#### Manage Screens

Manage screens have been updated with many new features. These features will be outlined below. You can also watch the webinar training here: <u>Manage Screen Training Webinar</u>.

Manage Screens have not been updated in all areas of the system such as options under Settings but they will be soon.

In the upper right-hand corner, you will see a link called "Switch back to the legacy page". This will give you the option temporarily to switch back to our legacy pages if needed during the update process.

Ticket							🗢 Columns 📃 🔻 My View	1/5	🖹 Export 😝 Print All	to the legacy pa
Page: 1 of 3 Showing 14	44 of 213 total records								E Export	
		Q	Search				Column Finder		✓ Page	Size 50
		÷	Ticket Priority	÷	Asset Serial Number	÷	Asset ID	÷	Ticket Type	Ticket T

#### **Changes to Manage Screens**

• The body of the manage screen now has color distinction between the lines of data. It now alternates between white and light gray.

					Switch back	to the legacy page
Assets Page: 1 of 24 Showing 1,200 of 1	,358 total records		Columns	Views Export	🔒 Print All 🛛 🖾 Email All	+ Add New
		Q Search		Column Finder	✓ Page	Size 50 🗸
Asset ID	✓ Serial Number	≑ Site		≑ Manufacturer		¢ Assig
Q Click to Filter	= Q Click to Filter	E Click to Filter	= Click to Filter	= Click to Filter	E Click to Filter	= Ass
<u>SN120406</u>	<u>SN120406</u>	QAHS	High School	Lenovo		
QUICKADD500	QUICKADD500	QAMS	Middle School	Asus	Asset Class	
H2WH11KWQ6NV	H2WH11KWQ6NV	QAHS	High School	Apple		
H2WH11KDQ6NV	H2WH11KDQ6NV	QAHS	High School	Apple		
H2WH11K3Q6NV	H2WH11K3Q6NV	QAHS	High School	Apple		
H2WH119NQ6NV	H2WH119NQ6NV	QAHS	High School	Apple		
H2WGX5HSQ6NV	H2WGX5HSQ6NV	QAHS	High School	Apple		
H2WGX57BQ6NV	H2WGX57BQ6NV	QAES	District 2	Apple		Eli Dı
H2WGX4D9Q6NV	H2WGX4D9Q6NV	QAHS	High School	Apple		
H2WGX4B1Q6NV	H2WGX4B1Q6NV	QAHS	High School	Apple		
H2WFC39GQ6NV	H2WFC39GQ6NV	QAHS	High School	Apple		

- **Columns** button now offer more fields to display on the manage screen.
  - You can select the columns you want to display on the manage page by checking the box of the field name. You can also reset the check boxes by clicking on **Reset** button.
  - You can also rearrange columns on the manage screen by dragging the column name to the area you want to view it.

		Q Search					
ome > Assets							<b>a</b> 1
Assets lage: 1 of 24 Showing 1.200 of 1.318 tot	al records	Select columns and sorting order	×	₩ My \	Aows 👌 Export	e Pri	Sad nt Al 🛛 🗃 Emai
		All columns (52):			Column Finder		~
Asset ID -	Serial Number	Asset ID (clickable column)     Serial Number (clickable column)	-	• 1	lanufacturer	÷	Asset Class
Click to Filter =	Q. Click to Filter	Site Site Category	H2	-	Click to Filter	3	Click to Fill
SN120406	SN120405	Manufacturer     Asset Type	-	l	enovo		
OUICKADD500	QUICKADD500	Model		1	laus.		Asset Class
H2WH11KWQ8NV	H2WH11KWQ6NV	Asset Class		ł	cole		
H2WH11KDOGNV	H2WH11KDQ6NV	<ul> <li>Assigned To User</li> </ul>		,	loole		
H2WH11K3Q6NV	H2WH11K3Q6NV	<ul> <li>Assigned To Grade</li> </ul>			lopie		
H2WH119NQ6NY	H2WH119NQ6NV	<ul> <li>Assigned To User ID</li> </ul>	-		lopie		
H2W0X5HSQ6NV	H2WGX5H5Q6NV	<ul> <li>Assigned To Homeroom</li> </ul>			toole		
	and the second se	<ul> <li>Assigned To User Type</li> </ul>	-				
H2WGX67BQ6NV	H2WGX57BQ6NV	<ul> <li>Assigned To User Site</li> </ul>			lopie		
H2WGX4D9Q6NV	H2WGX4D9Q6NV	Held By User		1	kople		
H2WGX4B1Q6NV	H2WGX4B1Q6NV	Held by User ID	-	ł	cole		
H2WFC390Q6NV	H2WFC39GQ6NV	<ul> <li>Held Rv Homeroom</li> </ul>		1	cole		
H2WDYCEVOENY	H2WDVCEVOENV	🛟 DE TROSEL 🗧 OK 🖉 Resel 🗙	Cancel	1	lçple		
gsuiteassetKZ	5CD4394CK1			)	P		

