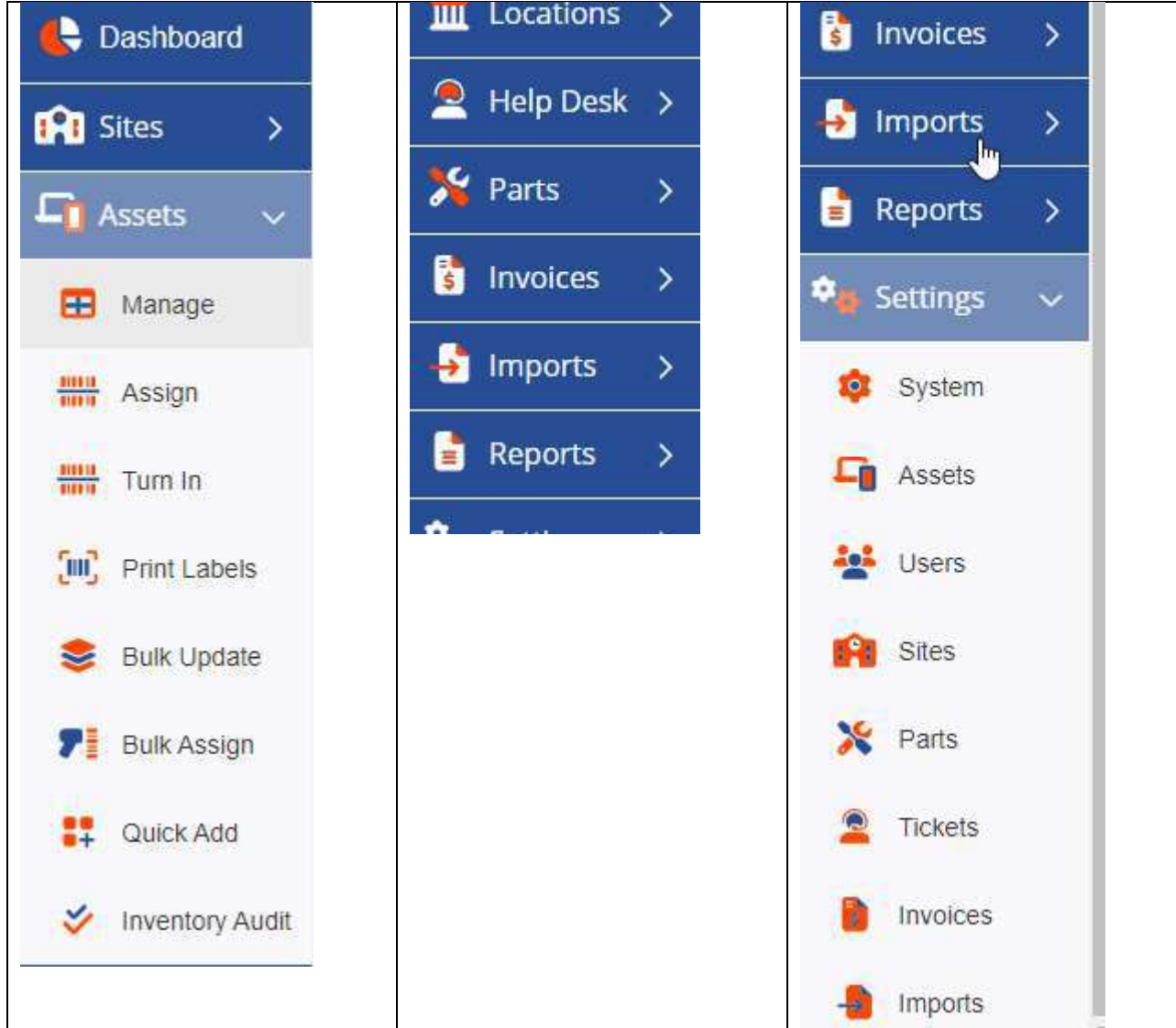


# Release 6.8.0

## General

- **Updated Icons** - Updated some of the icons and icon colors to bring a little pop to the software.



