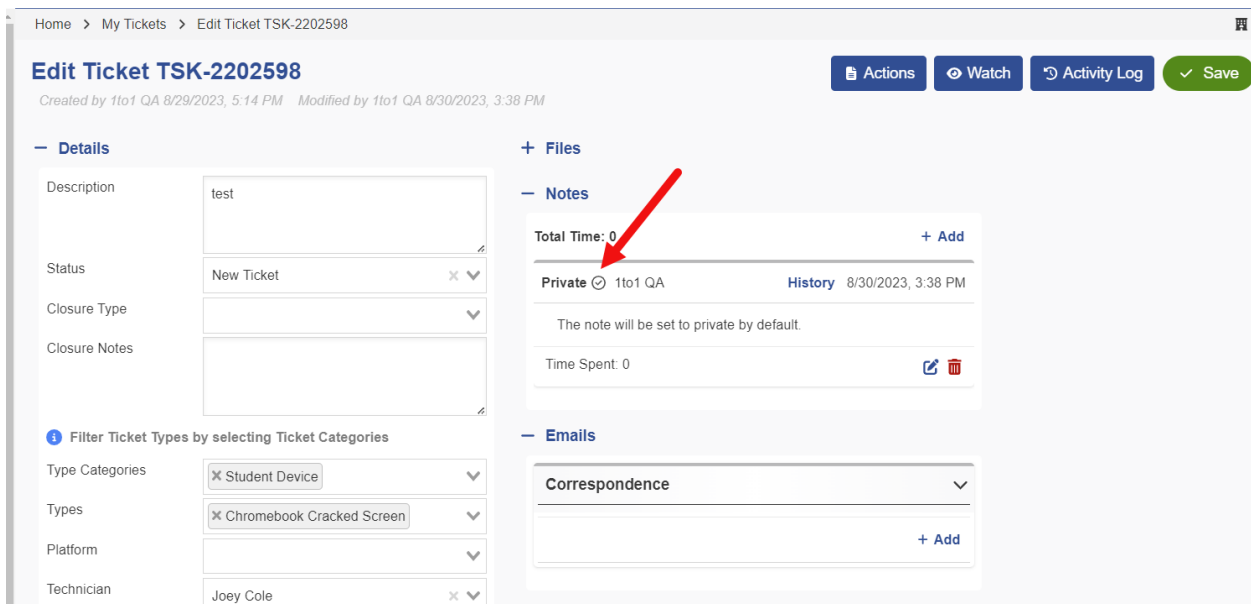
**Task Notes Default Settings**

Private:

**On status closed require**

Closure notes:

Time:



Home > My Tickets > Edit Ticket TSK-2202598

### Edit Ticket TSK-2202598

Created by 1to1 QA 8/29/2023, 5:14 PM Modified by 1to1 QA 8/30/2023, 3:38 PM

Actions Watch Activity Log Save

**Details**

Description: test

Status: New Ticket

Closure Type: [Empty field]

Closure Notes: [Empty field]

Filter Ticket Types by selecting Ticket Categories

Type Categories: Student Device

Types: Chromebook Cracked Screen

Platform: [Empty field]

Technician: Joey Cole

**Files**

**Notes**

Total Time: 0 + Add

Private 1to1 QA History 8/30/2023, 3:38 PM

The note will be set to private by default.

Time Spent: 0

**Emails**

Correspondence + Add

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- Private notes were displaying to all groups regardless of how the user groups were set on the ticket settings. This has now been fixed.

ONE TO ONE PLUS

Home > Ticket Properties > Ticket Settings

### Ticket Settings

**General Settings**

Banner Message: This Banner is setup in the Ticket Settings. It can be used for alerting user of any important information. This is a test to see how this works and

Email Update Format: Both

Email Update Staff:

Email Update Students:

Route Ticket Emails:

User Groups: ✕ Tech Champion ⋮

These users in these groups can see private notes on tasks

**Task Email Settings**

New Email Task Notification: Password Reset

New Email Task Email Group: CO Ticket Group

**Task Notes Default Settings**

Private:

**On status closed require**

Closure notes:

Time:

ONE TO ONE PLUS

Home > My Tickets > Edit Ticket TSK-2202597

### Edit Ticket TSK-2202597

Created by Karen Zuber @ kzuber@onetooneplus.com 8/29/2023, 5:12 PM Modified by 1to1 QA 8/31/2023, 10:37 AM

**Details**

Description: [Empty]

Status: New Ticket

Closure Type: [Empty]

Closure Notes: [Empty]

**Filter Ticket Types by selecting Ticket Categories**

Type Categories: ✕ Laptop

Types: ✕ Laptop Missing Keys

Platform: [Empty]

Technician: Ren Zuber

**Files**

**Notes**

Total Time: 0

**Public** 1to1 QA **History** 8/31/2023, 10:37 AM

Testing public note

Time Spent: 0

**Private** 1to1 QA **History** 8/31/2023, 10:37 AM

This is a test to see if private note flag works

Time Spent: 0

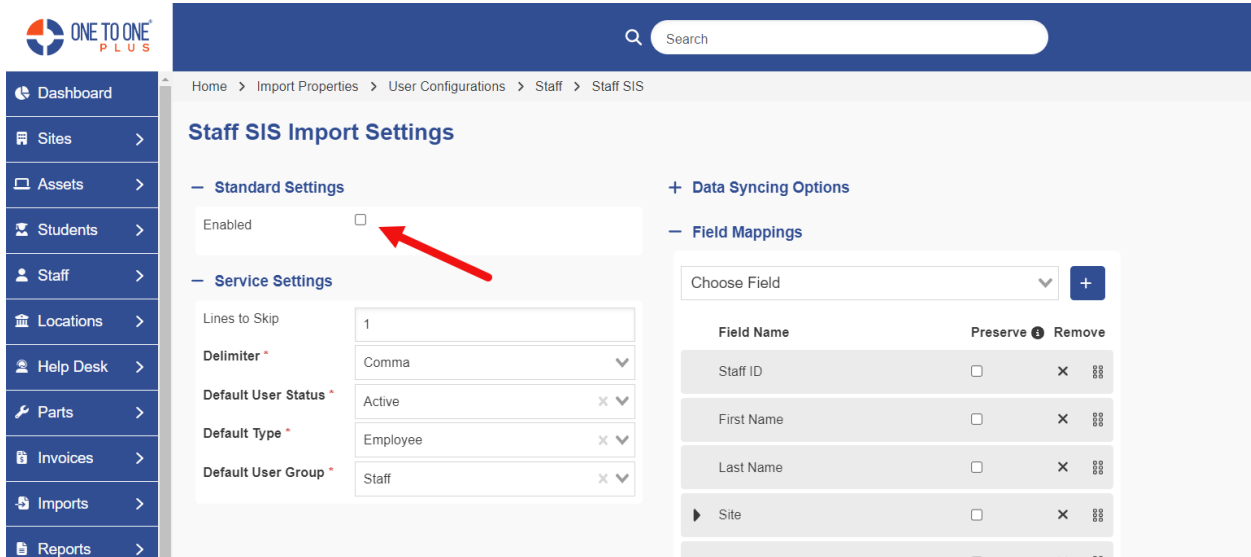
**Emails**

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## Imports

### Staff and Student SIS Imports –

- The “enabled” flag was not working properly and was causing the import to run even if the flag is not checked. This has now been fixed.



### Google Import -

- Value mappings for “Assigned to Location” was showing blank in the drop down list. This has now been fixed.