#### • You can also search for "empty" fields to see what records are missing information.

											Switc	h back to t	he legacy page
Ticket Page: 1 of 1 Show	ving 3 of 213 tot	al recor	ds						✿ Columns 🛛 ▼ My V	iews	🖹 Export 🔒 Print.	AII -	+ Add New
					Q Search				Column Find	ler	~	Page Siz	e 50 🗸
Ticket ID		-	Queue	÷	Ticket Priority	÷	Asset Serial Number	÷	Asset ID	¢	Ticket Type		Ticket Type (
	815, TSK-2202 TSK-2202782	=	Click to Filter	Ξ	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter	=	
TSK-2202815			DSD Queue	Qu	Low		5WD890E585		<u>13857784</u>		Laptop Cracked Screen		
<u>TSK-2202806</u>					Ok Ø Empty Results		✓ = Reset × Close		<u>13857640</u>		Chromebook Missing Key	s	
<u>TSK-2202782</u>					momentate				<u>13857752</u>		Laptop Cracked Screen		
Ticket ID		-	Queue	÷	Ticket Priority	¢	Asset Serial Number	÷	Asset ID	¢	Ticket Type		Ticket Type (
	315, TSK-2202 TSK-2202782	=	Showing without queue	=	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter	=	
<u>TSK-2202806</u>					Moderate		5WD890E441		<u>13857640</u>		Chromebook Missing Keys	i	
TSK-2202782					Moderate		5WD890E553		<u>13857752</u>		Laptop Cracked Screen		
C													+

 A search option was added on the Columns selection box to help finding a column easier.

# Search asset All columns (51): Asset ID (clickable column) Asset Type Asset Class Pool

- My Filters has now been renamed to "My Views".
  - The system stores your columns and filters to your browser cache on your system that you are using.
  - Like the legacy manage page, you can sort and search for data and click to create a new view for future use. You also have the option to save a default view so each time you open the page, it will automatically load your view.

Page: 1 of 1 Showing 3 of 213 total records		Columns ▼ My Views B Export
	Q, Search	Column Finder V Page Size 50 V
Ticket ID - Queue	My Views	
Q TSK-2202815, TSK-2202 = Click to 806, and TSK-2202782	ilter You can create or update views. When you click the Save or Create b they will take your current views and save them to your preferences.	buttons, = Click to Filter = Click to Filter =
TSK-2202815 DSD Queue	Save will replace the existing view with the new views, and the Create will prompt you to name your new view.	13857784 Laptop Cracked Screen
	The default view to apply to this table. The default view is loaded by default on this table. Chromebooks - High School	
<u>TSK-2202806</u>	My Test Tickets	13857640 Chromebook Missing Keys
TSK-2202782	Status Inactive Save X D	Delete 13857752 Laptop Cracked Screen
4	Default View My Test Tickets	ו•
	+ Create New	Close

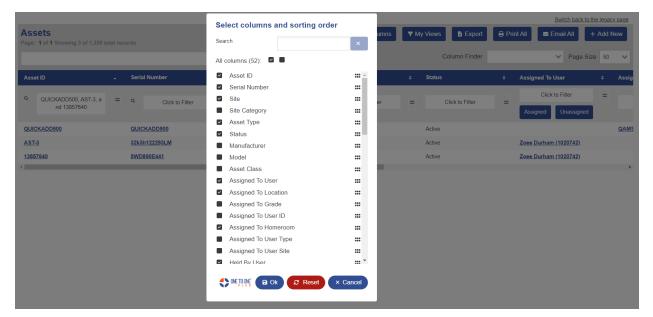
• If you have a view set as a default, this is how your screen will look. If you click on the blue highlighted info, it will remove the default view.