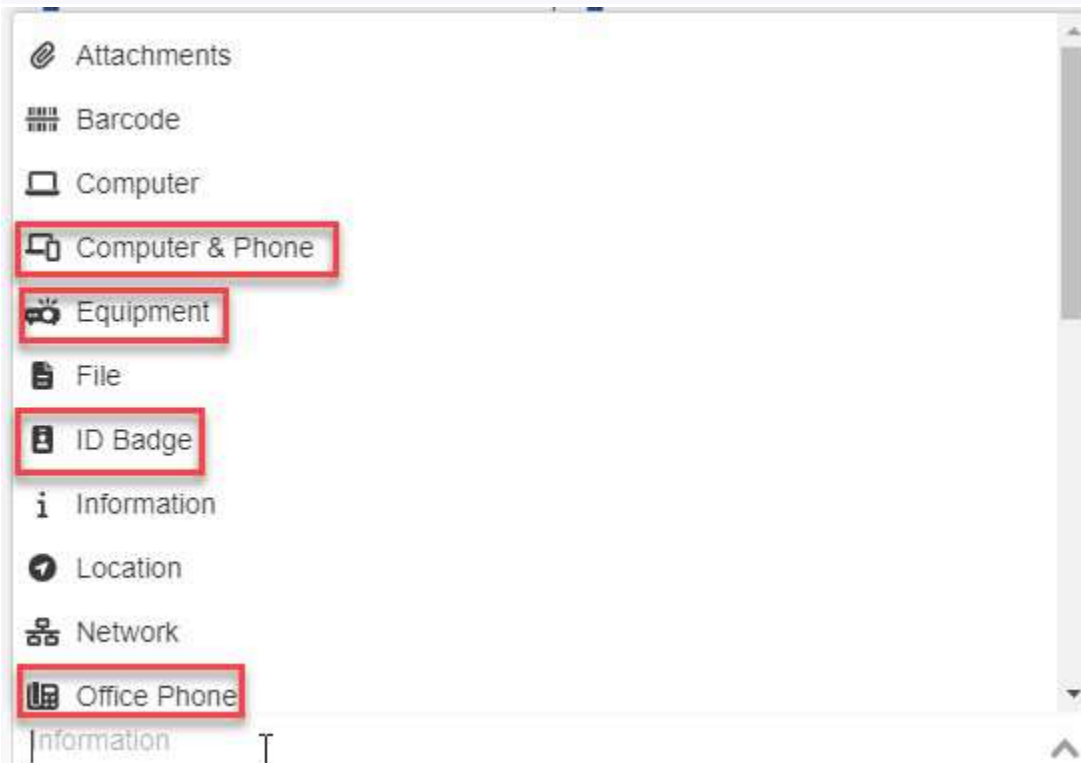
# Release 6.8.0

## Help Desk

### Submit Ticket Form

- Updated icons colors on the submit ticket form.
- Added some new icon choices to the submit ticket forms.
- Reduced the height of the tiles and made them wider allowing ability to view more on the submit ticket screen.

#### Submit Ticket



## Students

- **Print Labels** – Set the include barcode as the default option on the print label options.

Home > Students > Print Student Labels

### Print Student Labels

Student IDs:

Student Name:

Homeroom Teacher:

Distribution Teacher:

Grade Level:

Site:

Status:

#### Print Options

Include  Barcode  Student ID  Middle Name

Avery Template:

Number to Print:

Print Start Position:

[Print 21 Labels](#)

## Settings

- **Settings-System-Rules** – Update the rules to fire on updated tickets, status changes, technician changes, ticket type changes, and ticket priority changes. If you have rules setup for anything other than ticket creation this update will cause those rules to start working. Please be aware of this change as it could change how tickets are being delivered and updated.
- Added Assigned To Queue to the rules conditions.

OR

AND

CONDITION FIELD

Field \*

Operator \*

Ticket Queue(s) \*

[Delete](#)

## Users

- Added ability to auto create user login on new import.
- Added ability to auto create user login when manually creating user.

Home > User Properties > User Settings

### User Settings

**Day User**

Enable

**User Sign-In Types**

Google Sign-In

Microsoft Sign-In

Student Sign-In

**Create Staff Login on import**

Full Email Login

Username Field: Staff Email Address

**Create Student Login on import**

Username Field: Student ID

**Bulk Policy Email Settings**

Bulk Policy Email

Email User's Guardian?

## Imports

- Updated user login creation on import and manual creation.
- Update user import settings to resolve issue with import sync to mark students or staff as inactive.

# Release 6.8.0

- Added ability to import assets via FTP using a csv file.

Home > Import Properties > Asset Configurations > FTP CSV Asset

### Standard Settings

Enabled

### Service Settings

Lines to Skip: 0

Delimiter\*: Comma

Default Asset Type\*: Chromebook

Default Asset State\*: Active

Default Site\*: QADO

### Data Syncing Options

#### Field Mappings

Choose Field

Field Name	Preserve	Remove
Serial Number	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asset ID	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asset Model	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating System	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Processor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ram	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Name	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Location Text	<input type="checkbox"/>	<input checked="" type="checkbox"/>


## Emails

- Updated the email correspondence email to include the ticket description.

Re: TSK-2202616 [1bbe4b59-748d-4c2f-a6e2-e60d57bfc684] External Inbox

1to1QA to

10:56 AM (0 minutes ago)



Test email response and Description field.

**Ticket Information**

Task Type: Email Ticket

Ticket Number: TSK-2202616

**Description: Inline image test**

Ticket Status: Depot

Assigned Technician: Joey Cole (ID: JCOLE)

Related User: Joey Cole (ID: JCOLE)

**Previous Emails**

Joey Cole  
Chief Technology Officer  
Cell: 1-828-289-7213  
101 North Pine Street  
Raleigh, NC 27609