Home											<b>夏</b> 1to1Q/	A 💄 1to1 QA 🛛 🛛
											Switch ba	ck to the legacy page
Tic Page:	ket 1 of 1 Showing 3 of 213 tota	al recor	rds						🕈 Columns 🛛 🔻 My Vie	ws	🖹 Export 🔒 Print All	+ Add New
					Q Search				Column Finder	r 🦳	✓ Page	ge Size 50 🗸 🗸
My Vi	iew, <b>"My Test Tickets"</b> app	olied.	Click to load without the	filter.								
Tick	et ID	-	Queue	¢	Ticket Priority	¢	Asset Serial Number	¢	Asset ID	¢	Ticket Type	Ticket Type
Q	TSK-2202815, TSK-2202 806, and TSK-2202782	=	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter	=
<u>TSK</u>	-2202815		DSD Queue		Low		5WD890E585		13857784		Laptop Cracked Screen	
<u>TSK</u>	- <u>2202806</u>				Moderate		5WD890E441		13857640		Chromebook Missing Keys	
TSK	-2202782				Moderate		5WD890E553		13857752		Laptop Cracked Screen	

#### • Click on the text highlighted in green will add you view back.

Ticket Page: 1 of 3	Showing 144 of 213 to	otal rec	cords					🗘 Colu	mns 🛛 🔻 My Views	5	Export 🔒 Print A	-	Add New
My View, <b>"N</b>	<b>/ly Test Tickets"</b> ign	ored.	Click to load with the filte	er.	Q Search				Column Finder		✓ F	age Size	9 50 ♥
Ticket ID		•	Asset Serial Number	÷	Asset ID	¢	Ticket Type	Tic	ket Type Category	Descrip	ption	¢	Site Categ
۹	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter	=		Q	Click to Filter	=	Clic
TSK-220283	35		NEWASS100200		AST-13		Chromebook Missing Keys						High Schoo
TSK-220283	34						Chromebook Cracked Screen			test			High Schoo
TSK-220283	33						Chromebook Cracked Screen			test			High Schoo
TSK-220283	32						Chromebook Cracked Screen			test			High Schoo
TSK-220282	29						Password Reset			test			

• **Exports** will now export only the columns that you have selected. For example, if I have 10 columns selected like below, that is what will be exported in the file.



Asset ID	AST-3, a =	Serial Number	م ÷	Search				Column Finder		✓ Page Size	e 50 🚿
		Serial Number	¢	Site							
	AST 2				¢ A	sset Type	≎ Statu:	;	¢ Assign	ed To User	¢ As
QUICKADD500, A nd 1385764		Q Click	k to Filter =	Click to Fi	lter =	Click to Filter	=	Click to Filter	=	Click to Filter	=
QUICKADD500		QUICKADD500		QAMS	с	hromebook	Active				Q
AST-3		32k3h122293LM		QAHS	С	hromebook	Active		Zoee Di	urham (1020742)	
13857640		5WD890E441		QAHS	c	hromebook	Active		Zoee Di	urham (1020742)	
Assets-1700601875.csv ~										Karen Zuber 🚾 —	
Home Insert Page I $\sim$ : $\times \checkmark f_x$	Layout Formulas	Data Review Vi								Comme	nts 🖻 Sha
A Serial	B Number Si	C te Short Name	D Asset Type Short Name	E Asset State Short Name	F Assigned To User Staff I	G Assigned To User Last N	H Assigned To User First	Assigned To User Ho	J ome Assigned To Locatio	K on In Held By User Staff II	D Held By
		AMS		Active	_	-	-	-	QAMS-Depot		
		AHS		Active	1020742		Zoee	Evita Boomes			742 Durham
13857640 5WD89	90E441 Q,	AHS	Chromebook	Active	1020742	Durham	Zoee	Evita Boomes		1020	742 Durham

• **Column Finder** can be used to quickly jump to the column that you are needing to view in the manage page. It will place that column in the center of the page.

											<u>Switc</u>	h back to the legacy pag
Ticket Page: 1 of 3 Showin	a 144 of 2	13 total records						Columns	T My \	/iews	) Print	All + Add New
				Q Search				c	olumn Fin	der Description	×¥	Page Size 50
My View, "My Test	Tickets"	ignored. Click to load with	h the filter.									
set ID	¢	Ticket Type	Tic	cket Type Category	Descri	ption	¢	Site Category	¢	Related User	÷	Related User Site
Click to Filter	=	Click to Filter	=		۹	Click to Filter	=	Click to Filter	=	Click to Filter	=	Click to Filter
-13		Chromebook Missing Keys						High School		Zoee Durham (823492)		QAHS
		Chromebook Cracked Screen	n		test			High School		Zoee Durham (1020742)		QAHS
		Chromebook Cracked Screen	n		test			High School		Zoee Durham (823492)		QAHS
		Chromebook Cracked Screen	i i		test			High School		Zoee Durham (823492)		QAHS
		Password Reset			test					Karen Zuber (kzuber)		QADO
		Chromebook Missing Keys								1to1 QA (1to1QA)		QADO
57640		Chromebook Missing Keys			I have	a couple of keys that are r	not	District 2		Zoee Durham (1020742)		QAHS
57752		Lanton Cracked Screen			Screen	on lanton is cracked in se	wera	District 2		Chrissy Thomas (595959600)	ngi	OAHS

• Notes and Description columns will now display the full data if you hover over the field in the manage screen. This data is also searchable and you can now copy the data in the full display.

Ticket Page: 1 of 3 Sho	wing 144 of 213 total records			Columns	s 🔻 My	Views Export		Print All + Add New
		Q Search		•	Column Fir	nder		✓ Page Size 50
My View, "My T	est Tickets" ignored. Click to	load <b>with</b> the filter.		<b>N</b>				
erial Number	≎ Asset ID	≎ Ticket Type	Ticket Type Category	Description	¢ Si	ite Category	÷	Related User
Click to Filter	= Click to Filter	= Click to Filter	=	Q Click to Filter	=	Click to Filter	=	Click to Filter
E441	13857640	Chromebook Missing Keys		I have a couple of keys that are		istrict 2		Zoee Durham (1020742)
553	13857752	I have a couple of keys that	t are not working. I did not see a	n option for this. Do I need to ge	t a loaner as:	set for now? Who do I	contact	for information on a loane
		Testing Save/Send in Desc	ription field.					
		Testing the bottom button s	ave/send					
		HVAC ISSUE						HOT QA ( HOTQA)
		Laptop						

Ticket				Columns Views	Switch back to th	he legacy page - Add New
Page: 1 of 1 Showing 1 of 213 total record		Search		Column Finder	✓ Page Siz	e 50 🗸
Ticket Type Category	Description \$	Notes	Site	¢ Platform		¢ Rela
=	Q Click to Filter =	Landon is excited	Click to Filter	= Click to Filter	= Click to Filter	=
Keys	I have a couple of keys that are not	Testing this note box to see how it w 2nd note test for testing. This is the 3rd note test. 	QAES	OIS	District 2	Zoee
	2nd note test fo This is the 3rd i My 4th test is a dsfasdfsadfasd Testing the note	note test. private note. fsadsf	n is excited about it.			

# Students/Staff

Edit Student/Staff-

• Related Assets has been moved under the Personal Information section.

Home > Staff >	Edit "Karen Zul	ber"							
Edit St	taff					<b>a</b> c	redentials 📄 Print Label	🗲 Tickets 🔲 🖵 Assets	\$ Invoices
Created by Ad	dmin Admin on 1	11/24/22, 2:10 A	M Modified by Ad	lmin Admin on	12/5/23, 3:2!	9 PM			
– Persona	al Informatio	n				– Policies			
Staff ID *		000146663				2021-2022 Staff Laptop Agreement - Technician	SIGN		
First Nam	ne *	Karen				– System Information			
Middle Na						Import Type	StaffLDAP	X <del>v</del>	
Last Nam	ne *	Zuber				Status *	Active	X <del></del>	
— Related	Assets					Type *	Technician	X 🐨	
Asset Acce	essories					User Group	Help Desk Agent	×	
		Assigne	ed Assets			Restrict to Sites			
Asset ID	Serial Number	Asset Status	Asset Type	Held by	Action	Job Title	SERVICE DESK ANALYST		
	Number	Status				Job Description			
340A- 06827	PW03C7YS	Active	Windows Laptop		₽	Grade Taught	Select An Option	Ţ	
		Held	Assets			+ Related Files			
Asset ID	Serial Number	Asset Status	Asset Type	Assigned to	Action	Notes			
340A- 06827	PW03C7YS	Active	Windows Laptop		₽				
- Contact	t Information	1							

#### Help Desk Edit Ticket-

• Related User Policies have been added to the screen to display related user insurance information.

2023, 2:45 PM Modified by 1to1 QA 11/2	20/2023, 10:13 AM		
		+ Files (1)	
not see an option for this. Do I need to asset for now? Who do I contact for in	get a loaner	+ Notes + Emails	
New Ticket	××	+ Invoicing	
	~	_	
		Related User Folicies (Folghed)	
		Student AUP	
hu selecting Ticket Cotegories	1.		Ű.
			Ŭ I
× Chromebook	Y		
× Chromebook Missing Keys	~	Information Release	······ Yes
OIS	××	Web Page Permission	NO
Ben Zuber	××	Protection Policy	No
	~		
Moderate	×v	+ Dates	
	~	- Parts (1)	
		Choose a part	✓ ▼ Filter
	not see an option for this. Do I need to asset for now? Who do I contact for in a loaner New Ticket by selecting Ticket Categories X Chromebook Missing Keys OIS Ben Zuber Moderate	New Ticket     X Y       Y     Y       by selecting Ticket Categories     X       Y     Chromebook       Y     Chromebook       Y     Chromebook Missing Keys       OIS     X Y       Ben Zuber     X Y       Moderate     X Y	not see an option for this. Do I need to get a loaner asternow? Who do I contact for information on a loaner New Ticket New Ticket New Ticket New Ticket New Ticket New Ticket Categories

• Scroll bar has been added to the Description and Closure Notes

Edit Ticket TSK-2165408         Actions           Created by         2/13/2023, 10.46 AM         Modified by         2/15/2023, 1.53 PM	Watch	J A
- Details + Files		
Description The handle on Connor's laptop bag is only attached on one side. He has tied his strap to tha		
piece of fabric in order to carry the laptop. This is Total Time: 0 + Add		
Closure Type		
Closure Notes The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that		
piece of fabric in order to carry the laptop. This is a + Add		
Filter Ticket Types by selecting Ticket Categories  Type Categories  X Damaged or Lost Item      Invoicing		

#### • Part name has been added to the Parts drop down list to make it easier to search.

Home > My Tickets > E	Edit Ticket TSK-2202806		
Types	X Chromebook Missing Keys	~	Testing the correspondence
Platform	OIS	××	<u>ب</u>
Technician	Ben Zuber	××	
Queue		$\sim$	+ Invoicing
Priority	Moderate	××	+ User Policy (1 Signed)
Collaborators		~	+ Dates
<ul> <li>User/Location</li> </ul>			- Parts (1)
Related User	Zoee Durham (1020742, QAHS)	××	
Related User Job Title			Choose a part
Related User Site	QAHS	×v	201 (Name: Hard Drive, Site: QAHS)
Grade Level	11		400 (Name: Dell Keyboard, Site: QAHS) 400 (Name: Dell Keyboard, Site: QAES)
Related Location	QAES-Cart	××	275 Keyboard (Name: Keyboard, Site: QAMS) 25.00
Site	QAES	×v	275 Keyboard (Name: Keyboard, Site: QAHS)
Room Number	200B		275 Keyboard (Name: Keyboard, Site: QADO) Part 100 Screen (Name: Screen, Site: QAHS)
Contact Phone Number	864-444-4444		Part 303 Keyboards (Name: Dell Keyboard, Site: QAHS)
Availability From	n: 9:00 AM × To 5:00 PM	×	Part 303 Keyboards (Name: Dell Keyboard, Site: QAES)
+ Related Asset			Part 200 Screens (Name: Screen, Site: QAES)
+ Related Asset			Part 225 Keyboard (Name: Dell Keyboard, Site: QAES)
+ Loaner/New Asset			
🗸 Save 🖪 Save	e and Send		
Notes will now	stay formatted correctly	y after	r they are saved.

Edit Ticket TS	K-2165408		Actions	Watch	う Activity Log
Created by	2/13/202	3, 10:46 AM Modified by 2/15/2023, 1:53 PM			
- Details		+ Files			
Description	The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a test to see if a scroll bray will annear	- Notes Total Time: 0	+ Add		
Status	Open 🗙 🗸	Public History 12/8/2	023, 4:22 PM		
Closure Type	~				
Closure Notes	The handle on Connor's laptop bag is only attached on one side. He has tied his strap to that piece of fabric in order to carry the laptop. This is a toot to con if a carril has will appear.	<ol> <li>Signed up for tech coverage.</li> <li>This student does not qualify for free coverage</li> <li>The repair will count against the student's eligible incid the year.</li> </ol>	ents for		
•	by selecting Ticket Categories		- 11		
Type Categories	× Damaged or Lost Item		- 11		
Types	× Bag/Case Damage	This is a test to see how this looks	- 11		
Platform	V	This is another test to see how this looks	- 11		
Technician	Tech Help X V		- 11		
Queue	~	https://1to1plus.com/tasks	- 11		
Priority	Moderate × 🗸		_		
Collaborators	~	Time Spent: 0	C 💼		

•

**Submit Ticket** – The Submit Ticket screen will now display ticket history for the related user. This will allow the user to see if they have already submitted a ticket for the issue. This is displayed based on the school year that is set in the School Years Settings.

		Q Search		
Home > Submit Ticke	t Forms > Student Device Issue		頭 1to1QA 💄 1to1 QA 🌘	. (1
			Ticket History Related tickets for the selected user	
			+ Laptop Missing Keys (1)	
	Submit a ticket		+ Chromebook Missing Keys (1)	
	Select Student	Related User Karen Zuber (kzuber@onetooneplus.com, QADO)	+ Password Reset (2)	
	Select Student	Kateri zuber (kzuberigioneidonepius.com, GAUO) X V		
			7	
		Filter Ticket Types by selecting Ticket Categories		
		Type Categories *		
		~		
Type of Issue		Ticket Type *		
		×		
		Description		

#### <u>Settings</u>

**Tickets – Submit Ticket Settings –** Additional icons have been added. Fork/Knife, Saxophone, Trumpet, Drum, Guitar, Bell, Air Conditioner, and Brush.

	Q Search			
Home > Ticket Properties > Submit Ticket Settings				
Submit Ticket Settings				
<b>I</b> Student Device <b>i</b> Software Ticket	🔀 Maintena	ince 🗸	Front Office Issue	Staff or Classro
🗳 Equipment Req 🌾 Technology Tic				
Maintenance	Form Fields			
Title * Maintenance	Form Fields Asset Type	What is		
Description *	Availability	What is	the issue or request? 🌼 🗙	
Submit a ticket	Closure Notes Collaborators	* Ti	cket Types O 🔹 🔢 escription O 🛊	
con*	Collaborators	Who is	being affected?	
Work	Contact Phon Description	× R	elated User 🔿 🏟 🔡	
The Air Conditioner	Email Addres		ontact Phon O 🏟	
Attachments	Files			
Harcode	New Asset	Where	is this occurring?	
Bell Notification	Platform	× Si	te 🔿 🏟 🔡	
P Brush	Related Asset		oom Number 🔿 🏟 🔢	
Computer Computer & Phone	Related User			
Gunputer & Priorie	Related locati	Attach	an optional file 🛛 🏟 🗙	
✓ Electric Guitar	Room Number			
cuipment	Site	× Fi	les 🔿 🏟 👯	
🖞 File 👻	Task Status			
	C Sear	ch		
	r is setun in the Ticke	t Settings It ca	n he used for alerting user	of any important information.
GA Sites >			see how this works and	
Assets > Submit Ticket				
Students →	Device Issue		oftware Ticket	💥 Maintenance
	it a ticket	-	submit a ticket	Submit a ticket
in Locations →				
🞽 Help Desk 🗸 🚽	Office Issue	_	Classroom Device	📫 Equipment Request
Click Here to subm	hit Front office Tickets		assroom device issue.	Enter Information to Submit Technology Ticket
₹Ξ My Tickets	🔀 Technol	logy Tickot	🖌 Music Equip	mont Guitar
YE My Queues	Enter Information to Sut		Music Equipment	
🛓 Email Tickets				)
Add New				
Submit Ticket				
Bulk Update				